

Cleaner Training Checklist

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.

[YOUR COMPANY NAME]

[Phone Number]

[Email Address]

[Website]

TRAINEE INFORMATION

Cleaner / Trainee:

Trainer:

Supervisor:

Training Start Date:

Target Completion Date:

Position:

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

TRAINING RATING SCALE

Use the following ratings when evaluating each skill:

3 = Meets Standard — Can perform independently to company standard

2 = Developing — Understands the task but needs additional practice or coaching

1 = Training Required — Cannot yet perform the task independently

N/A = Not Required — Not applicable to this cleaner's role

A cleaner should not be approved for independent work on a task until they can perform it safely and consistently.

1. CLEANING FUNDAMENTALS

Skill	Rating	Trainer Initials
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Follows assigned checklist

Reads customer instructions before starting

Uses an efficient cleaning sequence

Works top to bottom

Works clean areas before heavily soiled areas

Prevents cross-contamination

Uses appropriate cloths / tools

Keeps supplies organized

Protects customer property

Completes final walkthrough

Training Notes

2. CLEANING CHEMICALS

Cleaner demonstrates:

- ☐ Identifies approved cleaning products
- ☐ Reads product labels
- ☐ Understands dilution requirements
- ☐ Uses labeled containers
- ☐ Uses appropriate PPE
- ☐ Stores chemicals correctly
- ☐ Understands ventilation requirements
- ☐ Knows products that must not be mixed
- ☐ Knows where Safety Data Sheets are available
- ☐ Knows what to do after a spill
- ☐ Stops and asks when unsure

Chemical Knowledge Rating

- ☐ 1 — Training Required

☐ 2 — Developing

☐ 3 — Meets Standard

Trainer Initials:

3. SURFACE KNOWLEDGE

Surface	Identify	Select Correct Product	Clean Safely
Granite / Natural Stone	☐	☐	☐
Quartz	☐	☐	☐
Laminate	☐	☐	☐
Stainless Steel	☐	☐	☐
Glass / Mirrors	☐	☐	☐
Hardwood	☐	☐	☐
Tile	☐	☐	☐
LVT / Vinyl	☐	☐	☐
Painted Surfaces	☐	☐	☐
Chrome / Fixtures	☐	☐	☐

☐ Cleaner understands not to guess when surface compatibility is uncertain.

4. KITCHEN CLEANING

Cleaner demonstrates proper cleaning of:

Task	Rating	Trainer Initials
Countertops		
Sink		
Faucet		
Backsplash		
Stovetop		
Appliance exteriors		
Microwave		
Cabinet fronts		
Tables / chairs		
Trash		
Floors		
Final presentation		



Add-On Training

- ☐ Inside Oven
- ☐ Inside Refrigerator
- ☐ Inside Cabinets
- ☐ Other:

Kitchen Training Notes

5. BATHROOM CLEANING

Cleaner demonstrates proper cleaning of:

Task	Rating	Trainer Initials
Toilet		
Sink		
Faucet		
Countertop		
Mirror		
Tub		
Shower		
Shower glass		
Fixtures		
Trash		
Floor		
Final presentation		

Cleaner Demonstrates

- ☐ Correct bathroom cloth / tool system
- ☐ Cross-contamination prevention
- ☐ Correct product use
- ☐ Hair and debris removal
- ☐ Streak-free fixtures / mirrors
- ☐ Final inspection

Bathroom Training Notes

6. BEDROOM CLEANING

Task	Rating	Trainer Initials
Dusting		
Furniture surfaces		
Mirrors		
Bed making		
Linen changes if included		
Trash		
Vacuuming		
Hard floors		
Detail work		
Final presentation		

7. LIVING & COMMON AREAS

Task	Rating	Trainer Initials
Dust furniture		
Clean tables		
Clean mirrors / glass		
Dust décor safely		
Straighten furniture		
Vacuum carpet		
Vacuum rugs		
Clean hard floors		
Detail edges / corners		
Final presentation		

8. DETAIL CLEANING

Cleaner demonstrates:

- ☐ Baseboards
- ☐ Doors
- ☐ Door frames
- ☐ Door handles
- ☐ Light switches
- ☐ Window sills
- ☐ Window tracks

