

Category	Level (1-5)	What Could be Improved/Suggestions	Total
Detail Cleaning (Level of detail cleaning, i.e. vacuuming in hard to reach places, high dusting, removal of smudges from glass surfaces, etc.)			
Green Cleaning (Do they use green cleaning products and implement sustainable practices to improve the indoor air quality in your building?)			
Responsiveness (When there is an issue, how fast and effective are they in responding?)			
Reliability (Can you trust them to complete a task in a timely manner?)			
Communication (How easy is it to relay important information and/or requests?)			
Level of Tenant Complaints (How frequent and significant are tenant complaints?)			
Execution of Large Tasks (How effective are they in responding and executing special projects?)			
Turnover of Employees or Supervisors (How many NEW supervisors and employees have you noticed in the last 6-12 months?)			
Customer Service (How effective is customer service in relaying information to the cleaning crew?)			
Quality Management (How effective is quality management in reviewing the cleaning done by the crew?)			
			Total