

Service Level Agreement (SLA)

Parties: This Service Level Agreement is made between [Client Name] and [Service Provider Name].

1. Purpose

The purpose of this SLA is to define the cleaning services to be provided and establish performance metrics to ensure quality and satisfaction.

2. Scope of Services

The service provider will deliver the following cleaning services:

- Daily cleaning of office spaces
- Weekly deep cleaning of restrooms
- Monthly window cleaning

3. Performance Metrics

The service provider agrees to maintain the following performance metrics:

- 99% on-time service delivery
- 90% satisfaction rating from client feedback

4. Reporting and Review

The service provider will submit a monthly report detailing service delivery and any issues encountered.

5. Duration

This SLA will be effective from [Start Date] to [End Date].

6. Signatures

[Client Name] [Service Provider Name]

Date: _____ Date: _____