

Manager's Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and electronic equipment.
- Vacuum carpeted areas thoroughly.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean windows and glass surfaces to remove smudges and fingerprints.
- Ensure all furniture is free from dust and stains.
- Maintain cleanliness of air vents and ensure they are free from dust build-up.

Method

1. Begin by organising the cleaning trolley with colour-coded cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop hard floors with a neutral pH cleaner, ensuring no excess water is left on the floor.
5. Use a disinfectant spray to sanitise high-touch areas, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean windows and glass surfaces with a glass cleaner, ensuring a streak-free finish.
8. Inspect furniture for dust and stains, using upholstery cleaner as needed.
9. Check air vents for dust and clean with a vacuum attachment or damp cloth.

Equipment

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| • Microfibre cloths (colour-coded) | • Disinfectant spray | • Cleaning trolley |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Rubbish bin liners |
| • Mop and bucket with neutral pH cleaner | • Upholstery cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and stains; floors are spotless with no residue; high-touch areas are fully sanitised; windows and glass surfaces are streak-free; air vents are clean and unobstructed.
Good	Minor dust on surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; windows and glass surfaces have minor streaks; air vents have minimal dust.
Pass	Noticeable dust on surfaces; floors have some residue; high-touch areas are partially sanitised; windows and glass surfaces have visible streaks; air vents have some dust build-up.
Fail	Significant dust and stains on surfaces; floors are dirty with visible residue; high-touch areas are not sanitised; windows and glass surfaces are heavily streaked; air vents are clogged with dust.