

THE ULTIMATE GUIDE

Cut Office Cleaning Costs

Reduce costs. Maintain hygiene. Stay compliant.

A practical, no-fluff guide for facility and office decision-makers.

Inside you'll get:

- The 15-minute cost-leak audit (what to check, what to fix).
- A scope & frequency map to stop paying for the wrong work.
- A vendor bid + contract checklist (so quotes are apples-to-apples).
- A hygiene & compliance checklist to prevent complaints and surprises.

Bonus: Copy/paste templates to request better quotes and enforce standards.

Who this is for: office managers, facility managers, operations leaders, and property managers responsible for cleanliness, budgets, and workplace standards.

Goal: reduce your cleaning spend **without** increasing complaints, odors, missed areas, or health and safety risk. This guide shows you what to measure, what to put in scope, and how to hold vendors to a standard.

1) The 3 levers that control cleaning cost (and quality)

Lever	What it means	How it saves money (fast)
1) Scope	What areas are included and what “clean” actually means.	Remove vague scope. Define tasks per area so you don’t pay for work you don’t need.
2) Frequency	How often each task happens (daily / weekly / monthly).	Most overpay is “everything daily.” Right-size by traffic and risk.
3) Standard / QC	How you inspect, score, and fix misses.	A basic scorecard prevents “cheap service” that becomes expensive through complaints and rework.

Quick math you should know: Track cost in two ways so you can compare quotes fairly:

- **Cost per sq ft per month:** (monthly invoice) ÷ (total cleanable sq ft).
- **Cost per occupied employee per month:** (monthly invoice) ÷ (average daily headcount).

Use this rule: If a quote is cheaper but you expect more complaints, it’s not cheaper. You’ll pay in time, reputational hits, and emergency fixes.

2) 15-minute cost-leak audit (print + walk your space)

Check these items once. The savings usually come from tightening scope, fixing preventable mess, and removing duplicated work.

Checklist item	Why it costs you money	Quick fix
■ No written scope by area	Vendors fill gaps with assumptions. You get “extra” work you didn’t ask for, or misses you can’t prove.	Write tasks per area (see Section 3). Attach it to the agreement.
■ Everything is “daily” by default	High-traffic spots need daily. Low-traffic areas usually do not.	Set frequencies by traffic/risk. Daily for washrooms + entrances; weekly/monthly elsewhere.
■ No inspection scorecard	You only notice problems when someone complains.	Use the scorecard in Section 5 weekly for 4 weeks, then monthly.
■ Clutter slows cleaning	You pay time for moving items instead of cleaning.	Clear-desk reminder (template in Section 7).
■ Consumables are uncontrolled	Overuse + inconsistent stocking creates waste and emergencies.	Standardize products + set par levels. Weekly restock routine.
■ Dirt tracked in at entrances	You pay for extra floor labor because debris keeps coming in.	Add matting at entrances. Cheap mats save expensive labor.
■ Wrong trash liner sizes	Overspending on liners is common and invisible.	Standardize 1–2 liner sizes + thickness. Lock it in with purchasing.
■ After-hours only (no day coverage)	You pay for rework after daytime spills and mess.	Hybrid model: light day porter + smaller evening team.

Minimum standard: A good program is **predictable**. If you can’t describe what gets cleaned, how often, and how it’s checked, you are almost guaranteed to overpay or under-clean.

3) Scope & frequency map (stop paying for the wrong work)

Use this as your starting point. Adjust based on traffic, industry, and any special requirements in your building.

Area	Daily	2-3x/week	Weekly	Monthly / Quarterly
Entrances / Lobby	Touchpoints, floors, glass spots, trash	—	Detailed glass + edges	Deep floor scrub or extraction
Washrooms	Full clean + restock + touchpoints	—	Detail fixtures + grout	Descale / deep detail
Kitchenette / Breakroom	Counters, sinks, touchpoints, floors	Appliances exterior	Inside microwave/fridge handles	Inside fridge clean-out (with approval)
Open office areas	High-traffic floors, trash	Spot vacuum + wipe touchpoints	Full vacuum + dusting reachable surfaces	Vents, high dust, baseboards
Meeting rooms	Tables, touchpoints, trash	—	Full reset + dusting	Chair fabric spot clean
Hallways / Stairs	High-traffic floors	—	Full vacuum/mop edges	Deep floor care
Glass / Doors	Touchpoints	Fingerprints/spot clean	Full glass (as needed)	—

Tip: Ask every vendor to quote using **your** scope & frequencies. That’s how you get apples-to-apples pricing (and avoid surprise add-ons).

4) Vendor bid + contract checklist (avoid expensive surprises)

Use this to request quotes and review agreements. If a vendor can't answer clearly, the risk (and cost) usually shows up later.

Must-have items:

- A written scope by area with frequencies (Section 3).
- Clear list of what's included vs excluded (ex: inside fridges, carpet extraction, high dusting).
- Staffing plan: number of cleaners, service window, and who covers absences.
- Supplies policy: who provides chemicals, paper products, liners, and equipment.
- Inspection plan: who inspects, how often, and how issues are logged + fixed.
- Response time for urgent issues (spills, washroom problems, odors).
- Proof of insurance and workplace coverage requirements (as applicable).

