



Service Management Systems ensures consistent, high-quality housekeeping services with our cloud-based quality assurance program, OPS360.

Automated
Tracking
Program

Daily Tracking & Inspections

Our staff completes daily tracking forms customized to the areas we clean in your facility.

Name:			Hospital Name: Environmental Services Department Duty List:			A Smiles is part of your uniform. Be cheerful to patients and customers.			
Clean as you go Pick up litter as you go			Area: OR	Job Title: Housekeeping Aide	Working Hours: 8:00 a.m. - 1:30 p.m.	Lunch Break 11:30 a.m. - 12:00 p.m.			
Time	Initials	Area	Room Discharge Log/Needs Repair/Notes			Daily Entrance Cleaning			
			Room Number	Time-in/Needs Repair?	Time-out/What needs Repair?	Initials	<ol style="list-style-type: none"> Spot clean glass doors and window partitions Damp dust floor frames and kick plates Empty waste receptacles Remove gum Clean walk-off mats, dust mop and wet mop floors 		
							10-Step Cleaning		
							<ol style="list-style-type: none"> Knock, enter room and cheerfully greet patients, using names (T) Empty waste can/trash (C) High dust (B) Sanitize (SP) Spot clean walls (P) Clean bathroom (V) Dust mop (B) Inspect your work (C) Damp mop 10. Thank patient and say "Goodbye" 		
							Restroom Freshening		
							<ol style="list-style-type: none"> Empty waste receptacles Replenish supplies (soap and paper) Disinfect sink and toilet Spot mop floor 		

Cloud-based
quality and
accountability.

Managers perform inspections and enter the data into OPS360 using a mobile device on their daily rounds.

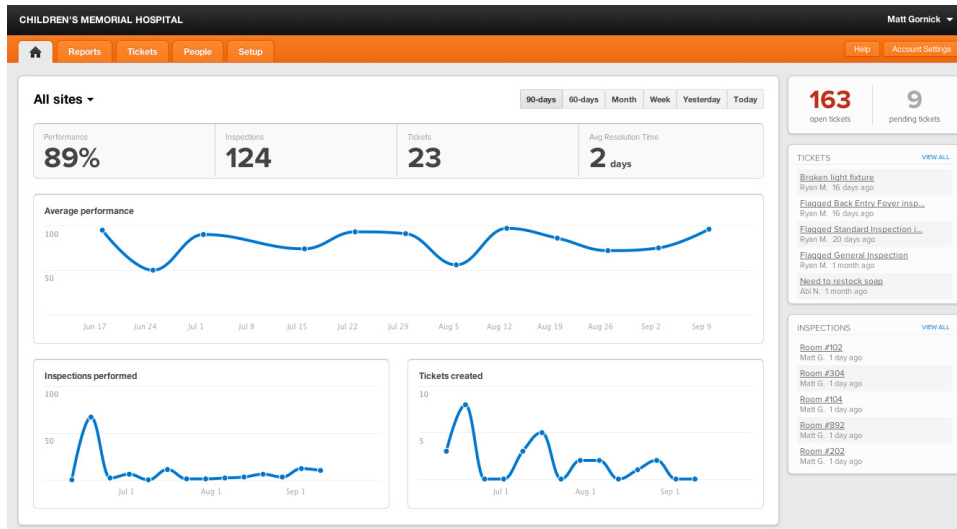
There's nothing for you to install and only one central database to access. Login anywhere and view the same up-to-date data as your entire team.

Analytics + Accountability

This comprehensive data helps identify weak spots before they become problems. We can track corrections and improvement over time, and even track progress to exceed expectations specific to your site.

You will have full access to our evaluations, which encourages us to serve your facility with the utmost quality in cleanliness.

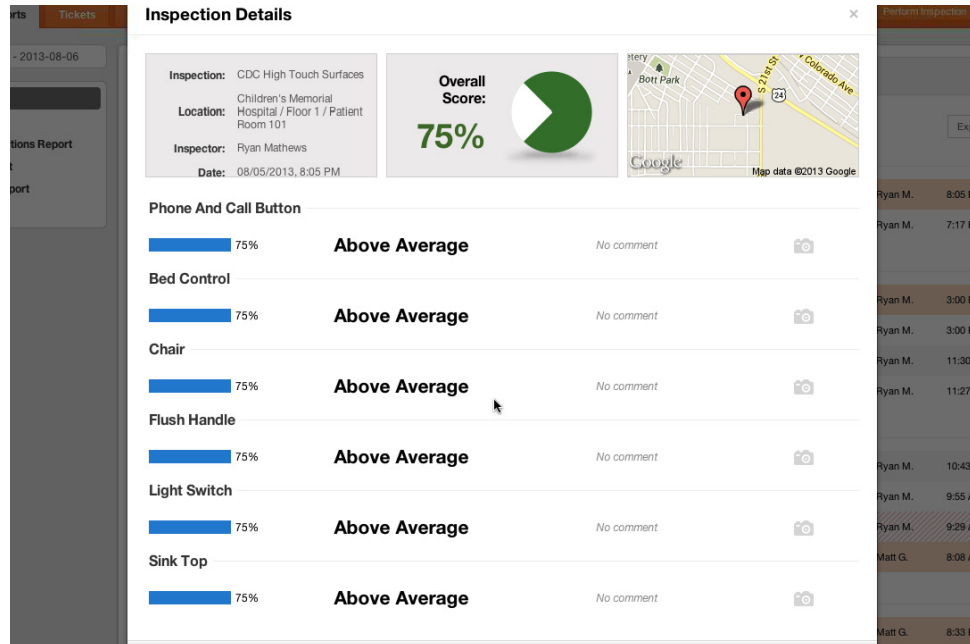
You know
what we know.



Customer Support

All communication funnels into this same central location. We handle requests and feedback, while your management engages in every conversation and receives notification when issues are resolved.

You submit a ticket. We handle your requests and feedback.



Item	Score	Status	Comment
Phone And Call Button	75%	Above Average	No comment
Bed Control	75%	Above Average	No comment
Chair	75%	Above Average	No comment
Flush Handle	75%	Above Average	No comment
Light Switch	75%	Above Average	No comment
Sink Top	75%	Above Average	No comment



About Service Management Systems

We specialize in providing full housekeeping and maintenance to high-traffic, public facilities nationwide, designed to improve visitor experiences and keep you grand-opening clean.

Contact

Contact us for more information, to find out how our cleaning services can uniquely work for your property or to request a proposal.

615-399-1839



Request a Demo

See how OPS360 can raise the bar on housekeeping with a free, no-obligation demonstration.

Request a demo at info@smsclean.com.