



7 simple steps that will help you get the most from your cleaning company...



Quality Management System

For your premises to be consistently cleaned and maintained to a high standard there must be a quality management system in place where the cleaning staff are being trained, monitored and held accountable for their roles.

It is imperative that the expectations are clearly understood by the cleaning company and yourself, and that the cleaning staff are trained regularly and have job descriptions which clearly define their roles, so that they are fully aware of their responsibilities and how to carry them out efficiently.

Regular contact between the supervisor, cleaning operatives and yourself, the customer, is integral to ensuring standards are maintained.

Does your current cleaning company have a Quality Management System?

Yes No





Contingency Plans System with staff

Cleaning staff are human beings and as such can call in sick on the day, or have emergency circumstances which means they are unable to attend work.

In order to make sure staff absences do not affect the smooth running of your premises and that the cleaning is still carried out, a good cleaning contractor will have contingency plans in place for these situations.

Not only that, but the ability to have the job carried out as well as if it were carried out by the regular cleaner, is something a contractor with a good contingency system in place would be able to demonstrate.

***Does your cleaning company's have a
solid Contingency Plan System in place?***

Yes No





Employed Staff

Contractors who directly employ their staff rather than use sub-contractors or self-employed people are always guaranteed to provide a better service.

Directly employed staff are usually more loyal and dedicated, deliver better results, and prove to be more reliable.

Does your current cleaning company have dedicated employed staff?

Yes No





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A Confident Contractor

Use a contractor who is confident to back up their work or put their money where their mouth is. What if they don't perform? Are you locked into a long term contract although you aren't getting what you were promised?

Choose a contractor who will give you a free trial to see what they are like before you have to commit to an agreement of any sort. Do they have some sort of guarantee if they don't perform or live up to your expectations?

Using a contractor or supplier with a guarantee means you are more likely to get what you were promised, and if you don't - then you know you have something to fall back on.

Does your cleaning company guarantee and deliver what they promise?

Yes No



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An Honest Contractor

Sometimes it's difficult to ascertain how long a cleaning job should take. Use a contractor who is happy to itemise exactly how many hours the job is going to take and that they are committed to being there for the full time slot.

This way you can be sure you will be getting value for every hour you are paying for. Don't accept a "round figure" or flat fee without understanding how many hours the job should take. Your contractor should always make a commitment that the agreed cleaning hours will be honoured consistently.

Is your current cleaning company totally honest and transparent with you?

Yes No





An Accredited Contractor

Using a contractor with accreditations will give you peace of mind that they have undergone a process and are certified in their Health & Safety commitments so you can be sure their staff are working in the safest possible way on your premises.

Does your current cleaning company hold accreditation that gives you confidence in them?

Yes No





Good Quality Cleaning Products & Safe Equipment

When choosing a cleaning contractor it is important to find out that the products they use are all of high quality, environmental friendly and safe for the particular environment in question.

Choosing a contractor who has specialised products for problematic areas such as washrooms is always an advantage.

It's very important to make sure that all equipment used on your premises are safe to use and serviced or tested regularly.

Are the products and equipment used by your current cleaning company of a high quality and maintained regularly?

Yes No



*How does your cleaning contractor
score against the above?*

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