

Manager's Office

Code: ANCMF-AU-I-MO-01 • Facility: Industrial • Frequency: daily

Scope of Work

- Dust all surfaces including desks, shelves, and electronic equipment.
- Vacuum carpets and rugs.
- Mop hard floors using appropriate cleaning solutions.
- Wipe and sanitise all touchpoints such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean windows and glass surfaces to remove smudges and fingerprints.
- Ensure air vents are free from dust and debris.
- Maintain cleanliness of office furniture and fixtures.

Method

1. Prepare the cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
3. Vacuum carpets and rugs thoroughly, paying attention to corners and under furniture.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
5. Wipe and sanitise all touchpoints using a disinfectant solution.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean windows and glass surfaces with a glass cleaner and squeegee.
8. Inspect and clean air vents using a vacuum with a brush attachment.
9. Check all furniture and fixtures for dust and stains, cleaning as necessary.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket with neutral pH cleaner
- Disinfectant solution
- Glass cleaner and squeegee
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and stains; carpets are vacuumed with no visible debris; floors are spotless with no residue; all touchpoints are sanitised; windows and glass surfaces are streak-free; air vents are clean; rubbish bins are empty and clean.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight residue; most touchpoints are sanitised; windows and glass have minor streaks; air vents have minimal dust; rubbish bins are emptied but not cleaned.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible residue; some touchpoints are missed; windows and glass have noticeable streaks; air vents have visible dust; rubbish bins are not emptied.
Fail	Heavy dust accumulation; carpets are dirty with significant debris; floors are sticky or dirty; touchpoints are not sanitised; windows and glass are dirty; air vents are clogged; rubbish bins are overflowing.