

Mobile Services

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

Scope of Work

- Dusting all surfaces including desks, chairs, and equipment.
- Vacuuming all carpeted areas and spot cleaning as necessary.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising toilets and washbasins.
- Replenishing consumables such as toilet paper, hand soap, and paper towels.
- Ensuring all cleaning activities are conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
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 surfaces 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 toilets and washbasins with a toilet brush and sanitising cleaner, ensuring all surfaces are wiped dry.
8. Replenish consumables and ensure dispensers are functioning correctly.

Equipment

- Colour-coded microfibre cloths and mops
- Vacuum cleaner with HEPA filter
- Cleaning trolley
- Disinfectant spray
- Sanitising cleaner
- Toilet brush
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust and marks. Floors are spotless with no debris. High-touch surfaces are sanitised and free from smudges. Rubbish bins are empty and sanitised. Toilets and washbasins are sparkling clean with no odours. Consumables are fully stocked.
Good	Most surfaces are clean with minimal dust. Floors are clean with minor debris in low-traffic areas. High-touch surfaces are mostly sanitised. Rubbish bins are empty but not sanitised. Toilets and washbasins are clean with slight watermarks. Consumables are adequately stocked.
Pass	Surfaces have noticeable dust and marks. Floors have visible debris. High-touch surfaces are partially sanitised. Rubbish bins are not emptied. Toilets and washbasins are clean but have visible stains. Consumables are low.
Fail	Surfaces are dusty and marked. Floors are dirty with significant debris. High-touch surfaces are not sanitised. Rubbish bins are full. Toilets and washbasins are dirty with odours. Consumables are depleted.