

Marketing Office

Code: ANCMF-AU-GB-MO-03 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and partitions.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising the cleaning trolley with all necessary equipment and supplies, ensuring compliance with colour-coded systems.
2. Dust all surfaces using microfibre cloths, starting from higher surfaces and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Disinfectant spray
- Glass cleaner
- Colour-coded cleaning cloths
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; carpets are free of debris and stains; floors are spotless with no streaks; high-touch areas are sanitised and free of fingerprints; rubbish bins are empty and odour-free; glass surfaces are crystal clear with no streaks.
Good	Minor dust on less accessible surfaces; carpets show slight signs of wear but are clean; floors have minimal streaks; high-touch areas are mostly sanitised; rubbish bins are empty with minimal odour; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas are inconsistently sanitised; rubbish bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; carpets are dirty with visible stains; floors are dirty with significant streaks; high-touch areas are not sanitised; rubbish bins are overflowing; glass surfaces are dirty with significant streaks.