

Arcade

Code: ANCMF-AU-R-A-02 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting all surfaces including benches, ledges, and displays.
- Vacuuming carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch surfaces such as handrails, door handles, and lift buttons.
- Emptying and cleaning rubbish bins, replacing liners as needed.
- Cleaning and polishing glass surfaces and mirrors.
- Spot cleaning walls and doors to remove marks and stains.
- Ensuring all cleaning activities adhere to colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used appropriately.
2. Dust all surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and suitable cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and clean the bin exterior with a sanitising wipe.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Spot clean walls and doors with a mild detergent solution to remove any visible marks.

Equipment

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| • Microfibre cloths (colour-coded) | • Cleaning trolley | • Lint-free cloths |
| • Vacuum cleaner | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket (colour-coded) | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; glass surfaces are streak-free; no rubbish or odours present; high-touch areas are sanitised and visibly clean.
Good	Minor dust or marks on surfaces; floors are clean with minimal streaks; glass surfaces have minor streaks; rubbish bins are empty with no odours; high-touch areas are mostly sanitised.
Pass	Noticeable dust or marks on some surfaces; floors have visible streaks or spots; glass surfaces have visible streaks; rubbish bins are not overflowing but may have slight odours; high-touch areas are partially sanitised.
Fail	Significant dust or marks on surfaces; floors are dirty or wet; glass surfaces are heavily streaked; rubbish bins are overflowing or have strong odours; high-touch areas are not sanitised.