

Property Management

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

Scope of Work

- Dusting of all surfaces including shelves, counters, and display units.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, lift buttons, and taps.
- Emptying and cleaning of rubbish bins.
- Cleaning and sanitising of toilets and washrooms.
- Glass cleaning for windows and mirrors.
- Spot cleaning of walls and partitions.

Method

1. Begin with dusting all surfaces using a microfibre cloth, ensuring to reach corners and edges.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to reduce allergens.
3. Mop hard floors using a colour-coded mop system to prevent cross-contamination.
4. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time.
5. Empty rubbish bins, replace liners, and clean the bins with a sanitising solution.
6. Clean toilets using a toilet brush and sanitising cleaner, ensuring all surfaces are wiped down.
7. Use a glass cleaner and squeegee for windows and mirrors, ensuring streak-free results.
8. Perform spot cleaning on walls and partitions using a suitable cleaner for the surface type.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded mop and bucket
- Disinfectant spray
- Rubbish bin liners
- Toilet brush
- Glass cleaner and squeegee
- Spot cleaning solutions

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no visible marks. High-touch areas are sanitised and free of smudges. Rubbish bins are empty and clean. Toilets are spotless and odour-free. Glass surfaces are streak-free.
Good	Minor dust on surfaces. Floors have minimal marks. High-touch areas are mostly sanitised. Rubbish bins are empty but may have minor residue. Toilets are clean with slight odour. Glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces. Floors have visible marks. High-touch areas are partially sanitised. Rubbish bins are not overflowing but have residue. Toilets are generally clean but have noticeable odour. Glass surfaces have visible streaks.
Fail	Surfaces are dusty. Floors are dirty with visible debris. High-touch areas are not sanitised. Rubbish bins are overflowing. Toilets are dirty with strong odour. Glass surfaces are dirty with significant streaks.