

Post Office

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

Scope of Work

- Dusting all surfaces including counters, shelves, and display areas.
- Vacuuming carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, taps, and service counters.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing glass surfaces and windows.
- Ensuring all signage is clean and visible.
- Spot cleaning walls and partitions as needed.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent dispersal.
2. Vacuum all carpeted areas using a HEPA-filter vacuum to ensure dust and allergens are contained.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch areas with a hospital-grade disinfectant, allowing appropriate contact time for efficacy.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a streak-free glass cleaner and a lint-free cloth.
7. Inspect and clean all signage, ensuring it is free from dust and smudges.
8. Conduct spot cleaning on walls and partitions using a mild detergent solution.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with wringer
- Neutral pH floor cleaner
- Hospital-grade disinfectant
- Rubbish bin liners
- Streak-free glass cleaner
- Lint-free cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no residue; high-touch areas are sanitised with no visible marks; bins are empty and sanitised; glass surfaces are streak-free; signage is clean and legible.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; bins are empty but not fully sanitised; glass surfaces have minor streaks; signage is mostly clean.
Pass	Visible dust on surfaces; floors have some residue; high-touch areas are partially sanitised; bins are emptied but not sanitised; glass surfaces have noticeable streaks; signage is dusty but legible.
Fail	Heavy dust accumulation; floors are dirty with visible residue; high-touch areas are not sanitised; bins are full or not emptied; glass surfaces are streaked and dirty; signage is obscured by dust.