

Public Relations

Code: ANCMF-AU-GB-PR-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Cleaning and sanitising of rubbish bins and replacement of liners.
- Spot cleaning of walls and glass surfaces.
- Ensuring all areas are free from visible dirt, dust, and debris.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors with a neutral pH cleaner, ensuring no excess water is left on the floor.
4. Sanitise high-touch surfaces with a disinfectant solution, allowing appropriate contact time for effectiveness.
5. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
6. Spot clean walls and glass surfaces with a suitable glass cleaner and cloth.
7. Conduct a final inspection to ensure all areas meet the cleanliness standards.

Equipment

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|---------------------|----------------------------|--------------------------------|
| • Microfibre cloths | • Neutral pH floor cleaner | • Colour-coded cleaning cloths |
| • Vacuum cleaner | • Disinfectant solution | • Rubbish bin liners |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust and debris. High-touch surfaces are sanitised and have no visible marks. Floors are spotless with no streaks or watermarks. Rubbish bins are clean and odour-free.
Good	Most surfaces are clean with minimal dust. High-touch surfaces are sanitised with few visible marks. Floors are clean with minor streaks. Rubbish bins are clean with slight odour.
Pass	Surfaces have some dust accumulation. High-touch surfaces are sanitised but have visible marks. Floors are clean but have noticeable streaks. Rubbish bins are clean but have noticeable odour.
Fail	Surfaces are dusty and dirty. High-touch surfaces are not sanitised and have visible marks. Floors are dirty with streaks and watermarks. Rubbish bins are dirty and have strong odour.