

New Cleaner Onboarding 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]

NEW TEAM MEMBER INFORMATION

Employee / Team Member:

Position:

Supervisor / Manager:

Hire Date:

First Workday:

Employment Type:

☐ Full-Time

☐ Part-Time

☐ Seasonal

☐ Other:

Primary Team / Location:

1. PRE-START CHECKLIST

Complete before the cleaner's first scheduled workday.

- ☐ Offer / engagement documents completed
- ☐ Start date confirmed
- ☐ Pay information communicated
- ☐ Expected schedule communicated
- ☐ Reporting location confirmed
- ☐ Supervisor assigned
- ☐ First-day instructions sent
- ☐ Dress / uniform expectations communicated



- ☐ Required documents identified
- ☐ Required screening completed where applicable
- ☐ Required driving documentation completed where applicable
- ☐ Employee record created
- ☐ Payroll setup initiated
- ☐ Emergency contact process completed where appropriate

Notes

2. FIRST-DAY ORIENTATION

- ☐ Welcome and company introduction
- ☐ Company mission / values reviewed
- ☐ Organization / team structure explained
- ☐ Role responsibilities reviewed
- ☐ Job expectations reviewed
- ☐ Work schedule explained
- ☐ Attendance expectations reviewed
- ☐ Call-out / absence procedure reviewed
- ☐ Communication expectations reviewed
- ☐ Timekeeping procedure explained
- ☐ Break procedures reviewed
- ☐ Pay schedule explained
- ☐ Questions answered

Orientation Completed By:

Date:

3. POLICIES & PROCEDURES

Review applicable company policies.

- ☐ Attendance / punctuality
- ☐ Scheduling
- ☐ Timekeeping
- ☐ Customer communication
- ☐ Professional conduct
- ☐ Uniform / appearance

- ☐ Phone use
 - ☐ Social media / customer privacy
 - ☐ Keys and access codes
 - ☐ Alarm procedures
 - ☐ Customer property
 - ☐ Lost and found
 - ☐ Damage / breakage reporting
 - ☐ Complaints / service recovery
 - ☐ Harassment / discrimination policies
 - ☐ Workplace safety
 - ☐ Incident reporting
 - ☐ Vehicle / driving policy if applicable
 - ☐ Equipment use
 - ☐ Chemical handling
 - ☐ Other:
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4. CUSTOMER PRIVACY & SECURITY

- ☐ Customer privacy expectations reviewed
- ☐ Access information handling reviewed
- ☐ Key-control procedure reviewed
- ☐ Lockbox / smart-lock procedure reviewed
- ☐ Alarm procedure reviewed
- ☐ Restricted-area policy reviewed
- ☐ Customer photography policy reviewed
- ☐ Personal information handling reviewed
- ☐ Lost-property procedure reviewed
- ☐ Property security / lock-up procedure reviewed

Key Security Rule

Customer keys, alarm information, door codes, and other access credentials should only be handled and stored according to approved company procedures.

5. SAFETY ORIENTATION

- ☐ General workplace safety reviewed
- ☐ Required PPE explained
- ☐ Slip / trip / fall prevention reviewed



- ☐ Wet-floor signage reviewed
- ☐ Safe lifting reviewed
- ☐ Ladder safety reviewed if applicable
- ☐ Electrical hazards reviewed
- ☐ Sharps / hazardous-object procedure reviewed
- ☐ Blood / bodily-fluid procedure reviewed where applicable
- ☐ Incident / injury reporting reviewed
- ☐ Emergency procedure reviewed
- ☐ Stop-work / supervisor escalation procedure reviewed

Safety Orientation Completed By:

Date:

6. CLEANING CHEMICAL TRAINING

- ☐ Approved products identified
- ☐ Product labels reviewed
- ☐ Safety Data Sheet access explained
- ☐ Dilution procedures reviewed
- ☐ Chemical storage reviewed
- ☐ Spray bottle labeling reviewed
- ☐ Product compatibility reviewed
- ☐ Never-mix rules reviewed
- ☐ Ventilation requirements reviewed
- ☐ PPE requirements reviewed
- ☐ Spill procedure reviewed

Cleaner Demonstrates

- ☐ Correct product selection
- ☐ Correct dilution
- ☐ Correct labeling
- ☐ Correct PPE
- ☐ Safe storage
- ☐ Knows when to stop and ask for help

Trainer Initials:

7. EQUIPMENT TRAINING

Train only on equipment the cleaner is expected and authorized to use.

