

Revenue Office

Code: ANCMF-AU-GB-RO-03 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and windows.
- Replenishing of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from top to bottom to ensure all dust is collected.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to reduce allergens.
4. Mop floors with a neutral pH cleaner to protect floor surfaces.
5. Sanitise high-touch areas with an approved disinfectant.
6. Clean toilets with a toilet-specific cleaner and sanitiser.
7. Empty rubbish bins and replace liners, ensuring bins are sanitised.
8. Clean glass surfaces with a streak-free glass cleaner.
9. Check and replenish consumables as needed.

Equipment

- HEPA-filter vacuum cleaner
- Microfibre cloths
- Mop and bucket with wringer
- Colour-coded cleaning cloths and mops
- Approved disinfectants and sanitisers
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no marks. High-touch areas are sanitised and free of smudges. Toilets are clean with no odours. Rubbish bins are empty and sanitised. Consumables are fully stocked.
Good	Most surfaces are clean with minimal dust. Floors have minor marks. High-touch areas are mostly sanitised. Toilets are clean with slight odours. Rubbish bins are empty but not sanitised. Consumables are mostly stocked.
Pass	Surfaces have visible dust. Floors have noticeable marks. High-touch areas are partially sanitised. Toilets are clean but have noticeable odours. Rubbish bins are not emptied. Consumables are low.
Fail	Surfaces are dusty. Floors are dirty with visible marks. High-touch areas are not sanitised. Toilets are dirty with strong odours. Rubbish bins are full. Consumables are depleted.