

Dear Customer,

In our pursuit of total customer satisfaction, please take a minute to rate your cleaning crew's performance by choosing the appropriate rating as follows:

A: Superior

B: Above Average

C: Average

D: Below Average

F: Poor

Please press submit when finished.

Company/Location

Your Name

Phone#

E-mail

_____ Entrance/Lobby-cleaned, swept, mopped, carpet vacuumed, mats dusted, windows cleaned and counters wiped.

_____ Rooms/Offices/Windows-floors swept and mopped, carpet vacuumed, furniture and fixtures dusted, windows cleaned and overall cleanliness in these areas.

_____ Hallways-swept, mopped, carpet vacuumed.

_____ Restrooms-clean and sanitized, floors swept and mopped, urinals clean and sanitized, overall cleanliness of restrooms.

_____ Kitchen-floors swept, mopped, degreased. Pantry floors swept and mopped.

_____ Trash-bags emptied and changed, trash cans wiped down.

_____ Buffing Maintenance-overall condition of hard surface floors. Is buffing being done to your specifications?

_____ Dusting-overall dusting, high and low, ceiling vents, furniture, pictures.

_____ Baseboards-overall condition of baseboards. Are they getting attention?

_____ Supplies-soap, toilet tissue and paper towels refilled? Leaving notes when supplies are running low?

_____ Communication-how well is the cleaning crew communicating with you?

Additional Comments: