

Your Next Cleaning Vendor: A Pre-Hire Checklist

Avoid surprises. Choose the right vendor the first time.

When you're evaluating a new cleaning service, most proposals sound good on paper. But the real problems don't show up until after the contract is signed.

Use this checklist to spot red flags before you commit.

✓ 1. Who will actually be cleaning my building?

If they use temps or rotate teams constantly, consistency will suffer.

✓ 2. How do you train new hires?

No system = no standard. Watch for vague answers.

✓ 3. How do you hold your team accountable?

If they can't explain it clearly, they probably don't do it.

✓ 4. What happens if something gets missed?

Listen for proactive follow-up, not just "call us if there's a problem."

✓ 5. How do you handle communication and requests?

You should never be left wondering who to contact or whether they saw your message.

✓ 6. What's included in your regular clean — and what's not?

You need to know what's routine and what's considered "extra."

✔ **7. How do you handle inspections and quality control?**

“We don’t get complaints” is not a system.

✔ **8. Do you send the same team each time?**

Frequent turnover creates shortcuts and missed details.

✔ **9. Can I see a sample cleaning checklist?**

If they can’t show you a plan, they probably don’t follow one.

✔ **10. How do you track what’s been done each visit?**

You need more than a handwritten log.

✔ **11. How do you handle turnover and coverage?**

If someone quits or calls out, you shouldn’t feel the disruption.

✔ **12. What sets you apart from other vendors?**

If they can’t answer this, you have your answer.

Use this checklist in your next walkthrough.

Most facilities don’t need “another quote.”
They need a vendor who actually delivers.

👉 **Schedule a walkthrough with The Dutch Cleaners** so we can walk the space, answer these questions, and show you how cleaning should be done.

