

VERON

PROFESSIONAL CLEANING SERVICES

Cleaning Handbook

Your complete guide to professional cleaning procedures and standards



© 2023 Veron Cleaning Services

Table of Contents

VERON



1. Safety Guidelines

Personal protection, chemical safety, accident prevention



2. Cleaning Supplies & Equipment

Basic supplies, tools, personal protection, maintenance



3. Pre-Cleaning Preparation

Arrival procedures, cleaning sequence, efficiency tips



4. Kitchen Cleaning

Sequence, appliances, refrigerator cleaning



5. Bathroom Cleaning

Sequence, mold & mildew, hard water stains



6. Living Room & Common Areas

Cleaning sequence, furniture considerations



7. Bedroom Cleaning

Sequence, bed making techniques, privacy



8. Floor Cleaning & Special Situations

Floor types, vacuuming, mopping, quality control

Safety Guidelines

VERON

Important Safety Notice



Never mix cleaning chemicals, especially bleach and ammonia products, as they can create toxic fumes. Always read product labels before use.



Personal Protection

- ✓ Wear disposable gloves at all times
- ✓ Use face masks with strong chemicals
- ✓ Wear closed-toe, non-slip shoes
- ✓ Consider protective eyewear with sprays
- ✓ Change gloves between rooms



Chemical Safety

- ✓ Never mix different cleaning products
- ✓ Store chemicals in original containers
- ✓ Keep chemicals away from children and pets
- ✓ Ensure adequate ventilation
- ✓ Know the location of Safety Data Sheets (SDS)



Accident Prevention

Preventing Slips & Falls:

- ✓ Use "Wet Floor" signs when mopping
- ✓ Clean up spills immediately

Electrical Safety:

- ✓ Inspect equipment before use
- ✓ Keep electrical devices away from water

Veron Pro Tip



Use color-coded microfiber cloths to prevent cross-contamination: **Red** for high-risk areas, **Blue** for general surfaces, **Green** for kitchen areas, and **Yellow** for dusting.

Cleaning Supplies & Equipment

VERON

Having the right tools organized and ready will help you work efficiently and effectively.



Basic Supplies

- ✓ All-purpose cleaner
- ✓ Glass cleaner
- ✓ Bathroom cleaner
- ✓ Toilet bowl cleaner
- ✓ Floor cleaner
- ✓ Furniture polish
- ✓ Disinfectant spray



Tools & Equipment

- ✓ Microfiber cloths (color-coded)
- ✓ Extendable duster
- ✓ Scrub brushes (various sizes)
- ✓ Mop and bucket
- ✓ Vacuum cleaner
- ✓ Broom and dustpan
- ✓ Squeegee and scraper tools



Personal Protection

- ✓ Disposable gloves
- ✓ Face masks
- ✓ Aprons or uniforms
- ✓ Safety glasses
- ✓ First aid kit
- ✓ Non-slip shoes

Equipment Maintenance:

- ✓ Clean all tools after use
- ✓ Empty vacuum when 2/3 full

Veron Pro Tip



Use a color-coded microfiber cloth system to prevent cross-contamination: **Red** for high-risk areas like toilets, **Blue** for general surfaces, **Green** for kitchen areas, and **Yellow** for dusting.

Pre-Cleaning Preparation


VERON

Proper preparation ensures efficient cleaning and customer satisfaction. Follow these steps for professional results.

Arrival Procedures

- 1 Arrival & Introduction**
Arrive on time wearing your Veron uniform. Knock or ring doorbell, greet customer professionally, and introduce yourself by name.
- 2 Initial Walkthrough**
Request a brief walkthrough of the home. Note any areas requiring special attention, fragile items, or areas to avoid.
- 3 Pre-Cleaning Assessment**
Quickly assess the condition of each room to prioritize tasks. Note any pre-existing damage or concerning issues.
- 4 Setup Your Equipment**
Organize your cleaning caddy and equipment in a central location. Place protective coverings on any delicate flooring if needed.

