

IT Help Desk

Code: ANCMF-AU-GB-IHD-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including desks, chairs, and equipment.
- Sanitise high-touch areas such as keyboards, mice, and telephones.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors using a damp mop and appropriate cleaning solution.
- Empty rubbish bins and replace liners.
- Clean and sanitise door handles and light switches.
- Ensure all cleaning activities are performed using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Begin by dusting all surfaces using a microfibre cloth to capture dust particles effectively.
3. Sanitise high-touch areas with a disinfectant spray, allowing appropriate dwell time for effective germ kill.
4. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise airborne dust.
5. Mop hard floors with a damp mop, ensuring no excess water is left on the floor to prevent slip hazards.
6. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
7. Wipe down door handles and light switches with a disinfectant wipe.

Equipment

- Microfibre cloths (colour-coded)
- HEPA-filter vacuum cleaner
- Cleaning trolley
- Disinfectant spray and wipes
- Damp mop and bucket
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised with no visible residue; floors are spotless with no debris; rubbish bins are empty and odour-free.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; floors have minimal debris; rubbish bins are empty but may have slight odour.
Pass	Noticeable dust on surfaces; high-touch areas are partially sanitised; floors have visible debris; rubbish bins are not emptied or have noticeable odour.
Fail	Significant dust accumulation; high-touch areas are unsanitised; floors are dirty with visible stains; rubbish bins are overflowing or have strong odour.