

Accounting Office

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

Scope of Work

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

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used correctly.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are visibly clean and dry.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and microfibre cloth, ensuring no streaks or smudges remain.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are free of debris and stains; floors are spotless with no residue; high-touch areas are sanitised and dry; glass surfaces are crystal clear with no streaks; rubbish bins are clean and odour-free.
Good	Minor dust on high surfaces; carpets have minimal debris; floors are clean with slight residue; high-touch areas are mostly sanitised; glass surfaces have minor streaks; rubbish bins are clean with slight odour.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible residue; high-touch areas are partially sanitised; glass surfaces have visible streaks; rubbish bins are not fully clean.
Fail	Heavy dust accumulation; carpets are dirty with stains; floors are sticky or dirty; high-touch areas are unsanitised; glass surfaces are dirty; rubbish bins are overflowing or dirty.