



CLEANING STANDARDS REFERENCE SHEET

ATHENS CLEANING COMPANY

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CLEANING STANDARDS REFERENCE SHEET

This reference sheet contains cleaning standards for Athens Cleaning Company team members and quality control managers. These standards are set out to help clarify expectations for team members as well as produce a high-quality and consistent service for our clients. There are descriptions and images for each type of cleaning task Athens Cleaning's team members perform. Quality control managers can reference this sheet as well when conducting inspections of accounts.

Entrances/Lobbies:

Our Expectations:

Entrances and lobbies are the very first thing a client will see. They are a first impression. Glass doors should be free of any fingerprints or smudges. Floors — especially any entrance mats — should be free of any debris and mopped. Window sills and blinds should be dusted. Check ceiling corners and light fixtures for cobwebs. Any furniture should be dusted and wiped down. Also, if there are any magazines or other similar items left out on tables for our client’s customers, we must organize them.

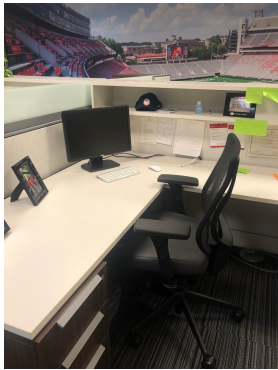
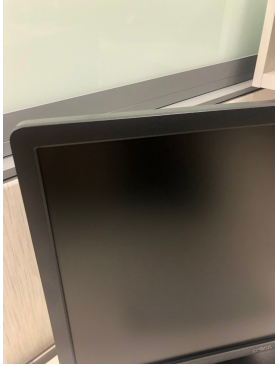
Clean	Dirty
	
	

Offices:

Our Expectations:

The most important area in any office is the desk area. Desks must be dusted and wiped down. All appliances or personal items on desks must be dusted (computers, phones, headsets, photo frames, mouse pads, printers). We can dust and wipe around paperwork found on desks, unless our client specifically asks that we lift papers. Some offices may have other furniture or windows that will need dusting and wiping down. Make sure floors are vacuumed as well as mopped if needed. Make sure that chairs are pushed into desks after vacuuming. We also must dispose of all trash.

Clean	Dirty
	
	



Conference Rooms:**Our Expectations:**

The main focus of the conference room is the conference room table. It must be dusted and wiped down, making sure no fingerprints are left behind. The conference table chairs must be dusted. After vacuuming under the table, chairs must be pushed in. Some conference rooms will have glass doors that need to be wiped down, window sills and blinds that need dusting, chandeliers that need dusting or other furniture that must be dusted and sanitized.

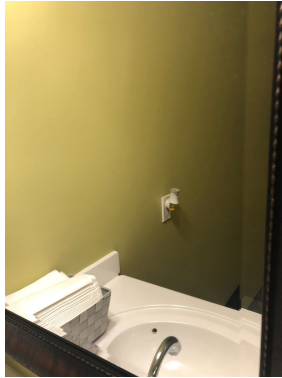
Clean	Dirty
	
	

Bathrooms:

Our Expectations:

In bathrooms, the three main objects that need wiping down and sanitizing are toilets/urinals, sinks/counters and glass mirrors. Toilets and urinals should be entirely sprayed down (inside and outside the bowls). The bowls should be scrubbed with a toilet brush. The tank, rim, seat and base need to be wiped down. Other areas that will need wiping down are any paper towel holders, soap dispensers, handicap railings, stall doors and door handles. Please also dust the toilet paper holders, which often gather a lot of dust. We are responsible for refilling all paper and soap products in accounts. When paper products are not refilled, it creates an inconvenience for clients using their restrooms. If paper products are not refilled, it results in an immediate red score on any inspection report. Floors must be vacuumed and mopped, and trash disposed of. We must empty and sanitize any feminine hygiene trash containers.

