

How To **BUILD A RESTAURANT Cleaning Program**

**That Protects Your Reputation &
Why Your Cleaning Program
Matters More Now Than Ever**



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THAT PROTECTS YOUR REPUTATION AND WHY YOUR
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Welcome

Let's face it—health inspections matter, but in today's review-driven world, a single customer comment about a dirty dining room or a sticky soda station can tank your reputation faster than a health inspection.

You may pass every inspection with flying colors, but if a guest spots build up or feels like your cleaning program is lacking, *they will leave a negative review or post a complaint online*. And when that review hits Yelp, Google, or TikTok, it can spread like grease in a fryer.

That's Why

A rock-solid, visible, and *actively managed* cleaning program isn't just part of food safety—it's a cornerstone of your brand.



3 Pillars of an Effective Restaurant Cleaning Program:

1. Create a Master Cleaning Schedule (W3H Method)
2. Train Your Restaurant Staff -Then Keep Training Them
3. Monitor, Inspect, and Adjust Your Program

The 3 Pillars of an Effective Restaurant Cleaning Program:

Let's break these down.

#1

Create a Master Cleaning Schedule (W3H Method)

A good cleaning schedule is more than a checklist taped to a board in the hallway—it's a roadmap for consistent cleanliness. Use W3H:



What: Identify every area and item that needs regular cleaning—from ceiling tiles to floor drains, and everything in between.



Who: Assign responsibilities clearly. If the drink station is in the FOH, make sure FOH staff—not BOH—are responsible for cleaning the drink station. You can even drill down to specific shifts and positions. An example would be (End-of-night front counter staff, cleaning the drink station daily, belongs to you.)



When: This is where most programs fall apart. A task without a timeline is just a wish. Make cleaning part of the daily, weekly, and monthly routine—not a "when-we-have-time" afterthought.



How: Give clear instructions. What tools should be used? Which chemicals? Are there safety steps? Spell it all out.

#2

Train Your Restaurant Staff – Then Keep Training Them

Don't just hand over the schedule—teach it.

Break training into bite-sized, position-specific lessons so it sticks. If a staff member knows what's expected, how to do it, and why it matters, they're far more likely to follow through.

Refresher training is also key—don't wait for standards to slip before retraining.



#3

Monitor, Inspect, and Adjust Your Program

YOU CAN HAVE THE BEST-WRITTEN CLEANING SCHEDULE IN THE WORLD, BUT IF NO ONE'S CHECKING UP ON IT, IT BECOMES WALLPAPER.



- **Inspect daily.** Walk the floor. Check the corners. Is the cleaning being done—and done right?
- **Review the checklist.** Daily. No exceptions.
- **Adapt when needed.** If you change the menu, buy new equipment, or rearrange your kitchen—your cleaning program might need an update.
- **Talk to your team.** They're on the front lines and often know what's working and what isn't. Their input can make your program smarter and more efficient.

Final Thought: Cleanliness is Your First Impression



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CUSTOMERS NOTICE

Customers notice when your floors shine and your ceilings are spotless. They notice when your drink station is sparkling clean. And just as quickly, they notice when it's not.



Stay ahead of both the inspector and someone posting reviews online. A clean operation builds trust, wins reviews, and keeps your business thriving.

We help restaurants build and maintain effective cleaning programs that protect their reputation and inspection scores.




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