Read This First

This page is for you. It explains how to run a viewing that leads to an accurate quote.

Why do a viewing

Bedrooms and bathrooms tell you the size of a job. They do not tell you the time. A three-bedroom house that is kept tidy and a three-bedroom house with two dogs, a teenager and a hob that has not been cleaned in a year are very different jobs at the same address.

A viewing usually takes about fifteen minutes, and it stops you quoting for Medium and arriving to find Heavy. It also lets the client meet you, which is a big part of what they are deciding on.

How to use this checklist

- **Page 2** is the viewing checklist. Take a printed copy, or fill it in on your phone with a PDF markup app, and work through it room by room.
- **Page 3** is the summary and pricing worksheet. Fill it in on the doorstep or in the car straight afterwards, while it is fresh, and it gives you what you need for the quote.
- Don't send either page to the client. The quote is what they get.

Before you arrive

- Confirm the appointment the day before, with your name and roughly how long it will take.
- Ask what prompted them to look for a cleaner. The answer tells you what matters most to them.
- Have your price list with you so the money conversation is easy.

During the viewing

- **Walk every room they want cleaned**, including the ones they say are fine. Ask about the ones they skip.
- **Judge condition honestly.** Light, Medium or Heavy. Look at the hob, the shower screen, the skirting boards and the toilet. Those four tell you most of what you need to know.
- **Ask about the first clean.** Many regular arrangements need a longer first visit to get the property to the standard you will then maintain. Say so now, not on the day.
- **Ask about extras** before they ask you. Oven, fridge, windows, bedding, ironing. Clients often assume some of these are included.
- **Ask the practical questions.** Access, parking, pets, alarm, who provides products, when they want the visits.
- **Do not quote on the spot** unless it is a simple regular clean and you are certain. "I'll send you a written quote by tomorrow" is a better answer than a number you regret.

After the viewing

Fill in page 3 while it is fresh. Work out the hours, multiply by your rate, add any first-visit uplift and extras, and send the quote within 24 hours. The free Cleaning Quote Template on the Clarito website is built for exactly this, and the Cleaning Quote Calculator gives you a quick estimate to check your number against.

A note on this checklist

This is a general template, not a standard. Every cleaner works differently; add or remove items so it matches the way you actually clean.

If you use Clarito, viewings are logged against the enquiry alongside the property details, ready for when you build the quote.

Viewing Checklist

Work through it room by room. Tick what you see, note what you need to remember.

Client: _____ **Date of viewing:** _____

Address: _____ **Service wanted:** _____

Property

Bedrooms: _____ **Bathrooms:** _____

Type: ☐ House ☐ Flat ☐ Bungalow

Floors: ☐ 1 ☐ 2 ☐ 3+

Condition: ☐ Light ☐ Medium ☐ Heavy

Floors mostly: ☐ Carpet ☐ Hard ☐ Mixed

Kitchen

- ☐ Hob and splashback _____
- ☐ Oven (inside wanted?) _____
- ☐ Fridge (inside wanted?) _____
- ☐ Sink and taps _____
- ☐ Cupboard fronts _____
- ☐ Floor _____
- ☐ Bins _____

Bathrooms

- ☐ Shower screen or curtain _____
- ☐ Bath and tiles _____
- ☐ Toilet _____
- ☐ Sink and mirror _____
- ☐ Floor _____
- ☐ Limescale level _____

Living areas and bedrooms

- ☐ Dusting level (surfaces, skirting) _____
- ☐ Vacuuming (carpets, rugs) _____
- ☐ Hard floors to mop _____
- ☐ Bed changing wanted? _____
- ☐ Clutter to work around _____
- ☐ Windowsills and internal glass _____
- ☐ Stairs and banister _____

Extras the client mentioned

- ☐ Inside oven _____
- ☐ Inside fridge or freezer _____
- ☐ Internal windows _____
- ☐ Ironing or laundry _____
- ☐ Other: _____

Practical

- ☐ Access (home / key / key safe) _____
- ☐ Parking _____
- ☐ Pets (names, secured?) _____
- ☐ Alarm _____
- ☐ Products: cleaner or client? _____
- ☐ Vacuum and mop provided? _____
- ☐ Preferred day and time _____
- ☐ Anything not to touch _____

Notes

Viewing Summary and Pricing Worksheet

Fill in straight after the viewing, while it is fresh. This is what your quote is built from.

Client: _____ **Date:** _____

What they actually want

In their words. What prompted the enquiry, what matters most, what would make them happiest after each clean.

Estimating the time

Area	Hours (regular)	Hours (first visit)	Notes
Kitchen			
Bathrooms			
Living areas			
Bedrooms			
Hall, stairs, landing			
Extras (list)			
Total hours			

Working out the price

Hourly rate: _____ **First visit: hours x rate =** _____

Regular visit: hours x rate = _____ **Extras (one-off):** _____

Frequency: ☐ Weekly ☐ Fortnightly ☐ Four-weekly ☐ One-off

Compare against the Cleaning Quote Calculator on the Clarito website as a sanity check. If your number is a long way from it, ask yourself why before you send.

Flags

- ☐ Condition heavier than the client described
- ☐ Access or parking will add time
- ☐ Pets need managing during the clean
- ☐ Client expects extras as standard
- ☐ Anything that makes you unsure about this job

Next step

☐ Quote sent (date): ☐ Declined ☐ Waiting on client

Notes: _____