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## **1. Introduction**

Welcome to **ATeam Cleaning**. We specialise in various cleaning services and pride ourselves on delivering excellent results. This operations manual will serve as a guide to ensure consistency, efficiency, and quality across all services. As independent contractors, following these guidelines is critical to maintaining the high standards our clients expect.

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## 2. Code of Conduct

As an independent contractor for ATeam Cleaning, you are expected to:

- Be punctual and reliable.
  - Dress appropriately in provided uniforms (or professional attire).
  - Communicate professionally with clients and ATeam management.
  - Respect client property and privacy.
  - Ensure client satisfaction with each service.
  - Adhere to all health and safety standards.
  - Use appropriate cleaning techniques for different surfaces and spaces.
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## 3. General Safety and Health Guidelines

Safety is a top priority at ATeam Cleaning. Always ensure the following:

- Use protective equipment (gloves, masks, goggles) as necessary.
  - Ensure proper ventilation when using chemical cleaners.
  - Store cleaning chemicals away from children, pets, and food items.
  - Follow instructions for each cleaning product.
  - Immediately report any accidents or damages to the client or your supervisor.
  - Handle heavy equipment and tools with care to avoid injury.
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## 4. Service Categories

### 4.1 Commercial Cleaning

Includes cleaning for offices, retail spaces, and other commercial environments. Tasks typically involve sweeping, mopping, dusting, vacuuming, trash disposal, and disinfecting surfaces.

### 4.2 Domestic Cleaning

General household cleaning, including dusting, vacuuming, mopping, bathroom/kitchen cleaning, and laundry services as required.

### 4.3 Carpet Cleaning

Specialised cleaning using carpet extractors or steam cleaners to remove dirt, stains, and allergens from carpets.

## **4.4 Tile and Grout Cleaning**

Cleaning and restoration of tile and grout surfaces in kitchens, bathrooms, and floors using specialised products to remove buildup, mildew, and stains.

## **4.5 Window Cleaning**

Cleaning of interior and exterior windows, window-sills, and tracks. Ensuring streak-free finishes with specialised cleaning solutions and tools.

## **4.6 Upholstery Cleaning**

Thorough cleaning of furniture fabrics using upholstery cleaning machines, vacuuming, and spot treatment for stains.

## **4.7 Move-In/Move-Out Cleaning**

Deep cleaning to prepare a property for new tenants or owners. Involves cleaning all rooms, fixtures, appliances, floors, windows, and hard-to-reach areas.

## **4.8 Spring Cleaning**

Deep, thorough cleaning of a home or business beyond regular upkeep, including high areas, behind furniture, and inside cabinets.

## **4.9 Regular Cleaning**

Routine cleaning for maintaining cleanliness in domestic or commercial spaces. Involves basic dusting, sweeping, mopping, and surface cleaning.

## **4.10 Basic Cleaning**

Light cleaning, typically involving tidying up, dusting, sweeping, mopping, and emptying trash bins. Suitable for homes or businesses that are already relatively clean.

## **4.11 Inspection Cleaning**

Thorough cleaning before property inspections, typically involving deep cleaning of kitchens, bathrooms, and ensuring all visible areas are pristine.

## **4.12 Restaurant Cleaning**

Involves detailed cleaning of dining areas, kitchens, restrooms, and floors. Includes sanitising food preparation areas and ensuring a hygienic environment.

### **4.13 Medical Centre Cleaning**

Highly specialized cleaning requiring disinfecting all surfaces, patient areas, waiting rooms, and bathrooms according to health and safety standards.

### **4.14 Car Park Cleaning**

Involves sweeping, pressure washing, litter removal, and stain removal from parking areas, ensuring a clean and presentable environment.

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## **5. Job Completion Plans for Each Service**

### **5.1 Commercial Cleaning Job Plan:**

1. Inspect premises for any specific areas of concern.
2. Sweep/vacuum all floors and carpets.
3. Mop floors using appropriate cleaning solutions.
4. Dust all furniture, electronics, and light fixtures.
5. Disinfect high-touch areas (door handles, switches).
6. Empty trash and replace liners.
7. Final inspection and report completion.

Unless the customer has their own list for the items need cleaned, best to have clear communication with customer to understand the is required.

### **5.2 Domestic Cleaning Job Plan:**

1. Dust all surfaces, including shelves, light fixtures, and furniture.
2. Sweep/vacuum and mop floors.
3. Clean and sanitise bathrooms and kitchens.
4. Wipe down windows, mirrors, and glass surfaces.
5. Make beds and tidy living spaces.
6. Empty trash and tidy up.

### **5.3 Carpet Cleaning Job Plan:**

1. Vacuum the carpet to remove loose dirt.
2. Pre-treat stains and high-traffic areas.
3. Use a carpet cleaner/extractor to clean the carpet.
4. Ensure the room has enough air flow to allow carpet to dry.
5. Final inspection and report completion.

