

Reception Desk

Code: ANCMF-AU-HF-RD-02 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including the desk, computer equipment, and decorative items.
- Sanitise all high-touch areas such as phones, keyboards, and door handles.
- Empty rubbish bins and replace liners.
- Clean and sanitise the reception desk surface.
- Spot clean walls and partitions as needed.
- Vacuum or mop the floor area around the reception desk.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the top and working downwards.
3. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time as per product instructions.
4. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
5. Clean the reception desk surface with a suitable cleaner, then sanitise.
6. Spot clean walls and partitions using a damp cloth and appropriate cleaner.
7. Vacuum or mop the floor, ensuring no debris is left behind.
8. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Cleaning trolley
- Approved disinfectant
- Mop and bucket (colour-coded)
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. High-touch areas are sanitised with no visible residue. No rubbish or debris present. Floor is spotless and dry. No odours detected.
Good	Minor dust on non-essential surfaces. High-touch areas are sanitised with minimal residue. Rubbish bins are empty. Floor is clean with minor spots.
Pass	Noticeable dust on surfaces. High-touch areas are sanitised but with visible residue. Rubbish bins are not overflowing. Floor is clean but damp.
Fail	Visible dust and dirt on surfaces. High-touch areas not sanitised. Rubbish bins overflowing. Floor is dirty or wet. Unpleasant odours present.