

Reading Room

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

Scope of Work

- Dust all surfaces including tables, chairs, shelves, and window sills.
- Vacuum all carpeted areas and rugs.
- Mop hard floors with appropriate cleaning solution.
- Sanitise all high-touch surfaces such as door handles, light switches, and handrails.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and in its designated place.
- Check for and remove any cobwebs from ceilings and corners.
- Ensure air vents are free from dust and debris.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest points and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch surfaces using a disinfectant spray and a clean cloth.
6. Empty rubbish bins, replace liners, and dispose of waste in accordance with local regulations.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Rearrange furniture as needed to maintain a tidy appearance.
9. Inspect the room for any remaining dust or debris and address as necessary.

Equipment

- | | | |
|------------------------------------|----------------------|----------------------|
| • Microfibre cloths (colour-coded) | • Disinfectant spray | • Cleaning trolley |
| • Vacuum cleaner | • Glass cleaner | • Rubbish bin liners |
| • Mop and bucket | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible debris; high-touch areas are thoroughly sanitised; rubbish bins are empty and clean; glass surfaces are streak-free; furniture is neatly arranged.
Good	Minor dust on less accessible surfaces; floors have minimal debris; high-touch areas are mostly sanitised; rubbish bins are emptied but may have minor residue; glass surfaces have minor streaks; furniture is mostly in place.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; rubbish bins are not overflowing but have visible waste; glass surfaces are streaked; furniture is somewhat disorganised.
Fail	Significant dust accumulation; floors are dirty with visible debris; high-touch areas are unsanitised; rubbish bins are overflowing; glass surfaces are heavily streaked; furniture is disorganised.