

Before you start cleaning
How to prepare to for the new contract.

You have a new customer! Congratulations, now there are 6 steps for each department or phase prior to opening night.

| Department | Phase 1 | 2 | 3 | 4 | 5 |
|---------------------------|---|--|--|---|---|
| Quality Control | Review specifications Establish hot points | Pre start inspection of site if possible | Written Standards and training guide | Inspection Schedule set | Written pre-start inspection completed |
| Personnel Human Resources | Determines manpower requirements | Starts screening applications | Supervisor selected or area manager assigned | Cleaning staff selected from interviews | Training of new staff, company policies, cleaning, safety |
| Operations | Prepares routes, sets schedules | Equipment and supply orders for start up | Start up team selected, Specifications reviewed | Job descriptions written out for staff and manager/supervisor | Meet staff in training, view account with sales person |
| Communications | Office personnel see customer profile and get contact info. | Systems established for payroll, timekeeping | Site supervisor or area manager reviewed with procedures for new account | Customer communication system created, log book, online portal, email etc.. | Back up system checked for 24 hr. emergency calls. |
| Contract Administration | Contacts customer to arrange visits by quality control and operations prior to start date | Establish operating budgets for payroll and supplies | Reviews budgets with sales and operations | Contacts customer to review steps taken to insure smooth start, introduces supervisor or area manager to customer contact | Visits site with start up team. |

#6 -- Next Step: Start the job!

