

AZACO CLEANING SOLUTIONS — TEAM DUTIES & OPERATIONAL CHECKLIST

1. PRE-SHIFT & ARRIVAL PREPARATION

- **Punctuality & Shift Readiness:** Arrive at the designated meeting point to pick up the cleaning supplies, leaving with enough time to reach the clients property **10 minutes prior** to your scheduled start time. Punctuality is the foundation of our high-reliability service model—arriving on time demonstrates respect for our clients' busy lives and ensures your two-person team operates without rushing or cutting safety corners.
- **Professional Appearance & Presentation:** Arrive in full AZACO uniform (clean, ironed navy polo shirt), dark trousers, and enclosed non-slip footwear - Team Members will be provided shoe covers at the designated meeting point but should be put on moments before entering the clients residence. Personal grooming must be impeccable, hair neatly tied back, and long or dangling jewelry removed. You are the face of AZACO; your presentation must project executive-level care and hospitality from the second you step onto the property.
- **Vehicle & Inventory Audit:** Inspect the service vehicle prior to departure. Verify you are carrying fresh, commercially laundered microfibre cloths and mop heads. Complete a safety check of all primary equipment, ensuring the Pacvac Velo unit has a fully charged battery and clear filters. Confirm all chemical containers are clearly labeled, tightly sealed, and safely stored.
- **Hospitality Mindset & Scope Review:** Before knocking or entering, review the client's custom service checklist and specific preferences (e.g., toy organization, linen changes, or priority focus areas). Approach every home with authenticity, pride, and care—treating the residence with the same level of respect you would extend to family.
- **On-Site Access & System Check-In:** Retrieve keys or access codes securely as instructed. Log into the time-tracking system to **clock in immediately upon arrival** to maintain exact time records. Conduct a swift 2-minute preliminary walkthrough to verify client priorities, document any pre-existing property damage, and confirm the environment is safe (unrestrained pets, biohazards, or structural hazards).

2. TWO-PERSON SYNCHRONIZED TEAM DUTIES

To maximize quality and efficiency, duties are split systematically between Team Member A and Team Member B.

Below is an example of how to equally divide the workload:

Room / Zone	Team Member A (Bathrooms & Wet Areas)	Team Member B (Living Areas & Kitchen)
Kitchen & Dining	* Assist: Empty trash bins, replace liners, and remove dishware from sinks.	* Benchtops & Splashbacks: Degrease cooktop, clean rangehood exterior, and sanitize all counters. * Appliance Exteriors: Wipe down fridge, oven face, microwave, and dishwasher. * Sink Care: Scrub basin, polish tapware, and dry stainless steel.

Bathrooms & Ensuites	* Showers & Tubs: Apply disinfectant spray, scrub wall tiles, clean shower screens, and polish tapware. * Toilets: Sanitize toilet interior/exterior with RED color-coded tools and apply cistern blocks. * Vanities & Mirrors: Polish basins, tapware, and streak-free mirrors.	* Towel Styling: Neatly hang fresh towels or prepare display folds. * Trash: Empty sanitary bins and replace liners.
Bedrooms & Living Areas	* Low & High Dusting: Dust window sills, skirting boards, door frames, and ceiling fans using extendable dusters.	* Bed & Linen Care: Make beds neatly or fit clean linen according to client quote specifications. * Organization: Tidy children's toys and organize living spaces as prioritized.
Floors & Finishes	* Mopping: Mop hard floors using correct color-coded mops (RED for bathrooms, GREEN for kitchens, BLUE for living spaces).	* Vacuuming: Wear the Pacvac Velo backpack vacuum to vacuum all carpets, rugs, timber floorboards, and skirting edges.

3. SIGNATURE FINISHING TOUCHES

Before completing the clean, the team must apply AZACO's signature hospitality details:

- **Toilet Paper Watermarking:** Fold and stamp a crisp point on all fresh toilet rolls.
- **Towel Styling:** Team Members are to create a swan and place it on a visible bench with our card
- **Client Appreciation Gesture:** Place the small client gift/token neatly on the kitchen benchtop alongside the towel styling (if applicable)

4. DEPARTURE & QUALITY ASSURANCE

- **Final Walkthrough:** Conduct a final 360-degree quality check of all rooms to ensure no equipment, cloths, or trash were left behind.
- **Service Completion Summary:** Fill out the itemized completion checklist on-site, detail any cleaner notes, sign, and submit to management.
- **Security & Exit:** Lock all doors and windows, re-arm security alarms if applicable, return keys to key safes, and clock out on the time-tracking system.