

Reception

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

Scope of Work

- Dusting of all surfaces including desks, counters, and decorative items.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and reception desk surfaces.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning of glass surfaces including doors and windows.
- Ensuring the reception area is free of clutter and organised.

Method

1. Prepare the cleaning trolley with colour-coded cleaning cloths, mop, vacuum, and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Organise the reception area, ensuring all items are in their designated places.

Equipment

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|----------------------------------|----------------------------|----------------------|
| • Colour-coded microfibre cloths | • Cleaning trolley | • Glass cleaner |
| • Vacuum cleaner | • Neutral pH floor cleaner | • Rubbish bin liners |
| • Mop and bucket | • Disinfectant spray | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; glass surfaces are streak-free; high-touch areas are sanitised and free of smudges; rubbish bins are empty and sanitised; the area is well-organised and welcoming.
Good	Minor dust or marks on surfaces; floors are clean with minimal spots; glass surfaces have minor streaks; high-touch areas are mostly sanitised; rubbish bins are empty but not sanitised; the area is mostly organised.
Pass	Noticeable dust or marks on surfaces; floors have visible spots; glass surfaces have visible streaks; high-touch areas are partially sanitised; rubbish bins are not emptied; the area is somewhat organised.
Fail	Heavy dust or marks on surfaces; floors are dirty; glass surfaces are heavily streaked; high-touch areas are not sanitised; rubbish bins are full; the area is cluttered and unorganised.