

Maintenance Workshop

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

Scope of Work

- Dusting of all surfaces including benches, shelves, and equipment.
- Vacuuming of floors and mats.
- Mopping of hard floor surfaces.
- Wiping down of tools and machinery with appropriate cleaning agents.
- Sanitising of high-touch areas such as door handles, light switches, and taps.
- Emptying and cleaning of rubbish bins.
- Cleaning of windows and glass surfaces.
- Ensuring all cleaning supplies are replenished and stored correctly.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust particles.
2. Vacuum floors and mats using a commercial-grade vacuum cleaner with HEPA filter.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
4. Wipe down tools and machinery with a damp cloth and appropriate cleaning agent, ensuring no moisture is left on electrical components.
5. Sanitise high-touch areas using a disinfectant spray, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, replace liners, and clean bins with a disinfectant solution.
7. Clean windows and glass surfaces with a glass cleaner, ensuring no streaks are left.
8. Check and replenish cleaning supplies, storing them in a designated area.

Equipment

- Microfibre cloths
- Commercial-grade vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Neutral pH floor cleaner
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised and free of smudges; bins are empty and clean; windows are streak-free.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; bins are empty but may have minor marks; windows have minimal streaks.
Pass	Noticeable dust on surfaces; floors have some residue; high-touch areas are partially sanitised; bins are emptied but not cleaned; windows have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with visible residue; high-touch areas are not sanitised; bins are full or dirty; windows are dirty with streaks.