



# CUSTODIAL CUSTOMER SERVICE GUIDE

*& what we clean  
how often we clean it*

*As part of an ongoing effort to improve custodial customer service, we developed the “Custodial Service Customer Service Guide” to inform the campus community of the frequency and specific cleaning services that our custodial staff performs on a daily, weekly, or monthly basis. As you will find, the tasks and timing of services vary depending on the type of space it is.*

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## CLASSROOMS



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied.</li> <li>• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Tabletops are wiped down and debris is removed from chairs.</li> <li>• The instructor's table and lectern are cleaned.</li> <li>• Chairs are placed back in position and counted.</li> <li>• Chalk &amp; erasers are replaced on blackboards; trays and blackboards are cleaned.</li> </ul>
weekly	<ul style="list-style-type: none"> <li>• Door frames &amp; light switches are cleaned and chalk dust is wiped up.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
monthly	<ul style="list-style-type: none"> <li>• All areas of the room are dusted: HVAC vents, window sills, baseboards &amp; fixtures.</li> </ul>
yearly	<ul style="list-style-type: none"> <li>• Chalkboards and whiteboards are washed thoroughly.</li> </ul>

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors contact our Customer Support Center.

## CONFERENCE ROOMS



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied.</li> <li>• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Tabletops are wiped down and debris is removed from chairs.</li> <li>• Chairs are placed back in position and counted.</li> </ul>
weekly	<ul style="list-style-type: none"> <li>• Door frames &amp; light switches are cleaned.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
monthly	<ul style="list-style-type: none"> <li>• All areas of the room are dusted: HVAC vents, window sills, baseboards &amp; fixtures.</li> </ul>
yearly	<ul style="list-style-type: none"> <li>• Chalkboards and whiteboards are washed thoroughly.</li> </ul>

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal or to arrange stripping and waxing of floors contact our Customer Support Center.

## HALLS & LOBBIES



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied.</li> <li>• Large debris is removed before the tile is dust-mopped or the carpets are vacuumed; minor stains are spot-cleaned.</li> <li>• Main lobby entry door windows are spot cleaned; drinking fountains are cleaned with disinfectant.</li> <li>• Furniture is placed into original positions.</li> </ul>
weekly	<ul style="list-style-type: none"> <li>• Door frames &amp; light switches are cleaned and chalk dust (classrooms only) is wiped up.</li> <li>• Recycling containers are checked and emptied or replaced.</li> </ul>
monthly	<ul style="list-style-type: none"> <li>• All areas of room are dusted: HVAC vents, window sills, baseboards &amp; fixtures</li> </ul>
yearly	<ul style="list-style-type: none"> <li>• Floors are stripped and waxed once-a-year on main lobby floors only.</li> </ul>

**What to expect:** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for floor stripping and waxing more than once-a-year, tough stain removal or for additional window cleanings, contact our Customer Support Center.

## LABS



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied; recycling bins are checked and emptied or replaced if necessary.</li> <li>• The floors are dust-mopped and stains are spot cleaned with a wet mop.</li> <li>• The furniture is returned to its proper position.</li> </ul>
<p><b>What to expect:</b> Floor are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Additional cleaning services can be arranged through our Customer Support Center.</p>	

## OFFICES



frequency	tasks
weekly	<ul style="list-style-type: none"> <li>• Trash bins are emptied; recycling bins are checked and emptied or replaced if necessary.</li> <li>• The floors are dust-mopped and stains are spot cleaned with a wet mop.</li> <li>• The furniture is returned to its proper position.</li> </ul>
<p><b>What to expect:</b> Offices receive little attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floor are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners. Additional cleaning services can be arranged through our Customer Support Center.</p>	

## RESTROOMS



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• Trash bins and receptacles are emptied.</li> <li>• Dispensers are checked and filled as needed.</li> <li>• Large debris is removed; tile is dust-mopped, sprayed with disinfectant, then mopped thoroughly.</li> <li>• All surfaces are sprayed with disinfectant and scrubbed.</li> </ul>
<p><b>What to expect:</b> All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks and floor are all clean and disinfected.</p>	

## STAIRWELLS



frequency	tasks
daily	<ul style="list-style-type: none"> <li>• The main lobby stairs are dust-mopped if tile or vacuumed if carpet; minor stains are spot-cleaned.</li> </ul>
weekly	<ul style="list-style-type: none"> <li>• Stairs separate from the main lobby stairs are swept if tile or vacuumed if carpet; minor stains are spot-cleaned.</li> <li>• All rails and other level surfaces are dusted.</li> </ul>
monthly	<ul style="list-style-type: none"> <li>• All areas of the stairwell are dusted including HVAC vents, window sills, baseboards and fixtures.</li> </ul>
<p><b>What to expect:</b> Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for cleaning services, contact our Customer Support Center.</p>	



## ADDITIONAL CLEANING SERVICES

Customers interested in receiving additional cleaning beyond the routine services listed on the previous page will be accommodated on a recharge basis. Listed below are some of the most requested additional services performed by our custodial staff.

Custodial Services normal recharge rate is \$31 per hour. Due to staffing and workload considerations, most additional service work will be performed at our overtime rate of \$46.50 per hour. If you are interested, call or email us and we'll get you an estimate.

- window washing
- high pressure cleaning
- high dusting/  
cobweb removal
- wall washing
- blind cleaning
- furniture dusting
- upholstery cleaning
- floor stripping/scrubbing/waxing
- carpet & tile cleaning
- restroom cleaning  
for events
- pre & post event cleaning
- emergency response clean-up  
(e.g. floods)
- additional custodial staff support  
for additional cleaning & portering  
during the course of an event

## CONTACT INFORMATION

### Customer Support Center

Hours: M-F 7AM – 5PM  
emergency calls taken 24 hours a day,  
7 days a week

tel. 530-752-1655  
email: [om-customers@ad3.ucdavis.edu](mailto:om-customers@ad3.ucdavis.edu)

### Custodial Main Office

Hours: M-F 8AM – 1 AM

tel. 530-752-9053  
fax 530-752-9935  
email: [custodial@ucdavis.edu](mailto:custodial@ucdavis.edu)

Luis Escobedo,  
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Custodial Services

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