

**SAMPLE** — tasks, frequency and reporting are agreed for each site.

# Commercial Cleaning Checklists and Reporting

Fillable sample pack · Version 1.1 · Prepared 23 October 2026

## Before you start

Download and save this file before completing it. For best results, open it in Adobe Acrobat Reader. Save a copy after entering your answers.

Completing this sample does not submit an enquiry or send information to Aussie Duo.

Aussie Duo Cleaning Service is a family-owned business, founded in 2013, cleaning offices, strata common areas, shopfronts and other agreed commercial sites across Canberra ACT and Queanbeyan NSW.

## 1 About these samples

### 1.1 What this pack shows

- Section 2 — Agreed Scope Schedule: the tasks included at a site, how often each is done, and the reporting the client receives.
- Section 3 — Visit Checklist: what our cleaner records at each visit, including any agreed task that could not be done and why.
- Section 4 — Quality Inspection: how cleaning is checked against the agreed scope and how anything that needs work is followed up.
- Section 5 — Client Visit Report: the short, factual report sent where reporting is agreed.

### 1.2 Please note

- Every commercial site has its own agreed scope. These samples do not set the inclusions of any contract, and not every visit includes a report or photos.
- Internal sections covering safety, site access and security are completed for every site but kept private, so they are not shown.
- On real jobs our team completes these forms in ServiceM8. This PDF is a separate sample: it does not connect to ServiceM8 and is not an operational record.

### 1.3 What the answer choices mean

|                       |                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------|
| <b>Included</b>       | Scope schedule: part of the site's signed or emailed agreement.                                  |
| <b>Optional extra</b> | Scope schedule: available, but not included unless agreed in writing.                            |
| <b>Not applicable</b> | Scope schedule and visit checklist: outside this site's agreed scope.                            |
| <b>Completed</b>      | Visit checklist: the task was done at this visit.                                                |
| <b>Not completed</b>  | Visit checklist: an agreed task was due at this visit but was not done. A reason is recorded.    |
| <b>Not due</b>        | Visit checklist: an agreed task not scheduled for this visit, e.g. a weekly task on another day. |

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## 2 Agreed Scope Schedule

Completed once for each site before work starts, and updated whenever the agreement changes. ServiceM8 Form 1A.

### 2.1 Site and agreement

|                                |                                                                                                                                           |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Site ID                        | <input type="text"/>                                                                                                                      |
| Client name                    | <input type="text"/>                                                                                                                      |
| Service address                | <input type="text"/>                                                                                                                      |
| Scope version<br>e.g. v1.0     | <input type="text"/>                                                                                                                      |
| Service agreement reference    | <input type="text"/>                                                                                                                      |
| Effective date<br>DD/MM/YYYY   | <input type="text"/>                                                                                                                      |
| Next review date<br>DD/MM/YYYY | <input type="text"/>                                                                                                                      |
| Reason for this version        | <input type="radio"/> New site <input type="radio"/> Scope change <input type="radio"/> Scheduled review <input type="radio"/> Correction |

### 2.2 Contacts

|                                         |                      |
|-----------------------------------------|----------------------|
| Site contact (name and role)            | <input type="text"/> |
| Site contact phone or email             | <input type="text"/> |
| Reporting contact (receives reports)    | <input type="text"/> |
| Reporting contact email                 | <input type="text"/> |
| Authorised contact for photo permission | <input type="text"/> |

### 2.3 Service schedule

How often we visit is set here. How often each task is done is set in 2.4 and 2.5 — a site can have daily visits while some tasks are weekly or monthly.

|                 |                                                                                             |
|-----------------|---------------------------------------------------------------------------------------------|
| Visit frequency | <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Other agreed |
|-----------------|---------------------------------------------------------------------------------------------|

