STANDARD OPERATING PROCEDURE

Deep Cleaning SOP

Document no.	SOP-CLN-007
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To reset a serviced space to a high standard on a periodic basis by cleaning areas and surfaces that daily service does not reach.

2. Scope

Applies to contract cleaning crews performing scheduled deep cleans of commercial spaces, separate from daily office, restroom and floor cleaning covered by their own SOPs.

Definitions

Deep clean	A periodic, detailed clean that covers surfaces and areas not reached during routine daily service.
Detail list	The extended checklist of deep clean tasks for a site, agreed with the client in addition to the daily scope of work.
Access requirement	Furniture moves, room closures or key access the client must arrange before the deep clean crew arrives.

3. Responsibilities

Cleaning Technician	Carries out detail list tasks for the assigned area and reports anything that needs a specialist.
Site Supervisor	Plans the deep clean schedule, assigns the detail list, and signs off on completed work.
Facility Manager	Arranges access requirements, approves the schedule, and confirms sign-off with the client.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager
Schedule the deep clean and confirm access	I	R	A
Complete detail list tasks	R	A	I
Inspect completed deep clean	C	R/A	I
Sign off deep clean with client	-	R	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Deep clean detail list
- Extension pole and vent brush
- Degreaser and heavy-duty cleaning solution
- Grout brush and scrub pads
- Furniture sliders or moving dollies
- Extraction machine for upholstery or carpet
- Before and after photo log

Personal protective equipment

- Disposable gloves
- Eye protection for overhead and degreasing work
- Dust mask for vent and high-dust areas

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm the schedule and access** Confirm the deep clean date and time with the facility manager, and check that any rooms needing closure or furniture moves have been arranged in advance.	Site Supervisor	☐
5.2	**Take before photos** Photograph the area before starting, focusing on any existing damage or heavily soiled spots called out on the detail list.	Cleaning Technician	☐
5.3	**Move furniture and equipment** Move furniture, equipment and floor mats out of the work area using sliders or dollies, and note the original layout so it can be replaced correctly. **Warning:** Get help or use proper equipment when moving heavy furniture to avoid strain injuries.	Cleaning Technician	☐
5.4	**Dust and clean vents and light fixtures** Use an extension pole and vent brush to clean air vents, ceiling fans and light fixtures that are not part of the daily cleaning scope.	Cleaning Technician	☐
5.5	**Clean walls and baseboards** Spot clean marks on walls and wipe down baseboards along the full length of the room, using the appropriate solution for the wall finish.	Cleaning Technician	☐
5.6	**Detail behind and under furniture** Clean the floor and surfaces behind, under and around furniture and equipment that is not moved during daily service. **Checkpoint:** No visible dust buildup remains behind or under fixed furniture and equipment.	Cleaning Technician	☐
5.7	**Deep clean grout and tile** Scrub grout lines and tile surfaces with a grout brush and the approved solution, rinsing thoroughly after treatment.	Cleaning Technician	☐
5.8	**Extract carpet or upholstery** Where the detail list includes it, run extraction cleaning on carpet or upholstered furniture following the carpet cleaning SOP.	Cleaning Technician	☐

Step	Task	Owner	Done
5.9	**Degrease kitchen and equipment surfaces** Apply degreaser to kitchen equipment exteriors, exhaust hood surfaces and other greasy areas on the detail list, then rinse and dry.	Cleaning Technician	☐
5.10	**Return furniture and equipment** Return furniture and equipment to their original layout once surfaces are dry, checking the before photos if needed.	Cleaning Technician	☐
5.11	**Inspect against the detail list** Walk the completed area against the detail list, checking off each task and noting anything that needs a specialist, such as window film damage or HVAC repair. **Checkpoint:** Every item on the detail list is checked off or logged as needing a specialist before sign-off.	Site Supervisor	☐
5.12	**Take after photos and sign off** Photograph the completed area, compare it to the before photos, and get the facility manager's sign-off on the completed deep clean.	Site Supervisor	☐

6. Quality checks

- Every item on the detail list is completed or logged with a reason it could not be finished.
- Before and after photos show a clear improvement with no missed areas.
- Furniture and equipment are returned to their original layout.
- Facility manager sign-off is obtained before the crew leaves the site.

7. Records

- Deep clean detail list, signed off
- Before and after photo log
- Access and scheduling confirmation
- Specialist referral notes

8. KPIs

- Percentage of detail list items completed per deep clean
- Client sign-off rate on first inspection
- Time to complete a deep clean against the schedule
- Number of specialist referrals per deep clean

9. Common mistakes

- Skipping before photos and having no record of existing damage.
- Moving furniture without a plan to return it to the same layout.
- Rushing grout and detail work to finish on schedule.
- Leaving without getting the facility manager's sign-off.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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