

## Conference Room

Code: ANCMF-AU-R-CR-06 • Facility: Retail • Frequency: daily

### Scope of Work

- Dust all surfaces including tables, chairs, and electronic equipment.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch surfaces such as door handles, light switches, and remote controls.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and free of dust.
- Check and refill any consumables such as tissues and hand sanitiser.

### Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment.
2. Dust all surfaces using a microfibre cloth, starting from the highest points and working downwards.
3. Vacuum the carpet thoroughly, paying special attention to corners and under furniture.
4. Spot clean any visible stains on the carpet using a suitable stain remover.
5. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
6. Sanitise high-touch areas using a disinfectant spray and a clean cloth.
7. Empty rubbish bins, replace liners, and dispose of waste in accordance with facility protocols.
8. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.
9. Reorganise furniture as per the standard layout and ensure all items are clean and dust-free.
10. Check consumables and refill as necessary.

### Equipment

- |                     |                            |                      |
|---------------------|----------------------------|----------------------|
| • Microfibre cloths | • Neutral pH floor cleaner | • Rubbish bin liners |
| • Vacuum cleaner    | • Disinfectant spray       | • Cleaning trolley   |
| • Mop and bucket    | • Glass cleaner            |                      |

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are free of dust and smudges; carpets are spotless and odour-free; no visible streaks on glass; high-touch areas are sanitised and free of fingerprints; bins are empty and clean; furniture is neatly arranged and clean. |
| <b>Good</b>       | Minor dust on surfaces; carpets are clean with minimal stains; glass surfaces have minor streaks; high-touch areas are mostly sanitised; bins are emptied but may have minor residue; furniture is mostly arranged and clean.           |
| <b>Pass</b>       | Noticeable dust on surfaces; carpets have visible stains; glass surfaces have visible streaks; high-touch areas are partially sanitised; bins are emptied but dirty; furniture is disorganised and dusty.                               |
| <b>Fail</b>       | Heavy dust accumulation; carpets are stained and odorous; glass surfaces are dirty; high-touch areas are unsanitised; bins are full and dirty; furniture is disorganised and dirty.                                                     |