

Cleaning Work Order 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.

CLEANING WORK ORDER

[YOUR COMPANY NAME]

[Company Address]

[Phone Number]

[Email Address]

[Website]

WORK ORDER INFORMATION

Work Order #:

Date Created:

Requested Service Date:

Scheduled Service Date:

Priority:

- ☐ Routine
- ☐ Scheduled
- ☐ Priority
- ☐ Urgent

Status:

- ☐ Requested
- ☐ Awaiting Approval
- ☐ Approved
- ☐ Scheduled
- ☐ In Progress
- ☐ Completed
- ☐ On Hold
- ☐ Canceled

CUSTOMER / CLIENT INFORMATION

Customer / Company:



Primary Contact:

Phone:

Email:

Customer / Account #:

Purchase Order #, if applicable:

SERVICE LOCATION

Property / Facility:

Service Address:

City / State / ZIP:

Unit / Suite:

Property Type:

☐ Residential

☐ Office

☐ Retail

☐ Multifamily

☐ Vacation Rental

☐ Medical / Healthcare

☐ Educational

☐ Industrial

☐ Construction

☐ Other:

REQUESTED BY

Name:

Company / Department:

Phone:

Email:

Request Date:

SERVICE REQUEST

Work Requested:

Reason for Service:

- ☐ Routine Cleaning
- ☐ One-Time Cleaning
- ☐ Deep Cleaning
- ☐ Move-In / Move-Out
- ☐ Tenant Turnover
- ☐ Post-Construction
- ☐ Corrective / Reclean
- ☐ Customer Request
- ☐ Inspection Follow-Up
- ☐ Event Cleaning
- ☐ Specialty Service
- ☐ Additional Contract Work
- ☐ Other:

SCOPE OF WORK

The following work is authorized under this work order:

Area / Location	Task / Service	Frequency / Qty.

Detailed Scope

EXCLUDED WORK

The following work is specifically excluded unless separately authorized:

-
- ☐ No Additional Exclusions

OPTIONAL / ADDITIONAL SERVICES

Service	Requested	Authorized
Inside Refrigerator	☐	☐
Inside Oven	☐	☐
Inside Cabinets	☐	☐
Interior Windows	☐	☐
Carpet Cleaning	☐	☐
Floor Care	☐	☐
High Dusting	☐	☐
Pressure Washing	☐	☐
Consumable Restocking	☐	☐
Other:	☐	☐

SERVICE SCHEDULE

Scheduled Date:

Arrival Window:

Completion Deadline:

Estimated Duration:

Estimated Labor Hours:

Crew Size:

ASSIGNED TEAM

Crew Lead:

Cleaner / Technician 1:

Cleaner / Technician 2:

Cleaner / Technician 3:

Supervisor:

ACCESS INFORMATION

Access Method:

☐ Customer Present

☐ Key

☐ Lockbox



- ☐ Keypad
- ☐ Access Card
- ☐ Security Desk
- ☐ Property Manager
- ☐ Other:

Access Instructions:

Parking / Loading Instructions:

Restricted Areas:

Sensitive credentials should be stored and shared through approved secure procedures rather than written on broadly distributed work orders.

SITE CONTACT

Onsite Contact:

Phone:

Available During Service:

- ☐ Yes
- ☐ No

SPECIAL SITE REQUIREMENTS

- ☐ Security Check-In
- ☐ Visitor Badge
- ☐ Background-Cleared Staff
- ☐ PPE Required
- ☐ Safety Orientation
- ☐ Elevator Reservation
- ☐ Loading Dock Access
- ☐ Certificate of Insurance
- ☐ Vendor Check-In
- ☐ Other:

Instructions

PRODUCTS & SUPPLIES

Cleaning Products Provided By:

- ☐ Cleaning Company
- ☐ Customer / Client
- ☐ Mixed

Special Products Required:

Consumables Required:

- ☐ Trash Liners
- ☐ Toilet Tissue
- ☐ Paper Towels
- ☐ Hand Soap
- ☐ Guest Supplies
- ☐ Other:

EQUIPMENT REQUIRED

- ☐ Standard Cleaning Kit
- ☐ Vacuum
- ☐ Mop System
- ☐ Carpet Extractor
- ☐ Floor Scrubber
- ☐ Burnisher
- ☐ Extension Tools
- ☐ Ladder
- ☐ Pressure Washer
- ☐ Other:

Equipment Notes

SAFETY / HAZARD INFORMATION

Known Site Hazards:

- ☐ None Reported



- ☐ Wet / Slippery Areas
- ☐ Construction Activity
- ☐ Electrical Hazard
- ☐ Chemicals
- ☐ Sharps
- ☐ Biohazard Concern
- ☐ Mold Concern
- ☐ Pest Activity
- ☐ Restricted Machinery
- ☐ Working at Height
- ☐ Other:

Details

Work requiring specialized training, licensing, PPE, or regulatory procedures should not be performed unless the assigned personnel are appropriately qualified and authorized.

PRICING

Pricing Method:

- ☐ Fixed Price
- ☐ Hourly
- ☐ Per Square Foot
- ☐ Per Unit
- ☐ Contract-Included
- ☐ Not-to-Exceed
- ☐ Other:

Base Service: \$

Add-On Services: \$

Supplies / Materials: \$

Other Charges: \$

Tax, if applicable: \$

TOTAL AUTHORIZED: \$

NOT-TO-EXCEED AUTHORIZATION

Where applicable:



Do Not Exceed: \$

or

Maximum Labor Hours:

Work exceeding this authorization requires additional approval unless otherwise agreed.

