FIELD NOTES · CLEANING OPERATIONS

Five places cleaning teams quietly lose hours

Most cleaning firms don't have a software problem. They have an everything lives in three WhatsApp groups problem.

01 Rebuilding the rota every time someone calls in sick

A 6am no-show means a scramble of calls, usually ending with a supervisor covering the site.

02 Proof of attendance that lives on someone's phone

When a client asks "were you actually there Tuesday," the answer is a scroll through photos and a guess.

03 Onboarding a new cleaner by walking them round in person

Every new starter needs the same site walk and alarm code, and it happens live, one person at a time.

04 Stock and supplies you only notice when they run out

Nobody tracks consumables until a site runs dry and someone's buying bin bags on expenses.

05 Knowing whether a contract actually makes money

You know the invoice total. Whether it's profitable once hours and supplies are folded in is usually answered on feel.

AND TWO YOU SHOULD LEAVE ALONE

Quoting new jobs. The judgment should stay human, built from years of reading clients.

Chasing late payers. Late payment is usually a relationship wearing a process costume. A call beats any sequence.

The next page: what a fix looks like.

02
THE FIX

What good looks like

Matched to the numbers on the previous page. This is the shape we'd build toward, not a specific product.

WHERE IT SLIPS	WHAT GOOD LOOKS LIKE
01 Rota, no-shows	Cover comes from a ranked list of who's near and available, not a round of phone calls.
02 Attendance proof	Time and photo evidence attach automatically to the site and date, so the answer takes five seconds.
03 Onboarding	Site notes, alarm codes, and client preferences live on a page read before the first shift.
04 Supplies	Stock gets tracked by site, with a reorder point set before it runs out, not discovered after.
05 Contract profit	Hours, travel, and supplies show against the invoice, so "does this make money" is a lookup.

IN PLAIN TERMS

This is the shape, not the software. What you'd actually build depends on how your team already works, and some of it might not need software at all.

WHICH ONE HITS CLOSEST

Reply with the number from page one, and I'll tell you which of these you're probably already close to, and which is worth a look first.

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