FOR FACILITIES AND OFFICE MANAGERS

Commercial Cleaning Specification Template

We care because you do

PDF edition 2.0 · 25 November 2026

A room-by-room worksheet you can take into a tender, hand to a supplier, or use to rewrite the specification you already have. Print it, fill it in standing in each room, and keep it as the working document for the building.

ISO 9001	ISO 14001	ISO 45001	BICSc member	CHAS accredited	Fully insured

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How to use this template

Two short pages before the worksheets. Read these first; they set the standard for the rest.

How to use this template, room by room

Work through the building one room or zone at a time, and do it standing in the room rather than from a floor plan. For each zone, write down every surface that needs attention and what has to happen to it. Name the frequency that the room actually needs, not the frequency that sounds thorough: a heavily used washroom needs a different routine from one with light use. Be specific about method and equipment, because a task without a method is an instruction a cleaner has to guess at. Use the final two columns to record what the building already owns and who buys the consumables, so that nothing is left to a phone call on the day it runs out. If a zone genuinely needs nothing beyond a spot check, say so on the sheet. A written specification is strongest when it is honest about what is not needed.

Taking this to a tender or a contract review

A completed specification turns a price conversation into a scope conversation. Send it out with your tender pack and every supplier prices the same work, which makes the returns comparable and makes an unusually cheap return easy to question. Ask each supplier to price against your task list and to flag in writing anything they believe cannot be delivered at the stated frequency, because that is where the difference between quotes usually sits. During a contract review, use the same sheets to record what has changed in the building since the last review: a new floor, a shift pattern moved, a washroom added. A specification that is updated at review is a working document; one that was signed three years ago and never opened is a document nobody is following.

The exclusion that belongs on every page

CQD does not provide clinical cleaning. This template and any specification built from it cover environmental cleaning only. Clinical contact surfaces, medical instruments or devices, clinical waste handling and decontamination are excluded. This document does not replace an infection prevention and control lead's responsibilities. Where a building contains clinical or isolation areas, those areas and their clinical cleaning remain outside the cleaning provider's scope.

Frequency key used throughout

Daily · Weekly · Fortnightly · Monthly · Quarterly

Blank worksheet

Nine rows per page. Add one row for each agreed task, then attach the signed version-control sheet. Use the separate audit record to check the agreed standard.

Worksheet

Blank sheet. Photocopy as many as the building needs.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes

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Document control and version history

Complete this page before issuing the specification. Keep the version number on every revision and withdraw superseded copies.

Control field	Complete for this site
Site or building name	
Specification version	
Issue date	
Effective date	
Prepared by / role	
Reviewed by / role	
Approved by / role	
Next review date	
Supersedes version / date	

Revision log

Version	Date	Change made and reason	Prepared by	Reviewed by	Approved by

When the scope, frequency, method or responsibility changes, update the version, record the reason, obtain review and approval, and replace any superseded copy in use.

Worked examples

Filled in so you can see the level of detail the sheets are designed to hold. Use the language as a starting point, then change it to match your building. These are examples of a standard, not a quotation.

Open-plan office and desks

Environmental cleaning of a working office floor, where the standard is judged from a desk rather than from the doorway.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Open-plan office and desks	Floors: vacuum accessible carpet daily; include agreed under-desk detail weekly	No visible litter or dust on accessible floor; edges and agreed under-desk areas clear.	Daily; under desks weekly	Upright vacuum with HEPA filtration; hard floors mopped with a flat mop	Contractor	n/a	Cable trays and floor boxes left clear
Open-plan office and desks	Desk surfaces clear of clutter	Agreed clear desk surfaces have no visible dust, marks or residue; belongings remain in place.	Daily	Colour-coded cloth, general areas; neutral detergent, dried after	Contractor	n/a	Personal items moved, not tidied
Open-plan office and desks	Bins emptied and liners replaced	Bins are empty, correctly separated and fitted with a clean liner; no waste beside the bin.	Daily	Trolley bin, liner per bin	Client bins / contractor liners	Liners: contractor	Recycling separated as the building requires
Open-plan office and desks	High-level ledges, vents and blinds	No visible dust build-up on the agreed ledges, vents or blinds.	Monthly	Extending pole, microfibre sleeve	Contractor	n/a	Access arranged in advance
Open-plan office and desks	Under-desk and corner detail	No visible debris at skirting, corners or under accessible desks.	Weekly	Vacuum crevice tool, skirting wipe	Contractor	n/a	Recorded on the zone sheet

