

Quiet Room

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

Scope of Work

- Dust all surfaces including tables, chairs, and shelves.
- Vacuum carpeted areas to remove dust and debris.
- Mop hard floors with a neutral detergent.
- Sanitise high-touch areas such as door handles, light switches, and remote controls.
- Empty rubbish bins and replace liners.
- Clean windows and glass surfaces to remove smudges and fingerprints.
- Ensure air vents are free from dust and obstructions.
- Check and replenish supplies such as tissues and hand sanitiser.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and a neutral detergent, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with an appropriate disinfectant, allowing sufficient contact time as per manufacturer's instructions.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean windows and glass surfaces using a glass cleaner and a lint-free cloth.
8. Inspect air vents and dust as necessary, ensuring they are unobstructed.
9. Check supplies and replenish as needed, ensuring all items are neatly organised.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket with neutral detergent
- Disinfectant spray
- Glass cleaner
- Lint-free cloths
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; carpets are free from debris; floors are spotless with no streaks; high-touch areas are sanitised and free from fingerprints; windows are crystal clear; air vents are dust-free; supplies are fully stocked and neatly organised.
Good	Minor dust on high surfaces; carpets have minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; windows have minor smudges; air vents have minimal dust; supplies are mostly stocked.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas are inconsistently sanitised; windows have visible smudges; air vents have noticeable dust; supplies are low but available.
Fail	Heavy dust on surfaces; carpets are dirty; floors are dirty with streaks; high-touch areas are not sanitised; windows are dirty; air vents are clogged with dust; supplies are depleted.