

Service Counter

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

Scope of Work

- Dust all surfaces including counters, shelves, and equipment.
- Sanitise all high-touch areas such as counters, pens, and electronic devices.
- Empty and clean rubbish bins, replacing liners as needed.
- Wipe down and polish all glass surfaces and partitions.
- Vacuum and mop floors around the service counter area.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time as per manufacturer's instructions.
4. Empty rubbish bins, replace liners, and clean the bin interior and exterior with a sanitising solution.
5. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
6. Vacuum the floor area, paying attention to corners and edges, then mop with a neutral floor cleaner.

Equipment

- Microfibre cloths (colour-coded)
- Approved disinfectant and sanitiser
- Glass cleaner
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no residue; rubbish bins are clean and odour-free; glass surfaces are streak-free; floors are spotless and dry.
Good	Minor dust on less accessible surfaces; high-touch areas mostly sanitised; bins are clean but may have slight odour; glass surfaces have minimal streaks; floors are clean with slight dampness.
Pass	Visible dust on surfaces; high-touch areas partially sanitised; bins are emptied but not fully clean; glass surfaces have noticeable streaks; floors are clean but damp.
Fail	Significant dust accumulation; high-touch areas not sanitised; bins are overflowing or dirty; glass surfaces are dirty; floors are visibly dirty or wet.