

Lobby

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

Scope of Work

- Dust all surfaces including counters, displays, and furniture.
- Vacuum carpeted areas and mats.
- Mop hard floors using appropriate cleaning solutions.
- Wipe and sanitise high-touch surfaces such as door handles, lift buttons, and handrails.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean glass surfaces including doors and windows.
- Ensure entrance mats are clean and free of debris.
- Check for and remove any visible stains or marks on walls and floors.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Use a disinfectant solution to wipe and sanitise high-touch surfaces.
5. Empty rubbish bins, clean them with a disinfectant, and replace liners.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Inspect entrance mats, vacuum or shake out as necessary.
8. Spot clean walls and floors to remove any marks or stains.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Neutral pH floor cleaner
- Disinfectant solution
- Glass cleaner
- Colour-coded cleaning cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless and dry; high-touch surfaces are sanitised and shiny; rubbish bins are empty and clean; glass surfaces are streak-free; no visible stains or marks on walls or floors.
Good	Minor dust on surfaces; floors are clean with minimal residue; high-touch surfaces are mostly sanitised; rubbish bins are emptied but may have slight odour; glass surfaces have minor streaks; few visible stains or marks.
Pass	Noticeable dust on surfaces; floors have some residue; high-touch surfaces are partially sanitised; rubbish bins are emptied but not cleaned; glass surfaces have visible streaks; several visible stains or marks.
Fail	Heavy dust accumulation; floors are dirty or sticky; high-touch surfaces are not sanitised; rubbish bins are full or dirty; glass surfaces are heavily streaked; numerous visible stains or marks.