

Done Right Cleaning

Cleaning Standards & Checklists

This manual outlines the exact cleaning standards, checklists, and service packages that make Done Right Cleaning stand out. Inside, you'll find what's included in each service, how to handle add-ons, and the little "above and beyond" details that clients notice most. Use this as your guide on every job to deliver consistent, high-quality results that leave every home sparkling.

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Cleaning Packages & Checklists

Regular Cleaning

(Removal of light to moderate buildup)

Kitchen

- Dust and wipe surfaces
- Clean and shine sink
- Clean and polish appliance exteriors
- Clean countertops
- Vacuum and mop floors

Bathroom

- Dust and wipe surfaces
- Clean and shine sink, bathtub, and shower
- Sanitize toilets
- Clean mirrors
- Polish faucets
- Vacuum and mop floors

Bedrooms & Common Areas

- Dust and wipe surfaces
- Clean hallways and staircases
- Clean entrance surfaces
- Vacuum and mop floors

Deep Cleaning

(Removal of moderate to heavy buildup, always go above and beyond)

Kitchen

- Dust and wipe surfaces
- Clean and shine sink
- Clean and polish appliance exteriors
- Clean microwave interior
- Clean cabinet fronts
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Bathroom

- Dust and wipe surfaces
- Clean and shine sink, bathtub, and shower
- Sanitize toilets
- Clean mirrors
- Polish faucets
- Clean cabinet fronts
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Bedrooms & Common Areas

- Dust and wipe surfaces
- Clean hallways and staircases
- Clean entrance surfaces
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Move-In/Move-Out Cleaning

(Removal of heavy buildup, home is typically expected to be empty)

Kitchen

- Dust and wipe surfaces
- Clean and shine sink
- Clean and polish appliance exteriors
- Clean microwave interior
- Clean cabinet fronts and interiors
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Bathroom

- Dust and wipe surfaces
- Clean and shine sink, bathtub, and shower
- Sanitize toilets
- Clean mirrors
- Polish faucets
- Clean cabinet fronts and interiors
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Bedrooms & Common Areas

- Dust and wipe surfaces
- Clean hallways and staircases
- Clean entrance surfaces
- Clean accessible baseboards
- Wipe doorframes
- Dust light fixtures and blinds
- Vacuum and mop floors

Hourly Services

Hourly services are different from standard flat rate visits, they are billed by **time only**, not by completion of a checklist. We will always explicitly write in the job instructions if it is an hourly visit, always assume it's a standard checklist visit if not explicitly noted otherwise.

- Time frame is always written in **Job Instructions**.
- Stick to the scheduled time - do **not** go over or leave early.
- If time runs out, stop cleaning and close out the job.
- Clients will still be charged the full amount even if you finish early.
- Always ask for client **priorities/requests** at the start.
- Clients may request any service **except carpet shampooing**.
- Communicate if time is running out and something will not be finished.

Add-On Services

Add-On	Instructions
Fridge Interior	Remove shelving, spray with disinfectant, wipe thoroughly, replace shelves
Oven Interior	Spray with Zep, let sit 15 mins, wear gloves, wipe clean, rinse thoroughly
Cabinets & Drawers	Client must empty first; clean inside and outside fully
Spot Clean Walls	Wipe visible marks only (pets, spills, kids). <i>No full wall washing</i>
Windows	Clean glass, tracks, frames, and sills until streak-free
Behind Appliances	Client must move appliance; clean floor underneath, wipe exterior
Carpet Shampooing	Machine at office; only do rooms listed in Job Instructions. Do not add extras

Above & Beyond Standards

Important: These checklists are the **bare minimum** and must always be completed. But on their own, they are not enough to be considered a professional clean. Our clients expect more than the basics. The extras below are short, simple tasks that make the difference between a “basic clean” and a **Done Right Clean**. Learning to move quickly and developing the **eye for details** is part of being a professional cleaner.

Surfaces & Dusting

- Lift items to dust underneath (lamps, décor, countertop appliances)
- Dust chair legs, table bases, tops of doorframes
- Wipe under coasters, trays, and small items

Floors & Entryways

- Check corners and behind doors for dust/debris
- Straighten shoes in entryway (tidy, not reorganize)
- Shake out small rugs or mats if dirty

Living Rooms & Bedrooms

- Fluff pillows, fold blankets, straighten couch cushions
- Align decorative items like remotes, candles, or books
- Empty trash bins and replace liners, even if lightly used

Kitchens

- Wipe down small appliances (toaster, kettle, coffee maker)
- Shine stainless steel for streak-free finish
- Tidy countertop items for a polished look
- Spot-clean backsplash if visibly greasy or splattered

Bathrooms

- Fold or neatly hang towels
- Shine faucet bases and handles
- Straighten toiletries on counters or shelves
- Make sure mirrors are streak-free

Final Touches

- Walk through with “fresh eyes” before leaving
- Check for fingerprints on glass, handles, and switches
- Look up for cobwebs in corners/ceilings
- Leave the home tidy, intentional, and guest-ready

When to Say No

Important: At Done Right Cleaning, we always aim to deliver professional results and go above and beyond — but only within the limits of what has been booked and approved. If a client requests something outside of scope, policy, or safety, you must **politely decline** and explain that management would need to approve it first.

Say No When:

- Clients ask for **extra time on an hourly job** that has not been approved by management.
- Clients request **additional tasks they haven't paid for**, and time does not permit
- Clients ask us to clean **exterior or unfinished areas** (garages, patios, sheds, basements/attics that are unfinished, etc.)
- Clients ask for **carpet shampooing** during an hourly job (this must be pre-booked as an add-on)
- Clients ask us to do **laundry, dishes, or home organization** (not included in any package)
- Clients ask for **full wall washing** (we only offer spot-cleaning as an add-on)
- Clients ask for cleaning that requires **unsafe access** (climbing beyond a step stool, moving heavy furniture/appliances without help, handling hazardous waste, etc.)
- Clients ask to **add free extras or change pricing** on the spot (all adjustments must come from management)
- Clients request tasks **not listed in our services, packages, or add-ons**

How to Respond

If a client asks for something outside of scope, you can say:

"I'm not able to do that today because it's outside the scope of what was booked. I can let management know, and they'll confirm if it can be added for a future visit."

Always document requests with management immediately.

Focus on completing the booked checklist and Above & Beyond tasks to maintain our standard.