

Cleaner Interview Questions Template

Practical cleaning business template • Customize fields before use

Brand customization: This TidyOps-branded example shows a finished presentation. Replace the logo, colors, company details, and placeholders with your own brand before use.

CLEANER INTERVIEW QUESTIONS

[YOUR COMPANY NAME]

[Phone Number]

[Email Address]

[Website]

CANDIDATE INFORMATION

Candidate Name:

Phone:

Email:

Interview Date:

Interviewer:

Position:

- ☐ Residential Cleaner
- ☐ Commercial Cleaner
- ☐ Team Lead
- ☐ Supervisor
- ☐ Floater / Relief Cleaner
- ☐ Other:

Employment Type:

- ☐ Full-Time
 - ☐ Part-Time
 - ☐ Seasonal
 - ☐ Other:
-

1. BACKGROUND & EXPERIENCE

1. Tell me about your previous cleaning experience.

Notes:

2. What types of properties have you cleaned?

- ☐ Houses
- ☐ Apartments
- ☐ Offices
- ☐ Commercial Facilities
- ☐ Vacation Rentals
- ☐ Move-Outs
- ☐ Post-Construction
- ☐ Other:

Notes:

3. Which cleaning tasks are you most comfortable performing?

4. Which cleaning tasks have you had the least experience with?

5. Have you worked from a cleaning checklist or written scope of work before?

- ☐ Yes
- ☐ No

Notes:

2. RELIABILITY & ATTENDANCE

6. This role depends on arriving on time at customer properties. What helps you stay reliable and punctual?

7. Tell me about a time you were going to be late or unable to work. What did you do?

8. Are you comfortable with a schedule that may include different locations during the day?

- ☐ Yes
- ☐ No
- ☐ Depends

Notes:

9. What type of work schedule are you looking for?

10. Are there days or times you are consistently unavailable?

3. QUALITY & ATTENTION TO DETAIL

11. How do you make sure you do not miss cleaning tasks?

12. What does a “finished” room look like to you?

13. Tell me about a time someone pointed out a mistake in your work. How did you handle it?

14. What would you do if you completed a room and then noticed something you had missed?

15. Which areas do cleaners most commonly overlook?

4. SPEED VS. QUALITY

16. How do you balance working efficiently with maintaining quality?

17. If you were behind schedule, what would you do?

18. Would you ever skip a task to finish on time?

☐ Yes

☐ No

☐ Depends

Follow-Up

How would you handle that situation?

5. CUSTOMER SERVICE

19. How would you respond if a customer asked you to do something that was not on the job checklist?

20. What would you do if a customer was unhappy with part of the cleaning?

21. How would you handle a customer who wanted to talk while you were trying to finish the job on time?

22. What does professional behavior inside a customer's home or business mean to you?

6. TRUST & PROPERTY CARE

23. What would you do if you accidentally broke something while cleaning?

24. What would you do if you found cash, jewelry, or another valuable item?

25. What would you do if you noticed something already damaged before you started cleaning?

26. How would you handle a situation where a customer asked you to enter a room that your instructions said was restricted?

7. SAFETY & CHEMICAL AWARENESS

27. What steps do you take before using an unfamiliar cleaning product?

28. What would you do if you were unsure whether a product was safe for a particular surface?

29. Have you used personal protective equipment while cleaning?

☐ Gloves

☐ Eye Protection

☐ Masks / Respirators

☐ Other:

☐ No

30. What would you do if you encountered something you believed was unsafe to clean?

8. TEAMWORK

31. Tell me about a time you worked as part of a team.

32. How would you handle a coworker who was consistently falling behind?

33. How do you prefer to receive feedback from a team lead or supervisor?

34. What would you do if you disagreed with the way a teammate was cleaning something?

9. WORK ETHIC & MOTIVATION

35. What do you like about cleaning work?

36. What type of work environment helps you perform your best?

37. What makes a job frustrating for you?

38. What are you looking for in your next employer?

39. What would make you want to stay with a cleaning company long term?

10. SCENARIO QUESTIONS

Scenario A — Broken Item

You accidentally knock over and break a customer's decoration.

What do you do?

Scenario B — Missed Task

You arrive at your next job and realize you forgot to clean the bathroom floor at the previous property.

What do you do?

Scenario C — Customer Request

A customer asks you to clean the inside of the oven, but it is not included in the job.

What do you do?

Scenario D — Unsafe Condition

You find used needles or another hazardous item while cleaning.

What do you do?

Scenario E — Running Behind

The job is taking much longer than expected and you may be late to the next appointment.

What do you do?

Scenario F — Entry Problem

You arrive at a property and the access code does not work.

What do you do?

11. ROLE REQUIREMENTS

Use only requirements that are actually relevant to the role and permitted under applicable employment law.

Ability to Travel Between Jobs:

- ☐ Meets Requirement
- ☐ Does Not Meet Requirement
- ☐ Needs Discussion

Schedule Availability:

- ☐ Meets Requirement
- ☐ Does Not Meet Requirement
- ☐ Needs Discussion

Role-Specific Physical Requirements Explained:

- ☐ Yes
- ☐ No

Candidate Can Perform Essential Job Functions:

- ☐ Yes
- ☐ With Accommodation

☐ Needs Follow-Up

Do not ask candidates for medical diagnoses or unnecessary health information.

12. CANDIDATE QUESTIONS

What questions does the candidate have about the role?

INTERVIEWER NOTES

Strengths

Concerns

Training Needs

INTERVIEW RECOMMENDATION

☐ Strong Hire

☐ Hire

☐ Consider

☐ Second Interview

☐ Do Not Hire

Recommended Role:

Recommended Starting Schedule:

Recommended Starting Pay / Range:

Next Step:

☐ Reference Check

☐ Background Check If Applicable



- ☐ Second Interview
- ☐ Job Offer
- ☐ Skills / Trial Assessment
- ☐ Decline
- ☐ Other:

OVERALL INTERVIEW COMMENTS

INTERVIEWING NOTE

Use the same core questions for candidates applying for the same role whenever practical.

A structured interview makes it easier to compare candidates fairly and reduces the likelihood that hiring decisions are based only on first impressions.

Questions should focus on the candidate's ability to perform the job.

LEGAL / HR NOTICE

Employment laws vary by jurisdiction.

Avoid interview questions about protected or sensitive personal characteristics that are unrelated to job requirements, including topics such as age, disability or medical history, religion, marital or family status, pregnancy, race or ethnicity, national origin, and other legally protected characteristics.

Background checks, driving-record checks, work authorization, physical requirements, criminal-history inquiries, and other screening practices may be regulated.

Have your hiring process reviewed for compliance with the laws that apply to your business.

This template is provided for general informational and business-use purposes and is not legal or HR advice.

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