

Social Services

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

Scope of Work

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

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin with dusting all surfaces using a microfibre cloth, starting from the highest point 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 areas with a disinfectant spray and cloth, ensuring all surfaces are wiped clean.
6. Clean toilets and washbasins using a toilet brush and sanitising cleaner, ensuring all surfaces are scrubbed and rinsed.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Clean glass surfaces with a glass cleaner and squeegee, ensuring no streaks are left.
9. Restock consumables, ensuring all dispensers are full and functioning.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or marks. Floors are clean and free of debris. High-touch areas are sanitised and have no smudges. Toilets and washbasins are sparkling with no odours. Rubbish bins are empty and sanitised. Glass surfaces are streak-free.
Good	Minor dust or marks on surfaces. Floors are mostly clean with minimal debris. High-touch areas are mostly sanitised with few smudges. Toilets and washbasins are clean with minimal odours. Rubbish bins are empty but may have minor residue. Glass surfaces have minor streaks.
Pass	Noticeable dust or marks on surfaces. Floors have visible debris. High-touch areas have visible smudges. Toilets and washbasins are clean but have noticeable odours. Rubbish bins are not fully sanitised. Glass surfaces have visible streaks.
Fail	Significant dust or marks on surfaces. Floors are dirty with significant debris. High-touch areas are not sanitised. Toilets and washbasins are dirty with strong odours. Rubbish bins are full or unsanitised. Glass surfaces are heavily streaked.