

Updated July 24th 2025

PRO \$ RFP

Verizon Scope of Work

This Scope of Work explains what tasks must be completed, how often, and in which areas at Verizon Retail locations. Each space is broken down by area and frequency (Daily, Weekly, etc.) with no steps left out.

Every section also includes a list of basic equipment and supplies needed and a clear Post Cleaning Goals summary that describes how the space should look, smell, and feel when complete.

Stick to this outline and complete each task with care. Your work ensures Verizon stores stay spotless, safe, and customer-ready.



1. ENTRY AREA / FOYER / CUSTOMER PATHWAYS

Daily:

- ☐ Vacuum walk-off mats
- ☐ Sweep and mop all hard floors
- ☐ Remove all trash and replace liners
- ☐ Spot clean glass doors and sidelights
- ☐ Clean and disinfect all high-touch surfaces (doors, handles, counters)

Weekly:

- ☐ Clean all glass doors and frames
- ☐ Clean baseboards and door thresholds

Monthly:

- ☐ Deep clean and buff flooring

Basic Equipment & Supplies Needed – Entry Area:

- Broom, dustpan
- Mop and bucket
- Vacuum
- Glass cleaner
- Disinfectant spray and wipes
- Trash liners

Post Cleaning Goals – Entry Area:

- Entrance is spotless and inviting
 - Floors are clean and dry
 - Glass is fingerprint- and smudge-free
 - No visible trash, dust, or debris
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2. SHOWROOM / SALES FLOOR

Daily:

- ☐ Vacuum carpet or sweep/mop HSF
- ☐ Empty all trash bins and replace liners
- ☐ Disinfect high-touch surfaces (tables, chairs, handles)
- ☐ Spot clean walls and windows

Weekly:

- ☐ Dust and disinfect shelving and tech displays
- ☐ Clean under furniture and display tables

Monthly:

- ☐ Detail clean carpet edges and under stationary fixtures
- ☐ Buff or scrub hard surface flooring

Basic Equipment & Supplies Needed – Showroom:

- Vacuum with hose tool
- Dust mop / wet mop
- Neutral floor cleaner
- Disinfectant spray
- Microfiber cloths

Post Cleaning Goals – Showroom:

- No crumbs, dust, or smudges on furniture
 - Floors are evenly cleaned and free of scuff marks
 - Store looks polished and customer-ready
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3. TECH BENCH / DEMO AREAS

Daily:

- ☐ Wipe and disinfect counters, chairs, tools
- ☐ Clean any spills or stains

Weekly:

- ☐ Dust behind and beneath tech stations
- ☐ Spot clean walls, cords, and baseboards

Monthly:

- ☐ Deep disinfect all electronic touchpoints

Basic Equipment & Supplies Needed – Tech Bench:

- Electronics-safe disinfectant
- Microfiber cloths
- Detail duster
- Cord-safe cleaning tools

Post Cleaning Goals – Tech Bench:

- Surfaces sanitized and clutter-free
 - No dust on cords or under counters
 - Area feels clean and functional
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4. STOCK ROOM / STORAGE

Daily:

- ☐ Empty trash and replace liners
- ☐ Sweep or dust mop floors
- ☐ Spot clean smudges or spills on surfaces

Weekly:

- ☐ Damp mop floors
- ☐ Dust tops of storage racks and boxes

Monthly:

- ☐ Clean baseboards and corners
- ☐ Remove cobwebs from ceiling edges

Basic Equipment & Supplies Needed – Stock Room:

- Trash liners
- Broom and mop
- Microfiber cloths
- Neutral cleaner
- Duster or extension pole

Post Cleaning Goals – Stock Room:

- Clean and organized storage
 - Dust-free floors and surfaces
 - No cobwebs or buildup
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5. BREAKROOM / KITCHENETTE

Daily:

- ☐ Wipe tables, chairs, counters, microwave exterior
- ☐ Empty trash and replace liner
- ☐ Sweep and mop floors

Weekly:

- ☐ Clean inside microwave and fridge (if access granted)
- ☐ Disinfect all handles and touchpoints
- ☐ Dust shelves and cabinet tops

Monthly:

- ☐ Clean walls and baseboards

Basic Equipment & Supplies Needed – Breakroom:

- Food-safe disinfectant
- Mop and bucket
- Trash liners
- Paper towels
- Microfiber cloths

Post Cleaning Goals – Breakroom:

- Surfaces are safe for eating
 - Trash is emptied, area smells clean
 - No sticky or dusty surfaces
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6. RESTROOMS

Daily:

- ☐ Clean and disinfect all toilets, urinals, sinks, counters, and fixtures
- ☐ Wipe mirrors, stall doors, handles
- ☐ Sweep and mop floor
- ☐ Empty trash and replace liners
- ☐ Restock toilet paper, soap, and paper towels

Weekly:

- ☐ Descale toilets and urinals
- ☐ Deep clean floors and behind fixtures

Monthly:

- ☐ Dust vents, light fixtures, and upper wall corners

Basic Equipment & Supplies Needed – Restrooms:

- Disinfectant cleaner
- Glass cleaner
- Mop and bucket
- Toilet brush
- Paper product refills
- PPE

Post Cleaning Goals – Restrooms:

- Sanitary and odor-free
- All fixtures cleaned and polished

- Supplies restocked
 - No visible dirt or residue
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7. WINDOWS & GLASS PARTITIONS

Weekly:

- Clean all interior glass up to 8 ft

Monthly:

- Detail clean frames, corners, and glass edges
- Clean any reachable exterior windows (if safe and approved)

Basic Equipment & Supplies Needed – Windows:

- Glass cleaner
- Squeegee
- Microfiber towels
- Ladder (if needed)

Post Cleaning Goals – Windows:

- Glass is streak-free and clear
- No smudges or dust in corners
- Frames and sills wiped down