



# *Smart*Steps™

Building Services Program



## Facility Survey



**INNOVATIVE  
CLEANING TECHNOLOGIES**



## Facility Survey Objectives:

- A. To assist facility management in better understanding their current maintenance operation by:
  - a. Determining current Cleaning Levels
  - b. Reviewing current procedures, frequencies, products and equipment
- B. To use data collected as a basis for program recommendation to:
  - a. Reduce total maintenance cost
  - b. Improve overall cleaning level.

## Facility Survey Instructions for Use:

1. Review the survey objectives; describe the process and how the survey will be used.
2. Fill in the Customer Information at the top of the form.
3. Review the Cleaning Level Definitions and ask the customer to describe current cleaning level and the cleaning level desired, and note levels within box provided.
4. Set expectations by agreeing upon areas to survey and the route you will follow.
5. Begin to survey the facility and record cleaning levels for surfaces listed.
6. Note maintenance frequency for surfaces listed.
7. Note the flooring surfaces and calculate the square footage for the applicable areas surveyed.
8. Use Notes and Actions Needed section to record additional observations (e.g. best practices, difficult areas to cleaning, unusual soil conditions and high traffic areas/patterns).
9. Record overall observed Level of Clean and estimated Total Square Footage.

## Inventory Summary Instructions for Use:

1. Record current product/equipment used for each category.
2. Fill in the appropriate columns for each product/equipment listed.



# Facility Survey

**INNOVATIVE**  
CLEANING TECHNOLOGIES

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Personnel: \_\_\_\_\_

Phone No: \_\_\_\_\_

E-mail: \_\_\_\_\_

Evaluator: \_\_\_\_\_

**CLEANING LEVELS** as defined by leading third-party standards:  
**CL 1** Exceptional Surfaces are orderly with no dust, dirt, debris, smudges or stains.  
**CL 2** Ordinary Surfaces are orderly with light amounts of dust, dirt, debris, smudges or stains.  
**CL 3** Relaxed Surfaces have noticeable amounts of dust, dirt, debris, smudges or stains.  
**CL 4** Marginal Surfaces have heavy amounts of dust, dirt, debris, smudges or stains.  
**CL 5** Unacceptable Surfaces have major accumulation of dust, dirt, debris, smudges or stains.

Cleaning Level  
Desired

ENTRANCES / HALLWAYS / COMMON AREAS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Matting											
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Furniture											
Drinking Fountain											
Degree of Odor											
OFFICES	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Phones, lamps, office equipment											
Furniture											
Degree of Odor											



# Facility Survey

**INNOVATIVE**  
CLEANING TECHNOLOGIES

RESTROOMS / LOCKER ROOMS / SHOWER ROOMS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Sinks											
Toilets, urinals											
Dispensers											
Drains											
Degree of Odor											
Shower Curtain/Door											
Dispensers											
CLASSROOMS / CONFERENCE ROOMS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Phones, lamps, office equipment											
Chalk/white boards											
Furniture											
Degree of Odor											

**CLEANING LEVELS** as defined by leading third-party standards:

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**CL 3** Relaxed Surfaces have noticeable amounts of dust, dirt, debris, smudges or stains.

**CL 4** Marginal Surfaces have heavy amounts of dust, dirt, debris, smudges or stains.

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# Facility Survey

**INNOVATIVE**  
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RETAIL SPACE	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Matting											
Glass, mirrors											
Metal surfaces											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Check out lanes											
Displays and signage											
Degree of Odor											

CAFETERIA / FOOD SERVICE / BREAK ROOM	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Window coverings											
Metal surfaces											
Corners											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards clean											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Tables, chairs											
Water fountains											
Serving lines											
Food preparation areas											
Drains											
Degree of Odor											

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ATHLETIC FACILITY / FITNESS CENTER	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Bleachers											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Water fountains											
Degree of Odor											
AUDITORIUM	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Stage											
Chairs											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Water fountains											
Degree of Odor											