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|                                                               |                                                                                                                                                                               |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Other agreed visit frequency</b><br>Only if "Other agreed" | <input type="text"/>                                                                                                                                                          |
| <b>Visit days</b>                                             | <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat |
| <b>Service time</b>                                           | <input type="radio"/> During business hours <input type="radio"/> After hours <input type="radio"/> Both                                                                      |
| <b>Agreed access window</b><br>Times only — no access details | <input type="text"/>                                                                                                                                                          |
| <b>Agreed exceptions</b><br>e.g. public holidays, shutdowns   | <input type="text"/>                                                                                                                                                          |

## 2.4 Regular tasks

Choose one status for each task. Choose a frequency only when the task is Included.

| Task and notes                                                                                                                                       | Status                                                                                                         | Task frequency                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Entry and reception</b>                                                                                                                           |                                                                                                                |                                                                                                                                                                                  |
| Spot-clean entry glass<br><br>Notes <input type="text"/>                                                                                             | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit <input type="radio"/> Weekly<br><input type="radio"/> Fortnightly <input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval |
| Wipe reception counter<br><br>Notes <input type="text"/>                                                                                             | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit <input type="radio"/> Weekly<br><input type="radio"/> Fortnightly <input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval |
| Clean entry mats<br><br>Notes <input type="text"/>                                                                                                   | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit <input type="radio"/> Weekly<br><input type="radio"/> Fortnightly <input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval |
| <b>Offices and desks</b>                                                                                                                             |                                                                                                                |                                                                                                                                                                                  |
| Wipe clear desks and workstations<br><i>Clear surfaces only. Papers, screens and personal items are not moved.</i><br><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit <input type="radio"/> Weekly<br><input type="radio"/> Fortnightly <input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval |
| Dust reachable surfaces and window sills<br><br>Notes <input type="text"/>                                                                           | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit <input type="radio"/> Weekly<br><input type="radio"/> Fortnightly <input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval |

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| Task and notes                                                                                                     | Status                                                                                                         | Task frequency                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kitchen and breakroom</b>                                                                                       |                                                                                                                |                                                                                                                                                                                        |
| Clean kitchen benches, sinks and tables<br>Notes <input type="text"/>                                              | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Wipe outside of fridge, microwave and appliances<br>Notes <input type="text"/>                                     | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Wipe cupboard fronts<br>Notes <input type="text"/>                                                                 | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Load or unload dishwasher<br><i>Optional extra only. Not included unless agreed.</i><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| <b>Bathrooms</b>                                                                                                   |                                                                                                                |                                                                                                                                                                                        |
| Clean toilets, basins and urinals<br>Notes <input type="text"/>                                                    | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Clean showers (where present)<br>Notes <input type="text"/>                                                        | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Wipe partitions and doors<br>Notes <input type="text"/>                                                            | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Refill agreed bathroom consumables<br>Notes <input type="text"/>                                                   | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Restock sanitary bins<br><i>Only if not serviced by another contractor.</i><br>Notes <input type="text"/>          | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |

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| Task and notes                                                                 | Status                                                                                                         | Task frequency                                                                                                                                                                         |
|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clean mirrors<br><br>Notes <input type="text"/>                                | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| <b>Meeting rooms</b>                                                           |                                                                                                                |                                                                                                                                                                                        |
| Wipe tables and chairs<br><br>Notes <input type="text"/>                       | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Tidy chairs to agreed layout<br><br>Notes <input type="text"/>                 | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| <b>Floors</b>                                                                  |                                                                                                                |                                                                                                                                                                                        |
| Vacuum carpets<br><br>Notes <input type="text"/>                               | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Mop hard floors<br><br>Notes <input type="text"/>                              | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Spot-clean marks on hard floors<br><br>Notes <input type="text"/>              | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| <b>Bins and waste</b>                                                          |                                                                                                                |                                                                                                                                                                                        |
| Empty bins and replace liners<br><br>Notes <input type="text"/>                | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| Place separated recycling in designated bins<br><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |

