



How to ask for office cleaning quotes

What you actually request is, of course, up to you. But it's important to ensure that each quote INCLUDES those requested definitions and terms so that they are...

- COMPARABLE with each other as they now contain the same service, and...
- CONSISTENT with what you WANT and need from the cleaning service.

Obviously there's no guarantee that the quotes will contain exactly the same number of service hours or that the quality of cleaning as such is identical from space to space.

Similarly, the quotes give direct proof on neither how continuously each cleaning company will maintain the cleanliness throughout the week, nor how well they start the service — meaning whether or not they deep-clean certain surfaces to get a good start and so on.

There are a few points which you can choose from in creating a uniform platform for the quotes while also raising the level of service offered by the cleaning companies you've selected for your short list.

A. Request that the quote includes the work required to keep the most important areas at an acceptable level of cleanliness throughout the week. Name these areas and ask them to measure these when they come to see the premises. Explain the general level of cleanliness required.

B. Request that they include a guarantee that these important areas are kept clean at the standard you've specified. Ask for exact details on the guarantee — how fast will they correct their mistake, what will happen if they can't correct it, and so on. What does it guarantee, how does it give the customer the right to have mistakes corrected and/or compensated?

C. Request that they calculate the quote so that it covers the necessary work from the onset and that they undertake to keep the premises clean for at least 12 months at the price quoted. State that they need to commit themselves to doing a satisfactory job of the cleaning for the next year without any chance of increasing the monthly payment for the cleaning.

D. Request that they explain how each area within your premises is cleaned in terms of method, service hours allocated, frequency and so on, so that you can see what they will do.

E. Request that they also describe the END RESULT of each area or category of areas and also the degree of continuity of cleanliness throughout the week to be expected. Tell them to provide you with a simple list stating both the method and the end result so that you can verify any space's cleaning within minutes at any time.

F. Request that they detail how they COMMUNICATE with their customers. Who will be your contact person, how many other customers is this person handling, how easy or hard is it to reach him/her, and how quickly can this person come to the cleaning site if needed (on average)?

How will they inform you and/or your personnel of any changes, of any problems, of anything else that's unexpected or takes place seldom but requires cooperation from the customer and/or his personnel?

G. Tell them to give full details on the customer-satisfaction actions that they will conduct with you and your personnel — what type of questionnaires and/or interviews, how often are these conducted, how are they conducted (so there's minimum disruption to the work) and so on?

NOTE: This is intended solely as a REMINDER on the main criteria suggested for short-listing cleaning companies for quote requests. It is not intended to be used as the sole tool, so please read the full instructions and data from the Full "Facility Manager's Guide to contract Cleaning in Brisbane" Available on request.

Here are the main criteria for short-listing cleaning companies, along with a suggestion on what to ask cleaning company representatives in order to find out whether or not their activity covers each point:

1. Mapping out of your individual wishes and needs

"Do you do any additional mapping out of our needs or do you create the quote based on your experience with similar premises?"

2. A satisfaction guarantee and/or effortless complaint procedure

“And how do you handle complaints and guarantee the quality of your cleaning work?”

3. The intelligence of their cleaning — prioritising of spaces within the premises

“Do you have any specific plan on how to allocate the service hours between the various spaces in the premises, or do you just rely on the experience and common sense of your cleaning crew?”

4. Methods for monitoring their cleaning work and the communication system

“Do you give your customer any tools for monitoring the cleaning work or is it just up to the customer to check out the cleaning once in a while... and how have you organised the communication with customers... is there someone particular who should contact me regularly or is it that I just call you when there’s a need for something/...?”

5. The training of cleaners for independence and initiative

“Do you give your cleaners any specific training and what kind of criteria do you have when recruiting cleaners?”

6. A customer-satisfaction bonus pay for cleaners

There is a lot more information available on this subject in our Facilities Manager’s Guide to Contract Cleaning, Should you wish to learn more please contact us for a full copy of the guide. 99 Pages packed full of information you need to know!

Baz Saad

Director

Zoom Services