

Medical Center

Code: ANCMF-AU-R-MC-02 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting and wiping of all surfaces including desks, counters, and medical equipment.
- Vacuuming and mopping of all floors, ensuring no debris or spills are present.
- Sanitising of high-touch areas such as door handles, light switches, and taps.
- Cleaning and sanitising of toilets, ensuring all fixtures are spotless and odour-free.
- Emptying and sanitising rubbish bins, replacing liners as needed.
- Ensuring all cleaning is conducted using a colour-coded system to prevent cross-contamination.

Method

1. Begin with dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas and mop hard floors with a disinfectant solution.
3. Use a sanitising spray on high-touch areas, allowing appropriate dwell time before wiping.
4. Clean toilets using a toilet brush and disinfectant, ensuring all surfaces are scrubbed and rinsed.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Conduct a final inspection to ensure all areas meet the required cleanliness standards.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Disinfectant and sanitising solutions
- Colour-coded cleaning cloths and mops
- Toilet brush
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or smudges; floors are free of debris and stains; high-touch areas are sanitised with no residue; toilets are immaculate with no odours; rubbish bins are empty and sanitised.
Good	Minor dust or smudges on surfaces; floors have minimal debris; high-touch areas are mostly sanitised; toilets are clean with slight odour; rubbish bins are emptied but not sanitised.
Pass	Noticeable dust or smudges on surfaces; floors have visible debris; high-touch areas are partially sanitised; toilets are clean but with noticeable odour; rubbish bins are emptied but not sanitised.
Fail	Significant dust or smudges on surfaces; floors are dirty with debris; high-touch areas are not sanitised; toilets are dirty with strong odour; rubbish bins are full and unsanitised.