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| Task and notes                                         | Status                                                                                                         | Task frequency                                                                                                                                                                         |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Other site-specific tasks</b>                       |                                                                                                                |                                                                                                                                                                                        |
| <input type="text"/><br><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |
| <input type="text"/><br><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Every visit<br><input type="radio"/> Fortnightly<br><input type="radio"/> Other agreed interval<br><input type="radio"/> Weekly<br><input type="radio"/> Monthly |

## 2.5 Touch points

|                                                                               |                                                                                                                                                    |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Touch-point disinfection</b>                                               | <i>Included on every commercial clean, using the product the client chooses. No hospital-grade, sterilisation or germ-removal claims are made.</i> |
| <b>Agreed disinfectant product</b>                                            | <input type="text"/>                                                                                                                               |
| <b>Agreed touch points</b><br>e.g. door handles, light switches, lift buttons | <input type="text"/>                                                                                                                               |

## 2.6 Periodic tasks

None of these is standard. Each is agreed for the site. Choose an interval and first due date only when the task is Included.

| Task and notes                                                                                                                                                      | Status                                                                                                         | Interval and first due date                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>High dusting</b><br><i>Normal reach only. Ladders or other height equipment need a separate assessment and approval first.</i><br><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Skirting boards</b><br><br>Notes <input type="text"/>                                                                                                            | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Internal glass partitions</b><br><i>Glass walls and glass doors between rooms, reachable from the floor.</i><br><br>Notes <input type="text"/>                   | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |

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| Task and notes                                                                                                                                                               | Status                                                                                                         | Interval and first due date                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clean internal windows</b><br><i>Inside face of windows in external walls, reachable from the floor.</i><br>Notes <input type="text"/>                                    | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Wipe office doors and door frames</b><br>Notes <input type="text"/>                                                                                                       | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Wipe light switch plates and power point covers</b><br><i>For marks and dust. Touch-point disinfection is a separate, every-visit task.</i><br>Notes <input type="text"/> | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Vacuum upholstered chairs</b><br>Notes <input type="text"/>                                                                                                               | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Fridge clean-out</b><br><i>No food or containers are thrown out unless the client's written instructions say what may be removed.</i><br>Notes <input type="text"/>       | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Clean kitchen cupboard insides</b><br><i>The client empties the cupboards first. Nothing is removed by our team.</i><br>Notes <input type="text"/>                        | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <b>Dust vents and air grilles within reach</b><br>Notes <input type="text"/>                                                                                                 | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |
| <input type="text"/><br>Notes <input type="text"/>                                                                                                                           | <input type="radio"/> Included<br><input type="radio"/> Optional extra<br><input type="radio"/> Not applicable | <input type="radio"/> Weekly<br><input type="radio"/> Monthly<br><input type="radio"/> Other agreed interval<br>First due (DD/MM/YYYY)<br><input type="text"/> |

**Agreed exclusions**

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## 2.7 Consumables and products

|                                                                                 |                                                                                                                                            |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Who supplies consumables?</b><br>Paper towel, toilet paper, soap, bin liners | <input type="radio"/> Client <input type="radio"/> Aussie Duo <input type="radio"/> Split (see notes) <input type="radio"/> Not applicable |
| <b>Who replenishes them on site?</b>                                            | <input type="radio"/> Aussie Duo cleaner <input type="radio"/> Client staff <input type="radio"/> Split (see notes)                        |
| <b>Consumables notes</b>                                                        | <div></div>                                                                                                                                |
| <b>Client-preferred products, including disinfectant</b>                        | <div></div>                                                                                                                                |
| <b>Product suitable for the surfaces it will be used on?</b>                    | <input type="radio"/> Confirmed <input type="radio"/> Not yet confirmed <input type="radio"/> Not sure                                     |
| <b>Label directions available?</b>                                              | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure                                                          |
| <b>Safety data sheet (SDS) available?</b>                                       | <input type="radio"/> Yes <input type="radio"/> Requested <input type="radio"/> No                                                         |