- ☐ Blinds
- ☐ Ceiling fans
- ☐ Light fixtures
- ☐ Vents
- ☐ Cobweb removal
- ☐ High-touch surfaces
- ☐ Corners / edges

Detail Cleaning Rating: / 3

9. VACUUMING

- ☐ Selects correct vacuum / attachment
- ☐ Checks equipment before use
- ☐ Vacuums methodically
- ☐ Vacuums edges when required
- ☐ Cleans under accessible furniture
- ☐ Handles rugs correctly
- ☐ Avoids damaging cords / furniture
- ☐ Empties / maintains vacuum correctly
- ☐ Reports equipment problems

Rating: / 3

10. HARD-FLOOR CLEANING

- ☐ Identifies floor type
- ☐ Selects appropriate product
- ☐ Removes loose debris first
- ☐ Uses correct mop method
- ☐ Avoids excessive water
- ☐ Cleans corners / edges
- ☐ Prevents streaking / residue
- ☐ Uses wet-floor signage when required
- ☐ Leaves floor safely

Rating: / 3

11. EQUIPMENT USE

Equipment	Safe Setup	Correct Use	Clean / Store	Rating
Vacuum	☐	☐	☐	
Mop System	☐	☐	☐	
Extension Duster	☐	☐	☐	
Carpet Equipment	☐	☐	☐	
Floor Equipment	☐	☐	☐	
Other:	☐	☐	☐	

12. SAFETY

Cleaner demonstrates understanding of:

- ☐ PPE requirements
- ☐ Chemical safety
- ☐ Slip / trip prevention
- ☐ Wet-floor procedures
- ☐ Safe lifting
- ☐ Ladder safety if applicable
- ☐ Electrical hazards
- ☐ Sharps / hazardous objects
- ☐ Blood / bodily-fluid escalation procedures where applicable
- ☐ Incident reporting
- ☐ Injury reporting
- ☐ Stop-work authority
- ☐ Emergency procedures

Safety Rating: / 3

Trainer Initials:

13. CUSTOMER PROPERTY & PRIVACY

Cleaner demonstrates correct handling of:

- ☐ Customer belongings
- ☐ Valuable items
- ☐ Personal documents
- ☐ Restricted rooms

- ☐ Keys
- ☐ Access codes
- ☐ Alarm information
- ☐ Customer photographs
- ☐ Lost property
- ☐ Existing damage
- ☐ Accidental damage

Rating: / 3

14. CUSTOMER SERVICE

Cleaner demonstrates:

- ☐ Professional greeting
- ☐ Respectful communication
- ☐ Appropriate customer boundaries
- ☐ Proper response to customer questions
- ☐ Proper handling of out-of-scope requests
- ☐ Proper complaint escalation
- ☐ Professional conduct in occupied properties
- ☐ Appropriate departure / closing procedure

Rating: / 3

15. DAMAGE & INCIDENT RESPONSE

Use training scenarios to confirm understanding.

Broken Item

Cleaner knows to:

- ☐ Stop work if necessary
- ☐ Prevent further damage
- ☐ Notify supervisor
- ☐ Document the incident
- ☐ Follow company reporting procedure
- ☐ Never conceal damage

Existing Damage

- ☐ Document before cleaning when appropriate
- ☐ Notify supervisor when necessary

- ☐ Avoid making unauthorized repairs

Unsafe Condition

- ☐ Stop work when appropriate
- ☐ Protect the area if necessary
- ☐ Notify supervisor
- ☐ Do not perform work outside training / authorization

Rating: / 3

16. TIME MANAGEMENT

Cleaner demonstrates:

- ☐ Starts work promptly
- ☐ Organizes supplies efficiently
- ☐ Follows an efficient room sequence
- ☐ Avoids unnecessary backtracking
- ☐ Maintains acceptable pace
- ☐ Does not sacrifice required quality for speed
- ☐ Communicates when a job is running over time
- ☐ Completes final inspection

Rating: / 3

17. CHECKLIST & JOB-INSTRUCTION COMPLIANCE

- ☐ Reviews job instructions
- ☐ Identifies special requests
- ☐ Follows service-specific checklist
- ☐ Completes required tasks
- ☐ Does not perform unauthorized work
- ☐ Documents exceptions
- ☐ Reports incomplete tasks
- ☐ Marks work complete accurately