Washrooms

The zone where an empty dispenser is judged hardest. Cleaning and restocking are two separate tasks and the specification should show both.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Washrooms	Toilets, urinals and cisterns: full environmental clean and disinfect	Sanitaryware has no visible soil, residue or standing water; no avoidable odour at handover.	Daily	Red-coded cloth and mop only; bowl mop for the pan	Contractor	n/a	Red equipment never leaves the washroom
Washrooms	Basins, taps and splashbacks	Basins and taps have no visible residue, water marks or soap build-up at handover.	Daily	Red-coded cloth, detergent then disinfectant, dried	Contractor	n/a	Taps and soap surrounds included
Washrooms	Floors, including behind the door and under fixtures	Floor has no visible litter or residue and is dry before the area is reopened.	Daily	Red-coded mop; edge detail by hand	Contractor	n/a	Wet-floor signage used while drying
Washrooms	Dispensers checked and filled: soap, toilet roll, hand towels	Each agreed dispenser is filled to the marked par line or the low-stock issue is reported.	Daily	Checked on every visit, restocked from site stock	Contractor labour / client stock	Client, unless fulfilment agreed	Par level stated on the sheet
Washrooms	Deep descale of sanitaryware and floor grout	Agreed descale areas show no visible scale or product residue after the task.	Monthly	Descaler per COSHH assessment, dwell time observed	Contractor	n/a	Not a daily task; do not price it as one

Kitchen and breakroom

Food areas need their own colour discipline and a clear line between cleaning the room and cleaning what people eat from.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Kitchen and breakroom	Worktops and splashbacks	Agreed worktops and splashbacks have no visible food residue, grease or cleaner residue.	Daily	Green-coded cloth, food-safe detergent, dried	Contractor	n/a	Green equipment stays in the kitchen
Kitchen and breakroom	Sinks and draining boards	Sink and draining board have no visible food residue or standing water at handover.	Daily	Green-coded cloth, detergent, rinsed and dried	Contractor	n/a	Tap bases and overflow included
Kitchen and breakroom	Appliance exteriors: fridge doors, microwave, kettle base	Agreed appliance exteriors have no visible spills, fingerprints or cleaner residue.	Daily	Green-coded cloth, detergent	Contractor	n/a	Interiors only if agreed in writing
Kitchen and breakroom	Tables wiped and chairs spot-checked	Table surfaces have no visible crumbs or spills; chairs are returned to the agreed position.	Daily	General cloth after the food cloth has been used	Contractor	n/a	Crumbs under tables included
Kitchen and breakroom	Cupboards, fridge interiors and behind appliances	Agreed surfaces have no visible residue; client has cleared contents before the visit.	Monthly	Contents removed by the client before the visit	Contractor	n/a	Needs client preparation

Meeting rooms and glass

Glass is the surface most often left streaky, and the one visitors notice first. It needs its own method and its own time.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Meeting rooms and glass	Tables cleared of marks and wiped	Table surface has no visible marks or residue; room is left in its agreed layout.	Daily	General cloth, detergent; dried to avoid smears	Contractor	n/a	Leave the room set as found
Meeting rooms and glass	Glass tables, partitions and interior glass	Agreed glass has no visible streaks, smears or water runs in normal room lighting.	Daily	Glass cloth and squeegee, two-cloth method	Contractor	n/a	Dry the frame; do not flood the seal
Meeting rooms and glass	Chairs, arms and under-table edges	Agreed chair surfaces and under-table edges have no visible dust or loose debris.	Weekly	General cloth, detergent	Contractor	n/a	Check for ink and marker
Meeting rooms and glass	Whiteboards and presentation walls	Board writing remains untouched; agreed surrounding surfaces are visibly dust-free.	Weekly	Dry cloth only unless agreed	Contractor	n/a	Written content never erased
Meeting rooms and glass	Cables, screens and AV equipment	Excluded equipment is untouched; any accidental movement or issue is reported.	Not cleaned by the contractor unless agreed	Dust-free dry cloth only if specified	Client	n/a	Explicitly excluded by default

