

Satellite Office

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

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of all 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 kitchen areas, including benchtops, sinks, and taps.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning and sanitising of toilet facilities, including toilets, sinks, and mirrors.
- Spot cleaning of walls and partitions as needed.

Method

1. Prepare the cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
3. Vacuum all carpeted areas, ensuring edges and corners are thoroughly cleaned.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time.
6. In the kitchen, use a food-safe sanitiser for benchtops and sinks.
7. Empty rubbish bins, replace liners, and sanitise the bin interiors.
8. Clean toilets with a toilet-specific cleaner, ensuring all surfaces are scrubbed and sanitised.
9. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Colour-coded microfibre cloths | • Cleaning trolley | • Toilet cleaning supplies |
| • Vacuum cleaner with HEPA filter | • Disinfectant and sanitising sprays | • Rubbish bin liners |
| • Mop and bucket with wringer | • Neutral pH floor cleaner | |

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 with no visible fingerprints; rubbish bins are odour-free and sanitised; toilets are pristine with no stains or odours.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; rubbish bins are clean with slight odour; toilets are clean with minor water spots.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are partially sanitised; rubbish bins have noticeable odour; toilets are clean but with visible stains.
Fail	Heavy dust accumulation; floors are dirty with visible marks; high-touch areas are not sanitised; rubbish bins are overflowing with strong odour; toilets are dirty with significant stains and odours.