




A FREE GUIDE FROM SNAZZY CLEAN

# The Smart Buyer's Guide to Commercial Cleaning

*How to spot a cleaner worth keeping, dodge the ones that will let you down, and tell whether your price is fair before you sign anything.*



PROFESSIONAL COMMERCIAL CLEANING / UTAH

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— START HERE

# Hiring a cleaner shouldn't feel like a gamble.

Most business owners and facility managers only choose a cleaning company a handful of times in their whole career. So it's genuinely hard to know what "good" looks like, or whether the number on a quote is fair.

Meanwhile, the cleaning world is full of phone quotes given sight-unseen, vague one-line scopes, suspiciously low bids, and contracts that quietly grow once you've signed. It's easy to overpay, and just as easy to hire someone who lets you down.

This short guide hands you the same questions and checks an experienced buyer would use, so you can hire with confidence and spot a fair price from a mile away, whether or not you ever choose us.

## WHAT'S INSIDE

- 7 signs of a cleaning company worth keeping
- The red flags that should make you walk away
- How commercial cleaning is actually priced
- Fair price vs. getting ripped off
- 10 questions to ask before you sign

## — GREEN LIGHTS

# 7 signs of a cleaner worth keeping

*When these show up early, you're usually dealing with a real, professional operation, not just the lowest bidder.*

- ✓ **They insist on seeing your space first.**  
A trustworthy quote comes after a walkthrough, not in two minutes over the phone.
- ✓ **They put the scope in writing.**  
You know exactly what gets cleaned, how often, and what isn't included. No guessing.
- ✓ **They're insured and bonded, and can prove it.**  
Ask for a certificate. A solid company hands it over without hesitating.
- ✓ **They staff consistently.**  
The same trained crew each visit, not a rotating cast of strangers with keys to your building.
- ✓ **They use the right products and methods.**  
Eco-friendly options, correct dilution, and the right tools for your floors and surfaces.
- ✓ **They communicate.**  
A real point of contact who answers, plus an easy way to flag anything that gets missed.
- ✓ **They stand behind the work.**  
A clear satisfaction policy: if something's missed, they come back and make it right.

## — WALK AWAY

# Red flags that should make you walk away

*Any one of these is worth a pause. Two or more, and you should keep looking.*



### **A price with no walkthrough.**

If they'll quote your whole building sight-unseen, they're guessing, and you'll pay for it later.



### **A vague quote.**

"General cleaning, monthly" tells you nothing. A fuzzy scope is exactly how corners get cut.



### **The lowest bid by a mile.**

A price far below everyone else usually means understaffing, no insurance, or surprise upcharges.



### **No proof of insurance.**

If a worker is hurt on your property and they aren't covered, that liability can land on you.



### **High-pressure, long lock-in contracts.**

Confidence doesn't need to trap you for three years on day one.



### **No references and no online presence.**

Good cleaners leave a trail of happy clients you can actually check.



### **They go quiet after you sign.**

The attentiveness during the sale should match the service after it.

## — PRICING 101

# How commercial cleaning is actually priced

There's no single sticker price, because no two buildings are alike. Most companies price one of three ways:

### PER SQUARE FOOT

Common for larger or recurring contracts.

### PER HOUR

Common for smaller jobs and one-time cleans.

### FLAT PER VISIT

A fixed price for a clearly defined scope.

## — WHAT MOVES THE PRICE

- Total square footage and the layout you need covered
- How often: nightly, weekly, or monthly service
- Facility type: medical, food, or industrial space costs more
- Floor and surface types, and any specialty care they need
- Number of restrooms and overall foot traffic
- Whether supplies and consumables are included
- Add-ons like windows, carpets, or strip-and-wax
- Real insurance, bonding, and properly paid crews

*A higher quote isn't automatically the worse deal. Often it's the only one that actually accounts for everything your space needs.*

# Fair price, or getting ripped off?

## SIGNS THE PRICE IS FAIR

- It came after someone walked your space.
- The scope is itemized, line by line.
- It's in the same ballpark as other real bids.
- Supplies, insurance, and tasks are spelled out.
- You can clearly see what you're paying for.

## SIGNS SOMETHING'S OFF

- It arrived without anyone seeing your space.
- It's wildly cheaper, or pricier, than every bid.
- "Extras" keep appearing on your invoices.
- You can't get an itemized breakdown.
- The crew or scope shrinks, the price doesn't.

## THE ONE TRICK THAT WORKS

Get apples-to-apples bids. Ask every company to quote the exact same scope and frequency. The cheapest number means nothing if each one is pricing a different job.

— BEFORE YOU SIGN

# 10 questions to ask before you sign

*Print this page, or just keep it on your phone. Any cleaner worth hiring will answer all ten without flinching.*

- 1 Will you walk my space before you quote it?
- 2 What exactly is included, and what isn't?
- 3 How often will you come, and on what schedule?
- 4 Are you insured and bonded? May I see the certificate?
- 5 Who will actually be in my building, and is it the same crew each time?
- 6 Are supplies and consumables included in the price?
- 7 How do I reach you if something gets missed?
- 8 What is your satisfaction policy?
- 9 How long is the contract, and how do I cancel?
- 10 Can you share references from similar businesses?

YOUR NEXT STEP

# Put this guide to work, on us.

The best way to use everything you just read is to put a cleaner to the test. We'll walk your space, listen to what you actually need, and give you a clear, itemized, no-obligation quote. Bring this guide and ask us every question in it. We'd genuinely love to answer them.

**FREE ON-SITE WALKTHROUGH & HONEST QUOTE**

No obligation. No pressure. Just a fair number.

**801-404-3768**

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This guide is general educational information to help you hire with confidence.  
Pricing examples vary by region, facility, and scope.