

Commercial Cleaning Scope of Work Template

Fill it in during the site walkthrough. It becomes the scope, the basis of the bid and the inspection checklist

Company _____ Prepared by _____ Date _____

1. Site and Contract Details

- ☐ Site name, address, and the customer's contact for cleaning questions
- ☐ Total cleanable square footage, and square footage by floor type: carpet, hard floor, tile
- ☐ Service days and hours, and whether cleaning happens after hours or while the building is occupied
- ☐ Building access: keys, fobs, alarm codes, and who issues them
- ☐ Contract start date, term and notice period

2. Areas and Tasks

- ☐ Every area listed by name, floor by floor
- ☐ Each task written as the finished state, for example: restroom floor clean to the seam at every fixture
- ☐ A frequency next to every task (Daily, Weekly, Monthly or Quarterly), never one frequency for the whole site
- ☐ Areas that are out of scope named in writing, such as tenant suites or server rooms
- ☐ Special surfaces and their care noted: stone, stainless steel, wood, glass partitions

3. Periodic Work

- ☐ Carpet extraction: which areas and how often
- ☐ Hard floor care: strip and wax or scrub and recoat, and how often
- ☐ Interior and exterior windows, and who supplies the lift or access equipment

☐ High dusting, vents and light fixtures

☐ Whether periodic work is priced separately or included in the monthly fee

4. Supplies and Equipment

☐ Who supplies consumables: toilet paper, paper towel, hand soap, liners

☐ Who owns the dispensers, and what happens to them when the contract ends

☐ Chemicals to be used, and any the customer does not allow on site

☐ Storage space for equipment and chemicals

5. Quality and Reporting

☐ Inspection frequency and who performs the inspections

☐ How deficiencies reach the cleaner, and how fast they must be fixed

☐ How the customer raises a complaint, and the promised response time

☐ What report the customer receives, and how often

6. Pricing Basis

☐ Estimated labour hours per visit, and the production rate used to get there

☐ Monthly price, and what triggers a change: added areas, changed frequencies

☐ Hourly or fixed rate for one-off extra work

General commitments

☐ Every task in this scope appears on the inspection checklist in the same words

☐ The customer has approved the final scope in writing

☐ A copy is on site for the crew and the supervisor has read it

☐ The scope is reviewed at 90 days and again at every renewal

Review cadence

Before Bid	Fill in during the walkthrough with the customer, then price from it
Day 1	Supervisor and crew go through the scope on site before the first shift
90 Days	Check the building against the scope with the customer and correct the frequencies
Annually	Reissue at renewal with every change in writing

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