

JANITORIAL SERVICE QUALITY REVIEW

In an effort to improve the janitorial service provided to our tenants, we are asking that all tenants please completed this service survey. Please call (678) 884-5040 when your survey is complete and ready for pickup or email your survey to aheismanngray@awproperty.com

YORKTOWN MEDICAL CENTER

Suite: _____ Date: _____

Please rank each of the following using the scale below

G – Good S – Satisfactory NI – Needs Improvement P-Poor X – Not Applicable

SERVICE	RANKING
Empty waste baskets, remove rubbish to designated area and clean outside of container as necessary. Replace liners as needed.	
Vacuum high traffic areas daily	
Detailed vacuum of all areas completed once a week	
Sweep, spot clean and damp mop tile floors daily	
Remove soluble spots from carpets and mats	
Spot clean glass and trim (including entry doors)	
Spot clean walls, especially around doors, switch plates and receptacles	
Clean door knobs and area of doors around knobs	
Clean and sanitize sinks and counters.	
Clean, sanitize and polish all toilet bowls, urinals, toilet seats and basins	
Replenish paper products, soap and sanitary products. Supplies provided by Tenant.	
Dust vertical surface of office furniture.	
Detailed high and low dusting of all horizontal surfaces including ledges, moldings, shelves, picture frames, HVAC vents, office furniture, etc. (monthly service)	
Day Porter Service	
All interior lights are turned out at the end of the evening unless otherwise notified	
All doors are locked and secured.	
Janitorial employees are uniformed and easily identifiable	
NOTES & FEEDBACK	

The following standards should be used in evaluating janitorial services:

1. **Dusting** – A properly dusted surface is free of all dirt and dust streaks, lint, cobwebs and residue (oily film)
2. **Plumbing Fixture and Dispenser Cleaning** – Plumbing fixtures and dispensers are clean when free of all deposits and stains so that item is left without dust streaks, film, stains or odor
3. **Vacuumping** – A properly vacuumed floor is free of all loose dust, dirt, lint and debris. All main traffic and common areas should be vacuumed nightly.
4. **Sweeping** – A properly swept floor is free of all loose dust, dirt, lint and debris except embedded dirt and grit
5. **Spot Cleaning** – A surface adequately spot-cleaned is free of all stains, deposits and is substantially free of cleaning marks. Small stains should be spot cleaned as needed. Larger stains may be treated separately.
6. **Damp Mopping** – A satisfactorily damp mopped floor is without dust, dirt, film, streaks or standing water. This includes all areas behind exam tables and under chairs.
7. **Metal Cleaning** – All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright clear appearance. Cleaner is removed from adjacent surfaces.
8. **Waste removal** – All trash and desk side recycling receptacles are emptied nightly. Cleaned and relined when needed. Trash bags are not to be sat on any carpet or hard surface floors. Centrally located recycling bins are removed when full.
9. **Security** - All designated locked doors should be secured after cleaning. If alarm systems are in place, they should be activated before departure.

Activity	Frequency
Detailed Dusting (Will not move items)	Monthly
Spray buff tile/hard surface floors	Quarterly
Strip and wax tile/hard surface floors	Annually