



REGULAR SERVICE CLEANING CHECKLIST

1. ENTRY

- ALWAYS review client profile on App.
- Review entry information (every time!)
- Bring Money Bag, Notepad, & Checklist
- Locate payment. Notify director immediately if NO payment or any issues.

2. TRASH/FLOOR PREP

- Empty trash in ALL rooms to main trash can (usually kitchen trash) replace all trash bins with a trash liner, if applicable (refer to client notes for specific trash instructions).
- Shake & fold rugs in bathroom, kitchen, laundry room, etc. (vacuum as needed and set aside neatly in each room or respective area) This does not include big area rugs. Bathroom rugs are to be left folded neatly on the ledge of the bathtub or toilet.

3. DUSTING

- Dust high to low in EVERY room (even bathrooms and kitchens) w/ clean microfiber
- Move and dust under all items. Areas with a lot of clutter should be handled individually (acknowledge in client note at end of cleaning & in system so it's documented).
- Stage items in kitchens, bathrooms, and on other surfaces (Labels always facing out).
- Pay attention to HIGH areas and LOW areas (crown molding, tops of refrigerator, baseboards, ridges on furniture, ridges on doors underneath chairs) Take note of areas that could use vacuum dusting.
- Commonly missed areas:** Mirrors/Frames, tops of doors/windows, door fixtures, legs of furniture, wall fixtures (i.e. toilet paper holder, towel rack, etc.), light fixtures, base of toilet, back and crevices of TV entertainment centers.
- Keep a detailed eye out for falling dust throughout cleaning.

4. BEDROOMS

- If client leaves clean sheets on foot of bed: strip bed, place sheets in washer or hamper, place new sheets on bed.
- Make bed and fluff pillows. Sheets should be tight, hospital fold at base, & top sheet to top of bed.
- If client has decorative pillows, arrange as if displayed at store.

5. BATHROOMS

- Flush toilet, spray interior with All Purpose (be sure you get under the interior lip of the toilet), let sit.
- Dust above mirrors and any light fixtures (should've been done earlier, this is the second dusting of these fixtures).
- Clean mirrors & all glass (first with cotton then with CLEAN microfiber).
- If bathroom has tile walls be sure to spray & wipe TOP to BOTTOM.
- Clean counter: place all items in sink, clean counter and buff with clean microfiber.
- Spot clean cabinet doors.
- Stage contents of sink (labels facing out, big to small).
- Clean interior of sink and fixtures buff with clean microfiber - be detailed around the drain and crevices.
- Clean toilet to preserve towels clean from top to bottom, **do NOT forget about the entire base of toilet.**
- Place contents of shower/tub in base of shower/tub.
- Spray from top to bottom & wipe. **Do NOT forget about top of shower where dust collects.**
- Stage contents (labels facing out).
- EcoScrub or wipe base of shower & lower part of walls again buff with clean microfiber.
- Scrub interior of toilet use client's scrubber if they have one. Be sure you get under the interior lip of the toilet.
- Flush toilet. Be sure all contents go down drain.
- Spray toilet brush with All Purpose before putting back in container (for sanitation).
- Triangle fold toilet paper. Towels to be tri-folded and displayed nicely.

6. KITCHEN

- Wipe down countertops, tables, backsplash, and face of cabinets.
- Wipe all items on counters, under, and around.
- Stage items.
- Wipe all appliances stove top, dishwasher, microwave, & **top of refrigerator**. Use AP on stainless steel or client's if provided.
- Spot clean cabinet doors.
- Wipe out interior of microwave. **If very dirty, it will require an additional service, skip, & let management know.** Be sure to get underside of plate.
- Clean faucets, sink basin, & wipe dry. If dishes are in sink, do NOT clean interior, use your discretion. You can move all to one side neatly, clean, & then swap. If you do not clean the sink please let client know in your exit note.

7. LAUNDRY ROOM

- Wipe surfaces and appliances (if clutter-free).
- Spot dust high to low & arrange items to look neat.
- Empty dryer lint trap.
- When vacuuming, be sure to edge really well in laundry room (i.e. under and around washer and dryer).

8. VACUUM

- Vacuum ceiling, ceiling corners, and crown molding.
- Vacuum/Dust ceiling or wall light fixtures.
- Vacuum/Dust ceiling fans.
- Vacuum upholstery (use discretion on fabric).
- Vacuum air vents/returns.
- Vacuum baseboards using attachment.
- Vacuum all floors, use tool to edge and get under furniture. Use the cyclone method: start from one side and circle to interior, high to low.
- Vacuum under area rug corners.
- "Vacuum once, edge, then vacuum again"**

9. FURNITURE & TOUCH-UPS

- Fluff pillows.
- Be sure items are staged and use feather duster to go over EVERYTHING.
- Go through with clean microfiber & AP, spot clean any surface with fingerprints.
 - > These include dining room tables, bedside tables, coffee tables, etc.
- Check light switches, power outlets, door frames, and window sills (might need an additional hand-wiping baseboard service).
- Clean mirrors throughout the house and spot clean glass doors (exterior as well).**

10. MOPPING

- Mop entire house with AP Cleaner. Hand wipe any spots on floor that don't come up with regular mopping.
- Hand wipe bathroom floors if small or white tile.
- Hand wipe edges in kitchen after mopping.
- Double mop with clean mop pad (suggestion for dirtier floors).

11. EXIT

- Take out trash.
- Review client profile and notes.
- Everything in home should be touched during the final walk through, check for dust and missed areas.**
- Leave client note**
 - Example: "Hope you're well, hope the house looks GREAT, let us know if there is anything we missed or can do to further assist you!"
- Lock up according to client's requests.
- Change substatus.

- Let manager know about any issues, note additions/changes, additional services the client might need, etc.

This is extremely important. Anything the client mentions that we've missed or that they would like done differently. We also need to know about any incidents before we follow up with the client. Please be sure to also let us know about things you do differently that make the client happy.

We need ALL information in our system (the BIG brain), this ensures a smooth process and top notch customer service!

- We encourage team members to leave 3-5 pieces of marketing materials around the location of each job

DEEP CLEANING CHECKLIST

(in addition to all above)

- Wipe down fronts of ALL cabinets.
- Vacuum ALL baseboards using attachment.
- Some clients will require a hand wash additional service.
- Vacuum corners of ceilings, tops of windows, etc.
- Detail dust ceiling fans (use vacuum attachment).
- Check ceilings above all fans, dust will attach to the ceiling.
- Detail wipe window sills.
- Clean interior and exterior of all glass doors.
- Mandatory double mopping with a clean mop pad.
- Leave 3 business cards after each DEEP cleaning with client note.

ADDITIONAL SERVICES

- **Oven Deep Cleaning** \$40.00
- **Refrigerator Clean Out (excludes freezer)** \$45.00
- **Microwave Deep Cleaning** \$10.00
- **Hand Wash Blinds (excludes metal)** \$2.50 Each
- **Hand Wash Doors and Door Frames** \$2.50 Each
- **Hand Wash Baseboards** Price varies depending on square footage
- **Citrus Bath Scrub** \$15.00
 - Cleaner will be provided fresh citrus fruit along with our homemade EcoScrub, the results are remarkable!
- **Interior Window (including sill)** \$2.50 each