

Visitor Lounge

Code: ANCMF-AU-HF-VL-01 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum carpets and rugs thoroughly.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Sanitise all high-touch areas such as door handles, light switches, and armrests.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and free of visible dirt.
- Check and refill hand sanitiser dispensers.

Method

1. Prepare cleaning trolley with appropriate supplies and colour-coded cloths.
2. Dust surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Vacuum carpets and rugs, paying special attention to corners and under furniture.
4. Mop hard floors with a disinfectant solution, ensuring no residue is left.
5. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time.
6. Empty rubbish bins, replace liners, and sanitise bin surfaces.
7. Clean glass surfaces with a glass cleaner, ensuring streak-free finish.
8. Reorganise furniture and check for any remaining cleaning needs.
9. Refill hand sanitiser dispensers as required.

Equipment

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| • Microfibre cloths (colour-coded) | • Glass cleaner | • Rubbish bin liners |
| • Vacuum cleaner with HEPA filter | • Approved disinfectant spray | • Hand sanitiser refills |
| • Mop and bucket with disinfectant solution | • Cleaning trolley | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; carpets are spotless and odour-free; no visible dirt on floors; high-touch areas are sanitised and dry; rubbish bins are empty and clean; glass surfaces are streak-free; furniture is neatly arranged.
Good	Minor dust on high surfaces; carpets are clean with no visible stains; floors are clean with minimal residue; high-touch areas are sanitised; rubbish bins are empty; glass surfaces have minor streaks; furniture is mostly organised.
Pass	Noticeable dust on surfaces; carpets have minor stains; floors have some residue; high-touch areas are mostly sanitised; rubbish bins are not overflowing; glass surfaces have visible streaks; furniture is somewhat disorganised.
Fail	Visible dust and dirt on surfaces; carpets are stained and odorous; floors are dirty with residue; high-touch areas are not sanitised; rubbish bins are overflowing; glass surfaces are dirty; furniture is disorganised.