

How to Evaluate Commercial Cleaning Services

Executive Report

When you hire a commercial cleaning service, you are trusting them with your facility, your team, and your customers. Learn about four key things to evaluate.

How to Evaluate Commercial Cleaning Services

When you are considering commercial cleaning services, it is not as simple as entering “commercial cleaning services near me” into Google and choosing the first result. When you are picking a commercial cleaning company, you are trusting them with your facility, your team, and your customers. So, the decision you make is critical.

Here are some reasons why your decision makes a difference and some factors you should focus on when considering a commercial cleaning service company.

The Importance of a Clean Workplace

When evaluating commercial cleaning services, you want to work with a company that is proactive about providing a healthier environment for you, your employees, and your customers.

It goes beyond just keeping carpets and surfaces clean around the building. A clean office helps attract and retain employees and reduces employee illness, which helps you improve productivity.

Germs and viruses can last for days on unclean office surfaces. The norovirus can linger even longer, up to a week, on surfaces that aren't kept clean. There's also concern about indoor air pollution, which the Environmental Protection Agency says is a serious problem.

In a report issued to Congress, the EPA estimated that tens of billions of dollars are lost each year in productivity and medical bills due to indoor air pollution. The report concluded improving indoor air quality can result in increased productivity and fewer employee sick days.



Evaluating Commercial Cleaning Services

When evaluating commercial cleaning services, these are four of the key areas you should consider:

1. Experience & Reputation

Experience matters. You will be trusting your facility to a commercial cleaning service, so you want to work with a company that has a solid track record and reputation. Ask for references, and take the time to call them yourself. Do an Internet search on the company, read reviews, and look for warning signs of unsatisfied customers. If you find something that concerns you, bring it up with the company and see how they respond.

If you have specialized needs, look for a commercial cleaning services company that has experience in your industry. This expertise and track record is especially necessary if you are in the medical field and need specialized services such as terminal cleaning or disposal of blood-borne or bio-medical waste.

Make sure any commercial cleaning service has adequate insurance in case of accidents, is bonded, and is registered in your state.

2. Hiring & Training

You need to be comfortable that the team members who will execute the commercial cleaning service at your facility or facilities are well trained and experienced. Look for a company that does mandatory background checks on franchise owners before and provides formal training on quality control and safety issues and Occupational Safety and Health Administration (OSHA) best practices.

3. Quality Control & Customer Support

Quality control starts with training employees on proper techniques, but it also means regular reviews and inspections. An excellent commercial cleaning service keeps daily logs of completed work and supervisors schedule on-site inspections to verify the job is done right.

When it comes to customer support, be sure you understand who you should contact if there is a problem or if an emergency arises. You want a company that provides multiple points of contact, and you should also receive regular reports, communication and follow-ups on services.

4. Green & Sustainable Practices

When it comes to a healthier workplace, using green and sustainable products is important. Not all commercial cleaning services do, so be sure you ask.

Chemicals that are used in cleaning products can cause health problems, especially in spaces where employees work closely together. There have been numerous instances of chemicals in common cleaning supplies that have led to illnesses and even deaths from toxic fumes. If your commercial cleaning service opts for natural and green products, incidents like these can be avoided. Green products contain far fewer chemicals and create a healthier workplace.

Sustainability is important, too. Renewal resources and recyclable products, such as post-consumer recycled paper, can save you money. Training and implementing sustainability best practices can minimize energy and water use and using low-impact cleaning methods can keep your workplace looking great.

Choosing a Commercial Cleaning Services Company

It's not just about finding commercial cleaning services near me. It's about finding the right company that does things the right way.

About OpenWorks

OpenWorks is a national facility service and commercial cleaning franchise operator that helps businesses, healthcare facilities and schools make their worlds work better by making their facilities cleaner, safer and healthier. It was founded in 1983 and offers consistent commercial cleaning, janitorial and integrated facility maintenance services through its elite service provider network. OpenWorks is headquartered in Phoenix, AZ and has more than 20 regional offices and more than 700 franchise partners across the country.



OpenWorks
Making Your World Work Better

We Take Cleaning Seriously.

[Request An Estimate](#)

to learn more about how OpenWorks can create a cleaner, healthier, and safer environment for your facility, your employees, and your customers.

Phone: 1-844-962-1037