Reception and entrance

The first impression zone, where the specification should state how the floor looks at the start of the working day.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Reception and entrance	Entrance matting and hard floor at the threshold	Matting and threshold have no visible loose litter; hard floor is visibly clean and dry at handover.	Daily	Vacuum matting; mop hard floor with the appropriate method for the surface	Contractor	n/a	Matting lifted and cleaned underneath weekly
Reception and entrance	Reception desk front and visitor-facing surfaces	Visitor-facing desk surfaces have no visible dust, marks or residue; papers remain in place.	Daily	General cloth, detergent; dried	Contractor	n/a	Personal papers left in place
Reception and entrance	Door glass, push plates and handrails	Agreed glass has no visible smears; handles and push plates have no visible soil or residue.	Daily	Glass cloth; high-touch points wiped with disinfectant	Contractor	n/a	List agreed points in the site schedule
Reception and entrance	Lift interior, call buttons and lift lobby	Agreed lift surfaces and buttons have no visible marks; mirror is free of streaks.	Daily	General cloth and disinfectant for high-touch points	Contractor	n/a	Mirrors finished streak-free
Reception and entrance	Entrance glass, outside face at ground level	Agreed entrance glass has no visible water runs or smears at handover.	Weekly	Reach-and-wash or pole system, per access	Contractor	n/a	Height access agreed before the first visit

Warehouse and production floor

Environmental cleaning around an operation that cannot stop. Frequency is usually set by shift pattern and by the surface, not by the calendar.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Warehouse and production floor	Aisles, walkways and open floor	Agreed aisles are free of loose debris and standing water; marked routes remain clear.	Daily	Ride-on or walk-behind scrubber drier; swept first where dust is heavy	Contractor	n/a	Agreed traffic routes only
Warehouse and production floor	Racking uprights, low-level and hand-height	Agreed low-level racking has no visible loose dust or residue after the task.	Monthly	General cloth, detergent	Contractor	n/a	No access above agreed height
Warehouse and production floor	Welfare areas, canteen and changing rooms	Welfare surfaces are visibly clean and dry; the room is left ready for use.	Daily	Per the washroom and kitchen standards in this template	Contractor	n/a	Own colour kit per area
Warehouse and production floor	Floor markings and safety line edges	Agreed floor markings are free of loose dirt; damage is reported, not covered.	Weekly	Scrub as part of the floor pass	Contractor	n/a	Report worn markings, do not repaint
Warehouse and production floor	Dust on high-level structure and services	No unapproved high-level access takes place; access limitations are recorded.	Quarterly or on request	Specialist access by the client or a separate arrangement	Client	n/a	Outside routine scope by default

Communal and welfare areas

Shared space in a building with several occupiers, where the specification has to say who is responsible for what between tenancies.

Room or zone	Surface or task	Completion standard: what can be checked	Frequency	Method or equipment	Client or contractor owned	Who supplies consumables	Notes
Communal and welfare areas	Stairs, handrails and corridor floors	Stairs, corridor floor and handrails have no visible loose litter or soil at handover.	Daily	General cloth for rails and high-touch points; mop per surface	Contractor	n/a	Handrails are a high-touch point
Communal and welfare areas	Entrance lobbies and shared doors	Agreed lobby glass has no visible smears; shared handles and plates are visibly clean.	Daily	Glass cloth, disinfectant on plates and handles	Contractor	n/a	Include the letterbox and intercom
Communal and welfare areas	Bin stores and waste areas	Agreed bin-store floor has no loose litter; any overflow or bulk waste is reported.	Weekly	Hard-floor clean; bins washed inside as agreed	Contractor	n/a	State who removes bulk waste
Communal and welfare areas	Shared washrooms in the communal area	Shared washroom meets the washroom standard on the matching worksheet.	Daily	Per the washroom standard in this template	Contractor	n/a	Consumables responsibility must be named
Communal and welfare areas	External paths, steps and smoking areas	Agreed paths and steps are free of loose litter; boundary exclusions are recorded.	Weekly	Manual sweep; litter pick	Contractor	n/a	State the boundary of the site

Cleaning audit record

Record what was observed against the agreed standard in the approved specification version.

