

Welfare Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and window sills.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning and sanitising of toilets, including basins, taps, and mirrors.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning of glass surfaces and partitions.
- Restocking of hygiene supplies such as soap and toilet paper.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, working from top to bottom to capture all dust particles.
3. Vacuum 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 wipe with a clean cloth.
6. Clean toilets 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 a lint-free cloth for a streak-free finish.
9. Restock hygiene supplies, ensuring all dispensers are functioning correctly.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless with no visible debris; high-touch areas are sanitised and free from smudges; toilets are pristine with no odours; bins are empty and sanitised; glass surfaces are streak-free.
Good	Minor dust on high surfaces; floors are clean with minimal debris; high-touch areas are mostly sanitised; toilets are clean with slight odour; bins are empty but not sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; toilets are clean but with noticeable odours; bins are emptied but not sanitised; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch areas are not sanitised; toilets are dirty with strong odours; bins are full and unsanitised; glass surfaces are dirty and streaked.