



CLEAN SOLUTION

OWNER-OPERATED COMMERCIAL
OFFICE CLEANING

OFFICE CLEANING SERVICE QUALITY CHECK

A practical checklist for office managers



Check your cleaning service
against your current cleaning
agreement or scope of works.



**COMPLETE AFTER
YOUR SCHEDULED CLEAN**

and, wherever possible,
before the workplace
has been used.



ADELAIDE
WESTERN &
SOUTHERN SUBURBS



RELIABLE
CONSISTENT
TRUSTED



AFTER-HOURS
COMMERCIAL
OFFICE CLEANING



cleansolution.com.au



HOW TO USE THIS CHECKLIST



COMPLETE THE CHECK AFTER THE CLEAN

For the most accurate result, complete this checklist within 24 hours of the scheduled clean.

Where possible, the person completing the checklist should be the first person to inspect the workplace after the clean, before normal workplace activity begins.

This helps ensure the results reflect the cleaning service rather than activity that happened afterwards.



CHECK AGAINST YOUR CURRENT AGREEMENT

Have your current cleaning agreement or scope of works available.

Go through each section and compare what you observe with the tasks your cleaning service has agreed to complete.

Only assess tasks that are included in your current agreement.



SELECT THE RESULT THAT BEST APPLIES



INCLUDED AND COMPLETED

This item is included in our cleaning agreement and has been completed to standard.



INCLUDED BUT NEEDS ATTENTION

This item is included in our cleaning agreement but has not been completed to the expected standard.



INCLUDED BUT NOT CLEANED

This item is included in our cleaning agreement but has not been completed.



NOT INCLUDED IN CURRENT AGREEMENT

This item is not included in our current cleaning agreement or scope of works.



RECORD YOUR RESULTS

Use the Notes / Areas That Need Attention sections throughout the checklist to record anything that needs to be followed up.

This gives you a clear record of your cleaning service and helps identify any areas that may need discussion with your current cleaner.



WORKPLACE: _____



DATE CHECKED: _____



DATE OF CLEAN: _____



CHECKED BY: _____



WORKSTATIONS & OFFICE AREAS



Check each item below against your current cleaning agreement or scope of works.



WORKSTATIONS

- ☐ Desks and work surfaces are clean
- ☐ Accessible surfaces are free of visible dust
- ☐ Phones and frequently touched areas are clean
- ☐ High-touch surfaces are visibly clean
- ☐ Accessible surfaces are free of visible fingerprints and marks
- ☐ Bins have been emptied
- ☐ Floors are free of visible dirt and debris

OFFICE AREAS (GENERAL)

- ☐ Shelving and file cabinets (accessible areas) are clean
- ☐ Internal windows and glass panels are clean
- ☐ Exposed ledges and window sills are dust-free
- ☐ Plants and decorative items (any dust normally removed) are clean
- ☐ Light switches and controls are clean
- ☐ Walls and doors (spot-cleaned as agreed) are free of marks
- ☐ Overall, the area is clean, tidy and ready for use

CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed cleaning service for this area.



- ☐ Included and completed



- ☐ Included but needs attention



- ☐ Included but not cleaned



- ☐ Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION



RECEPTION & MEETING ROOMS



Check each item below against
your current cleaning agreement
or scope of works.



RECEPTION AREAS

- ☐ Reception desk is clean
- ☐ Reception surfaces are free of visible dust
- ☐ Glass surfaces are clean and free of visible fingerprints
- ☐ Seating areas are clean and presentable
- ☐ Floors are clean and free of visible dirt and debris
- ☐ Bins have been emptied
- ☐ Area is clean, tidy and presentable

MEETING ROOMS

- ☐ Meeting tables are clean
- ☐ Chairs are clean and presentable
- ☐ Frequently touched surfaces are clean
- ☐ Audio-visual equipment and remotes are clean
- ☐ Bins have been emptied
- ☐ Floors are clean
- ☐ Room is clean and ready for use



CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed cleaning service for this area.



- ☐ Included and completed



- ☐ Included but needs attention



- ☐ Included but not cleaned



- ☐ Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION



KITCHEN & BEVERAGE STATION



Check each item below against
your current cleaning agreement
or scope of works.



KITCHEN AREAS

- ☐ Bench tops are clean and free of crumbs and spills
- ☐ Sink is clean and free of stains
- ☐ Tapware is clean and free of water spots
- ☐ Cabinet doors and handles are clean and free of fingerprints
- ☐ Microwave (inside and out) is clean
- ☐ Fridge (inside and out) is clean
- ☐ Splashback and walls are clean
- ☐ Floors are clean and free of visible dirt and debris
- ☐ Bins have been emptied

BEVERAGE STATION & APPLIANCES

- ☐ Coffee machine (exterior) is clean and free of stains
- ☐ Kettle is clean (inside and out)
- ☐ Toaster / sandwich press is clean
- ☐ Water dispenser area is clean
- ☐ Storage for cups, mugs and utensils is clean and tidy
- ☐ All surfaces are free of dust and spills
- ☐ Floors are clean
- ☐ Area is clean, tidy and ready for use

CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed cleaning service for this area.



☐ Included and completed



☐ Included but needs attention



☐ Included but not cleaned



☐ Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION





RESTROOMS



Check each item below against
your current cleaning agreement
or scope of works.