Important Note

-  Always ask about pets and ensure they are secured during cleaning. Also confirm if any areas should not be entered or cleaned.

Efficient Cleaning Sequence

Follow this general sequence for most efficient cleaning:

- 1 Top to Bottom**
Always clean from ceiling to floor to prevent recontamination of cleaned areas.
- 2 Dry to Wet**
Complete dry cleaning tasks (dusting, sweeping) before wet cleaning (mopping, wiping).
- 3 Room Sequence**
Start with bedrooms, then bathrooms, kitchen, and finally living areas.
- 4 In-Room Sequence**
Dust, clean surfaces, sanitize, vacuum/mop.
- 5 Final Touches**
Check for missed spots, add final touches (straighten items, leave fresh scent).



Veron Pro Tip

-  Use the "15-Minute Rule" for stubborn stains or dirt: Apply cleaner and let it sit for 15 minutes before scrubbing, which often reduces the effort needed.

Kitchen Cleaning

VERON

The kitchen requires special attention to sanitization and detail work. Follow this sequence for professional results.

1 Clear & Organize

Clear countertops of items and reorganize neatly after cleaning. Remove any dishes from sink.

2 Appliance Cleaning

Wipe down appliance exteriors with appropriate cleaners. For stainless steel, use specialized cleaner and wipe in direction of grain.

3 Stovetop & Range Hood

Remove burner grates and soak if needed. Clean stovetop with appropriate cleaner. Degrease range hood and filter.

4 Countertops & Backsplash

Use appropriate cleaner for countertop material (granite, quartz, laminate, etc.). Clean backsplash with all-purpose cleaner.

5 Sink & Faucet

Scrub sink with appropriate cleaner. Use an old toothbrush for around faucet base. Polish faucet with glass cleaner for shine.

6 Cabinet Exteriors

Wipe cabinet doors and drawer fronts with appropriate wood or surface cleaner. Pay extra attention to handles and areas around them.

7 Microwave Interior

For stubborn stains, heat a bowl of water with lemon for 2 minutes in microwave, then wipe down interior surfaces.

8 Floor Cleaning

Sweep or vacuum first, then mop with appropriate floor cleaner. Pay special attention to areas around appliances.

Refrigerator Cleaning (When Requested)



Exterior Cleaning

- ✓ Use stainless steel cleaner for steel surfaces
- ✓ Clean door handles and seals thoroughly
- ✓ Wipe top of refrigerator
- ✓ Clean water/ice dispenser area



Interior Cleaning

- ✓ Remove items shelf by shelf (if permitted)
- ✓ Remove drawers and wash separately
- ✓ Use food-safe cleaner for interior
- ✓ Replace items neatly



Veron Pro Tip

To remove burned-on food from stovetops, apply baking soda paste (baking soda + water), let sit for 15 minutes, then scrub gently.

Bathroom Cleaning

VERON

Bathrooms require special attention to sanitization and addressing moisture issues. Follow this sequence for professional results.

1 Pre-Treatment
Apply toilet bowl cleaner inside toilet and let sit. Spray shower/tub with cleaner and allow to dwell for maximum effectiveness.

2 Clear Surfaces & Dust
Remove items from countertops and dust light fixtures, exhaust fans, and window sills.

3 Clean Mirrors & Glass
Use glass cleaner and microfiber cloth for streak-free shine. Start from top to bottom in a Z-pattern.

4 Countertops & Sink
Clean countertops with appropriate cleaner. Scrub sink basin and faucet, paying attention to buildup around fixtures.

5 Shower & Tub
Scrub shower walls starting from top to bottom. Clean shower door tracks with an old toothbrush. Address soap scum and mildew.

6 Toilet Cleaning
Scrub toilet bowl with brush. Clean toilet exterior starting from top (tank) to bottom (base). Pay special attention to seat and under the rim.

