



# **US Cellular Janitorial Scope – Daily SOP**

**“Clean Smart. Prove It. Lock It Down.”**



# **CONSISTENCY**



# CONSISTENCY<sup>^</sup>



**Attention to detail**

**CONSISTENCY** ^



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**CONSISTENCY** ^



**Attention to detail**

**CONSISTENCY** ^



Attention to detail

**CONSISTENCY** ^

*Built to Impress*

Attention to detail  
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# CONSISTENCY

*Built to Impress*

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Attention to detail  
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# CONSISTENCY

*Cleaned to keep it that way.*

Teamwork & Professionalism





# Clean Smart

ProSupport 1 302-265-3786

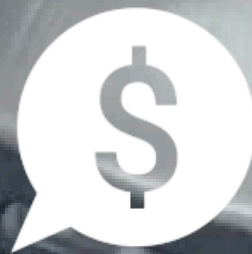
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# Prove It

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# Lock It Down

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Middletown, Delaware

## **US Cellular Janitorial Scope – Daily SOP**



**Lock it down. Because first impressions... aren't just for day one.**

### **Who's Cleaning?**

**This scope is typically covered by one or two cleaners, depending on store size. The goal is to fully clean and disinfect high-traffic and back-of-house areas while keeping the space presentable for staff and customers.**



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## When to Clean?

- Clean after 7:00 PM and be finished before 8:00 AM the next day.
- No cleaning during store hours.
- Stick to the schedule—missed work must be corrected the same night.

## Clock In & Out – KBS Presence Required

### First-Time Setup:

1. Download KBS Presence (App Store or Google Play).
2. Allow location access.
3. Enter:
  - Vendor ID: 905911
  - Crew ID: 3661
4. Tap Update Profile to finish setup.

### Every Shift:

1. Arrive at the site (within 300 meters).
2. Wait for Clock In to turn blue with the store address.
3. Tap it, pick your job code, and begin cleaning.
4. When done, tap Clock Out and screenshot the clock-out screen.



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## Document with ProUpload

### After cleaning:

1. Take 2–3 clear photos of finished work (front area, restrooms, floor, etc.).
2. Go to [www.prorfp.com/upload](http://www.prorfp.com/upload).
3. Fill in:
  - State
  - City
  - Service
  - Site ID
4. Upload:
  - Your cleaning photos
  - Your KBS clock-out screenshot



**If it's not uploaded, it didn't happen.**



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## Daily Cleaning Tasks

### Trash & Receptacles

- Empty all trash cans and replace liners.
- Disinfect lids and contact points on receptacles.
- Break down any marked cardboard (e.g. promo materials labeled "TRASH").
- Do not remove items unless clearly marked as trash.

### Floors

- Sweep and wet mop all hard surface flooring (use disinfectant).
- Vacuum all carpeted areas, including sales floor and back office.
- Spot clean carpet to maintain a stain-free appearance.
- Mop sinks and catch basins (kitchen and mop sink areas).
- Sweep the front walkway outside the store.

### High-Touch Surfaces

#### Disinfect the following every shift:

- Door handles, push/pull plates, levers, kickplates
- Light switches and countertops
- Phones, keyboards, monitors, mouse, and copier
- Tabletops, display fixtures, cabinets, handles
- Chairs (seat, backrest, and legs), red benches, and office chairs
- Security gate handles, locks, and bases
- Outside of microwave and fridge (don't clean inside)

**Never use ethyl alcohol on acrylic price card holders. Use disinfectant only.**



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## Daily Cleaning Tasks (Cont.)

### Glass & Mirrors

- Spot clean all entry glass, interior glass, and frames (to hand height ~6').
- Clean mirrors in restrooms.

### Restroom & Break Area

- Clean and disinfect all fixtures: sinks, toilets, urinals, faucets.
- Clean mirrors, counters, and dispensers.
- Restock:
  - Soap
  - Toilet paper
  - Paper towels
  - Seat covers
  - Hand sanitizer

### Fixtures, Dusting & Detail

- Disinfect sneeze guards with soap & water only.
- Dust/disinfect:
  - Power poles, accessory pods, cash wrap, consult counters
  - Fire extinguisher cabinets (outside only)
  - Front & sides of all cabinets and millwork
  - High surfaces below 6' (above 6' handled weekly)



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## Emergencies & Escalations

**If you have an emergency (biohazard, water, etc.), call:**

- Facility Help Desk: 1-800-316-1184

**If something wasn't completed:**

- Open the Corrigo Mobile App
- Select Janitorial → Quality Control
- Or report issues via the Corrigo online portal



## BE READY FOR CURVEBALLS:

*Sometimes the unexpected happens. Stay sharp:*



- Accidental carpet stain? Grab the spot cleaner—fix it fast.
- Customer uses restroom during your shift? Re-clean key touchpoints.
- Sticky front door after mopping? Wipe it down again—no excuses.
- Ran out of soap or liners? Notify the store and document it.
- Trash bag leaks? Clean up the area and double-bag next time.



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## Golden Rule Final Checklist:

### *Before you leave:*

- All floors cleaned and dry
- Trash removed and liners replaced
- High-touch points disinfected
- Glass and mirrors streak-free
- Restrooms fully cleaned and stocked
- Supplies put away, closet neat
- KBS clock-out screenshot taken
- Work photos + screenshot uploaded to ProUpload



**Leave the store like the District Manager is visiting tomorrow.**



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