Specification version: _____ Site / building: _____ Audit date: _____

Audit against the completion standard written in the current approved specification. Record what was observed, not a general impression. If it does not meet the agreed standard, describe the gap, name who will address it, and record the recheck and close-out date. Keep this record with the matching specification version so that a later review can see which standard was checked.

Date and time	Room or zone / task	Agreed completion standard	Observed result / evidence	Pass / action needed	Action owner and due date	Recheck date and close-out

Audited by / role: _____ Reviewed with / role: _____ Record closed on: _____

Colour-coded equipment

Equipment discipline, written into the specification so that it survives a change of cleaner.

Colour coding is how a cleaning team prevents the cloth that cleaned a washroom floor from being used on a desk. It is a discipline about equipment, not a statement about the building's clinical status. Write the code into your specification and ask any supplier to confirm they work to one.

Colour	Where it is used	Why it is separated
RED	Washrooms, toilets and sanitary areas	Isolates the highest-risk area. Red equipment is stored and used only in washrooms.
BLUE	General areas: offices, corridors, reception, communal space	The default code for everyday surfaces away from food and sanitary areas.
GREEN	Food and kitchen areas	Used for food preparation and eating surfaces. Kept in the kitchen, never used elsewhere.
YELLOW	Clinical and isolation areas where the building has them	A separate code respected by the whole team. This is environmental cleaning only; see the exclusion below.

Ask to see the code in the cupboard, not just on the page. A trolley with one cloth on it is not working to a code, however well the specification is written.

Consumables: who is responsible for what

The part of a washroom specification most often left blank, and the reason dispensers run empty.

An empty soap or toilet roll dispenser is rarely a cleaning failure. It is a purchasing and responsibility gap. The cleaning visit cleans the room and checks the dispenser; somebody else has to own the stock. Name that person in the specification, or the gap becomes a phone call on a Friday afternoon.

Decision to record	What good looks like on the page
Who buys	Name the organisation. It is either the client buying on their own account or the contractor supplying as part of the agreement. It should never be left ambiguous, because ambiguity is what produces an empty dispenser.
Where stock is kept	State the actual location: a locked cupboard, a cleaner's store, a specific shelf. Say who holds the key and who can access it out of hours.
Par levels	Agree a minimum quantity that triggers a reorder before the stock runs out, per item and per building. Set it from actual usage and delivery lead times, write the number down, and review it if footfall or supply arrangements change.
Who restocks	Whether the cleaner fills dispensers from site stock on every visit, or whether a named person is responsible. Record this responsibility clearly in the washroom specification.
Who is told when it runs low	Name a person and a channel. A message to a shared inbox that nobody owns is not a process. Say how quickly a reorder is expected to happen.
What is not covered	Hand dryers, sanitary waste units, air freshening systems and vending are often separately supplied. List them and say who holds that contract.

Write the par level down

A par level is the minimum quantity that triggers a reorder. Put a number against each item, per building, and agree who checks it and how often. Without a number, restocking depends on somebody noticing, and somebody noticing is not a process.

What to cover in a site survey

Use this as the checklist for the walk that produces the written specification.

- Room-by-room walk of the whole site, including the areas nobody mentions: plant rooms, bin stores, stair cores, roof access.
- Entrance, access and out-of-hours arrangements: keys, fobs, alarm codes, signing in, and who holds them.
- Floor types by room, and any surface that needs a specific method rather than a mop.
- Washroom count, fixture count and footfall. This is what sets the washroom frequency.
- Where consumables are stored and how much space is available for stock.
- Waste routes and who removes bulk or specialist waste.
- The agreed written specification, signed by both sides, with the visit schedule attached.

Next steps

A free, no-obligation site survey is the next step. We walk the building with you, agree the written specification room by room, and confirm the arrangements in writing before anything starts.

Call **01494 911001** WhatsApp **07585 974480**

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This template is general environmental cleaning guidance. It is not legal, clinical or infection control advice, and it does not replace your own assessment of the building or your obligations as an employer or occupier.