

Leasing Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and electronic equipment.
- Vacuum all carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces including windows and partitions.
- Ensure all areas are free from visible dirt, dust, and debris.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start by dusting from high to low areas to capture all dust particles.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to ensure air quality.
4. Mop floors with a microfibre mop and a neutral pH cleaning solution.
5. Sanitise high-touch points with an approved disinfectant.
6. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
7. Clean glass surfaces with a streak-free glass cleaner and microfibre cloth.

Equipment

- HEPA-filter vacuum cleaner
- Microfibre cloths and mops
- Colour-coded cleaning cloths
- Neutral pH cleaning solutions
- Approved disinfectants
- Glass cleaner
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or smudges. Floors are gleaming with no marks. Air is fresh with no odours. High-touch areas are sanitised and free of fingerprints.
Good	Surfaces are clean with minimal dust. Floors are clean with few marks. Air is neutral with no unpleasant odours. High-touch areas are mostly sanitised.
Pass	Surfaces have some dust. Floors have visible marks. Air has slight odours. High-touch areas are partially sanitised.
Fail	Surfaces are dusty. Floors are dirty with numerous marks. Air has strong odours. High-touch areas are not sanitised.