

CLEANING

Walk-Through Checklist Template

WHAT A WALK-THROUGH CHECKLIST IS USED FOR:

Commercial cleaning businesses use walk-through checklists to maintain consistent service quality across multiple job sites and teams. It helps in conducting thorough evaluations before securing a contract and ensures quality control during and after the cleaning service.



EVERY WALK-THROUGH CHECKLIST SHOULD INCLUDE:

PRE-BID WALKTHROUGH

Evaluate the property and gather detailed information

QUALITY CONTROL CHECKLIST

Ensure all tasks are completed to the company's standards

COMMUNICATION AND FEEDBACK

Establish processes for issue resolution

DOWNLOAD THE TEMPLATE

This comprehensive Cleaning Walk-Through Checklist Template helps janitorial businesses improve cleaning quality, client relationships, and operational efficiency. It provides a structured process for evaluating properties to create more accurate bids and auditing cleaning services, ensuring high standards are consistently met.



PRE-BID WALKTHROUGH

Evaluate the property, gather necessary information to provide an accurate bid, and customize the cleaning service to the client's needs.



CLIENT INFORMATION

Client Name	
Contact Person	
Phone Number	
Email Address	



PROPERTY DETAILS

Property Address	
Total Square Feet	
Number of Floors	
Service Areas	(e.g., offices, restrooms, common areas, kitchens, etc.)



SERVICE REQUIREMENTS

Frequency:

- Daily
- Weekly
- Bi-Weekly
- Monthly
- One-Time
- Other (Specify) _____

Service Type:

- General Cleaning
- Janitorial Services
- Deep Cleaning
- Specialized Cleaning (e.g., carpet, windows, etc.)
- Post-Construction Cleaning
- Other (Specify) _____

Specific Tasks:

- Dusting
- Vacuuming
- Mopping
- Disinfecting Surfaces
- Trash Removal
- Restroom Cleaning
- Kitchen Cleaning
- Others (Specify) _____

Access and Security:

Building Access Hours	
Security System	(e.g., alarms, codes, etc.)
Key Access Requirements	
Onsite Contact	Phone Number



Onsite Amenities:

Dumpsters?	yes/no	Location	
Janitorial Closets?	yes/no	Location	
Cleaning Supplies?	yes/no	Type/Location	
Cleaning Equipment?	yes/no	Type/Location	
Restroom Supplies?	yes/no	Type/Location	
Kitchen Supplies?	yes/no	Type/Location	

Special Instructions:

Allergies or Sensitivities to Cleaning Products:
Areas to Avoid:
Preferred Cleaning Times:
Other Special Instructions:



Notes and Observations:

General Property Condition:
Potential Challenges or Hazards:
Additional Client Requests:



CLIENT GOALS AND EXPECTATIONS

What are your primary goals for hiring a cleaning service?

Are there specific outcomes or improvements you hope to achieve with our cleaning services?

Previous Cleaning Service Experience:

Have you worked with another cleaning service before? If so, what was your experience like?

Can you share why you decided to terminate the relationship with your previous cleaning service?



Current Cleaning Challenges:

What are the main challenges you're facing with your current cleaning setup?
Are there particular areas or tasks that you feel need more attention or improvement?

Quality and Performance Standards:

How do you measure the quality of cleaning services? What standards or benchmarks do you use?
Are there specific cleaning tasks or areas that you prioritize over others?



Client Preferences and Requirements:

Do you have any preferences or requirements for the cleaning products and equipment used?

Communication and Reporting:

How do you prefer to receive updates or reports about the cleaning services provided?
Are there any specific metrics or details you would like included in these reports?
Are there any additional services or support you anticipate needing in the future?



AUDIT CHECKLIST

Ensure cleaning tasks are completed up to company standards and perform any necessary wrap-up tasks for one-off or ongoing services.

AUDIT INFORMATION

Date of Audit	
Auditor Name	
Property Address	
Client Name	
Client Contact	

GENERAL CLEANING STANDARDS

Task	Areas	Meets Standards?
Dusting	High and Low Surfaces	yes/no
	Light Fixtures and Vents	yes/no
Vacuuming	Carpets and Rugs	
	Upholstered Furniture	
Mopping	Hard Floors	
Disinfecting	High-Touch Areas	
	Common Areas	
Trash Removal	Bins Emptied	
	Replacement Liners	
Restroom Cleaning	Toilets and Sinks	
	Mirrors and Fixtures	
	Supplies Restocked (toilet paper, soap, etc.)	
Kitchen Cleaning	Countertops and Sinks	
	Appliances (microwave, fridge, coffee maker)	
	Trash Removal	

SPECIFIC AREA CHECKS

Area	Meets Standards?
Offices	yes/no
Restrooms	
Common Areas	
Kitchens	
Entrances and Exits	
Special Areas (Specify)	

JOB WRAP-UP TASKS

Task	Completed
Final Walkthrough with Client	yes/no
Feedback Collection	
Addressed Issues or Missed Tasks	
Confirmation of Task Completion	
Sign-Off by Auditor and Client	

NOTES AND OBSERVATIONS



General Condition Post-Cleaning:
Client Feedback:
Areas for Improvement:
Additional Requests: