Commercial Cleaning Quality Control Checklist

A PRACTICAL INSPECTION GUIDE FOR NYC FACILITY MANAGERS

Keeping commercial spaces clean takes more than a daily schedule. High foot traffic, shared facilities, operating hours, and building requirements can affect cleaning results. Use this checklist to inspect completed work against agreed service requirements, record deficiencies, and follow up on corrective action.

QUALITY CONTROL FOCUS
Check the result, record what was missed, assign corrective work, and verify that the issue has been resolved.

Inspection Details

Property / Building: _____	**Inspection Date:** _____
Area / Floor: _____	**Inspection Time:** _____
Inspector / Supervisor: _____	**Cleaning Shift:** _____

How to Mark Each Inspection Item

PASS	FAIL	FOLLOW-UP
Meets the agreed requirement	Task missed or result below requirement	Needs review or additional action

Core Cleaning Inspection Checklist

AREA	INSPECTION POINTS	RESULT
Office & common areas	Desks, counters, and furniture are free from visible dust and residue. Glass partitions and entrance doors have no noticeable fingerprints or streaks. Bins are emptied; shared surfaces are cleaned; floors and corners are free of accumulated dirt.	■ Pass ■ Fail ■ Follow-up
Restrooms	Toilets, urinals, sinks, and faucets are free from visible soil and buildup. Mirrors and dispensers are clean; soap, paper towels, and tissue are replenished. Floors are clean and free from standing water; disinfectants are used as directed.	■ Pass ■ Fail ■ Follow-up
Floors & carpets	Hard floors are free from dirt, sticky residue, and water marks. Carpets are vacuumed, including edges and areas around furniture. Entrance mats are clear of debris; scheduled periodic floor-care tasks are completed.	■ Pass ■ Fail ■ Follow-up

Complete the Site Inspection

CHECK SHARED SURFACES, WASTE, SAFETY, AND DOCUMENTATION

Continue the walkthrough using the inspection points below. Apply the checks to areas and tasks included in the property's service agreement.

AREA	INSPECTION POINTS	RESULT
High-touch surfaces	Door handles, switches, and elevator buttons are free from visible soil. Handrails and shared equipment are clean. Cloths are changed between designated areas; disinfectants are suitable for the surface and used for the required contact time.	■ Pass ■ Fail ■ Follow-up
Waste collection	Bins are emptied and fitted with clean liners. Bin interiors and surrounding floors are free from spills. Waste is moved to designated disposal areas; recyclables are separated according to building procedures.	■ Pass ■ Fail ■ Follow-up
Safety & security	Wet-floor signs are placed during floor cleaning. Chemicals remain in labeled containers and are stored securely. Equipment does not obstruct corridors or emergency exits. Staff follow building access and key-control procedures; restricted areas are secured after cleaning.	■ Pass ■ Fail ■ Follow-up
Final review	Compare completed tasks with the site-specific cleaning schedule and service agreement. Record each deficiency, location, and responsible party. Attach photographs where needed and record corrective work and follow-up results.	■ Pass ■ Fail ■ Follow-up

Cleaning Vendor Performance Review

Use the same criteria across inspection periods to make performance changes easier to identify.

CRITERION	WHAT TO CHECK	NOTES / RESULT
Task completion	Compare completed work with the vendor's cleaning schedule and task log.	_____ _____
Cleaning results	Record missed tasks, visible deficiencies, and repeat problems.	_____ _____
Response times	Track complaint response and corrective cleaning times.	_____ _____
Building care & safety	Check for damage from unsuitable methods, chemical compatibility, wet-floor signs, and clear exits.	_____ _____
Corrective work	Confirm responsibility, deadline, completed correction, and reinspection result.	_____ _____

Inspection frequency reminder: Set the schedule according to occupancy, cleaning frequency, hygiene risks, and areas maintained. High-traffic lobbies and shared restrooms may need daily checks; lower-use areas may be reviewed less often.

Audit Findings & Corrective Action

DOCUMENT THE ISSUE, ASSIGN THE FIX, AND VERIFY THE RESULT

A useful cleaning quality audit report identifies what was inspected, what failed, who is responsible, and whether corrective work passed reinspection. Complete a record for each significant deficiency.

Cleaning Deficiency Report

Location / Area: _____	**Date & Time:** _____
Task Assessed: _____	**Inspector:** _____
Deficiency Description: _____ _____	**Result:** ■ Pass ■ Fail ■ Follow-up **Photo attached:** ■ Yes ■ No
Responsible Party / Team: _____	**Correction Due:** _____
Corrective Action Required: _____ _____	**Completed On:** _____ **Reinspection:** ■ Pass ■ Fail ■ Follow-up
Recurring Issue / Additional Notes: _____ _____	**Verified By:** _____

When an Inspection Fails

ACTION	FOLLOW-UP
01	Identify the exact location and cleaning task that failed.
02	Share findings and photographs with the vendor's supervisor.
03	Set a correction deadline based on the issue and agreed service requirements.
04	Have the cleaning team repeat the missed task using the correct method.
05	Reinspect the area and record whether the correction passed.
06	Track repeated failures and escalate persistent issues through the service agreement.

Site-Specific Review Reminder

Adjust inspection points to the facility's use, occupancy, cleaning schedule, surface materials, and hygiene risks. Offices, healthcare facilities, retail spaces, and other commercial properties may require different inspection priorities. Confirm that all checks match the

actual service agreement.

Need a dependable cleaning program for your facility?

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