

Visitor Reception

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

Scope of Work

- Dust all surfaces including reception desk, tables, and decorative items.
- Vacuum all carpeted areas and entrance mats.
- Mop hard floors using appropriate cleaning solutions.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and lift buttons.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces including doors and windows.
- Ensure all signage is clean and visible.
- Check and restock visitor amenities as required.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces from high to low to prevent re-soiling.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Wipe and sanitise high-touch surfaces using a disinfectant spray and cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility waste management protocols.
7. Clean glass surfaces with a glass cleaner and microfibre cloth to ensure a streak-free finish.
8. Inspect the area for any missed spots and perform a final check to ensure all tasks are completed to standard.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Microfibre cloths
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no streaks or residue; glass surfaces are crystal clear; no rubbish or odours present; high-touch surfaces are sanitised and visibly clean.
Good	Minor dust on less accessible surfaces; floors are clean with minimal streaks; glass surfaces have minor smudges; rubbish bins are empty with no odours; high-touch surfaces are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible streaks or residue; glass surfaces have visible smudges; rubbish bins are not overflowing but have minor odours; high-touch surfaces are partially sanitised.
Fail	Heavy dust accumulation; floors are dirty with visible debris; glass surfaces are heavily smudged; rubbish bins are overflowing with strong odours; high-touch surfaces are not sanitised.