

Mall Corridors

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

Scope of Work

- Dusting of all horizontal surfaces including ledges, railings, and signage.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floor surfaces using appropriate cleaning solutions.
- Spot cleaning of walls, doors, and glass surfaces.
- Emptying and sanitising of rubbish bins.
- Cleaning and polishing of lift interiors and exteriors.
- Sanitising of high-touch areas such as handrails and door handles.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin by dusting all horizontal surfaces using a microfibre cloth.
3. Vacuum carpeted areas with a HEPA-filter vacuum cleaner.
4. Mop hard floors with a neutral pH cleaner, ensuring no excess water is left on the surface.
5. Spot clean walls and glass with a glass cleaner and microfibre cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean lift interiors with a stainless steel cleaner and polish surfaces.
8. Sanitise high-touch areas using a disinfectant spray and cloth.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Colour-coded cleaning trolleys |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Rubbish bin liners |
| • Mop and bucket with wringer | • Disinfectant spray | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust, debris, and marks. Floors are spotless with no streaks or residue. Rubbish bins are empty and sanitised. High-touch areas are disinfected and polished to a shine.
Good	Minor dust or marks on surfaces. Floors are clean with minimal streaks. Rubbish bins are empty but may have minor odours. High-touch areas are clean but not polished.
Pass	Noticeable dust or marks on some surfaces. Floors have visible streaks or residue. Rubbish bins are not overflowing but have odours. High-touch areas are visibly clean but not sanitised.
Fail	Significant dust, debris, or marks on surfaces. Floors are dirty with visible residue. Rubbish bins are overflowing or unsanitary. High-touch areas are visibly dirty and unsanitised.