

Cleaning Client Satisfaction Scorecard

For property and facility managers scoring their cleaning contractor once a month: the building, the service and the paperwork

Site _____ Date _____ Inspector _____

First Impression at Opening Time

	Pass	Fail	N/A
Entry glass and doors clean when the first tenant arrives	☐	☐	☐
Lobby floor clean, no overnight tracks, salt residue or mop streaks	☐	☐	☐
Elevator cab clean, including the door track	☐	☐	☐
No odour in the entrance or the elevators	☐	☐	☐

Restrooms

	Pass	Fail	N/A
No tenant complaints about restrooms this month	☐	☐	☐
Dispensers stocked at the start of the business day	☐	☐	☐
Floor and fixture seams clean on an unannounced check	☐	☐	☐
No odour at the door on an unannounced check	☐	☐	☐

Tenant Spaces

	Pass	Fail	N/A
Waste and recycling emptied on every service night	☐	☐	☐
Desks and shared surfaces wiped as the scope requires	☐	☐	☐
Carpet vacuumed to the edges, no build-up under desks	☐	☐	☐
Kitchens and break areas left clean for the morning	☐	☐	☐

Responsiveness

	Pass	Fail	N/A
Every complaint this month got a reply within one business day	☐	☐	☐
Every complaint was fixed by the date the contractor gave	☐	☐	☐
The contractor raised at least one problem before a tenant did	☐	☐	☐
Your contact at the cleaning company answered calls and emails	☐	☐	☐

Staffing and Supervision

	Pass	Fail	N/A
The same crew served the building for most of the month	☐	☐	☐
A supervisor visited the building and there is a record of the visit	☐	☐	☐
Crew changes were announced to you before they happened	☐	☐	☐
Crew wears a uniform or ID and follows building rules	☐	☐	☐

Records and Reporting

	Pass	Fail	N/A
The contractor sent inspection results for your building this month	☐	☐	☐
Failed items in those results show a fix and a date	☐	☐	☐
Periodic work due this month (extraction, floor care, windows) was done and recorded	☐	☐	☐
The invoice matches the scope, and extra work was approved in advance	☐	☐	☐

General checks (site-wide)

	Pass	Fail	N/A
Score this sheet on the same day each month so the months compare fairly	☐	☐	☐
Check one restroom and the lobby unannounced before scoring	☐	☐	☐
Attach a photo to every Fail and send the sheet to the contractor within two days	☐	☐	☐
Keep every month's sheet, because the trend is what matters at renewal	☐	☐	☐

Suggested frequency

Monthly	Score this sheet and send it to the contractor
Quarterly	Meet the contractor to go through three months of scores and open items
Annually	Bring twelve months of scores to the renewal or tender decision

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