

Foyer

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

Scope of Work

- Dusting all surfaces including furniture, fixtures, and decorative items.
- Vacuuming all carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solution.
- Wiping and sanitising all high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning glass surfaces including doors and windows.
- Emptying and sanitising rubbish bins and replacing liners.
- Ensuring entrance mats are clean and free of debris.
- Checking and restocking any necessary supplies such as hand sanitiser dispensers.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces from high to low, using a damp microfibre cloth to capture dust effectively.
3. Vacuum carpeted areas and mats thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a neutral pH floor cleaner, ensuring no streaks or residue are left behind.
5. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring sufficient contact time for effective sanitisation.
6. Clean glass surfaces with a glass cleaner, ensuring a streak-free finish.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Inspect entrance mats, vacuum or shake out as necessary to remove dirt and debris.
9. Check hand sanitiser dispensers and refill if necessary.

Equipment

- Cleaning trolley with colour-coded cloths and mop heads
- Vacuum cleaner with HEPA filter
- Microfibre dusters and cloths
- Neutral pH floor cleaner
- Disinfectant solution
- Glass cleaner
- Rubbish bin liners
- Hand sanitiser refills

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. Floors are spotless with no streaks or residue. Glass surfaces are crystal clear. No rubbish or debris is present. High-touch surfaces are sanitised and free of fingerprints. Entrance mats are clean and positioned correctly. Supplies are fully stocked.
Good	Most surfaces are clean with minor dust or smudges. Floors are generally clean with minimal streaks. Glass surfaces have minor smudges. Rubbish bins are empty and clean. High-touch surfaces are mostly sanitised. Entrance mats are mostly clean. Supplies are mostly stocked.
Pass	Surfaces have visible dust or smudges. Floors have visible streaks or residue. Glass surfaces have noticeable smudges. Rubbish bins are not overflowing but may have minor debris. High-touch surfaces have some fingerprints. Entrance mats have some debris. Supplies are low but not empty.
Fail	Surfaces are visibly dirty with dust and smudges. Floors are dirty with streaks and residue. Glass surfaces are dirty with smudges. Rubbish bins are overflowing. High-touch surfaces are not sanitised. Entrance mats are dirty and misplaced. Supplies are empty.