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STAIRS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Steps											
Landings											
Railing											
Doors, walls											
Lights											
Degree of Odor											
ELEVATORS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Floors											
Walls, doors											
Lights											
Vents											
Operating panel											
Degree of odor											
SUPPLY CLOSETS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Supplies organization											
Proper supplies											
Equipment condition											
Degree of odor											
SUPPLY CARTS	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Spray bottles											
Cart											
PPE											
Training cards											
Re-stocking supplies											

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COMPLIANCE / TRAINING	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
Proper protective items											
MSDS books											
Safety training											
Right-To-Know training											
Bloodborne pathogen training											
OTHER AREAS (DORMS, LOADING DOCKS)	CURRENT CLEANING LEVEL					MAINT. FREQUENCY	FLOOR SURFACE (H,C,W,S) <sup>1</sup>	AREA			COMMENTS / NEEDED ACTION
	CL1	CL2	CL3	CL4	CL5			LENGTH	WIDTH	SQ. FT.	
TOAL OVERALL CLEANING LEVEL								TOTAL SQ FT.			

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# PRODUCT INVENTORY SUMMARY

**INNOVATIVE**  
CLEANING TECHNOLOGIES

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Personnel: \_\_\_\_\_

Phone No: \_\_\_\_\_

E-mail: \_\_\_\_\_

Evaluator: \_\_\_\_\_

PRODUCT CATEGORY	PRODUCT DESCRIPTION	CURRENT PRODUCT NAME	MANUFACTURER/VENDOR	GREEN (Yes or No)	DILUTION RATIO	PACKAGE SIZE	END-USE COSTS PER RTU GAL. (Cost per conc. gal. / [RTU gals. + 1])	ANNUAL USAGE (RTU gals. used per wk X 52 wks.)	ANNUAL COST (Annual RTU gals used X End-Use RTU Gal. cost)	CURRENT INVENTORY
<b>SKIN CARE</b>	Hand Care Dispensing System (TF/Manual)									
	Hand Soap (Foam/Lotion)									
	Hand Sanitizer (Alcohol/Alcohol-Free)									
	Hair and Body Shampoo									
	Antibacterial Skin Cleaner									
<b>HARD FLOOR CARE</b>	Floor Finish									
	Floor Finish Stripper									
	Sealer									
	Floor Cleaner (pH Neutral?)									
	Floor Cleaner/Restorer									
	Spray Buff									
	Top Scrub Cleaner									
	Ice Melt Remover/Floor Conditioner									
	Dust Mop Treatment									
	Baseboard Stripper									
<b>GENERAL PURPOSE</b>	All Purpose Cleaner									
	Glass Cleaner (Ammonia/Non Ammonia)									
	Cleaner/Degreaser (Butyl/Butyl-Free)									



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<b>DISINFECTANT / RESTROOM</b>	Disinfectant Cleaner (Hospital/General)									
	Peroxide Disinfectant Cleaner (Hospital/General)									
	Neutral Disinfectant Cleaner									
	Non-Acid Restroom Cleaner									
	Mild-Acid Restroom Cleaner									
	Organic-Acid Restroom Cleaner									
	Grout/Tile Cleaner									
	Shower Cleaner									
	Bowl Cleaner (Acid/Non-Acid)									
<b>CMS</b>	Multiple Products/Lockable Cabinet									
	One Product Wall Mount									
	Portable Dilution Control									
<b>CARPET CARE</b>	Carpet Extraction Cleaner									
	Carpet Shampoo									
	Carpet Spot Cleaner (Solvent/Water-Based)									
	Carpet Traffic Lane Cleaner									
	Carpet Bonnet Cleaner									
	Gum Remover									
	Defoamer									



