Cleaning Company Selection Checklist

What to check before you sign with a commercial cleaning company: fit, proof of quality, supervision, people, paperwork and price. Tick each line and write what you found

Company _____ Prepared by _____ Date _____

Fit for Your Building

- [ ] They clean buildings like yours now (same type, similar size), and can name a current one
- [ ] They visited the building before quoting and asked about hours, access and problem areas
- [ ] The proposal lists tasks by area and frequency, matched to your building
- [ ] They asked who your contact is and how you want to hear about problems

Proof of Quality

- [ ] They inspect their own work on a regular cycle and can show a sample inspection report
- [ ] Failed items on their reports carry photos and a date they were fixed
- [ ] You will get inspection results without having to ask for them
- [ ] They can show how fast they fix a complaint, with real examples

Supervision and Communication

- [ ] A named supervisor or account manager for your building, with a direct phone number
- [ ] Supervisor visits on a set frequency, written into the contract
- [ ] A clear way to report a problem after hours, and a stated response time
- [ ] Regular review meetings, monthly or quarterly, with results on paper

People

- [ ] How they screen staff, and whether background checks are done where your building needs them
- [ ] How new cleaners are trained on your building before their first shift alone

- [ ] What happens when your regular cleaner is sick or on vacation
- [ ] Uniforms and ID so your staff and security know who is in the building

Paperwork

- [ ] Certificate of general liability insurance naming your company, current date
- [ ] Workers' compensation coverage in good standing for your province or state
- [ ] Business licence and registration where required
- [ ] Safety data sheets for the products they will use on site
- [ ] References from at least two current clients you can call

Contract and Price

- [ ] Price broken down so you can see what is included and what is billed extra
- [ ] Periodic work (floors, carpet, windows, high dusting) listed with frequency and price
- [ ] Supplies and consumables: who provides them and how they are billed
- [ ] Notice period and the steps if service falls short, in writing
- [ ] How price increases are handled at renewal

General commitments

- [ ] Notes from each reference call written down the same day
- [ ] Proposals compared side by side on the same scope, not on the bottom line alone
- [ ] Your decision and the reasons for it recorded for the next time the contract is up

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