

Manager's Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and window sills.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors using a colour-coded system.
- Wipe and sanitise all frequently touched surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure air vents are free from dust and debris.

Method

1. Prepare cleaning trolley with appropriate supplies and PPE.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors with a damp mop, ensuring no excess water is left on the surface.
5. Use a disinfectant spray on frequently touched surfaces and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner and polish with a lint-free cloth.
8. Inspect air vents and clean with a vacuum attachment if necessary.

Equipment

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| • Microfibre cloths | • Disinfectant spray | • Rubbish bin liners |
| • Vacuum cleaner | • Glass cleaner | |
| • Mop and bucket | • Cleaning trolley | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no dust or debris visible. Carpets are clean with no stains. Hard floors are shiny and dry. All glass surfaces are streak-free. Air vents are dust-free.
Good	Minor dust on high surfaces, carpets are clean with minimal stains. Hard floors are clean with slight dullness. Glass surfaces have minimal streaks. Air vents have minor dust.
Pass	Noticeable dust on surfaces, carpets have visible stains. Hard floors are clean but dull. Glass surfaces have visible streaks. Air vents have visible dust.
Fail	Heavy dust accumulation, carpets are stained and dirty. Hard floors are dirty and sticky. Glass surfaces are heavily streaked. Air vents are clogged with dust.