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New Cleaner Training Checklist

A cleaning company's reputation is only as good as its newest cleaner, who is often working alone in a client's home by week two. This checklist is for owners of residential and commercial cleaning companies training new staff. It covers what they need to know before going solo: products and safety, color codes, how to work through a home or office, keys and alarms, and what to report.

What you'll need

- Your product list, with the labels
- Color-coded cloths
- A home or office to train in
- Your client etiquette rules

Steps

01 **Go through every product they'll use and what it's for.**

Read the labels together: which surfaces, how much and how long to leave it.

> **Watch out:** Never mix products, especially bleach with anything else. The fumes are dangerous.

02 **Show them where to find gloves and how to carry products in the car.**

Lids closed, upright, and away from food and passengers.

03 **Teach the cloth color code and why it matters.**

For example red for toilets, blue for general surfaces. Have them say it back to you.

04 **Teach the order of work: top to bottom, dry to wet, far to near.**

Show it once in a real room, then let them do the next room.

05 **Have them shadow a full clean with an experienced cleaner.**

At least two homes or sites before they work with less supervision.

06 **Let them lead a clean while the trainer watches.**

The trainer only steps in for safety or to prevent damage. Feedback comes afterward.

07 **Explain how to handle client keys, codes and alarms.**

Keys are never labeled with the client's address. Codes are never written down in the car.

> **Watch out:** Losing a client's key can lose the contract. Keys stay on you, never in the car.

08 **Go through your client etiquette rules.**

Phone use, music, what to do if the client is home, pets, and never using the client's things.

09 **Show them how to report damage or breakages.**

A photo and a message to the office right away, before the client finds it.

10 **Show them how to log their time and mark a job as done.**

Use whatever app or sheet your company uses, and note any extras.

11 **Make sure they know what to do if they get hurt or feel unsafe.**

Stop, leave if needed and call the office. Safety comes before finishing the job.

12 **Sign them off to work alone after three cleans without problems.**

Write down the date and who signed them off.

How to adapt it

- Train in a real home or office, not just with a talk-through.
- Give them the client checklists before their first solo week.
- Check in after their first solo clean, and again after the first week.
- Ask clients for feedback on new cleaners during their first month.