Annex 11 - FM-support Task list

As per Section 1f FM-support services of the ToR, below is the operational task list of the daily activities required by the FM-support team.

# First morning and end of the day tasks

## “First morning tasks” (first arriving FM-support team member)

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| Tasks |
| Check tickets/ meeting set-ups for the day |
| Turn on coffee machines and other equipment as needed throughout the building |

## “End of the day tasks” (last leaving FM-support team member)

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| Tasks |
| Go through the building with chariot and collect empty dishes (cups, glasses, bowls, etc.) from the desk |
| Taking care of coffee machines (including at least to clean the milk system in the coffee machine with use of special liquids) |
| Ensure everything is left clean, no dishes in a dishwasher |

# Kitchenettes and meeting services

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| Tasks |
| Collect dishes and transport them to kitchenettes |
| Equip and operate dishwasher, take out the dishes, cups, plates, cutlery, etc., make sure that dishes are clean, dry dishes and place in the cabinets |
| Keep dishwasher clean |
| Keep all kitchenettes clean (tables, tabletops, sinks, fridges, cabinets, etc.) |
| Make sure coffee machines are constantly refilled with water and coffee beans |
| Make sure that enough   * Sugar * Milk * coffee beans * teas (different tastes e.g. green, earl grey, ginger lemon, English breakfast, rooibos vanilla)   are available in kitchenettes, including refrigerators |
| Make sure that trash bins are not overfilled |
| Set the coffee machines on the whole system cleaning (when machine requires, about once in 2 days) |
| Empty fridge, throw away rotten food, drinks, etc. and equip fridge at a frequency as agreed with the ESM |
| Prepare meeting catering (coffee, bottled water, etc.), take over from supplier on the ground floor and prepare them in the requested meeting/ conference room |
| Make sure that meeting rooms are clean before meeting starts |
| After meetings: rough cleaning of meeting/ conference rooms (remove dishes and visible dirt, adjust equipment and chairs, clean table, etc.) |
| Make sure that before and after the meeting, tables/ chairs are clean and nicely placed |
| Change layout on request: Put/ take away the chairs, put/ take away the tables, move walls, room setup, flipcharts, other meeting consumables and smaller equipment; |
| Communicate to the catering provider on the inventory of beverages for meeting/ conference rooms, bottled water, milk, coffee, sugar, etc. |
| Make sure that kitchens look clean, neat and representative |
| If any questions occur, communicate with requesting person |

# Cleaning materials and consumables

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| Tasks |
| Supervise inventory of required equipment and consumables (soap, toilet paper, dishwashing detergent, etc.) |
| Inform the team leader/supervisor if deliveries are required, support cleaning employees to transport it to the storage rooms |

# Once a week

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| Tasks |
| **Check whiteboards and wipes in meeting rooms** (check if whiteboards and wipes are clean, clean/change them if not, make sure whiteboards are clean, wipes are clean and in place) |
| **Check confidential waste containers** (see if they are not overfilled, if they are full let FM know) |

# Other services / on-demand

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| Tasks |
| Perform minor cleaning services (e.g. spilled coffee, intraday-cleaning of kitchenette, etc.) |
| Check that there is enough clean towels in the bathrooms; dirty ones are taken away (packed in bags and stored in cleaning ladies room) |
| Ensure dirty towels and doormats are replaced with clean ones and readily available |
| Support events upon request, for example by providing cutleries and crockeries |
| Assisting in arranging storage space and inventory, to include but not to be limited to: Counting of inventory, moving of furniture, etc. |