

Updated July 24th 2025

PRO \$ RFP

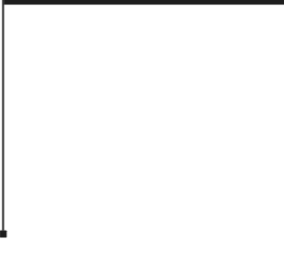
JCPenney Scope of Work

This Scope of Work tells you exactly what to clean, how often, and in which area of the JCPenney store. Tasks are grouped by location — like restrooms, fitting rooms, and sales floor — and clearly assigned by frequency so there's no confusion.

Each section includes a “Post Cleaning Goals” summary to show you what the space should look, smell, and feel like when the job is done.

JCPenney performs monthly audits, so follow the scope closely, complete each task thoroughly, and ask if anything is unclear. Your work directly affects how customers and staff experience the store — and we're here to support you.

— Pro RFP Team



1. SALONS / DISPENSARY

Daily:

- ☐ Remove all trash
- ☐ Clean drinking fountains
- ☐ Spot clean structural surfaces (walls, partitions, doors)

5x Weekly:

- ☐ Sweep or dust mop hard surface floors (HSF)

2–3x Weekly:

- ☐ Damp or wet mop HSF

Weekly:

- ☐ Clean all mirrors and interior glass (up to 12 ft)
- ☐ Vacuum salon mats
- ☐ Vacuum carpet

As Needed:

- ☐ Spot clean carpet

Monthly:

- ☐ Dust visible horizontal surfaces
- ☐ Wipe down salon chair chrome bases
- ☐ Dust or clean light fixtures, vents, ducts, and headers (up to 12 ft)
- ☐ Dry or spray buff HSF

Basic Equipment & Supplies Needed:

- Dust mop and wet mop
- Neutral floor cleaner
- Vacuum with hose attachment
- Glass cleaner and microfiber cloths
- Carpet spot remover
- Chrome polish or wipes
- Extension duster (up to 12 ft)
- Floor buffer or spray buffing machine

Post Cleaning Goals:

- Dry, clean floors with visible shine
- Mirrors and glass smudge-free
- No visible dust, hair, or debris
- Chrome is polished and bright

2. ENTRANCES

Daily:

- ☐ Empty all interior and exterior trash
- ☐ Pan and broom all HSF
- ☐ Clean drinking fountains

3x Weekly:

- ☐ Spot clean carpet
- ☐ Vacuum carpets and mats
- ☐ Clean all glass and mirrors

2x Weekly:

- ☐ Spot clean walls and floors
- ☐ Sweep/dust mop HSF
- ☐ Damp/wet mop HSF

Weekly:

- ☐ Empty all ashtrays

Monthly:

- ☐ Dust horizontal surfaces (up to 12 ft)
- ☐ Clean mall door tracks
- ☐ Clean/dust light fixtures, vents, and headers
- ☐ Clean stairwell floors, rails, guards, and baseboards
- ☐ Machine scrub HSF
- ☐ Dry/spray buff HSF

Basic Equipment & Supplies Needed:

- Trash liners
- Broom, dustpan, dust mop
- Wet mop and bucket
- Glass cleaner
- Carpet spot cleaner
- Vacuum
- Ashtray vacuum or scoop
- Scrubber and buffer machine

Post Cleaning Goals:

- Entry glass should be streak-free

- No debris or sticky residue on floors or mats
 - Air should be neutral, with no smell
 - Entry should feel clean and welcoming
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3. RESTROOMS

Daily:

- ☐ Disinfect and clean all fixtures, shelves, dispensers, partitions, kickplates, walls, and doors
- ☐ Sweep and mop all floors
- ☐ Restock paper, soap, and sanitary products (except feminine hygiene)
- ☐ Empty trash
- ☐ Clean mirrors and glass
- ☐ Spot clean all surfaces

Weekly:

- ☐ Deep clean toilet bowls and urinals
- ☐ Dust horizontal surfaces

3x Year:

- ☐ Machine scrub floors

Basic Equipment & Supplies Needed:

- Disinfectant restroom cleaner
- Toilet bowl acid cleaner
- Mop and bucket
- Restroom consumables
- Trash liners
- Glass cleaner
- PPE

Post Cleaning Goals:

- Restroom should be fully sanitized, odor-free, and dry
 - Fixtures should be polished, dry, and functional
 - Paper supplies fully stocked
 - No splashes, stains, or clutter
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4. FITTING ROOMS

Daily:

- ☐ Remove all trash

- ☐ Remove pins from seats, walls, and collection bins
- ☐ Spot clean walls, doors, benches
- ☐ Sweep and spot mop HSF
- ☐ Vacuum carpets as needed
- ☐ Spot clean carpets as needed
- ☐ Spot clean mirrors and glass up to 6 ft

Weekly:

- ☐ Clean all glass and mirrors fully

Monthly:

- ☐ Dust horizontal surfaces
- ☐ Dry or spray buff HSF

Quarterly:

- ☐ Extract carpet

Basic Equipment & Supplies Needed:

- Dust mop, wet mop
- Neutral cleaner
- Carpet vacuum
- Carpet extractor (quarterly)
- Spot cleaner
- Glass cleaner and microfiber
- Duster
- Buffer machine