Clean	Dirty
	
	





Kitchens/Breakrooms:**Our Expectations:**

The main tasks in kitchens are to wipe down and sanitize sinks and counters, tables, and appliances. If there are dirty dishes in sinks, we must hand wash or place them in dishwashers and usually start those dishwashers. When wiping down sinks, wipe the faucet, handles, basin and drain. When wiping down the drain, lift any food catchers and wipe those down as well. When sanitizing counters, check behind appliances for food crumbs. Appliances that must be wiped down on the outside include anything from Keurigs and coffee makers to toasters, microwaves and fridges. Microwaves must be cleaned on the inside as well. Make sure to wipe down the plate inside microwaves as well as the sides, bottom and top of the inside. We will often have accounts that ask us to clean the inside of their fridges, but it is usually on request only. Make sure floors are vacuumed and mopped, particularly under tables where crumbs from food are likely to drop. Also remove all trash and sanitize cans if they have gotten dirty from food.

Clean	Dirty
	





Floors:**Our Expectations:**

When cleaning floors, start by vacuuming. Both carpet and hard (tile, laminate, wood) floors must be vacuumed. Hard floors are mopped afterwards. Watch out for dead bugs, coffee stains and be sure to clean in corners and under tables.

Clean	Dirty
 A close-up photograph of a clean, light brown carpet. The texture is uniform and free of any stains or debris. The lighting is even across the surface.	 A close-up photograph of a wood-grain laminate floor. The surface is heavily stained with dark, irregular marks, particularly in the center, indicating dirt or liquid spills. The wood grain pattern is visible but obscured by the grime.
 A photograph of a clean, dark brown tile floor. The tiles are large and square, with a glossy finish that reflects light. The grout lines are clearly visible and free of dirt.	 A photograph of a dark brown tile floor, similar to the one in the previous image. However, the surface is very dark and appears to be covered in a thick layer of dirt or grime, making the tile pattern almost invisible. There are some bright spots of light reflecting off the surface.



Hallways:**Our Expectations:**

The main checklist item in hallways is to vacuum and mop floors. There may also be furniture at random points that needs to be dusted and wiped down. Sometimes clients will hang photos or other items on walls that will need to be dusted. Also check ceilings, light fixtures, any window sills or blinds and baseboards for dust.

Clean	Dirty
 A close-up photograph of a clean, white baseboard. The surface is smooth and free of dust or dirt. The baseboard is set against a dark wood floor.	 A close-up photograph of a white baseboard that is heavily covered in dust and dirt. The surface is uneven and discolored, showing significant grime.
 A close-up photograph of a dark, possibly black or dark blue, baseboard. The surface is clean and smooth, with no visible dust or dirt.	 A close-up photograph of a dark baseboard that is covered in dust and dirt. The surface is uneven and discolored, showing significant grime.



Stairs:**Our Expectations:**

In stairwells, the primary cleaning need is vacuuming and mopping. Often, we will also need to dust railing, baseboards, ceiling cornes, window sills or light fixtures.

Clean	Dirty
 A photograph showing three steps of a carpeted staircase. The carpet is a dark, textured material, possibly grey or black, and appears clean and well-maintained.	 A photograph showing three steps of a carpeted staircase. The carpet is a dark, textured material, but it is heavily soiled with white dust or dirt, particularly on the edges and between the steps.
 A photograph of a metal handrail and its support post. The metal is polished and shiny, indicating it is clean.	 A photograph of wooden stairs with a white handrail. The wood is dark and shows signs of wear, including scuffing and discoloration, indicating it is dirty.

Elevators:**Our Expectations:**

Elevator doors, buttons and handrails must be polished and sanitized. We may also need to dust in elevators, particularly ceilings or light fixtures. We will also need to vacuum and mop if needed. When vacuuming, please make sure to vacuum the door tracks. If there is an elevator lobby, we must clean any surfaces, dust any windows or blinds or vacuum and mop depending on the needs of the lobby.

