

Customer Service

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

Scope of Work

- Dust all surfaces including counters, shelves, and displays.
- Sanitise high-touch areas such as door handles, phones, and service counters.
- Vacuum carpeted areas and mop hard floors.
- Empty rubbish bins and replace liners.
- Clean glass surfaces including windows and display cases.
- Ensure 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 to capture dust particles effectively.
2. Sanitise high-touch areas with an approved disinfectant, ensuring contact time as per product instructions.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to maintain air quality.
4. Mop hard floors with a neutral pH cleaner to avoid surface damage.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Clean glass surfaces with a streak-free glass cleaner, ensuring no smudges or fingerprints remain.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded cleaning cloths and mops
- Neutral pH floor cleaner
- Approved disinfectant
- Streak-free glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and sanitised; floors are spotless with no visible debris; glass surfaces are crystal clear with no streaks; bins are empty and odour-free.
Good	Minor dust on high surfaces; floors are clean with minimal debris; glass surfaces have minor streaks; bins are emptied but may have slight odour.
Pass	Noticeable dust on surfaces; floors have visible debris; glass surfaces have visible streaks; bins are not emptied regularly.
Fail	Heavy dust accumulation; floors are dirty with significant debris; glass surfaces are heavily streaked; bins are overflowing and emit strong odours.