

Security Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and equipment.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning is conducted using colour-coded systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, 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. Vacuum carpets thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
5. Sanitise high-touch areas using a disinfectant spray and a clean cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no dust or debris visible. Carpets are clean with no stains. High-touch areas are sanitised and free of fingerprints. Glass surfaces are streak-free. Rubbish bins are empty and clean.
Good	Minor dust on surfaces, no visible debris. Carpets are mostly clean with minor stains. High-touch areas are mostly sanitised. Glass surfaces have minor streaks. Rubbish bins are empty but may have minor residue.
Pass	Noticeable dust on surfaces, some debris present. Carpets have visible stains. High-touch areas are inconsistently sanitised. Glass surfaces have visible streaks. Rubbish bins are emptied but not cleaned.
Fail	Significant dust and debris on surfaces. Carpets are dirty with multiple stains. High-touch areas are not sanitised. Glass surfaces are dirty. Rubbish bins are full or overflowing.