

Commercial Cleaning Quality Standards

Written acceptance standards by surface type: what Pass looks like on glass, hard floor, soft floor, restroom fixtures, touchpoints, high surfaces and waste, so two inspectors score the same building the same way

Site _____ Date _____ Inspector _____

Glass and Mirrors

	Pass	Fail	N/A
Pass: no hand marks, smears or spotting visible from 3 feet at a 45 degree angle in the room's own light	☐	☐	☐
Pass: frame, sill and the bottom 2 inches of glass clean, which is where wiping usually stops	☐	☐	☐
Pass: both faces of an entry door clean, including the face that opens onto the street	☐	☐	☐
Fail: a clean centre with a ring of haze or a visible cloth line near the edges	☐	☐	☐
Fail: mirror clean head-on and streaked when viewed from the side	☐	☐	☐

Hard Floors

	Pass	Fail	N/A
Pass: uniform appearance across the whole area, with no traffic lane visibly duller than the edges	☐	☐	☐
Pass: corners, edges and the strip behind doors as clean as the open floor	☐	☐	☐
Pass: no mop swirl marks, no grit underfoot, no residue film that shows as a footprint	☐	☐	☐
Pass: baseboards free of splash and mop marks	☐	☐	☐
Fail: a bright open floor with dark grit lines at the wall and around table legs	☐	☐	☐
Fail: tacky or slippery finish from over-diluted or unrinsed product	☐	☐	☐

Soft Floors

	Pass	Fail	N/A
Pass: pile lifted and uniform, edges and corners vacuumed, no visible debris including along the wall line	☐	☐	☐
Pass: under and behind furniture vacuumed on the posted rotation	☐	☐	☐

Pass: spots treated within one visit of being found, and gone rather than lightened	☐	☐	☐
Fail: a clean open path with a grit line along the baseboard or under the desk footwell	☐	☐	☐
Fail: recurring stains treated over and over instead of being flagged for extraction	☐	☐	☐

Restroom Fixtures

	Pass	Fail	N/A
Pass: no soil, film or mineral staining on any surface of a toilet, urinal or sink, including the underside of the rim and the seat hinges	☐	☐	☐
Pass: the seam where a fixture meets the floor is clean, which is the first place an inspection should look	☐	☐	☐
Pass: no odour on entry, tested before anything else is scored	☐	☐	☐
Pass: every dispenser stocked with enough to last until the next service, not merely not empty	☐	☐	☐
Pass: floor dry and grout free of film, drains clear and trap charged	☐	☐	☐
Fail: a clean bowl with staining at the base, or a clean counter with hair in the sink overflow	☐	☐	☐

Touchpoints

	Pass	Fail	N/A
Pass: door handles, push plates, light switches, rails, elevator buttons and shared keyboards and phones wiped every service	☐	☐	☐
Pass: disinfectant left wet for the contact time printed on the product's own label, then dried	☐	☐	☐
Pass: the object people actually grab is clean, not only the housing around it	☐	☐	☐
Fail: a wiped door face with a greasy handle	☐	☐	☐
Fail: disinfectant sprayed and wiped off immediately, which cleans but does not disinfect	☐	☐	☐

High Surfaces and Vents

	Pass	Fail	N/A
Pass: nothing visible when a white cloth is drawn along a ledge, frame top, sign top or partition top	☐	☐	☐
Pass: supply and return grilles, light diffusers and sprinkler escutcheons free of dust build-up	☐	☐	☐
Pass: cobwebs absent from ceiling corners and the tops of wall-mounted fixtures	☐	☐	☐

Fail: eye-level surfaces clean and anything above 6 feet carrying a grey fur	☐	☐	☐
Fail: high dusting logged as done with the dust still in place	☐	☐	☐

Waste and Recycling

	Pass	Fail	N/A
Pass: all streams emptied, liners fitted straight, bin bodies and lids clean inside and out	☐	☐	☐
Pass: no odour from a bin, and no residue pooled in the bottom under the liner	☐	☐	☐
Pass: waste removed from the building rather than staged in a corridor or stairwell	☐	☐	☐
Pass: streams kept separate, with recycling not consolidated into garbage at the dock	☐	☐	☐
Fail: a fresh liner dropped into a dirty bin	☐	☐	☐

Supplies, Equipment and Compliance

	Pass	Fail	N/A
Pass: spray bottles labelled with the product inside, with no unmarked bottles anywhere on the cart	☐	☐	☐
Pass: safety data sheets on site and findable, dilution station working	☐	☐	☐
Pass: colour-coded cloths and mops in use, with restroom tools never reaching a desk or food surface	☐	☐	☐
Pass: equipment clean, filters and brush rolls clear, cords undamaged	☐	☐	☐
Pass: janitor closet floor clear with mop heads hung to dry	☐	☐	☐
Pass: crew in uniform and identifiable to tenants	☐	☐	☐
Fail: a clean building with an unlabelled bottle of unknown product on the cart	☐	☐	☐

General checks (site-wide)

	Pass	Fail	N/A
Every standard is written as an observable state, so two inspectors reach the same verdict	☐	☐	☐
Pass and Fail only, with N/A for anything genuinely not present, and no partial credit	☐	☐	☐
A standard that cannot be photographed is rewritten until it can	☐	☐	☐
The standard is issued to the crew before it is used to score them	☐	☐	☐
Critical items are named in advance, so a failure on one is treated differently from a failure on a ledge	☐	☐	☐

Standards reviewed with the customer at 90 days and corrected in writing

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Suggested frequency

- At Hire

Issue to every inspector and supervisor and use it to calibrate scoring
- Per Inspection

Score the site against these standards at the site's inspection frequency
- Quarterly

Compare two inspectors scoring the same building and reconcile the differences
- Annually

Review with the customer and reissue with any agreed change in writing

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