7 questions that reveal the truth fast:

- "What do you do daily in washrooms, specifically?"
- "What gets cleaned weekly vs monthly? Show me in writing."
- "How do you measure quality? What's a passing score?"
- "How will issues be reported and corrected (same day or next visit)?"
- "Who is my point of contact, and what is your response time?"
- "Are supplies and consumables included? If not, what should we standardize?"
- "If occupancy changes (more/less people), how will pricing adjust?"

Red flag: If the quote is a single line item with no scope, no frequencies, and no QC plan, it's not a real quote — it's a future argument.

5) Hygiene & compliance scorecard (simple, measurable, repeatable)

This is how you maintain standards without micromanaging. Score weekly for the first month, then monthly.

Metric	Target	How to measure (simple)
Inspection score (1-5)	4.5+ average	Walk 10 minutes using checklist below.
Washroom supplies stocked	99% uptime	Spot check: paper/soap/liners present.
Complaints / month	Trending down	Count tickets/emails/messages.
Response time for urgent issues	Same day	Time from report to fix confirmation.
High-touch points completed	100% on schedule	Initial and date on log (Section 8).
Odor incidents	Zero recurring	Log location + root cause (garbage, drain, carpet).

10-minute inspection checklist (rate 1-5):

- ■ Entrances: floors clean, no debris, glass/doors acceptable.
- ■ Washrooms: fixtures clean, floors clean, no odor, supplies stocked.
- ■ Kitchenette: counters clean, sink clean, no sticky floors, trash managed.
- ■ Open areas: trash emptied, floors acceptable, dusting reasonable.
- ■ Touchpoints: handles, switches, common surfaces addressed.

Compliance note (plain English): In most offices, “compliance” means you have a consistent process, safe chemical handling, and documented cleaning for higher-risk areas (especially washrooms and shared spaces). This reduces liability and keeps standards consistent.

6) Cut costs without cutting standards (the best quick wins)

- **Right-size frequency:** Make washrooms and entrances daily. Make low-traffic rooms weekly. Most savings come from removing unnecessary “daily.”
- **Stop paying for “empty” cleaning:** If parts of the office are unused, remove them from scope or reduce frequency.
- **Reduce dirt at the source:** Good entry mats + a mid-week spot clean is cheaper than constant full mopping.
- **Standardize consumables:** Fewer product types means less waste and fewer stock-outs.
- **Make expectations visible:** A one-page scope + scorecard prevents drift and rework.

If you do only 5 things this month:

- 1) Write scope by area.
- 2) Set frequencies by traffic.
- 3) Standardize supplies.
- 4) Start monthly inspections.
- 5) Hold a 15-minute review call with your vendor.

7) Templates you can copy/paste (quotes, standards, and issue control)

A) Email: Request for Quote (RFQ)

Subject: Request for Quote — Office Cleaning (Scope Attached)

Hi [Name],

We're requesting a quote for ongoing office cleaning at [Address/City]. Please price using the attached scope and frequencies.

Please include:

- Monthly price (and any optional add-ons)
- What's included vs excluded
- Staffing plan and service times
- Inspection / quality control process
- Response time for urgent issues

Thanks,
[Your Name]

B) Message: Clear-desk reminder (reduces wasted cleaning time)

Hi team — quick reminder: on cleaning days, please clear desks and floors where possible (papers, bags, boxes). It helps the cleaning team do a better job faster and keeps costs under control. Thanks!

C) Issue escalation template (keeps standards tight)

Hi [Vendor Contact],

We noticed the following issue(s) on [Date/Time]:

- [Issue 1 + location]
- [Issue 2 + location]

Please confirm when these will be corrected and what you'll change to prevent recurrence. Thanks.

8) Hygiene & compliance essentials (what to document)

You don't need complex paperwork. You need a simple record that shows higher-risk areas are consistently handled.

High-touch points list:

- ■ Door handles (main entrances, washrooms, meeting rooms)
- ■ Light switches in shared spaces
- ■ Washroom touchpoints (faucets, flush handles, dispensers)
- ■ Kitchenette touchpoints (fridge handle, microwave keypad, sink area)
- ■ Shared devices (printer/copier panels) where applicable

Daily log (print and post in staff area)	Mon	Tue	Wed	Thu	Fri
Washrooms cleaned + restocked					
High-touch points disinfected					
Kitchenette wiped + floors addressed					
Garbage / recycling removed					
Notes / issues					

Important: If your workplace has special requirements (medical, food handling, industrial), confirm the correct standards with your internal policies and any applicable regulations. This guide is operational advice, not legal advice.

9) Want us to do this audit for you (free)?

We'll walk your office, find cost leaks, and show you exactly where you can save — without lowering hygiene standards.

- A quick walkthrough (in-person or virtual).
- A written scope + frequency recommendation customized to your space.
- A simple scorecard you can use to keep standards high.
- A clean, transparent quote (apples-to-apples with your scope).

Book a walkthrough:

Phone: **519-830-0302**

Email: **info@citycleanings.ca**

Website: **citycleanings.ca**

Service area: Guelph and surrounding areas.

Prefer email? Send your square footage and occupancy and we'll reply with a recommended scope you can compare against your current plan.