Clean	Dirty
 A photograph showing a clean, dark grey carpeted floor in an elevator lobby. The floor is free of debris and appears well-maintained.	 A photograph showing a dark grey carpeted floor in an elevator lobby that is covered with small, light-colored specks and debris, indicating it is dirty.
 A close-up photograph of a clean elevator control panel. The buttons are numbered 1 through 7, and there are also buttons for 'FRONT' and 'REAR'. The panel is shiny and free of dirt.	 A close-up photograph of a dirty elevator control panel. The buttons are numbered 1 through 7, and there are also buttons for 'FRONT' and 'REAR'. The panel is dark and has a significant amount of dirt and grime on it.



Trash/Dumpsters:

Our Expectations:

All trash must be removed from the account. Collect trash in a large bag or rolling can from individual desk trash cans, bathroom cans and kitchen cans. Please replace bags if there is any liquid or staining in them, even if they are empty of large trash. If there are any boxes that look like recycling — but it is unclear whether it is actually recycling — mark with a sticky note to ask the client. Additionally, send us a message in Swept and we can help determine whether an object should be taken out with the trash. Take all trash to the dumpster or other area designated by the client. All trash should be placed in the dumpster, not left around it. If any trash that is not marked as unclear is left in the account, it will result in an immediate red score on any inspection report.

Clean	Dirty
	
	



Supply Closets:

Our Expectations:

Before leaving any account, please tidy up the supply closet. The supply closet is a direct representation of our company to the client. Even if our cleaning is great, we must go above and beyond and take care of our own space and supplies. Please organize towels and bottles. This will help determine if more supplies are needed. Place dirty towels and mop heads in a trash bag or hamper and leave for management to collect. Also, empty vacuums to prevent clogs. No trash should be left in supply closets. A disorganized supply closet results in an immediate red score on any inspection report.

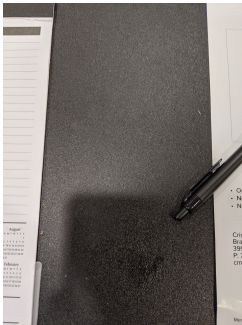


Clean	Dirty
	
	



Banks: Teller Areas/Vault

Our Expectations:

A special area to all banks is the teller and vault area. Teller areas consist of counters with several small work spaces, a drive through area and then the vault. The teller area counters must be dusted and sanitized. The sides of counters, any cabinets/etc, must also be wiped down. All chairs must be dusted and pushed in. Appliances such as printers and computers should be dusted. Floors must be vacuumed and mopped. The vault must be polished and trash collected and taken out to the dumpster.



Clean	Dirty
	
	



Medical Offices: Exam Rooms

Our Expectations:

Special areas to all medical offices are exam rooms. Exam rooms usually contain a counter with medical supplies and sometimes a computer, cabinets, an exam table and sometimes other chairs or furniture. We will always dust and sanitize counters. We will dust any computers, window sills, blinds, other furniture and vacuum, mop and take out trash. Sometimes the client will ask us to dust exam tables, but often will ask us not to wipe down. Our medical clients often have their own procedures for sanitizing their exam tables. Sometimes clients have equipment attached to the exam table that they do not want us to touch because it is expensive or easily breakable. Please pay attention to specific directions in Swept for each account.

Clean	Dirty
	



Churches: Sanctuaries

Our Expectations:

A special area to all churches are their sanctuaries. Sanctuaries can vary in size and need. In most, we will need to vacuum and mop. We may also need to collect any bulletins or trash left in seats or pews. We may also need to dust window sills and light fixtures such as chandeliers. Some churches will have permanent baptismal pools that we may need to sanitize or choir lofts that need to be dusted, vacuumed or mopped. Please pay attention to specific instructions in Swept.

Clean	Dirty
 A photograph of a church pew with a red carpeted seat. The seat is clean and free of any items or debris.	 A photograph of a church pew with a red carpeted seat. The seat is dirty, with visible white specks and debris scattered across the surface.
 A photograph of a church seat with green upholstery. A book is placed on the seat, and the seat is clean and free of any items or debris.	 A photograph of a church seat with green upholstery. A book is placed on the seat, and the seat is dirty, with visible white specks and debris scattered across the surface.