

Administration

Code: ANCMF-AU-TH-A-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and polishing of glass surfaces and partitions.
- Ensuring all cleaning activities are performed using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and polish to a streak-free finish.
8. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are clean with no visible debris; floors are spotless with no streaks; high-touch areas are sanitised and free of fingerprints; glass surfaces are crystal clear with no smudges.
Good	Minor dust on less accessible surfaces; carpets mostly clean with minimal debris; floors mostly clean with minor streaks; high-touch areas mostly sanitised; glass surfaces mostly clear with minor smudges.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas have some fingerprints; glass surfaces have noticeable smudges.
Fail	Heavy dust accumulation; carpets are dirty with significant debris; floors are dirty with large streaks; high-touch areas are unsanitised; glass surfaces are heavily smudged.