Rating: / 3

18. MOBILE APP / SOFTWARE

If applicable, cleaner can:

- ☐ View schedule
- ☐ Open assigned job
- ☐ Review customer information
- ☐ Review property instructions
- ☐ Review checklist
- ☐ Record arrival / start
- ☐ Complete checklist tasks
- ☐ Enter job notes
- ☐ Upload approved photos
- ☐ Report an issue
- ☐ Track time
- ☐ Complete job
- ☐ Contact supervisor

Rating: / 3

19. QUALITY-CONTROL TRAINING

Cleaner understands:

- ☐ Company quality standards
- ☐ How inspections are scored
- ☐ Common inspection failures
- ☐ How to self-inspect work
- ☐ Reclean expectations
- ☐ Corrective-action process
- ☐ Importance of customer-specific requirements

Practice Inspection Score

Score: %

Required Standard: %

- ☐ Passed
 - ☐ Additional Training Required
-

20. SUPERVISED FIELD EVALUATIONS

Date	Job Type	Trainer	Quality	Pace	Safety	Result
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21. COMPETENCY SUMMARY

Competency	Rating 1-3
Cleaning Fundamentals	
Chemical Knowledge	
Surface Knowledge	
Kitchen Cleaning	
Bathroom Cleaning	
Bedroom Cleaning	
Living / Common Areas	
Detail Cleaning	
Vacuuming	
Hard Floors	
Equipment	
Safety	
Property Care / Privacy	
Customer Service	
Incident Response	
Time Management	
Checklist Compliance	
Software / App	
Quality Control	

TRAINING GAPS

Skills requiring additional training:

Training Actions

- ☐ Additional Demonstration
- ☐ Additional Shadow Shift
- ☐ Practice Job
- ☐ Safety Retraining



- ☐ Product / Surface Training
- ☐ Quality Coaching
- ☐ Productivity Coaching
- ☐ Customer-Service Coaching
- ☐ Other:

Assigned Trainer:

Target Completion Date:

FINAL PRACTICAL ASSESSMENT

Assessment Date:

Property / Training Location:

Evaluator:

Final Assessment

Quality: / 3

Safety: / 3

Product Knowledge: / 3

Equipment Use: / 3

Checklist Compliance: / 3

Time Management: / 3

Customer / Property Care: / 3

Result

- ☐ Passed
- ☐ Passed With Coaching
- ☐ Additional Training Required
- ☐ Reassessment Required

CLEANER CERTIFICATION STATUS

- ☐ In Training
- ☐ Approved for Supervised Work
- ☐ Approved for Independent Standard Cleaning
- ☐ Approved for Deep Cleaning
- ☐ Approved for Move-In / Move-Out Cleaning
- ☐ Approved for Commercial Cleaning
- ☐ Approved for Specialty Services Listed Below



Specialty Certifications:

Approved By:

Approval Date:

30-DAY QUALITY REVIEW

Review Date:

Average Inspection Score: %

Reclean Rate: %

Customer Feedback:

- ☐ Positive
- ☐ Acceptable
- ☐ Concerns

Attendance:

- ☐ Meets Expectations
- ☐ Needs Improvement

Productivity:

- ☐ Meets Expectations
- ☐ Needs Improvement

Status:

- ☐ Fully Approved
- ☐ Coaching Required
- ☐ Retraining Required

Notes

TRAINEE ACKNOWLEDGMENT

I acknowledge the training documented above and understand that I should contact my supervisor whenever I am uncertain about a cleaning procedure, product, surface, safety concern, customer request, or company requirement.

Cleaner / Trainee:

Signature:

Date:

Trainer:

Signature:

Date:

TRAINING & SAFETY NOTICE

This checklist is a general training framework. It does not replace legally required workplace training, product-specific instructions, Safety Data Sheets, equipment manuals, company policies, or professional safety, HR, or legal guidance.

Training requirements depend on the employee's duties, products and equipment used, workplace hazards, service environment, and applicable laws and regulations.

Do not authorize employees to perform specialized or hazardous work for which they have not received appropriate training.

TEMPLATE CUSTOMIZATION NOTICE

Customize the competencies, passing standards, training sequence, and certifications to match your company's actual services and quality standards.

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