## 2.8 Reporting arrangements

|                                                                      |                                                                                                                                                                                                                   |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Visit report timing</b>                                           | <input type="radio"/> After every visit <input type="radio"/> Weekly summary <input type="radio"/> Only when requested<br><input type="radio"/> Only when an issue occurs <input type="radio"/> No routine report |
| <b>Show completion times and visit duration in client reports?</b>   | <input type="radio"/> Yes <input type="radio"/> No                                                                                                                                                                |
| <b>Photos for service records</b>                                    | <input type="radio"/> Not permitted <input type="radio"/> Permitted with the limits below                                                                                                                         |
| <b>Photo permission confirmed by</b><br>Name and date                | <div></div>                                                                                                                                                                                                       |
| <b>Website or marketing use of photos</b>                            | <input type="radio"/> Not permitted <input type="radio"/> Separate written permission obtained                                                                                                                    |
| <b>Report delivery</b>                                               | <input type="radio"/> Email from ServiceM8 <input type="radio"/> Other agreed method                                                                                                                              |
| <b>Other agreed delivery method</b><br>Only if "Other agreed method" | <div></div>                                                                                                                                                                                                       |

Photos may show completed areas, cleaning issues, damage, maintenance needs and low supplies. They must not show people, computer screens, paperwork, keys or access systems.

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## 2.9 Quality inspections

|                                    |                                                                                  |
|------------------------------------|----------------------------------------------------------------------------------|
| <b>Inspections carried out by</b>  | <input type="radio"/> Business owner <input type="radio"/> Authorised supervisor |
| <b>Agreed inspection frequency</b> | <input type="text"/>                                                             |

Additional checks are made after a complaint or a recurring issue.

## 2.10 Service terms

- This schedule lists the agreed tasks. Tasks marked Optional extra or Not applicable are not included unless added in writing, including by email.
- Touch points are disinfected on every clean using the agreed product.
- Same-day satisfaction guarantee: before leaving, our team re-cleans anything that is not right. The five-day re-clean guarantee does not apply to commercial work.
- The service agreement has no lock-in. Either party can end it with two weeks' notice.
- We welcome feedback and use it to improve our service.

## 2.11 Scope approval

Each schedule is approved by the authorised client representative and Aussie Duo, by signature or by email. Approval confirms the tasks, frequencies and reporting. It does not limit either party's rights under the service agreement. Approval is recorded on the site's own copy, so this sample has no signature fields.

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

### 3 Visit Checklist

Completed by the assigned cleaner at each visit. Each site's own checklist shows only the tasks Included in its agreed scope; this sample lists every task. ServiceM8 Form 2.

This checklist records the visit. It is not an incident report, a safe work method statement (SWMS) or an emergency procedure. Arrival, access, hazard and security sections are part of every real checklist but are kept private, so they are not shown here.

#### 3.1 Visit details

|                                                 |                      |
|-------------------------------------------------|----------------------|
| <b>Site ID</b>                                  | <input type="text"/> |
| <b>ServiceM8 job number</b>                     | <input type="text"/> |
| <b>Cleaner</b>                                  | <input type="text"/> |
| <b>Visit date</b><br>DD/MM/YYYY                 | <input type="text"/> |
| <b>Start time</b><br>HH:MM — only where agreed  | <input type="text"/> |
| <b>Finish time</b><br>HH:MM — only where agreed | <input type="text"/> |

#### 3.2 Agreed tasks

Choose one status for each task. If an agreed task is due but not done, choose Not completed and give the reason.