#### **5.4 Tile and Grout Cleaning Job Plan:**

1. Sweep/vacuum floors to remove debris.
2. Apply grout cleaner to areas with buildup.
3. Scrub tiles and grout with specialised brushes.
4. Use a steam cleaner for deep cleaning.
5. Mop the floor to remove excess cleaning solution.
6. Mop with clean water for perfect completing the job.

#### **5.5 Window Cleaning Job Plan:**

1. Remove dirt and dust from window-sills and tracks.
2. Spray window cleaner and use a squeegee for a streak-free finish.
3. Wipe down frames and sills.
4. Inspect for missed spots and touch up as necessary.
5. On the inside, make sure the tracks are done first before cleaning the windows.

#### **5.6 Upholstery Cleaning Job Plan:**

1. Vacuum the upholstery to remove loose dirt.
2. Pre-treat stains.
3. Use an upholstery cleaning machine for deep cleaning.
4. Ensure the upholstery has enough air flow to allow easy drying and completing the job.

#### **5.7 Move-In/Move-Out Cleaning Job Plan:**

1. Inspect the house first before taking any products or equipment.
2. Take photos for the before and after.
3. Organise your equipment and products and take them inside.
4. Vacuum all cupboards and put spray and wipe product and let it set for 10-15 minutes for easy clean.
5. Pre-spray in the Oven, Shower and Toilet.
6. Clean all rooms, including closets and storage spaces.
7. Clean and disinfect kitchens, bathrooms, and laundry areas.
8. Clean appliances, including ovens and refrigerators.
9. Wipe down all windows and doors.
10. Mop floors and vacuum carpets.
11. Remove any remaining trash.

#### **5.8 Spring Cleaning Job Plan:**

1. Clean behind/under furniture and appliances.
2. Clean windows, blinds, and light fixtures.
3. Dust and wipe down all surfaces, including shelves and cabinets.
4. Vacuum or mop floors and steam-clean carpets.
5. Organize spaces if requested.
- 6.

### **5.9 Regular Cleaning Job Plan:**

1. Dust surfaces and furniture.
2. Sweep/vacuum and mop floors.
3. Clean bathrooms and kitchens.
4. Tidy living and workspaces.
5. Remove trash and tidy areas.

### **5.10 Basic Cleaning Job Plan:**

1. Light dusting of all surfaces.
2. Sweep/vacuum floors.
3. Wipe down countertops and visible surfaces.
4. Empty trash bins and replace liners.

### **5.11 Inspection Cleaning Job Plan:**

1. Deep clean bathrooms, including scrubbing tiles and fixtures.
2. Wipe down all surfaces and appliances in kitchens.
3. Sweep, vacuum, and mop all floors.
4. Clean windows and mirrors.
5. Remove any visible dust or dirt in all rooms.

### **5.12 Restaurant Cleaning Job Plan:**

1. Sweep/vacuum and mop dining area floors.
2. Clean and sanitise tables and chairs.
3. Disinfect all surfaces in the kitchen.
4. Ensure bathrooms are clean and stocked.
5. Empty trash and clean outside areas.

### **5.13 Medical Centre Cleaning Job Plan:**

1. Disinfect all high-touch areas.
2. Mop and sanitise floors.
3. Clean bathrooms and replenish supplies.
4. Dispose of any medical waste according to protocol.
5. Ensure waiting areas are clean and sanitised.

### **5.14 Car Park and Pressure Cleaning Job Plan:**

1. Sweep or pressure wash the entire parking area.
  2. Remove litter and debris.
  3. Clean any visible oil stains or marks.
  4. Check lighting and safety equipment.
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## 6. Equipment and Supplies

- **General cleaning supplies:** Mops, brooms, vacuums, cleaning cloths, disinfectants.
  - **Specialized tools:** Carpet cleaners, tile scrubbers, steam cleaners.
  - **Safety equipment:** Gloves, masks, protective eyewear.
  - **Chemicals:** Non-toxic, environmentally friendly options preferred.
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## 7. Communication and Reporting

- Always communicate through the ATeam App with the client upon arrival and before leaving.
  - Upload all photos on the ATeam App
  - Report any issues or special requests immediately to your management and on ATeam App.
  - Use the provided job tracking system to log completed tasks and job status.
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## 8. Quality Assurance

- Follow the job completion plan for each service category to ensure high standards.
  - Supervisors will perform spot checks to ensure quality is maintained.
  - Client feedback will be reviewed regularly to improve service.
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## 9. Emergency Procedures

- In the case of an emergency, ensure client and contractor safety first.
  - Report all incidents to management and ATeam Cleaning immediately.
  - For accidents or injuries, follow the emergency protocol provided in the training materials.
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## 10. Payment and Job Assignment

- Payment is processed upon successful job completion, subject to client approval.
- Independent contractors will be assigned jobs based on availability and expertise.
- Contractors are expected to manage their schedules using the provided platform.
- Client must pay with card after the job is done, and contractor will receive the payment automatically every Thursday.
- Invoice payment from client may take up to 30 days before you receive payments.
- Contractors must send the invoice to ATeam Cleaning on the 30<sup>th</sup> of every month and payment will be on the 15<sup>th</sup> of every month.