

Updated July 24th 2025

PRO \$ RFP

AT&T Scope of Work

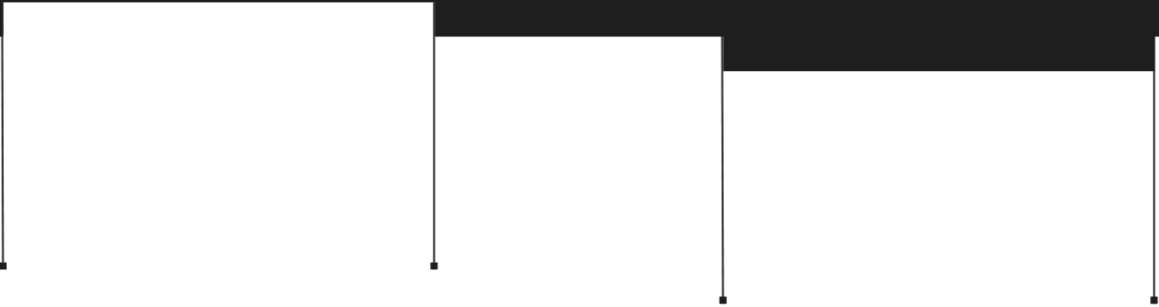
This Scope of Work gives you clear instructions on what to clean, how often, and what tools to use at AT&T retail stores.

Each section includes tasks, supply basics, and a “Post Cleaning Goals” summary so you know what the space should look, smell, and feel like when finished.

From restrooms to sales floors, your work keeps the store clean, safe, and professional.

Follow the tasks closely, double-check your work, and reach out if anything is unclear.

— Pro RFP Team



1. Exterior Areas

Frequency of Service:

- **Daily**

Tasks:

- ☐ Remove trash and debris from the front and surrounding areas.

Basic Supplies & Equipment:

- Outdoor broom and dustpan
- Trash grabbers
- Exterior trash liners
- Heavy-duty outdoor trash bags
- PPE (gloves, mask)

Post Cleaning Goals:

- Exterior should be free of litter, debris, and clutter.
 - Walkways and entrance areas should be clean and welcoming.
 - No visible trash, and trash bins should not overflow.
 - The area should feel well-maintained and smell neutral or fresh.
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2. Interior (General)

Frequency of Service:

- **Daily**

Tasks:

- ☐ Remove all trash and empty boxes (boxes must be broken down)

- ☐ Wipe glass entrance doors with approved glass cleaner

Basic Supplies & Equipment:

- Trash bags and liners
- Box cutter
- Glass cleaner and microfiber cloths
- PPE

Post Cleaning Goals:

- No loose trash or boxes left anywhere.
 - Entry glass should be crystal clear—no fingerprints, smudges, or dust.
 - The area should smell fresh and appear uncluttered and inviting.
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3. Restroom

Frequency of Service:

- **Daily**

Tasks:

- ☐ Clean and disinfect all fixtures (toilets, sinks, urinals)
- ☐ Damp wipe ledges, tile walls, partitions, and doors
- ☐ Spot clean light switches and walls
- ☐ Sweep and mop floor
- ☐ Polish mirrors, chrome, dispensers, shelves
- ☐ Refill all consumables (toilet tissue, soap, towels, seat covers)
- ☐ Check dispensers for proper function

- ☐ Replace all trash liners
- ☐ Clean and disinfect floor drains

Basic Supplies & Equipment:

- Germicidal detergent/disinfectant
- Toilet bowl acid cleaner
- Mop and bucket (with germicidal cleaner)
- Scrubbing pads and brushes
- Glass cleaner
- Trash liners
- Paper and soap stock
- PPE

Post Cleaning Goals:

- Restrooms should shine and be odor-free.
 - Mirrors and chrome should be polished.
 - Floors dry with no mop streaks.
 - Trash bins empty and lined.
 - Smells clean and sanitary, feels hygienic.
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4. Break Room

Frequency of Service:

- **Daily**

Tasks:

- ☐ Remove trash and replace liners

- ☐ Clean countertops, tables, chairs, microwaves, refrigerators
- ☐ Sweep and mop floors with germicide
- ☐ Clean tight corners, baseboards, and equipment bases

Basic Supplies & Equipment:

- Germicidal surface cleaner
- Degreaser (for microwave/refrigerator)
- Mop and bucket
- Scrubbing pads and brushes
- Microfiber cloths
- Trash bags
- PPE

Post Cleaning Goals:

- Surfaces should be clean and streak-free.
 - Microwaves and fridges should be spotless and odor-free.
 - The room should smell clean, feel fresh, and look tidy and safe for eating.
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5. Inventory Room

Frequency of Service:

- **Daily**

Tasks:

- ☐ Remove trash and debris
- ☐ Sweep and mop floors
- ☐ Deep clean along baseboards and tight spaces

Basic Supplies & Equipment:

- Broom/dust mop
- Mop and bucket
- Germicidal cleaner
- Scrub brush
- Trash bags
- PPE

Post Cleaning Goals:

- Floor should be fully cleaned, especially edges.
 - No dust or debris should remain.
 - Should smell neutral and appear organized.
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6. Sales Floor (Retail Area / Front of House)

Frequency of Service:

- **Daily**

Tasks:

- ☐ Vacuum all carpeted areas (including behind wall units)
- ☐ Spot clean carpets with SHAW kit
- ☐ Wipe all horizontal surfaces, glass, countertops
- ☐ Dust shelves, slat walls, table bases
- ☐ Sweep hard surfaces
- ☐ Clean baseboards and corners
- ☐ Remove scuff marks and debris from walls/doors

- ☐ Replace trash liners

Basic Supplies & Equipment:

- Commercial vacuum with attachments
- SHAW carpet kit
- Microfiber cloths
- Glass cleaner
- Treated dust mops
- All-purpose cleaner
- Trash bags
- PPE

Post Cleaning Goals:

- Floors free of debris, vacuum lines visible.
 - Glass and surfaces smudge-free.
 - Retail space should sparkle and smell subtly fresh.
 - Room should feel professionally maintained.
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7. Floor & Carpet Maintenance / Fixtures / Windows

Frequency of Service:

- **Strip & Wax:** Twice per year (Oct/Nov and Mar/Apr)
- **Spray Buff:** Once per year (July/Aug)
- **Carpet Extraction:** Twice per year (Oct/Nov and Mar/Apr)
- **Air Vents:** Quarterly (March, June, Sept, Dec)
- **Light Fixtures:** Semi-Annually (June and Dec)

- **Windows (interior & exterior):** Monthly

Tasks:

- ☐ Perform deep floor maintenance
- ☐ Clean air vents and light fixtures inside and out
- ☐ Deep clean windows and ledges

Basic Supplies & Equipment:

- Floor buffer/stripper machine
- Floor wax and stripper
- Carpet extractor
- Ladder
- Glass cleaner
- Treated dusters
- Disinfectant spray
- PPE (especially for overhead work)

Post Cleaning Goals:

- Floors should gleam with no buildup.
- Windows crystal clear.
- Fixtures and vents dust-free.
- The store should feel bright, clean, and smell lightly disinfected.