# PRODUCT INVENTORY SUMMARY

**INNOVATIVE**  
CLEANING TECHNOLOGIES

PRODUCT CATEGORY	PRODUCT DESCRIPTION	CURRENT PRODUCT NAME	MANUFACTURER/ VENDOR	GREEN (Yes or No)	DILUTION RATIO	PACKAGE SIZE	END-USE COSTS PER RTU GAL. (Cost per conc. gal. / RTU gal.)	ANNUAL USAGE (RTU gals. used per wk X 52 wks.)	ANNUAL COST (Annual RTU gals used X End-Use cost/RTU Gal.)	CURRENT INVENTORY
<b>WOOD FLOOR CARE</b>	Wood Floor Finish									
	Wood Floor Prep									
	Wood Floor Bonding Agent									
	Wood Floor Cleaner									
<b>CONCRETE FLOOR CARE</b>	Densifier Seal									
	Top Coat Finish									
	Traditional Coating (Solvent/Water-Based)									
	Concrete Cleaner									
	Diamond Pads									
	Diamond Disks									
<b>FOOD SERVICE</b>	Pot & Pan Detergent									
	Sanitizer									
	Three Compartment Sink Dispensing System									
	Foaming Degreaser									
	Oven Cleaner									
<b>SPECIALTY</b>	Stainless Steel Polish									
	Furniture Polish									
	Odor Eliminator									
	Scouring Cleanser									
	Drain Opener									
	Drain Maintainer (Enzyme)									



# PRODUCT INVENTORY SUMMARY

**INNOVATIVE**  
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<b>FLOOR PADS</b>	Daily Cleaning									
	Top Scrub									
	Burnishing									
	Spray Buff									
	Stripping									
<b>SUPPLIES</b>	Hand Towels									
	Toilet Tissue									
	Liners									
	Mops									
	Dust Mops									
	Cleaning Cloths (microfiber/rags)									
	Buckets									
	Brooms									



# Equipment Inventory Summary



Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Personnel: \_\_\_\_\_

Phone No: \_\_\_\_\_

E-mail: \_\_\_\_\_

Evaluator: \_\_\_\_\_

	PRODUCT DESCRIPTION	EQUIPMENT NAME/MODEL/ MAKER/SERIAL NUMBER	CONDITION OF EQUIPMENT			THIRD PARTY CERTIFICATIONS	FREQUENCY OF USE (daily, weekly, monthly, quarterly, 6 months, yearly)	COMMENTS / NEEDED ACTION
			E	G	P			
<b>AUTOMATIC SCRUBBERS</b>	Riding Auto Scrubber							
	Auto Scrubber							
	All Purpose Auto Scrubber							
	Wood Floor All Purpose Auto Scrubber							
	Grout Scrubber							
<b>BURNISHERS</b>	High Speed Electric Burnisher							
	Battery Burnisher							
	Propane Burnisher							
<b>FLOOR EQUIPMENT</b>	Floor Machine							
	Propane Stripping Machine							
	Wet/Dry Vacuum							



# Equipment Inventory Summary

	PRODUCT DESCRIPTION	EQUIPMENT NAME/MODEL/ MAKER/SERIAL NUMBER	CONDITION OF EQUIPMENT			THIRD PARTY CERTIFICATIONS	FREQUENCY OF USE (daily, weekly, monthly, quarterly, 6 months, yearly)	COMMENTS / NEEDED ACTION
			E	G	P			
<b>SWEEPERS</b>	Wide Area Sweeper							
<b>CARPET CARE</b>	Dual Motor Upright Vacuum							
	Backpack Vacuum							
	Large Area Vacuum							
	Carpet Extractor							
	Carpet Spot Cleaner							
	Air Mover							



Thank you for permitting Betco to conduct this Facility Survey, Product Inventory and Equipment Inventory. The information gathered will be helpful in the development of the building services program recommendation that best fits your facility. This recommendation will be presented shortly.

Once the recommendation has been reviewed and agreed upon, our next step will be to create and schedule a program implementation plan. From there we can explore training, marketing support, and further partnership opportunities Betco makes available as part of its overall program.



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