

Telephone Exchange

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Sanitising of telephones, keyboards, and other frequently touched surfaces.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising 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 telephones, keyboards, and other frequently touched surfaces using a disinfectant spray and cloth.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
5. Mop hard floors using a neutral pH cleaner, ensuring no excess water is left on the floor.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks or smudges remain.
8. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant spray
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Neutral pH floor cleaner
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible marks; all equipment is sanitised and free from fingerprints; rubbish bins are clean and odour-free.
Good	Minor dust on high surfaces; floors have minimal marks; equipment is mostly clean with few fingerprints; rubbish bins are clean but may have slight odour.
Pass	Noticeable dust on surfaces; floors have visible marks; equipment has visible fingerprints; rubbish bins are not completely clean and have noticeable odour.
Fail	Heavy dust accumulation; floors are dirty with multiple marks; equipment is unsanitised with many fingerprints; rubbish bins are dirty and have strong odour.