

Golden Service Awards ~ Judging Form 2011

Contract Site Entered					
Name of site entered and street address (GPS friendly please!)				Name, position, phone and e-mail of customer to be interviewed	
Category		Region			Alternate customer contact ~ name, position, phone and e-mail
Commercial Education Healthcare	Hospitality Industrial Retail	Eastern Cape Free State Gauteng	Kwazulu-Natal Mpumalanga Limpopo	North West Northern Cape Western Cape	
Cleaning Company					
Cleaning Company				Number of staff on this site	
				Number of years at this site	
		Micro 1-5 Small 6-20		Medium 21-50 Large 51+	
Off-Site Manager ~ name, cell phone and e-mail			On-Site Supervisor		Job size Team Leader Supervisor Site Manager
Judging Details					
Judge	Date		Time		
Scoring Summary					
Cleaning Service	%	Supervisor	%	Training out of 100 (customer only)	

Cleaning Service			
		Rating	Comments
CUSTOMER INTERVIEW <small>(with the 'on-site' user)</small>	Quality of Cleaning [20]		
	Value for money [20]		
	Consistency of Quality [10]		
	Monitoring quality [10]		
	Innovation [10]		
	Cleaning Staff [10]		
	Compliance [10]		
	Communication from Management [10]		
Total points from Customer		x 0.25 =	%
GENERAL IMPRESSION	Entrances [20]		
	Floors, lifts & stairs [20]		
	Toilets / washrooms [20]		
	Furniture, glass & bright work [10]		
	Overall impression of the contracted area [30]		
Total points from judge		x 0.35 =	%

RISK MANAGEMENT	Awareness of need for safety on site [30]		
	Implementation of safety on site [40]		
	Machine maintenance [20]		
	Dealing with emergencies [10]		
	Total points from judge	x 0.15 =	%
COMMUNICATION	Management to Supervisor/staff [30]		
	Within the team on site [30]		
	Supervisor to client [40]		
	Total points from judge	x 0.05 =	%
CLEANING STAFF	Overall impression [40]		
	Enthusiasm/energy [30]		
	Team spirit and co-operation [20]		
	Client fit [10]		
	Total points from judge	x 0.10 =	%
PROCEDURES & CONTROLS	Job descriptions & staff records [20]		
	Scope of work & worksite procedure [10]		
	Inspections and monitoring quality [40]		
	Equipment condition, care & storage [30]		
	Total points from judge	x 0.10 =	%
TOTAL for Cleaning Service			%

Supervisor		<small>(confirm name of person being evaluated)</small>	
CUSTOMER'S PERCEPTION OF SUPERVISOR	Effectiveness [30]		
	Management skills [20]		
	Cleaning expertise [10]		
	Leadership [10]		
	Performance [10]		
	Communication [20]		
	Total points from Customer	x 0.35 =	%

JUDGE'S ASSESSMENT OF THE SUPERVISOR	Organising, planning & administration [10]		
	Control of staff [10]		
	Quality awareness [30]		
	Health & safety [10]		
	Housekeeping [10]		
	Communication with the customer [30]		
	Total points from judge	x 0.65 =	%
TOTAL for Supervisor		%	

Training and Skills Development			
CUSTOMER'S PERCEPTION	Does the customer have a general awareness of any training activity?	'Yes' Continue with next question	'No' Go no further
	Give an overall rating of the cleaning company's use and value of their training activities in contributing to the delivery of their cleaning service on your site. [100]	Score ↓	Comments
	Points from Customer		

Interview with Company Management on skills development

The questions put to the cleaning company's training management for this section of the evaluation are contained in a separate working document