

SERVICE LEVEL MATRIX:

<u>SERVICE</u>	SERVICE LEVEL				
	A High Traffic				
1. <u>GENERAL OFFICE AREAS</u>					
a. Vacuum carpeted floors	M/W/F				
b. Empty office trash, replace all liners and return receptacles to original location	Daily				
c. Empty recycling bins	Weekly				
d. Wet mop and remove scuff marks from all non-carpeted floors	Daily				
e. Clean and thoroughly polish drinking fountains	Daily				
f. Clean and disinfect all public counters	Daily				
g. Remove fingerprints from entrance glass	Daily				
h. Clean and disinfect doorknobs and light switches	Daily				
i. Spray buff all tile / terrazzo floor areas according to industry standards.	Weekly				
j. Clean vertical and/or mini blinds	Bi-Weekly				
k. Dust tops of desk areas in offices.	Weekly				
l. Clean and polish stainless steel, chrome, and brass surfaces, ensuring the polish does not stain or mark area around push plates or other fixtures.	Monthly				
m. Wipe down doors with non-abrasive cleaner	Monthly				
n. Wipe clean all vents and diffusers	Weekly				
o. Dust horizontal & vertical surfaces	Weekly				
p. Spot clean carpets	As Needed				
q. Vacuum with hand tool around copy machines and other equipment					
2. <u>CONFERENCE ROOMS:</u>					
a. Vacuum carpeted floors	Daily				
b. Empty trash, replace all liners and return receptacles to original location	Daily				
c. Damp mop and remove scuff marks from all non-carpeted floors	Daily				
d. Clean and disinfect conference tables	Daily				
e. Dust all ledges	Weekly				
f. Wipe clean all vents and diffusers	Weekly				
g. Clean glass cases	Monthly				
h. Dust horizontal & vertical surfaces	Weekly				
i. Spot clean carpets	As Needed				
		<u>SERVICE LEVEL</u>			

SERVICE	A				
	High Traffic				
3. REST ROOMS:					
a. Wet mop floors using a germicidal detergent solution	Daily				
b. Empty receptacle trash, replace liner	Daily				
c. Empty and clean sanitary napkin disposal units and wrap for separate disposal. Replace liners	Daily				
d. Clean and polish mirrors	Daily				
e. Clean and disinfect toilets and urinals, inside and out and install urinal deodorizer blocks as designated. Polish bright work. Clean toilet seats on both sides. Remove any rust, discoloration, and calcium build-up on/around bathroom fixtures with a non-acidic product. No chemicals are to be left in toilets or urinals or on fixture surfaces. Waterless urinals require special spray cleaning and maintenance.	Daily				
f. Wipe towel cabinets	Daily				
g. Check and refill all toilet paper, towel dispensers, hand soap dispensers, etc. Replacement soap cartridges shall be of the type designated for the dispenser.	Daily				
4. FITNESS CENTERS:					
h. Scrub shower walls and remove soap build-up using a disinfectant fungicide product REF: FITNESS CENTER SECTION (p. 31, Section B.8)	Daily				
i. Clean and disinfect sinks and countertops. Polish bright work.	Daily				
j. Wash entrance doors and walls with a disinfectant.	Weekly				
k. Pour a solution of germicidal detergent, previously approved by Facility Representative, down the floor drain to fill the drain trap.	Weekly				
l. Vacuum and wipe clean all vents and diffusers	Weekly				
m. Wipe clean partition tops, partition sides, ledges, vents, louvers in doors, tops of mirrors and lights.	Monthly				
n. Clean and polish stainless steel, chrome, and brass surfaces, insuring the polish does not stain or mark area around push plates or other fixtures.	Monthly				
o. Dust horizontal & vertical surfaces	Weekly				
p. Clean and disinfect trash receptacles	Monthly				
q. Machine scrub floors	Monthly				
r. Clean floor grout (see section 3 for detail)	Semi-Annually				

