Bank Branch Cleaning Checklist

A bank and credit union branch inspection by area: entrance and ATM vestibule, lobby, teller line, offices, safe deposit area, staff areas and washrooms

Site _____ Date _____ Inspector _____

Entrance and ATM Vestibule

	Pass	Fail	N/A
Entry door glass, push bars and the card reader on the after-hours door cleaned, no fingerprints at hand height	☐	☐	☐
ATM screen, keypad surround and card slot face wiped with the product the bank or ATM servicer has approved, nothing sprayed directly on the machine	☐	☐	☐
Vestibule floor swept and damp mopped, salt and grit removed from the corners and the mat edges	☐	☐	☐
Entry mats vacuumed, lying flat, and changed out when saturated	☐	☐	☐
Vestibule waste bin emptied, receipt litter picked up from the floor and the ATM ledge	☐	☐	☐
Night depository face and handle wiped, nothing jammed in or around the chute	☐	☐	☐

Customer Lobby

	Pass	Fail	N/A
Customer writing counter wiped, pens and pen chains cleaned, deposit slip slots left stocked as the branch set them	☐	☐	☐
Brochure racks and digital sign frames dusted, brochures left in the order the branch keeps them	☐	☐	☐
Lobby seating wiped, upholstered chairs spot cleaned	☐	☐	☐
Queue posts and retractable belt heads wiped, belts left as the branch set the line	☐	☐	☐
Hard floor dust mopped and damp mopped, carpet vacuumed edge to edge	☐	☐	☐
Glass partitions and interior windows clean at eye level and at child height	☐	☐	☐

Teller Line

	Pass	Fail	N/A

Customer side of the teller counter wiped and disinfected, including the transaction ledge	☐	☐	☐
Teller glass and sneeze guards cleaned on the customer side, staff side only where the branch allows	☐	☐	☐
Deal drawers and pass-through trays wiped on the outside surfaces only	☐	☐	☐
Teller workstations left untouched: no cash drawers, keyboards, papers or stamps moved	☐	☐	☐
Floor behind the teller line vacuumed or mopped only when the branch has opened that area to the cleaner	☐	☐	☐
Waste bins at teller stations emptied unless marked as confidential or shred-only	☐	☐	☐

Offices and Meeting Rooms

	Pass	Fail	N/A
Desks dusted around papers, never under them, files and documents left exactly where they are	☐	☐	☐
Locked shred consoles left alone, only regular waste and recycling emptied	☐	☐	☐
Phones, door handles and chair arms disinfected	☐	☐	☐
Meeting room table wiped, chairs pushed in, whiteboard cleaned only when marked to erase	☐	☐	☐
Glass office walls and doors cleaned	☐	☐	☐
Carpet vacuumed, including under the desk where the chair rolls	☐	☐	☐

Safe Deposit Area

	Pass	Fail	N/A
Entered only when a staff member is present or the branch has given written permission	☐	☐	☐
Viewing booth counters, chairs and door handles wiped	☐	☐	☐
Safe deposit floor vacuumed or mopped	☐	☐	☐
Vault interior and boxes not touched unless the branch has scoped it and escorts the cleaner	☐	☐	☐

Staff Room and Washrooms

	Pass	Fail	N/A
Staff room tables, counters, microwave interior, fridge handles and sink cleaned	☐	☐	☐
Customer and staff washroom toilets, urinals, sinks and partitions cleaned and disinfected	☐	☐	☐

	Pass	Fail	N/A
Soap, paper towel and toilet paper stocked, dispensers working	☐	☐	☐
Washroom floors mopped, base of each toilet and the floor drain included	☐	☐	☐
Mirrors and stainless steel streak free	☐	☐	☐

General checks (site-wide)

	Pass	Fail	N/A
Cleaner signed in on the branch log with arrival and departure times	☐	☐	☐
Alarm armed and disarmed by the procedure the branch gave, codes never written on the cart or in a phone note	☐	☐	☐
No exterior or interior security door propped open at any point during the clean	☐	☐	☐
Every lock and light left the way the closing staff left them	☐	☐	☐
Cleaning crew members on site are the cleared, named crew the branch approved	☐	☐	☐
Previous inspection deficiencies verified as fixed	☐	☐	☐

Suggested frequency

Daily	Entrance glass, ATM vestibule, lobby floor, customer writing counter, customer side of the teller line, washrooms, waste
Weekly	Office desks and glass walls, staff room appliances, safe deposit viewing booths, brochure racks, baseboards
Monthly	High dusting, vents and light fixtures, upholstery spot clean, interior glass top to bottom
Quarterly	Carpet extraction, hard floor scrub and recoat, exterior window wash
Winter, daily	Salt and slush removal in the vestibule, mats changed out as they saturate

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