Equipment	Explained	Demonstrated	Cleaner Demonstrated
Vacuum	☐	☐	☐
Mop System	☐	☐	☐
Microfiber System	☐	☐	☐
Duster / Extension Tool	☐	☐	☐
Carpet Equipment	☐	☐	☐
Floor Machine	☐	☐	☐
Other:	☐	☐	☐

8. SUPPLIES & COLOR-CODING SYSTEM

- ☐ Cleaning cloth system reviewed
 - ☐ Color coding explained
 - ☐ Mop system reviewed
 - ☐ Trash-liner procedures reviewed
 - ☐ Supply quantities explained
 - ☐ Restocking procedure reviewed
 - ☐ Dirty-cloth handling reviewed
 - ☐ Laundry procedure reviewed
 - ☐ Equipment cleaning procedure reviewed
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9. STANDARD CLEANING PROCESS

- ☐ Job checklist reviewed
 - ☐ Recommended cleaning sequence explained
 - ☐ Top-to-bottom cleaning reviewed
 - ☐ Clean-to-dirty workflow reviewed
 - ☐ Cross-contamination prevention reviewed
 - ☐ Room completion standard demonstrated
 - ☐ Final walkthrough procedure reviewed
 - ☐ Job completion process reviewed
-

10. KITCHEN TRAINING

Cleaner has been trained on:

- ☐ Countertops



- ☐ Sinks / faucets
- ☐ Stovetops
- ☐ Appliance exteriors
- ☐ Microwave
- ☐ Cabinet fronts
- ☐ Trash
- ☐ Floors
- ☐ Specialty surfaces
- ☐ Add-on services

Competency:

- ☐ Training Needed
- ☐ Developing
- ☐ Meets Standard

Trainer Initials:

11. BATHROOM TRAINING

Cleaner has been trained on:

- ☐ Toilets
- ☐ Sinks / faucets
- ☐ Counters
- ☐ Mirrors
- ☐ Showers
- ☐ Tubs
- ☐ Shower glass
- ☐ Fixtures
- ☐ Trash
- ☐ Floors
- ☐ Cross-contamination prevention

Competency:

- ☐ Training Needed
- ☐ Developing
- ☐ Meets Standard

Trainer Initials:

12. BEDROOM & LIVING-AREA TRAINING

- ☐ Dusting
- ☐ Furniture surfaces
- ☐ Bed making if included
- ☐ Linen changes if included
- ☐ Mirrors
- ☐ Glass
- ☐ Vacuuming
- ☐ Hard-floor cleaning
- ☐ Baseboards
- ☐ Detail work
- ☐ Final room presentation

Competency:

- ☐ Training Needed
- ☐ Developing
- ☐ Meets Standard

Trainer Initials:

13. SURFACE CARE

Training completed for common surfaces:

- ☐ Granite / natural stone
- ☐ Quartz
- ☐ Stainless steel
- ☐ Glass
- ☐ Hardwood
- ☐ Tile
- ☐ LVT / vinyl
- ☐ Laminate
- ☐ Painted surfaces
- ☐ Specialty fixtures
- ☐ Other:

Cleaner understands:

- ☐ Do not guess when surface compatibility is uncertain
- ☐ Follow approved product procedures
- ☐ Stop and contact supervisor when uncertain

14. DAMAGE & INCIDENT PROCEDURES

Cleaner knows what to do when:

- ☐ An item is accidentally broken
- ☐ Existing damage is discovered
- ☐ Property damage may have occurred
- ☐ A spill occurs
- ☐ A customer reports a problem
- ☐ An injury occurs
- ☐ An unsafe condition is discovered
- ☐ A key / access credential is lost
- ☐ A security issue occurs