| Task                       | Status                                                                                                                                    | Reason if not completed |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Entry and reception</b> |                                                                                                                                           |                         |
| Spot-clean entry glass     | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due | <input type="text"/>    |
| Wipe reception counter     | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due | <input type="text"/>    |
| Clean entry mats           | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due | <input type="text"/>    |
| Notes for this area        | <input type="text"/>                                                                                                                      |                         |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

| Task                                                                                                               | Status                                                                                                                                    | Reason if not completed |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Offices and desks</b>                                                                                           |                                                                                                                                           |                         |
| Wipe clear desks and workstations<br><i>Clear surfaces only. Papers, screens and personal items are not moved.</i> | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Dust reachable surfaces and window sills                                                                           | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area <input type="text"/>                                                                           |                                                                                                                                           |                         |
| <b>Kitchen and breakroom</b>                                                                                       |                                                                                                                                           |                         |
| Clean kitchen benches, sinks and tables                                                                            | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Wipe outside of fridge, microwave and appliances                                                                   | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Wipe cupboard fronts                                                                                               | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Load or unload dishwasher<br><i>Optional extra only. Not included unless agreed.</i>                               | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area <input type="text"/>                                                                           |                                                                                                                                           |                         |
| <b>Bathrooms</b>                                                                                                   |                                                                                                                                           |                         |
| Clean toilets, basins and urinals                                                                                  | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Clean showers (where present)                                                                                      | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Wipe partitions and doors                                                                                          | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Refill agreed bathroom consumables                                                                                 | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Restock sanitary bins<br><i>Only if not serviced by another contractor.</i>                                        | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

| Task                                                    | Status                                                                                                                                    | Reason if not completed |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Clean mirrors                                           | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area                                     |                                                                                                                                           |                         |
| <b>Meeting rooms</b>                                    |                                                                                                                                           |                         |
| Wipe tables and chairs                                  | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Tidy chairs to agreed layout                            | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area                                     |                                                                                                                                           |                         |
| <b>Floors</b>                                           |                                                                                                                                           |                         |
| Vacuum carpets                                          | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Mop hard floors                                         | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Spot-clean marks on hard floors                         | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area                                     |                                                                                                                                           |                         |
| <b>Bins and waste</b>                                   |                                                                                                                                           |                         |
| Empty bins and replace liners                           | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Place separated recycling in designated bins            | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due |                         |
| Notes for this area                                     |                                                                                                                                           |                         |
| <b>Touch points (every visit)</b>                       |                                                                                                                                           |                         |
| Agreed touch points disinfected with the agreed product | <input type="radio"/> Completed <input type="radio"/> Not completed                                                                       |                         |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

| Task                             | Status                                                                                                                                    | Reason if not completed |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Other site-specific tasks</b> |                                                                                                                                           |                         |
| <input type="text"/>             | <input type="radio"/> Completed <input type="radio"/> Not completed<br><input type="radio"/> Not applicable <input type="radio"/> Not due | <input type="text"/>    |

Periodic tasks are recorded on a separate periodic tasks checklist (ServiceM8 Form 3), not here.

### 3.3 Issues observed

|                                                                               |                                                    |
|-------------------------------------------------------------------------------|----------------------------------------------------|
| <b>Damage or maintenance issue seen on site (not caused by our team)?</b>     | <input type="radio"/> Yes <input type="radio"/> No |
| <b>Describe what you saw and where</b><br>Facts only — no guesses about cause | <input type="text"/>                               |
| <b>Low supplies?</b>                                                          | <input type="radio"/> Yes <input type="radio"/> No |
| <b>Which supplies are low?</b>                                                | <input type="text"/>                               |

### 3.4 Photos (only where the site permits photos)

|                             |                                                           |
|-----------------------------|-----------------------------------------------------------|
| <b>Photos taken?</b>        | <input type="radio"/> Yes <input type="radio"/> No photos |
| <b>Number of photos</b>     | <input type="text"/>                                      |
| <b>What the photos show</b> | <input type="text"/>                                      |

Photos may show completed areas, cleaning issues, damage, maintenance needs and low supplies. They must not show people, computer screens, paperwork, keys or access systems.

