

Back Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and equipment.
- Vacuum carpeted areas and mop hard floors.
- Sanitise high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise kitchenette areas, including sinks and benchtops.
- Wipe down and sanitise office equipment such as keyboards and mice.
- Ensure all cleaning is conducted using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Begin by organising cleaning supplies on the trolley, ensuring all necessary equipment and chemicals are available.
2. Dust all surfaces using a microfibre cloth, starting from the highest point 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 appropriate cleaning solution, ensuring no excess water is left behind.
5. Sanitise high-touch surfaces with a disinfectant spray and cloth, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean kitchenette areas, ensuring all surfaces are wiped and sanitised, and sinks are scrubbed and rinsed.
8. Wipe down office equipment with a suitable electronic-safe sanitiser.

Equipment

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|---------------------|--------------------------------|--------------------|
| • Microfibre cloths | • Disinfectant spray | • Cleaning trolley |
| • Vacuum cleaner | • Colour-coded cleaning cloths | |
| • Mop and bucket | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no marks or debris. High-touch surfaces are sanitised and have no visible smudges. Rubbish bins are empty and clean. No unpleasant odours present.
Good	Most surfaces are clean with minimal dust. Floors have minor marks but are generally clean. High-touch surfaces are mostly sanitised. Rubbish bins are emptied but may have minor residue. No strong odours present.
Pass	Surfaces have some dust accumulation. Floors show visible marks and some debris. High-touch surfaces are inconsistently sanitised. Rubbish bins are emptied but not cleaned. Mild odours may be present.
Fail	Surfaces are dusty and visibly dirty. Floors are dirty with significant marks and debris. High-touch surfaces are not sanitised. Rubbish bins are full or overflowing. Strong unpleasant odours are present.