Is Your Cleaning Company Actually Cleaning?

The 10-Point Building Check We Run on Every Walkthrough

You're paying for cleaning every month. This checklist tells you in 15 minutes whether you're getting it.

Here's what happens with most cleaning companies: the first month is great. Then the corners start getting missed. The restrooms slip. The crew changes without anyone telling you. And before long, you're spending your own time chasing down the vendor you hired so you wouldn't have to think about this.

I've been walking Cincinnati buildings since 2004 — offices, churches, manufacturing floors. The 10 spots below are where cleaning crews cut corners first, because they're betting nobody checks. Walk your building with this list. Tonight's cleaning will tell you everything.

— Jeremy Holland, Owner, Fresh Floors Janitorial

The 10-Point Inspection

Walk the building. Be honest. Pass or fail — there's no "mostly clean."

1. Lobby & Entrance

The first ten seconds of every client visit happen here. Entry mats vacuumed and lying flat, floors clean to the edges, reception furniture dusted, entry glass smudge-free, no cobwebs in the entry corners.

- ■ **PASS** — Mats clean, floors clean, reception dust-free, entry glass clear
- ■ **FAIL** — Gritty mats, dull floors, dust on the furniture, smudged entry glass

2. Restroom Mirrors & Chrome

Streaks, specks, and water spots on mirrors and fixtures mean the crew is wiping fast, not cleaning. Soap dispensers should be full without you asking.

- ■ **PASS** — Mirrors clear, chrome shines, dispensers full
- ■ **FAIL** — Streaks, spots, fingerprints, or empty dispensers

3. Restroom Floors

Get low and look at the corners and behind the toilet. A mop pushed around the middle of the floor takes 90 seconds. Corners and edges take effort — that's why they're skipped. *(One honest note: dark or stained grout isn't a nightly-janitorial failure — that takes machine scrubbing to fix. But a good cleaning company points it out and quotes it instead of mopping around it forever.)*

- ■ **PASS** — Dry, spotless, corners clean, nothing behind the toilet
- ■ **FAIL** — Hair, dust, or buildup in corners and edges

4. Toilets — Seats, Rims, and Base

Lift the seat. Check the rim and the base where it meets the floor. "Looks flushed" and "was cleaned" are two different things — and your nose already knows which one you're getting.

- **PASS** — Sanitized top to base, no stains, no odor
- **FAIL** — Stains under the rim, odor, or grime at the base

5. High-Touch Points

Door handles, light switches, elevator buttons, stair rails. Run a finger over them. These carry more germs than anything else in your building — and they're invisible on a walkthrough, which is exactly why rushed crews skip them.

- **PASS** — Clean to the touch, no grime or sticky film
- **FAIL** — Grimy, sticky, or visibly untouched

6. Break Room & Kitchen

Counters wiped around the coffee maker, not just the open space. Microwave inside, not just the door. If your team wipes the break room themselves before lunch, you're paying twice for the same work.

- **PASS** — Appliances clean inside and out, counters sanitized, floor mopped
- **FAIL** — Sticky spots, crumbs behind the coffee maker, sink film

7. Trash & Recycling

Every bin emptied on schedule — including the corner office and the one by the copier. On liners: some buildings want a fresh liner every visit; plenty of conscientious offices prefer clean, dry liners reused to cut waste. Either standard is fine. What fails is a wet, dirty, or smelly liner left in place — or no standard at all.

- **PASS** — All bins emptied, liners fresh or clean-and-dry per your standard, no odor
- **FAIL** — Skipped bins, overflow, soiled liners left in place, or smell

8. Baseboards, Corners & Edges

The single fastest way to grade a cleaning crew. Vacuums cover the middle of the room; baseboards and corners only get clean when someone is paid — and managed — to care. Look along the wall line in your hallway.

- **PASS** — Wall edges and corners clean, no dust ridge
- **FAIL** — Dust buildup, scuffs, cobwebs in corners

9. Glass, Sills & Partitions

Fingerprint smudges at shoulder height on interior glass doors and partitions are visible to every client who walks past — and invisible to a crew that's watching the clock. Window sills collect dust that only comes off with a rag, not a feather duster.

- **PASS** — Glass streak-free, sills dust-free
- **FAIL** — Smudges, streaks, or dusty sills

10. Conference Room

Where your clients sit. Table sanitized (not just crumb-swept), chairs wiped including the legs, whiteboard tray cleaned. Pull a chair out and look at the seat from above.

■ **PASS** — Table, chairs, and floor ready for your best client
■ **FAIL** — Dust film on the table, crumbs in chairs, debris underneath

Your Score

9–10 PASS — Your cleaning company is earning it. That's rarer than you think. Keep this checklist and spot-check monthly.

7–8 PASS — You're getting "good enough" service — which means it's already slipping. Crews don't get better unsupervised. Show your vendor the failed items and a date you expect them fixed.

Below 7 — You're not paying for cleaning. You're paying for the appearance of cleaning, and your employees and clients see the difference every day. The conversation you're dreading with your vendor is cheaper than the impression your building is making right now.

Why Buildings Fail This Checklist

After 22 years in Cincinnati buildings, it's almost always one of these:

1. **The crew keeps changing.** Nobody learns your building, so nobody knows what "done" looks like.
2. **The company is underpriced.** They bid low to win the contract, so the only way they profit is to rush your building.
3. **Nobody inspects.** The crew is unsupervised and the owner hasn't seen your building since the sales call.
4. **You're locked in.** They stopped earning it the day you signed a 12-month contract.

None of those are your fault. But all of them are now your problem.

The Fix Takes 20 Minutes

Fresh Floors Janitorial has been cleaning Cincinnati offices, churches, and manufacturing facilities since 2004. Same owner. Same standards. Same crew in your building every visit — month to month, because you should never be stuck with a cleaning company that stops earning it.

Book a free 20-minute walkthrough. We'll walk your building with this same checklist, show you exactly what's being missed, and in most cases quote you on the spot.

Book online: **freshfloorsjanitorial.com/book-walkthrough**
Call or text: **(513) 549-2099**
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