### 3.5 Finish

|                                                                   |                                                                                                                                             |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Final check: re-cleaned anything not right before leaving?</b> | <input type="radio"/> Re-cleaned before leaving <input type="radio"/> Nothing needed re-cleaning<br><input type="radio"/> Couldn't re-clean |
| <b>Why couldn't it be re-cleaned?</b>                             | <input type="text"/>                                                                                                                        |
| <b>Any agreed task left not completed or unresolved?</b>          | <input type="radio"/> Yes <input type="radio"/> No                                                                                          |
| <b>Supervisor notified?</b>                                       | <input type="radio"/> Yes <input type="radio"/> No                                                                                          |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

## 4 Quality Inspection

Completed by the business owner or an authorised supervisor at the frequency agreed for the site, and after complaints or recurring issues. ServiceM8 Form 4.

**This inspection checks cleaning against the site's agreed scope. It does not certify that the premises are free of all hazards.**

Rating scale: 3 = Meets the agreed standard · 2 = Minor correction needed · 1 = Does not meet the agreed standard · N/A = Outside the agreed scope, or Not assessed. Every rating is recorded on its own. There is no average or total score, so a rating of 1 stays visible until a re-check rates it 3.

### 4.1 Inspection details

|                                                        |                                                                                                                                                                           |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inspector role</b>                                  | <input type="radio"/> Business owner <input type="radio"/> Authorised supervisor                                                                                          |
| <b>Inspector name</b>                                  | <input type="text"/>                                                                                                                                                      |
| <b>Inspection date</b><br>DD/MM/YYYY                   | <input type="text"/>                                                                                                                                                      |
| <b>Site ID</b>                                         | <input type="text"/>                                                                                                                                                      |
| <b>Scope version</b>                                   | <input type="text"/>                                                                                                                                                      |
| <b>ServiceM8 job number</b>                            | <input type="text"/>                                                                                                                                                      |
| <b>Inspection type</b>                                 | <input type="radio"/> Scheduled <input type="radio"/> After complaint <input type="radio"/> After recurring issue<br><input type="radio"/> Re-check of earlier inspection |
| <b>Earlier inspection job number</b><br>Re-checks only | <input type="text"/>                                                                                                                                                      |
| <b>Photos permitted at this site?</b>                  | <input type="radio"/> Yes <input type="radio"/> No                                                                                                                        |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

## 4.2 Inspection item 1

|                                   |                                                                                                                                                                                                                                                                                                                                          |                      |                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| <b>Area</b>                       | <input type="radio"/> Entry and reception <input type="radio"/> Offices and desks<br><input type="radio"/> Kitchen and breakroom <input type="radio"/> Bathrooms <input type="radio"/> Meeting rooms<br><input type="radio"/> Floors <input type="radio"/> Bins and waste <input type="radio"/> Touch points <input type="radio"/> Other |                      |                      |
| <b>Task or item checked</b>       | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Rating</b>                     | <input type="radio"/> 3 – Meets the agreed standard <input type="radio"/> 2 – Minor correction needed<br><input type="radio"/> 1 – Does not meet the agreed standard<br><input type="radio"/> N/A – Outside the agreed scope <input type="radio"/> N/A – Not assessed                                                                    |                      |                      |
| <b>What you saw</b><br>Facts only | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Correction</b>                 | <input type="radio"/> Corrected during inspection <input type="radio"/> Not corrected — action needed                                                                                                                                                                                                                                    |                      |                      |
| <b>Action needed</b>              | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Responsible</b>   | <input type="text"/> |
| <b>Due date</b><br>DD/MM/YYYY     | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Re-check date</b> | <input type="text"/> |