RESTROOM AREAS

- ☐ Toilet bowls are clean inside and out
- ☐ Toilet seats and lids are clean
- ☐ Basins / sinks are clean and free of stains
- ☐ Taps and handles are clean and shiny
- ☐ Mirrors are clean and streak-free
- ☐ Benchtops and surrounds are clean
- ☐ Soap dispensers are full and clean
- ☐ Paper towel / hand dryer area is clean
- ☐ Bins have been emptied
- ☐ Floors are clean and free of visible dirt and debris
- ☐ Walls and doors (including handles) are clean and free of marks
- ☐ Odours are neutral and the area is fresh
- ☐ Overall, the restroom is clean, tidy and ready for use



ATTENTION TO DETAIL MATTERS

Restrooms are one of the most noticed areas by staff and visitors. A consistently clean restroom reflects the professionalism of your workplace.

CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed cleaning service for this area.

- ☐ ☒ Included and completed
- ☐ ☒ Included but needs attention
- ☐ ☒ Included but not cleaned
- ☐ ☒ Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION



HIGH-TOUCH AREAS & FLOORS



Check each item below against
your current cleaning agreement
or scope of works.

HIGH-TOUCH SURFACES

- ☐ Door handles and push plates are clean
- ☐ Handrails are clean
- ☐ Light switches and controls are clean
- ☐ Lift buttons and handrails are clean
- ☐ Reception counters and edges are clean
- ☐ Shared equipment (e.g. printers, copiers) is clean
- ☐ Telephones and headsets are clean
- ☐ Touchscreens and keypads are clean
- ☐ Taps, dispenser levers and flush buttons are clean
- ☐ All high-touch areas are free of dust, marks and fingerprints

FLOORS

- ☐ Carpeted areas are vacuumed
- ☐ Hard floors are swept and mopped
- ☐ Floors are free of visible dirt and debris
- ☐ Corners and edges are cleaned
- ☐ No slip hazards (e.g. water, debris)
- ☐ Floors are clean and presentable



CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed
cleaning service for this area.

- ☐  Included and completed
- ☐  Included but needs attention
- ☐  Included but not cleaned
- ☐  Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION





CONSUMABLES & COMMUNICATION



Check each item below against
your current cleaning agreement
or scope of works.

CONSUMABLES & SUPPLIES

- ☐ Toilet paper is fully stocked
- ☐ Hand soap is refilled
- ☐ Paper towel / hand dryer area is stocked and functional
- ☐ Kitchen consumables (e.g. dishwashing liquid, hand soap) are refilled
- ☐ Tea, coffee and sugar (if provided) are replenished
- ☐ Cleaning products are stored safely and out of sight
- ☐ All consumables are tidy and well-presented

COMMUNICATION & ACCOUNTABILITY

- ☐ Cleaner follows site instructions and security procedures
- ☐ Any issues are reported promptly
- ☐ Staff feedback is welcomed
- ☐ Contact details are available for questions or concerns
- ☐ Cleaning schedule is followed
- ☐ Changes or special requests are communicated clearly



CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the agreed
cleaning service for this area.

- ☐ ☒ Included and completed
- ☐ ☒ Included but needs attention
- ☐ ☒ Included but not cleaned
- ☐ ☒ Not included in current agreement

NOTES / ANY AREAS THAT NEED ATTENTION



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OFFICE CLEANING



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SERVICE QUALITY CHECK
**A Practical Checklist for
Office Managers**

OVERALL ASSESSMENT



Step back and consider the overall standard of cleaning, consistency and value you receive. Use this section to provide your overall assessment of the service.



OVERALL SERVICE CHECKLIST

- ☐ The office is consistently clean and well-presented
- ☐ Cleaning standards meet my expectations
- ☐ Attention to detail is evident throughout
- ☐ High-touch areas are consistently maintained
- ☐ Cleaning is completed within the agreed schedule
- ☐ The service is reliable and consistent
- ☐ Communication is professional and responsive
- ☐ My feedback is acted on and improvements are made
- ☐ Value for money is delivered
- ☐ I am satisfied with the overall cleaning service
- ☐ I would recommend this service to others

CHECK AGAINST YOUR CLEANING AGREEMENT

Select the option that best reflects the overall cleaning service.

☐

EXCELLENT

Consistently high standard.
No concerns.

☐

GOOD

Generally good standard.
Minor improvements needed.

☐

NEEDS IMPROVEMENT

Several areas need attention.
Improvements required.

☐

UNSATISFACTORY

Standards not met.
Immediate action required.

NOTES / ANY AREAS THAT NEED ATTENTION



Use this space to note any areas that need attention or follow up.





REVIEW & NEXT STEPS



Use this final section to review your feedback and decide on any next steps.

WHAT'S WORKING WELL?

List the areas where you are happy with the cleaning service.

- _____
- _____
- _____
- _____
- _____



Celebrate the positives!

Recognising what's working well helps maintain high standards.

AREAS TO IMPROVE

List any areas that need attention or improvement.

- _____
- _____
- _____
- _____
- _____



Clear feedback leads to better results.

Sharing constructive feedback helps ensure your office cleaning continues to improve.



AGREED ACTION PLAN

What action will be taken and by when?

- 1 _____
- 2 _____
- 3 _____

BY WHEN



NEXT REVIEW

It's a good idea to review this checklist regularly to ensure standards are maintained and any improvements are tracked.

Suggested review:

☐ Monthly ☐ Quarterly ☐ Other _____



ADDITIONAL NOTES

WHAT DID YOU DISCOVER?

How does your current cleaning service measure up?



If you found areas that need attention, I'm here to help.



BOOK YOUR FREE
15-MINUTE
WORKPLACE
WALKTHROUGH

- ✓ No obligation
- ✓ Honest advice
- ✓ Owner-operated
- ✓ Tailored to your workplace

*Let's talk about
your cleaning needs.*

Linda

Owner & Operator

Clean Solution

Commercial Office Cleaning
Adelaide Western & Southern Suburbs



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