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	A High Traffic				
5. <u>KITCHENS AND BREAK ROOMS:</u>					
a. Empty kitchen trash and replace liners	Daily				
b. Wet mop non-carpeted floors	Daily				
c. Clean and disinfect sinks and counters	Daily				
d. Vacuum carpeted floors	Daily				
e. Wipe down outside of cabinetry	Weekly				
f. Clean vertical and/or mini blinds	Monthly				
g. Wipe clean all vents, diffusers, and exhaust hoods	Weekly				
h. Clean and polish stainless steel, chrome and brass surfaces, ensuring the polish does not stain or mark area around push plates or other fixtures.	Monthly				
i. Dust horizontal & vertical surfaces	Weekly				
j. Machine scrub floors	Monthly				
k. Clean floor grout (see section 3 for detail)	Semi-Annually				
6. <u>LOBBIES, ENTRANCES & VESTIBULES:</u>					
a. Vacuum carpeted floors	Daily				
b. Wet mop all non-carpeted floors	Daily				
c. Clean entrance glass doors and revolving glass doors. Clean framework, including transoms and sidelights- interior and exterior	Daily				
d. Clean ledges and moldings, inside and exterior of entry way doors	Daily				
e. Empty, replace liner, and clean outside of trash cans	Daily				
f. Clean, disinfect and polish all public telephones	Daily				
g. Clean all door brass and/or stainless brushed steel	Daily				
h. Empty all exterior ashtrays, recycling and trash receptacles of cigarette butts and debris	Daily				
i. Continuously dry mop non-carpeted lobby floor on rainy days, during normal business hours	As Needed				
j. Wipe clean and polish all glass and mirrored surfaces	Daily				
k. Remove unsightly soil, grass, leaves, cans, litter, etc. from the building exterior, patios, and surrounding areas. Maintain areas around all dumpsters free of litter, trash, etc. Police grounds, parking areas, sidewalks (adjacent to buildings out to the curbing of the sidewalks), exterior exit landings, and exterior stairs.	Daily				
l. Dust and wipe clean all flat surfaces, walls, windowsills, pillars and other flat areas	Weekly				

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7. LOBBIES, ENTRANCES & VESTIBULES(Con't)				
m. Machine scrub non-carpeted floors	Weekly			
n. Clean vertical and/or mini blinds	Weekly			
o. Wipe clean all vents and diffusers	Weekly			
p. Clean and polish stainless steel, chrome, and brass surfaces, ensuring the polish does not stain or mark area around push plates or other fixtures	Monthly			
q. Dust horizontal & vertical surfaces	Weekly			
r. Wash all public waste receptacles	Quarterly			
s. Spot clean carpets	As Needed			
t. Clean floor grout (see section C3 for detail)				
u. Sweep NW laundry room area concrete floor (Building 16 only)				
8. CORRIDORS:				
a. Vacuum carpeted floor	Daily			
b. Damp mop and/or spray buff all non-carpeted floors	Daily			
c. Empty, replace liner and wipe trash receptacles	Daily			
d. Wipe clean all vents and diffusers	Weekly			
e. Clean and polish stainless steel, chrome, and brass surfaces, ensuring the polish does not stain or mark area around push plates or other fixtures.	Monthly			
f. Dust horizontal & vertical surfaces	Weekly			
g. Spot clean carpets	As Needed			
h. Clean vertical and/or mini blinds	Weekly			
i. Wax and strip non-carpeted floors per the Floor Care Section, (see section C3 for detail)				
9. STAIRWAYS:				
a. Sweep or vacuum steps and landings	M/W/F			
b. Wipe banisters and ledges	M/W/F			
c. Wet mop non-carpeted stairs and landings	Weekly			
d. Wipe and clean all railings and doors	Weekly			
e. Wipe clean all vents and diffusers	Weekly			
f. Clean and polish stainless steel, chrome, and brass surfaces, ensuring the polish does not stain or mark area around push plates or other fixtures.	Monthly			
g. Dust horizontal & vertical surfaces	Weekly			
h. Spot clean carpets	As Needed			

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	A High Traffic				
10. ELEVATORS:					
a. Wipe elevator cab walls to keep high sheen and to remove fingerprints	M/W/F				
b. Clean and disinfect control button panel	M/W/F				
c. Vacuum carpeted floor, wet mop non-carpeted floors	M/W/F				
d. Clean and vacuum all door tracks and polish all door interior and exterior surfaces	M/W/F				
e. Wipe mirrored surfaces in the elevator cabs	M/W/F				
f. Wipe clean all ledges, vents and diffusers	Weekly				
g. Clean and polish stainless steel, chrome, and brass surfaces, insuring the polish does not stain or mark area around push plates or other fixtures.	Monthly				
h. Dust horizontal & vertical surfaces	Weekly				
i. Spot clean carpets	As Needed				
11. GENERAL WAREHOUSE AREA:					
a. Empty trash, replace all liners and return receptacles to original location.					
b. Clean and thoroughly polish drinking fountains					
c. Sweep, wet mop and remove scuff marks from all non-carpeted floors					
d. Wipe clean all vents and diffusers					