

New Cleaning Account: 30-60-90 Day Plan

What to do before day 1, in each of the first three months, and at the 90-day review

Company _____ Prepared by _____ Date _____

Before Day 1

- ☐ Scope of work reviewed with the customer line by line, frequencies agreed in writing
- ☐ Keys, fobs and alarm codes received, tested and logged
- ☐ Startup kit on site: vacuum, janitor cart, labelled spray bottles, floor cleaner, dusters, supplies
- ☐ Baseline inspection done before the first shift, with photos of existing wear and damage
- ☐ Lead cleaner shown the building in person by the supervisor
- ☐ Customer told who their supervisor is, with a name and a phone number

Days 1 to 30

- ☐ Day 1 check-in with the customer, the same day or the next morning
- ☐ Week 1 check-in: ask what they have noticed and write it down
- ☐ An inspection every week, the first one in week 1
- ☐ Every failed item assigned to a named cleaner with a fix date
- ☐ Owner or operations manager visits the site in person at least once
- ☐ Scope gaps found in the first month raised with the customer in writing

Days 31 to 60

- ☐ Weekly inspections continue, score compared against the baseline
- ☐ Time to fix and time to confirm the fix measured separately
- ☐ Periodic work due in the first two months completed and recorded
- ☐ Crew changes, if any, announced to the customer before they happen

- ☐ First short report sent to the customer: visits, findings, fixes
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| Days 61 to 90

- ☐ Weekly inspections continue until the score holds flat for two months
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- ☐ 90-day review meeting booked with the customer
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- ☐ Scope corrected in writing wherever a frequency turned out to be wrong
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- ☐ Lead cleaner still on the account, or the replacement shown the site in person
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- ☐ 90-day report prepared: baseline score beside the current score, with the fixes in between
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| General commitments

- ☐ The strongest cleaner stays on this account until day 90
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- ☐ Every complaint answered within one business day, with a fix date
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- ☐ Every inspection recorded, including the ones that score well
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Review cadence

Weekly	Inspection, plus a short note to the customer if anything failed
Day 30	Check-in call and the first score trend
Day 90	Review meeting with the baseline and current score side by side

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