Core Procedure

- ☐ Stop if necessary
 - ☐ Protect people / property from additional harm
 - ☐ Notify supervisor
 - ☐ Document according to company procedure
 - ☐ Do not conceal the incident
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15. CUSTOMER SERVICE TRAINING

- ☐ Greeting customers professionally
 - ☐ Respecting customer privacy
 - ☐ Handling customer questions
 - ☐ Handling out-of-scope requests
 - ☐ Avoiding arguments with customers
 - ☐ Escalating complaints
 - ☐ Maintaining professional boundaries
 - ☐ Protecting confidential information
 - ☐ Leaving the property professionally
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16. MOBILE APP / SOFTWARE TRAINING

Complete for systems used by your company.

- ☐ Login established
- ☐ Schedule access demonstrated



- ☐ Job details located
- ☐ Customer instructions located
- ☐ Checklist accessed
- ☐ Task completion demonstrated
- ☐ Notes entered
- ☐ Photos uploaded if applicable
- ☐ Time tracking demonstrated
- ☐ Issue reporting demonstrated
- ☐ Job completion demonstrated
- ☐ Team communication demonstrated

System / App:

17. UNIFORM & EQUIPMENT ISSUED

Item	Quantity	Issued	Returned If Applicable
Shirt / Uniform		☐	☐
Name Badge		☐	☐
Cleaning Kit		☐	☐
PPE		☐	☐
Key / Access Item		☐	☐
Equipment		☐	☐
Other:		☐	☐

18. SHADOW / TRAINING SHIFTS

Date	Trainer	Job / Service	Hours	Result

19. SKILLS ASSESSMENT

Rate each skill:

3 = Meets Standard

2 = Developing

1 = Additional Training Required

Skill	Score
Kitchen Cleaning	
Bathroom Cleaning	
Dusting	
Vacuuming	
Hard-Floor Cleaning	
Detail Work	
Product Selection	
Equipment Use	
Checklist Compliance	
Time Management	
Customer Service	
Safety	
Communication	
Property Care	

20. FIELD-READINESS REVIEW

Before assigning independent work:

- ☐ Understands standard cleaning process
- ☐ Meets kitchen standard
- ☐ Meets bathroom standard
- ☐ Meets floor-care standard
- ☐ Uses products safely
- ☐ Uses equipment correctly
- ☐ Follows checklists
- ☐ Follows customer instructions
- ☐ Understands damage reporting
- ☐ Understands security procedures
- ☐ Demonstrates professional conduct
- ☐ Demonstrates acceptable pace
- ☐ Demonstrates acceptable quality
- ☐ Knows when to contact supervisor

FIELD-READINESS STATUS

- ☐ Approved for Independent Work



- ☐ Approved With Follow-Up Training
- ☐ Additional Shadow Shifts Required
- ☐ Additional Skills Training Required
- ☐ Not Yet Approved

Approved By:

Approval Date:

Conditions / Follow-Up Training

30-DAY FOLLOW-UP

Review Date:

- ☐ Attendance reviewed
- ☐ Quality reviewed
- ☐ Customer feedback reviewed
- ☐ Inspection scores reviewed
- ☐ Productivity reviewed
- ☐ Safety reviewed
- ☐ Cleaner feedback collected
- ☐ Additional training assigned if needed

Status:

- ☐ Meeting Expectations
- ☐ Coaching Needed
- ☐ Training Plan Required
- ☐ Other:

Notes

EMPLOYEE / TEAM MEMBER ACKNOWLEDGMENT

I acknowledge that the training and procedures marked as completed above were reviewed with me. I understand that I should ask my supervisor when I am uncertain about a cleaning procedure, product, surface, safety issue, customer request, or company policy.

Team Member:



Signature:

Date:

Trainer / Supervisor:

Signature:

Date:

HR & SAFETY NOTICE

This checklist is a general onboarding framework and is not a substitute for legally required employment documentation, safety training, workplace policies, or professional HR or legal advice.

Training requirements vary based on jurisdiction, employee duties, chemicals and equipment used, workplace hazards, and the type of facilities being serviced.

Customize your onboarding process to the requirements that apply to your business.

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