

Visitor Management

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

Scope of Work

- Dusting of all surfaces including reception desks, counters, and seating areas.
- Sanitising of high-touch areas such as door handles, lift buttons, and visitor check-in kiosks.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and polishing of glass surfaces and partitions.
- Ensuring all signage is clean and visible.
- Restocking of visitor amenities such as hand sanitiser dispensers.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Sanitise high-touch areas with a hospital-grade disinfectant, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise airborne particles.
4. Mop hard floors using a neutral pH floor cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, sanitise the interior and exterior, and replace liners.
6. Clean glass surfaces with a streak-free glass cleaner and polish with a lint-free cloth.
7. Check and clean all signage, ensuring it is free from dust and smudges.
8. Restock hand sanitiser dispensers, ensuring they are full and operational.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Lint-free cloths |
| • Hospital-grade disinfectant | • Rubbish bin liners | • Hand sanitiser refills |
| • HEPA-filter vacuum cleaner | • Streak-free glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; high-touch areas are sanitised with no visible residue; floors are spotless with no marks or stains; rubbish bins are empty and sanitised; glass surfaces are crystal clear with no streaks; signage is clean and legible; hand sanitiser dispensers are full and operational.
Good	Minor dust on surfaces; high-touch areas are mostly sanitised; floors have minimal marks; rubbish bins are empty but not sanitised; glass surfaces have minor streaks; signage is mostly clean; hand sanitiser dispensers are mostly full.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible marks; rubbish bins are not emptied; glass surfaces have visible streaks; signage is dusty; hand sanitiser dispensers are low.
Fail	Surfaces are dusty and smudged; high-touch areas are not sanitised; floors are dirty with stains; rubbish bins are overflowing; glass surfaces are streaked and dirty; signage is unreadable; hand sanitiser dispensers are empty.