STANDARD OPERATING PROCEDURE

Office Cleaning SOP

Document no.	SOP-CLN-001
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To ensure every serviced office is cleaned to the client's scope of work on schedule, and left secure and presentable at the end of each visit.

2. Scope

Applies to contract cleaning crews servicing commercial office suites during scheduled visits. Restroom cleaning, floor care and deep cleaning are covered by separate SOPs.

Definitions

Scope of work	The list of tasks and frequencies agreed with the client for a site, usually attached to the service contract.
Walk-through	A final visual check of the site before leaving, comparing completed work against the scope of work.
Access log	The record of when a crew entered and left a client site, used for billing and security.

3. Responsibilities

Cleaning Technician	Cleans assigned areas to the scope of work, reports issues, and secures the site at the end of the visit.
Site Supervisor	Assigns crews to sites, checks quality, and is the main point of contact for client issues.
Facility Manager	The client-side contact who approves access, passes on special requests, and signs off on completed work.
Quality Auditor	Carries out periodic inspections across sites and scores performance against the contract.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Quality Auditor
Confirm site access and alarm codes	R	A	C	-
Clean office to scope of work	R	A	I	-
Complete walk-through and secure site	R	A	I	-

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Quality Auditor
Report damage or maintenance issues	R	A	I	-
Audit site quality	I	C	I	R/A

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

4. Materials and PPE

Materials, tools and systems

- Janitorial cart with cleaning supplies
- Color-coded microfiber cloths
- Vacuum cleaner
- Trash liners and recycling bins
- Glass cleaner and streak-free cloths
- Client scope of work checklist
- Site access log or work order app

Personal protective equipment

- Disposable gloves
- Non-slip closed shoes

5. Procedure

Step	Task	Owner	Done
5.1	**Sign in and confirm access** On arrival, sign in on the access log or work order app, confirm the alarm code with the site supervisor, and note any client instructions left for the shift. **Checkpoint:** The alarm is disarmed and the correct suite is unlocked before any cleaning starts.	Cleaning Technician	☐
5.2	**Review the scope of work** Check the scope of work checklist for the site and note any special requests, closed areas, or added tasks for the visit.	Cleaning Technician	☐
5.3	**Empty trash and recycling** Empty trash and recycling bins in offices, common areas and break rooms, replace liners, and take waste to the designated collection point.	Cleaning Technician	☐
5.4	**Dust workstations and surfaces** Dust desks, monitors, shelves and window sills from high to low, moving papers and personal items back to their original position without opening drawers. **Warning:** Do not move or read documents left on desks; report anything that looks confidential or valuable to the supervisor.	Cleaning Technician	☐
5.5	**Clean glass and doors** Clean interior glass partitions, entry doors and reception glass with a streak-free cleaner and a dedicated glass cloth.	Cleaning Technician	☐
5.6	**Vacuum carpets and walk-off mats** Vacuum all carpeted areas and walk-off mats, moving light furniture where needed and returning it to its original place afterward.	Cleaning Technician	☐

Step	Task	Owner	Done
5.7	**Wipe down the break room** Wipe break room counters, sinks, tables and the outside of appliances, and refill soap and paper towel dispensers.	Cleaning Technician	☐
5.8	**Confirm restroom service coverage** Where restroom service is part of the scope of work, follow the restroom cleaning SOP; otherwise confirm with the supervisor that another crew is covering it.	Cleaning Technician	☐
5.9	**Top up shared supplies** Refill paper towels, tissues and hand soap in kitchens and shared areas, and note on the supply order form anything running low.	Cleaning Technician	☐
5.10	**Report damage or maintenance issues** Log any broken fixtures, burnt-out bulbs or damage found while cleaning in the work order app with the location and a short description. **Checkpoint:** Anything that could be a safety hazard, such as a loose handrail, is reported the same day.	Cleaning Technician	☐
5.11	**Complete the final walk-through** Walk the entire site against the scope of work checklist, set lights to the client's preference, and confirm nothing on the list was missed. **Checkpoint:** Every item on the scope of work checklist is marked complete before leaving the site.	Cleaning Technician	☐
5.12	**Secure the site and sign out** Turn off lights as instructed, lock all doors, set the alarm if required, and sign out on the access log or work order app with the time of departure.	Cleaning Technician	☐

6. Quality checks

- The scope of work checklist is fully completed and signed for every visit.
- Trash and recycling are emptied in all serviced areas on every visit.
- Glass and high-touch surfaces are free of streaks and smudges on spot checks.
- Quality audit scores meet the contract's minimum threshold at each periodic review.

7. Records

- Signed scope of work checklist
- Site access log or work order app entries
- Maintenance and damage reports
- Quality audit scores

8. KPIs

- Percentage of scope of work items completed per visit
- Average cleaning time per site
- Quality audit score
- Client complaint rate per month

9. Common mistakes

- Skipping the final walk-through and missing an item on the scope of work.
- Leaving the site unlocked or the alarm unset after the shift.
- Reading or moving confidential documents left on desks.

- Not reporting a maintenance issue until the next scheduled visit.

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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