

Ombudsman Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and window sills.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Cleaning and sanitising of kitchen and toilet areas.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and mirrors.
- Replenishing of consumables such as hand soap and toilet paper.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are in place.
2. Dust all surfaces using microfibre cloths, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no streaks or residue are left.
5. Sanitise high-touch surfaces with a disinfectant spray and cloth, ensuring full coverage and adequate contact time.
6. Clean kitchen and toilet areas using designated cleaning products, ensuring all surfaces are sanitised and odours are neutralised.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Clean glass surfaces with a glass cleaner and lint-free cloth for a streak-free finish.
9. Check and replenish consumables, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Disinfectant spray
- Glass cleaner
- Cleaning trolley
- Colour-coded cleaning cloths and mops
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Carpets are vacuumed with no visible debris. Hard floors are spotless with no streaks. High-touch surfaces are sanitised with no residue. Glass surfaces are streak-free. No odours present. Consumables fully stocked.
Good	Most surfaces are clean with minimal dust. Carpets are vacuumed with minor debris in corners. Hard floors have minimal streaks. High-touch surfaces are mostly sanitised. Glass surfaces have minor streaks. Mild odours present. Consumables mostly stocked.
Pass	Surfaces have visible dust. Carpets have visible debris. Hard floors have streaks. High-touch surfaces are partially sanitised. Glass surfaces have visible streaks. Noticeable odours present. Consumables partially stocked.
Fail	Surfaces are dusty. Carpets have significant debris. Hard floors are dirty with streaks. High-touch surfaces are not sanitised. Glass surfaces are dirty. Strong odours present. Consumables not stocked.