

Service Center

Code: ANCMF-AU-GB-SC-05 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, counters, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and relining of rubbish bins.
- Cleaning of glass surfaces and windows.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Use colour-coded cleaning cloths and mops to prevent cross-contamination.
2. Begin with dusting from top to bottom to ensure all dust is collected.
3. Vacuum all carpeted areas thoroughly, paying attention to corners and edges.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
5. Sanitise high-touch areas with a disinfectant approved by Australian standards.
6. Clean toilets with a toilet-specific cleaner, ensuring all surfaces are sanitised.
7. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
8. Clean glass surfaces with a streak-free glass cleaner.
9. Check and restock consumables, ensuring all dispensers are functioning properly.

Equipment

- Colour-coded cleaning cloths and mops
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Disinfectant spray and wipes
- Toilet brush and cleaner
- Rubbish bin liners
- Glass cleaner and squeegee
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised and free of fingerprints; toilets are clean with no odours; bins are empty and clean; glass surfaces are streak-free.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; toilets are clean with slight odour; bins are empty but may have minor marks; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are partially sanitised; toilets have visible marks and odour; bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant residue; high-touch areas are unsanitised; toilets are unclean with strong odour; bins are overflowing; glass surfaces are dirty and streaked.