Post Cleaning Goals:

- Mirrors and glass are spotless and streak-free
- Floors free of dust, debris, and hair
- No pins or items left behind
- Room should feel fresh and clean for the next customer

5. SALES FLOOR

Daily:

- ☐ Remove trash
- ☐ Clean drinking fountains
- ☐ Pan and broom carpeted areas not vacuumed
- ☐ Dust mop all main aisles
- ☐ Vacuum 1/7th of carpet per daily schedule

4–5x Weekly:

- ☐ Spot mop main and interior aisles
- ☐ Dust mop departments and inner aisles

2–3x Weekly:

- ☐ Spot clean structural surfaces
- ☐ Spot clean carpets
- ☐ Clean customer-used stairwells: floors, rails, baseboards
- ☐ Machine scrub HSF

Weekly:

- ☐ Clean interior glass and mirrors

Twice Monthly:

- ☐ Dust visible structural horizontal surfaces

Monthly:

- ☐ Dust or clean light fixtures, returns, and headers (up to 12 ft)
- ☐ Dry or spray buff HSF (waxable only)

Annually:

- ☐ Strip and wax floors (4 coats)
- ☐ Extract carpets (excluding fitting rooms)
- ☐ Recoat associate/non-associate floors (2 coats)

Basic Equipment & Supplies Needed:

- Dust mop and wet mop
- Spot remover
- Vacuum with scheduling plan
- Scrubber machine
- Glass cleaner
- Buffer or spray buff system

Post Cleaning Goals:

- Floors clean with visible shine or buff, carpets free of visible debris
 - Glass and mirrors spotless
 - Surfaces dust-free, air fresh or neutral
 - Store feels clean and maintained in all public areas
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6. PUBLIC ESCALATORS & ELEVATORS

Daily:

- ☐ Clean control panels, walls, doors, trim, guards, handrails, treads, and escalator sides

2x Weekly:

- ☐ Clean elevator floors, corners, landings, and edges

Twice Monthly:

- ☐ Deep clean freight/non-public thresholds, guards, treads, and full interiors

Quarterly:

- ☐ Vacuum elevator ceiling panels

Basic Equipment & Supplies Needed:

- Microfiber cloths
- Disinfectant
- Detail brushes
- Vacuum (with extension tools)

Post Cleaning Goals:

- Surfaces streak-free and fingerprint-free
 - Railings and treads free of dirt or gum
 - Elevator floors spotless and odor-free
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7. ASSOCIATE BREAKROOM / NON-OFFICE AREAS

Daily:

- ☐ Remove trash
- ☐ Spot clean carpet

5x Weekly:

- ☐ Vacuum carpeted floors

2x Weekly:

- ☐ Sweep/dust mop HSF
- ☐ Clean and disinfect sinks, shelves, brightwork, dispensers, door handles
- ☐ Spot clean vertical and horizontal surfaces

Weekly:

- ☐ Damp mop HSF
- ☐ Clean all interior mirrors and glass

Monthly:

- ☐ Dust accessible horizontal surfaces
- ☐ Dry or spray buff HSF

Basic Equipment & Supplies Needed:

- Vacuum
- Mop and bucket
- Surface disinfectant
- Glass cleaner
- Trash liners
- Duster
- Buffer (monthly)

Post Cleaning Goals:

- Breakroom feels clean, safe, and fresh
 - Surfaces free of food debris and dust
 - No odors, floor has clean finish
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8. ASSOCIATE OFFICE AREA

Weekly:

- ☐ Sweep/dust mop HSF
- ☐ Damp mop HSF
- ☐ Remove trash and recycling

Twice Monthly:

- ☐ Vacuum carpet

Monthly:

- ☐ Dry or spray buff HSF

Basic Equipment & Supplies Needed:

- Mop system
- Trash liners
- Carpet vacuum
- Buffer (monthly)

Post Cleaning Goals:

- ☐ Office clean, quiet, and orderly
 - ☐ No visible dust, trash or odor
 - ☐ Floors lightly shined or well maintained
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9. PROJECT WORK (Scheduled)

Quarterly:

- ☐ Power wash entrances (weather/water dependent)
- ☐ Carpet extraction in fitting rooms
- ☐ Light fixture cleaning (under 12 ft)
- ☐ Vacuum elevator ceilings

3x Year:

- ☐ Scrub restroom floors
- ☐ Clean vestibule mats

Semi-Annually:

- ☐ Clean ceiling panels, vents, headers
- ☐ Clean all salon exterior/interior glass
- ☐ Clean all other exterior glass

Annually:

- ☐ Clean employee stairways
- ☐ Scrub/recoat associate and non-associate floors
- ☐ Strip/wax floors (4 coats)
- ☐ Extract carpet (non-fitting room)

Basic Equipment & Supplies Needed:

- Power washer
- Floor scrubber & buffer
- Carpet extractor
- Long pole dusters
- PPE for high dusting or water work

Post Cleaning Goals:

- All deep-clean areas should feel like new
- No buildup, discoloration, or dullness
- Restored appearance in both high-traffic and overlooked spaces