ADDITIONAL WORK AUTHORIZATION

If conditions discovered onsite require additional work:

- ☐ Stop and Request Approval
- ☐ Complete Up to \$ Additional Work
- ☐ Complete Up to Additional Labor Hours
- ☐ Follow Existing Client Authorization Procedure

Approval Contact

Name:

Phone / Email:

CUSTOMER / CLIENT AUTHORIZATION

The customer or authorized representative approves the work described in this work order subject to the applicable service agreement, proposal, policies, and terms.

Authorized By:

Title:

Approval Method:

- ☐ Signature
- ☐ Email
- ☐ Customer Portal
- ☐ Purchase Order
- ☐ Existing Contract Authorization
- ☐ Other:

Signature, if applicable:

Approval Date:

FIELD COMPLETION

Actual Arrival:

Work Started:

Work Completed:



Departure:

Actual Crew Size:

Actual Labor Hours:

WORK COMPLETED

- ☐ All Authorized Work Completed
- ☐ Partially Completed
- ☐ Unable to Complete
- ☐ Additional Work Required

Completed Work

WORK NOT COMPLETED

Task	Reason

Reason

- ☐ No Access
- ☐ Customer Request
- ☐ Unsafe Condition
- ☐ Insufficient Authorization
- ☐ Additional Time Required
- ☐ Equipment Issue
- ☐ Supply Issue
- ☐ Site Not Ready
- ☐ Scope Clarification Required
- ☐ Other:

ADDITIONAL WORK DISCOVERED

Additional Work Needed:

☐ No

☐ Yes

Description

Estimated Additional Cost: \$

Additional Authorization Required:

☐ No

☐ Yes

Follow-Up Work Order Required:

☐ No

☐ Yes

PROPERTY / FACILITY CONDITIONS

Were any relevant property conditions observed?

☐ No

☐ Pre-Existing Damage

☐ Maintenance Issue

☐ Water Leak

☐ Plumbing Issue

☐ Electrical Issue

☐ Pest Evidence

☐ Broken Fixture

☐ Safety Hazard

☐ Other:

Details

INCIDENTS / DAMAGE

Incident Occurred:

☐ No

☐ Yes

If yes:



- ☐ Supervisor Notified
- ☐ Incident Report Created
- ☐ Photos Taken Where Appropriate
- ☐ Client Notification Required
- ☐ Work Stopped Where Necessary

Incident Report #:

PHOTO DOCUMENTATION

- ☐ Not Required
- ☐ Before Photos
- ☐ During-Service Photos
- ☐ After Photos
- ☐ Damage / Issue Photos
- ☐ Completion Verification

Photo Reference:

QUALITY CONTROL

Inspection Required:

- ☐ No
- ☐ Yes

Inspected By:

Inspection Date:

Result:

- ☐ Passed
- ☐ Passed With Corrections
- ☐ Reclean Required
- ☐ Follow-Up Required

Inspection Score, if used: %

Notes

CLIENT COMPLETION ACKNOWLEDGMENT

Where required:



I acknowledge that the work described above has been completed or that any exceptions have been documented.

Client Representative:

Title:

Signature:

Date:

A completion acknowledgment should not be written to waive rights or claims unless legally reviewed for that purpose.

CREW COMPLETION

Crew Lead:

Signature / Initials:

Date / Time:

Crew Notes

SUPERVISOR REVIEW

Reviewed By:

Status:

☐ Closed

☐ Billing Review

☐ Client Follow-Up

☐ Corrective Work Required

☐ Additional Work Order Required

☐ Incident Review

Notes:

BILLING INFORMATION

Billing Status:

☐ Included in Contract

☐ Ready to Invoice



- ☐ Awaiting Approval
- ☐ Invoice Created
- ☐ Paid
- ☐ Billing Hold

Invoice #:

PO #:

Final Billable Amount: \$

RELATED DOCUMENTS

- ☐ Customer / Client Agreement
- ☐ Estimate
- ☐ Quote
- ☐ Purchase Order
- ☐ Cleaning Checklist
- ☐ Inspection
- ☐ Incident Report
- ☐ Photos
- ☐ Change Authorization
- ☐ Invoice
- ☐ Other:

WORK AUTHORIZATION NOTICE

This work order documents the requested and authorized cleaning work for a specific service event or project.

It does not replace a broader service agreement when one is required. Pricing, payment, cancellation, liability, insurance, warranty, dispute, and other contractual terms may be governed by a separate agreement, proposal, purchase order, or policy.

Changes that materially affect the scope, price, or contractual obligations should receive appropriate authorization before work proceeds.

SAFETY NOTICE

Do not use a work order to authorize employees to perform work outside their training, equipment capabilities, company procedures, or legally permitted scope.

Specialized facilities and services may require additional safety procedures, training, insurance, licensing, or regulatory compliance.



TEMPLATE CUSTOMIZATION NOTICE

Customize approval limits, service categories, work-order statuses, pricing methods, completion requirements, and authorization procedures to match your business.

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