## 4.3 Inspection item 2

|                                   |                                                                                                                                                                                                                                                                                                                                          |                      |                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| <b>Area</b>                       | <input type="radio"/> Entry and reception <input type="radio"/> Offices and desks<br><input type="radio"/> Kitchen and breakroom <input type="radio"/> Bathrooms <input type="radio"/> Meeting rooms<br><input type="radio"/> Floors <input type="radio"/> Bins and waste <input type="radio"/> Touch points <input type="radio"/> Other |                      |                      |
| <b>Task or item checked</b>       | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Rating</b>                     | <input type="radio"/> 3 – Meets the agreed standard <input type="radio"/> 2 – Minor correction needed<br><input type="radio"/> 1 – Does not meet the agreed standard<br><input type="radio"/> N/A – Outside the agreed scope <input type="radio"/> N/A – Not assessed                                                                    |                      |                      |
| <b>What you saw</b><br>Facts only | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Correction</b>                 | <input type="radio"/> Corrected during inspection <input type="radio"/> Not corrected — action needed                                                                                                                                                                                                                                    |                      |                      |
| <b>Action needed</b>              | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Responsible</b>   | <input type="text"/> |
| <b>Due date</b><br>DD/MM/YYYY     | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Re-check date</b> | <input type="text"/> |

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SAMPLE — tasks, frequency and reporting are agreed for each site.

#### 4.4 Inspection item 3

|                                   |                                                                                                                                                                                                                                                                                                                                          |                      |                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| <b>Area</b>                       | <input type="radio"/> Entry and reception <input type="radio"/> Offices and desks<br><input type="radio"/> Kitchen and breakroom <input type="radio"/> Bathrooms <input type="radio"/> Meeting rooms<br><input type="radio"/> Floors <input type="radio"/> Bins and waste <input type="radio"/> Touch points <input type="radio"/> Other |                      |                      |
| <b>Task or item checked</b>       | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Rating</b>                     | <input type="radio"/> 3 – Meets the agreed standard <input type="radio"/> 2 – Minor correction needed<br><input type="radio"/> 1 – Does not meet the agreed standard<br><input type="radio"/> N/A – Outside the agreed scope <input type="radio"/> N/A – Not assessed                                                                    |                      |                      |
| <b>What you saw</b><br>Facts only | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Correction</b>                 | <input type="radio"/> Corrected during inspection <input type="radio"/> Not corrected — action needed                                                                                                                                                                                                                                    |                      |                      |
| <b>Action needed</b>              | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Responsible</b>   | <input type="text"/> |
| <b>Due date</b><br>DD/MM/YYYY     | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Re-check date</b> | <input type="text"/> |

#### 4.5 Inspection item 4

|                                   |                                                                                                                                                                                                                                                                                                                                          |                      |                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| <b>Area</b>                       | <input type="radio"/> Entry and reception <input type="radio"/> Offices and desks<br><input type="radio"/> Kitchen and breakroom <input type="radio"/> Bathrooms <input type="radio"/> Meeting rooms<br><input type="radio"/> Floors <input type="radio"/> Bins and waste <input type="radio"/> Touch points <input type="radio"/> Other |                      |                      |
| <b>Task or item checked</b>       | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Rating</b>                     | <input type="radio"/> 3 – Meets the agreed standard <input type="radio"/> 2 – Minor correction needed<br><input type="radio"/> 1 – Does not meet the agreed standard<br><input type="radio"/> N/A – Outside the agreed scope <input type="radio"/> N/A – Not assessed                                                                    |                      |                      |
| <b>What you saw</b><br>Facts only | <input type="text"/>                                                                                                                                                                                                                                                                                                                     |                      |                      |
| <b>Correction</b>                 | <input type="radio"/> Corrected during inspection <input type="radio"/> Not corrected — action needed                                                                                                                                                                                                                                    |                      |                      |
| <b>Action needed</b>              | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Responsible</b>   | <input type="text"/> |
| <b>Due date</b><br>DD/MM/YYYY     | <input type="text"/>                                                                                                                                                                                                                                                                                                                     | <b>Re-check date</b> | <input type="text"/> |

Photos for an item are taken and stored in ServiceM8 where the site permits photos. This sample has four item slots; the ServiceM8 form has eight.

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SAMPLE — tasks, frequency and reporting are agreed for each site.

