

Updated 01/07/2026

# PRO \$ RFP

PetSmart

## Janitorial Scope

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This Scope of Work is designed for PetSmart retail stores, a high-traffic pet specialty environment that includes sales floors, grooming salons, training areas, restrooms, and receiving spaces.

This guide is written specifically for janitorial service technicians and must be followed by area and by assigned frequency (daily, weekly, monthly, recovery, or on-demand). All tasks must be completed using PetSmart-approved chemicals and required equipment, with close attention to safety, sanitation, and appearance.

The objective is to maintain a visibly clean, odor-free, and customer-ready store at all times while supporting PetSmart's brand standards, customer experience, and animal health considerations.

# 1. Entrance & Vestibule Areas

## Daily Tasks

- Clean interior and exterior glass doors, frames, and push plates (up to 8 ft).
- Vacuum door tracks and entry mats.

## Weekly Tasks

- Remove shopping carts to sweep and auto scrub cart storage areas.

## Monthly Tasks

- Clean interior and exterior entrance glass up to 20 ft, including frames and doors.

## Equipment & Supplies Needed

- Backpack or upright vacuum.
- Auto scrubber.
- Microfiber cloths.
- PetSmart-approved glass cleaner.

## Post Cleaning Goals

- Entry glass is streak-free and clear.
  - Mats and tracks are free of debris.
  - Entrance presents a clean, welcoming first impression.
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# 2. Sales Floor & Pet Training Areas

## Daily Tasks

- Dust mop and auto scrub all sales floor hard surfaces.
- Vacuum under gondola kick plates (rotate sections daily to complete entire store weekly).
- Auto scrub fish department floors using approved pads.
- Wet mop pet training areas.

## Weekly Tasks

- Clean and sanitize all training area surfaces and floors, including baseboards.

## Equipment & Supplies Needed

- Auto scrubber with PetSmart-approved pads.
- Dust mop and wet mop.
- Backpack vacuum.

## Post Cleaning Goals

- Floors are evenly cleaned with no residue or streaks.
  - Fish and training areas are visibly sanitized.
  - No debris under fixtures or shelving.
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## 3. Grooming Salon

### Daily Tasks

- Dust mop and wet mop all grooming salon floors.
- Empty and sanitize all trash receptacles.

### Monthly Tasks

- Auto scrub grooming lobby areas.

### Equipment & Supplies Needed

- Wet mop and bucket.
- Auto scrubber.
- Disinfectant cleaner.

### Post Cleaning Goals

- Floors are clean, dry, and odor-free.
  - Trash removed with liners replaced.
  - Grooming area appears sanitary and professional.
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## 4. Restrooms

### Daily Tasks

- Clean and sanitize toilets, urinals, sinks, counters, changing stations, partitions, and walls.
- Clean mirrors.
- Dust mop and wet mop restroom floors.
- Empty trash and sanitize receptacles.
- Refill soap, paper products, and sanitary napkins.

### Monthly Tasks

- Scrub floors to remove embedded dirt and debris.
- Clean and sanitize doors, partitions, and plumbing hardware.
- Vacuum, wipe, and clean all ceiling vents.

## **Equipment & Supplies Needed**

- Bowl cleaner and disinfectant.
- Mop and bucket.
- Microfiber cloths.
- PPE and paper product refills.

## **Post Cleaning Goals**

- Restrooms are fully sanitized and stocked.
  - Fixtures are streak-free and odor-free.
  - Floors show no buildup or residue.
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## **5. Manager's Office, Copy Room & Associate Areas**

### **Daily Tasks**

- Dust mop and wet mop all floors.
- Empty trash and sanitize receptacles.

### **Weekly Tasks**

- Clean glass and wipe window frames.
- Clean and sanitize countertops, sinks, refrigerators, and microwaves.
- Clean vending machine glass.
- Dust horizontal surfaces and spot clean walls.

### **Monthly Tasks**

- Pull out refrigerator and clean exterior surfaces thoroughly.

## **Equipment & Supplies Needed**

- Microfiber cloths.
- Neutral cleaner and disinfectant.
- Wet mop and bucket.

## **Post Cleaning Goals**

- Break and office areas are clean and hygienic.
  - Appliances are free of residue and fingerprints.
  - Trash removed and odors controlled.
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## 6. Register Areas

### Daily Tasks

- Empty trash and sanitize receptacles.

### Weekly Tasks

- Clean and sanitize register partitions.
- Scrub register floor areas.

### Equipment & Supplies Needed

- Disinfectant cleaner.
- Microfiber cloths.
- Mop and bucket.

### Post Cleaning Goals

- Registers appear clean and professional.
  - High-touch surfaces sanitized.
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## 7. Fish Department Floors

### Weekly Tasks

- Clean floors using deck brush only.
- Wet mop to remove residue.

### Equipment & Supplies Needed

- Deck brush.
- Wet mop and bucket.

### Post Cleaning Goals

- Fish floors are slip-resistant and residue-free.
  - Area is clean without surface damage.
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## 8. Janitorial Closet

### Daily Tasks

- Empty and rinse mop buckets and mops.

- Maintain closet in a neat and orderly condition.
- Clean auto scrubber recovery tank and rinse pads; allow to air dry.

## **Weekly Tasks**

- Clean and sanitize janitorial sink, floor drain, and walls.

## **Equipment & Supplies Needed**

- Cleaning brushes.
- Disinfectant.
- PPE.

## **Post Cleaning Goals**

- Equipment is clean and properly stored.
  - No odors or chemical residue present.
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## **9. Receiving Area**

### **Monthly Tasks**

- Vacuum entire receiving area perimeter.
- Vacuum under and around steel racking, docks, and doors.

### **Equipment & Supplies Needed**

- Backpack vacuum.

### **Post Cleaning Goals**

- Receiving area free of dust and debris.
  - Clear pathways and clean dock zones.
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## **General Equipment & Supplies Checklist**

- Auto scrubber (ISP or PetSmart supplied per store phase).
  - Backpack and upright vacuums.
  - Wet mops, dust mops, buckets, wringers.
  - Microfiber cloths and deck brushes.
  - PetSmart-provided chemicals only.
  - Required PPE and wet floor signage.
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## **Post Cleaning Goals Summary**

- Floors are clean, dry, and streak-free throughout the store.
- Restrooms and grooming areas are sanitized and odor-free.
- Trash removed, liners replaced, and bins wiped.
- High-touch surfaces cleaned and disinfected.
- Store is customer-ready, safe, and compliant with PetSmart standards.