

Reception Area

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

Scope of Work

- Dusting of all surfaces including desks, counters, and decorative items.
- 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 reception desk areas.
- Cleaning of glass surfaces including windows and doors.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and skirting boards.
- Ensuring the reception area is free from odours and debris.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
2. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors with a neutral pH cleaner, ensuring no streaks or residue are left.
4. Sanitise high-touch surfaces with a disinfectant spray, allowing appropriate contact time for effectiveness.
5. Clean glass surfaces with a glass cleaner, ensuring no streaks remain.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Spot clean walls and skirting boards with a damp cloth and mild detergent.
8. Conduct a final inspection to ensure the area is free from odours and debris.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless and streak-free; glass surfaces are crystal clear; no odours present; bins are empty and sanitised; high-touch areas are thoroughly sanitised.
Good	Minor dust on high surfaces; floors are clean with minimal streaks; glass surfaces have minor smudges; faint odours may be present; bins are empty but not sanitised; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible streaks; glass surfaces have visible smudges; noticeable odours; bins are not emptied; high-touch areas are partially sanitised.
Fail	Heavy dust accumulation; floors are dirty; glass surfaces are heavily smudged; strong odours present; bins are overflowing; high-touch areas are not sanitised.