

Utility Areas

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

Scope of Work

- Dusting all horizontal and vertical surfaces, including ledges, windowsills, and skirting boards.
- Sanitising high-touch surfaces such as door handles, light switches, and taps.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and sanitising toilets, sinks, and other fixtures.
- Mopping hard floors with appropriate cleaning solutions.
- Vacuuming carpeted areas and mats.
- Spot cleaning walls and doors to remove marks and stains.
- Ensuring all cleaning products are used in accordance with manufacturer instructions and safety data sheets.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces from top to bottom to avoid resoiling cleaned areas.
3. Sanitise high-touch surfaces using a disinfectant that meets Australian standards for efficacy.
4. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
5. Clean toilets and sinks using a toilet brush and appropriate cleaning agents, ensuring all surfaces are thoroughly sanitised.
6. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no residue is left.
7. Vacuum carpeted areas, paying special attention to corners and edges.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

- Colour-coded microfibre cloths and mops
- Cleaning trolley
- Vacuum cleaner with HEPA filter
- Neutral pH floor cleaner
- Disinfectant spray
- Toilet brush
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust, marks, and stains. High-touch surfaces are sanitised and free from smudges. Floors are spotless with no residue. Rubbish bins are clean and odour-free.
Good	Minor dust on high surfaces. High-touch surfaces are mostly clean with minimal smudges. Floors are clean with slight residue in corners. Rubbish bins are clean with slight odour.
Pass	Noticeable dust on surfaces. High-touch surfaces have visible smudges. Floors have visible residue. Rubbish bins are not entirely clean and have noticeable odour.
Fail	Heavy dust accumulation. High-touch surfaces are visibly dirty. Floors are dirty with significant residue. Rubbish bins are dirty and have strong odour.