

Cleaner Interview Scorecard Template Specification

Practical cleaning business template • Customize fields before use

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CLEANER INTERVIEW SCORECARD

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Updated: September 2026

Provided by TidyOps

CANDIDATE INFORMATION

Candidate Name:

Interview Date:

Interviewer:

Position:

SCORING SCALE

Use a 1–5 score for each category:

5 = Excellent

Consistently strong answers, relevant experience, strong judgment, and clear fit for the role.

4 = Strong

Above-average answers with only minor concerns.

3 = Acceptable

Meets basic requirements but may need training or support.

2 = Weak

Several concerns or gaps that could affect job performance.

1 = Poor

Does not demonstrate the required level for the role.

CORE SCORING CATEGORIES

Category	Weight	Score 1-5	Weighted Score
Reliability & Attendance	20%		
Quality & Attention to Detail	20%		
Customer Service	15%		
Trust & Property Care	15%		
Safety & Judgment	10%		
Teamwork & Communication	10%		
Cleaning Experience	5%		
Schedule / Role Fit	5%		

TOTAL WEIGHT: 100%

OVERALL SCORE: / 5.00

1. RELIABILITY & ATTENDANCE — 20%

Consider:

- Punctuality
- Attendance history
- Communication when problems arise
- Ability to work across multiple locations
- Schedule dependability

Score: / 5

Notes

2. QUALITY & ATTENTION TO DETAIL — 20%

Consider:

- Ability to notice missed areas
- Willingness to correct mistakes
- Use of checklists
- Understanding of finished-quality standards
- Pride in work

Score: / 5

3. CUSTOMER SERVICE — 15%

Consider:

- Professional communication
- Handling customer concerns
- Respect for property
- Managing out-of-scope requests
- Professional behavior in occupied homes or businesses

Score: / 5

Notes

4. TRUST & PROPERTY CARE — 15%

Consider:

- Handling valuables
- Reporting damage
- Following restricted-area instructions
- Respecting privacy
- Following access procedures

Score: / 5

Notes

5. SAFETY & JUDGMENT — 10%

Consider:

- Product awareness
- Surface compatibility
- Hazard recognition
- PPE awareness
- Ability to stop and ask when uncertain

Score: / 5

6. TEAMWORK & COMMUNICATION — 10%

Consider:

- Ability to work with others
- Response to feedback
- Conflict handling
- Communication with supervisors
- Willingness to help teammates

Score: / 5

Notes

7. CLEANING EXPERIENCE — 5%

Consider:

- Relevant residential experience
- Commercial experience
- Specialty cleaning experience
- Familiarity with checklists and scope
- Equipment and product familiarity

Score: / 5

Notes

8. SCHEDULE / ROLE FIT — 5%

Consider:

- Availability
- Ability to meet the role's actual schedule
- Travel requirements
- Interest in the position
- Expected longevity / role alignment

Score: / 5

SCENARIO PERFORMANCE

Rate the candidate's judgment on scenario questions.

Scenario	Score 1-5
Customer asks for out-of-scope work	
Accidental damage	
Unsafe cleaning condition	
Running behind schedule	
Property-access problem	
Missed task discovered later	

Scenario Average: / 5

POSITIVE INDICATORS

- ☐ Takes responsibility for mistakes
 - ☐ Communicates proactively
 - ☐ Understands customer privacy
 - ☐ Willing to follow checklists
 - ☐ Strong attention to detail
 - ☐ Demonstrates safety awareness
 - ☐ Comfortable receiving feedback
 - ☐ Professional communication
 - ☐ Reliable schedule fit
 - ☐ Shows long-term interest
 - ☐ Other:
-

CONCERNS / RED FLAGS

- ☐ Blames previous employers excessively
- ☐ Dismisses customer complaints
- ☐ Would hide damage or mistakes
- ☐ Suggests skipping required tasks
- ☐ Weak reliability examples



- ☐ Poor communication
- ☐ Disregards safety procedures
- ☐ Unwilling to follow checklists
- ☐ Schedule does not fit role
- ☐ Other:

Notes

OVERALL CANDIDATE RESULT

Weighted Interview Score: / 5.00

Scenario Score: / 5.00

Overall Recommendation:

- ☐ Strong Hire
- ☐ Hire
- ☐ Consider
- ☐ Second Interview
- ☐ Do Not Hire

FINAL COMMENTS

Strongest Qualities

Biggest Concerns

Recommended Training Focus

NEXT STEP

- ☐ Reference Check



- ☐ Background Check If Applicable
- ☐ Skills Assessment
- ☐ Second Interview
- ☐ Offer
- ☐ Decline
- ☐ Hold / Talent Pool
- ☐ Other:

STRUCTURED HIRING NOTE

Use the same scoring categories and weighting for candidates applying to the same role whenever practical.

A structured scorecard helps hiring managers compare candidates against job requirements rather than relying entirely on intuition or personality fit.

Scores should support—not replace—appropriate hiring judgment.

LEGAL / HR NOTICE

Hiring criteria should relate to legitimate job requirements.

Avoid using protected personal characteristics or unrelated sensitive information in hiring decisions.

Employment screening, background checks, physical requirements, driving requirements, work authorization, criminal-history inquiries, and other hiring practices may be regulated by federal, state, provincial, or local law.

Have your hiring process reviewed for compliance with the requirements 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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