## 4.6 Close-out

|                                               |                                                                                                        |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Any item rated 1 that is not yet corrected?   | <input type="radio"/> Yes <input type="radio"/> No                                                     |
| Issue log reference for each uncorrected item | <input type="text"/>                                                                                   |
| Re-check outcome<br>Re-checks only            | <input type="radio"/> All items now meet the standard <input type="radio"/> Some items still need work |

## 5 Client Visit Report

The short, factual report sent where reporting is agreed for the site. Prepared by the office or supervisor after checking the cleaner's visit checklist. ServiceM8 Form 5.

### 5.1 Report details

|                                                   |                                                                                |
|---------------------------------------------------|--------------------------------------------------------------------------------|
| Client                                            | <input type="text"/>                                                           |
| Site name and address                             | <input type="text"/>                                                           |
| Site ID                                           | <input type="text"/>                                                           |
| Report covers                                     | <input type="radio"/> One visit <input type="radio"/> A period (e.g. one week) |
| Visit date<br>DD/MM/YYYY — one visit              | <input type="text"/>                                                           |
| Period start date<br>DD/MM/YYYY — a period        | <input type="text"/>                                                           |
| Period end date<br>DD/MM/YYYY — a period          | <input type="text"/>                                                           |
| Cleaner<br>First name only                        | <input type="text"/>                                                           |
| Times agreed for this site's reports?             | <input type="radio"/> Yes <input type="radio"/> No                             |
| Start and finish time<br>Only if times are agreed | <input type="text"/>                                                           |

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

## 5.2 Work completed

|                                                         |                                                                                                                                                                                               |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agreed tasks due</b>                                 | <input type="radio"/> All completed <input type="radio"/> Completed except those listed below                                                                                                 |
| <b>Summary of work completed</b>                        | <div></div>                                                                                                                                                                                   |
| <b>Touch points disinfected with the agreed product</b> | <input type="radio"/> Yes <input type="radio"/> No — see below                                                                                                                                |
| <b>Periodic tasks completed this visit</b>              | <div></div>                                                                                                                                                                                   |
| <b>Final check</b>                                      | <input type="radio"/> Re-cleaned anything not right before leaving<br><input type="radio"/> Nothing needed re-cleaning<br><input type="radio"/> Not all items could be re-cleaned — see below |

## 5.3 Tasks not completed

|                                      |             |
|--------------------------------------|-------------|
| <b>Task and reason</b><br>Facts only | <div></div> |
|--------------------------------------|-------------|

## 5.4 Issues observed

|                                                            |                                                                                                                                                                                                         |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Issues seen during the visit</b><br>Tick all that apply | <input type="checkbox"/> Damage seen on site <input type="checkbox"/> Maintenance needed <input type="checkbox"/> Access problem<br><input type="checkbox"/> Low supplies <input type="checkbox"/> None |
| <b>Description</b><br>What was seen and where              | <div></div>                                                                                                                                                                                             |
| <b>Photos</b><br>Only where permitted                      | <div></div>                                                                                                                                                                                             |

*These are things we noticed during the visit. Unless we say otherwise, they are observations only and were not caused by our team.*

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**SAMPLE** — tasks, frequency and reporting are agreed for each site.

## 5.5 Actions and next visit

|                                                     |                                                                       |
|-----------------------------------------------------|-----------------------------------------------------------------------|
| <b>Action taken during the visit</b>                | <div></div>                                                           |
| <b>Follow-up (who and when)</b>                     | <div></div>                                                           |
| <b>Next visit</b>                                   | <input type="radio"/> Confirmed <input type="radio"/> To be confirmed |
| <b>Next visit date</b><br>DD/MM/YYYY — if confirmed | <div></div>                                                           |

Questions or feedback? Call 02 5501 3316 or 0414 000 221, or email [info@aussieduocleaningservice.com.au](mailto:info@aussieduocleaningservice.com.au). We welcome feedback and use it to improve our service.

Where an agreement requires it, the real report includes a “received by” acknowledgement. It confirms the report was received; it does not waive any rights or confirm there are no hidden defects. This sample has no signature fields.

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