

Administration Office

Code: ANCMF-AU-R-AO-01 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and polishing of glass surfaces and mirrors.
- Ensuring all cleaning activities are conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch surfaces with a disinfectant approved by Australian standards.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

- | | | |
|-----------------------------------|----------------------------|--------------------------------|
| • Microfibre cloths | • Neutral pH floor cleaner | • Colour-coded cleaning cloths |
| • Vacuum cleaner with HEPA filter | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket with wringer | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; carpets are spotless; no visible debris on floors; high-touch surfaces are sanitised and free of fingerprints; glass surfaces are streak-free; rubbish bins are clean and odour-free.
Good	Minor dust on less accessible surfaces; carpets have minimal spots; floors have no visible debris; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks; rubbish bins are clean with slight odour.
Pass	Noticeable dust on surfaces; carpets have visible spots; some debris on floors; high-touch surfaces are partially sanitised; glass surfaces have visible streaks; rubbish bins are not fully sanitised.
Fail	Significant dust accumulation; carpets are heavily soiled; debris is evident on floors; high-touch surfaces are not sanitised; glass surfaces are dirty; rubbish bins are overflowing or have strong odours.