

On-call Room

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

Scope of Work

- Dust all surfaces including furniture, fixtures, and equipment.
- Vacuum carpets and rugs.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise the bathroom facilities including toilets, sinks, and taps.
- Ensure all cleaning activities are performed using a colour-coded cleaning system to prevent cross-contamination.
- Check and refill consumables such as soap, paper towels, and toilet paper.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, ensuring edges and corners are clean.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean bathroom facilities with a disinfectant cleaner, ensuring all surfaces are wiped dry.
8. Refill consumables and ensure dispensers are functioning correctly.
9. Inspect the room for any missed areas and rectify as needed.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Disinfectant spray and wipes
- Colour-coded cleaning cloths and mops
- Cleaning trolley
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless with no residue; high-touch areas are sanitised and free from fingerprints; rubbish bins are empty and clean; bathroom facilities are spotless and odour-free; consumables are fully stocked.
Good	Minor dust or marks on surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; rubbish bins are empty but may have minor marks; bathroom facilities are clean with slight odours; consumables are mostly stocked.
Pass	Noticeable dust or marks on surfaces; floors have visible residue; high-touch areas are partially sanitised; rubbish bins are not emptied; bathroom facilities have visible dirt and odours; consumables are low.
Fail	Surfaces are dusty and marked; floors are dirty with significant residue; high-touch areas are not sanitised; rubbish bins are overflowing; bathroom facilities are dirty with strong odours; consumables are depleted.