

Mail Room

Code: ANCMF-AU-GB-MR-07 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces, including desks, shelves, and equipment.
- Vacuum carpeted areas and mats.
- Mop hard floors with a neutral detergent.
- Sanitise high-touch areas such as door handles, light switches, and mail sorting equipment.
- Empty rubbish bins and replace liners.
- Clean and sanitise rubbish bin exteriors.
- Wipe down and sanitise mail sorting tables and benches.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with appropriate supplies, ensuring all equipment is clean and in good working order.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop hard floors using a mop and bucket system, ensuring the use of a neutral detergent suitable for the floor type.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring full coverage and adequate contact time.
6. Empty rubbish bins, replace liners, and clean bin exteriors with a sanitising wipe.
7. Wipe down mail sorting tables and benches with a disinfectant solution, ensuring all surfaces are left dry.
8. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket system
- Neutral detergent
- Disinfectant spray
- Sanitising wipes
- Colour-coded cleaning supplies

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. Floors are spotless with no streaks or residue. High-touch areas are sanitised and free of fingerprints. Rubbish bins are empty, clean, and odour-free.
Good	Surfaces are mostly clean with minor dust or smudges. Floors are clean with minimal streaks. High-touch areas are sanitised with few fingerprints. Rubbish bins are empty and clean with slight odour.
Pass	Surfaces have noticeable dust or smudges. Floors have visible streaks or residue. High-touch areas have some fingerprints. Rubbish bins are emptied but may have some odour.
Fail	Surfaces are visibly dirty with dust and smudges. Floors are dirty with significant streaks or residue. High-touch areas are not sanitised and have visible fingerprints. Rubbish bins are full or dirty with strong odour.