

Customer Service

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

Scope of Work

- Dust all surfaces including counters, desks, and electronic equipment.
- Sanitise high-touch areas such as door handles, telephones, and service counters.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors with appropriate cleaning solution.
- Empty and clean rubbish bins, replace liners.
- Clean glass surfaces including windows and partitions.
- Ensure all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with necessary equipment and supplies, ensuring compliance with colour-coded systems.
2. Dust all surfaces using microfibre cloths, starting from high surfaces and working downwards.
3. Sanitise high-touch areas using approved disinfectant, allowing appropriate contact time.
4. Vacuum carpets using HEPA-filtered vacuum cleaner to minimise dust and allergens.
5. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
6. Empty rubbish bins, clean with disinfectant, and replace liners.
7. Clean glass surfaces with streak-free glass cleaner and microfibre cloth.

Equipment

- Microfibre cloths
- HEPA-filtered vacuum cleaner
- Mop and bucket with wringer
- Colour-coded cleaning solutions and disinfectants
- Cleaning trolley
- Rubbish bin liners
- Glass cleaner

Quality Criteria

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