

Business Center

Code: ANCMF-AU-H-BC-01 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dust all surfaces including desks, tables, and electronic equipment.
- Vacuum all carpeted areas and spot clean stains as necessary.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces including windows and mirrors.
- Ensure all furniture is clean and free of stains.
- Check and refill consumables such as hand sanitiser and tissues.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Vacuum carpets thoroughly, paying special attention to high-traffic areas 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 surfaces with a disinfectant spray, allowing appropriate contact time before wiping dry.
6. Empty rubbish bins, replace liners, and clean the bin exterior with a disinfectant wipe.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Inspect furniture for stains and clean with suitable upholstery cleaner if necessary.
9. Check consumables and refill as needed, ensuring all dispensers are functioning correctly.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are spotless and free of debris; floors are clean and dry with no streaks; high-touch surfaces are sanitised with no visible residue; bins are empty and clean; glass surfaces are streak-free; furniture is spotless and well-arranged; consumables are fully stocked.
Good	Minor dust on high surfaces; carpets have minimal debris; floors are clean with slight streaks; high-touch surfaces are mostly sanitised; bins are empty but may have minor marks; glass surfaces have slight streaks; furniture is clean with minor stains; consumables are mostly stocked.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks or residue; high-touch surfaces are partially sanitised; bins are not emptied or have visible marks; glass surfaces have noticeable streaks; furniture has visible stains; consumables are low.
Fail	Heavy dust accumulation; carpets are dirty with visible stains; floors are dirty with water pooling; high-touch surfaces are unsanitised; bins are full or overflowing; glass surfaces are dirty; furniture is heavily stained; consumables are depleted.