7 Floor Cleaning
Sweep or vacuum floor, paying attention to corners and behind toilet. Mop with disinfecting cleaner.

8 Final Touches
Restock toilet paper (fold first sheet into a V). Arrange toiletries neatly. Empty trash bin and replace liner.

⚠ Tackling Common Bathroom Issues



Mold & Mildew

- ✓ Use bathroom cleaner with mildewcide
- ✓ Allow product to dwell for full contact time
- ✓ Use old toothbrush for grout lines
- ✓ Report severe mold issues to supervisor



Hard Water Stains

- ✓ Apply vinegar solution to affected areas
- ✓ For stubborn stains, make paste with baking soda
- ✓ Use non-abrasive scrubber for fixtures
- ✓ Use lime scale remover for severe buildup



Veron Pro Tip

For glass shower doors with heavy soap scum, use a mixture of equal parts vinegar and dish soap, warm slightly in microwave, and apply with a sponge. Let sit for 15 minutes before rinsing.



Important Note

Always use a fresh set of cleaning cloths and gloves for bathroom cleaning to prevent cross-contamination with other areas of the home.

Living Room & Common Areas

VERON

These high-traffic areas require attention to detail and careful handling of personal belongings. Follow this sequence for professional results.

- 1

Declutter & Organize
Straighten magazines, books, and remote controls. Never move valuable or personal items to different locations.
- 2

High Dusting
Dust ceiling fans, light fixtures, crown molding, and high shelves using extension duster. Work from top to bottom.
- 3

Surface Dusting
Dust picture frames, décor items, electronics, table surfaces, and lampshades. Use appropriate dusting tool for each surface.
- 4

Electronics Care
Use microfiber cloth for TV screens and electronic surfaces. Never spray cleaner directly on electronics.
- 5

Furniture Care
Vacuum upholstered furniture using appropriate attachment. Use wood cleaner for wooden furniture. Spot clean any stains if authorized.
- 6

Glass & Mirrors
Clean glass tables, cabinet doors, and mirrors using glass cleaner and lint-free cloth for streak-free results.
- 7

Baseboards & Vents
Wipe baseboards with damp microfiber cloth. Dust air vents and returns to improve air quality.
- 8

Floor Cleaning
Vacuum carpets in overlapping paths. Vacuum or sweep hard floors, then mop with appropriate cleaner.



Special Furniture Considerations




Leather Furniture

- ✓ Dust with clean, dry microfiber cloth
- ✓ Use only leather-approved cleaner
- ✓ Test cleaner in inconspicuous area first
- ✓ Never use harsh chemicals or alcohol-based products




Delicate Wood Surfaces

- ✓ Dust with clean, dry microfiber cloth
- ✓ Use appropriate wood cleaner/polish
- ✓ Always wipe in direction of grain
- ✓ Check for watermarks after cleaning



Veron Pro Tip
Use a clean, dry microfiber cloth for dusting instead of feather dusters. Microfiber captures more dust instead of just pushing it around.



Privacy Reminder
Always respect personal belongings. Never open drawers or move valuable items without permission. Keep any personal information you see confidential.

Bedroom Cleaning

VERON

Bedrooms are personal spaces requiring respect for privacy while ensuring cleanliness. Follow this sequence for professional results.

1

Make the Bed
Straighten sheets and blankets, fluff pillows and arrange decorative items. For full service, change linens if requested.

2

Declutter Surfaces
Neatly arrange items on nightstands and dressers. Never open drawers or rearrange personal items unless specifically requested.

3

High Dusting
Dust ceiling fans, light fixtures, curtain rods and tops of tall furniture.

4

Surface Cleaning
Dust and clean all furniture surfaces, including headboards, nightstands, dressers and shelves.

5

Electronics & Lamps
Dust electronics carefully with microfiber cloth. Clean lamp bases and dust lampshades.

6

Windows & Mirrors
Clean mirrors with glass cleaner. Dust window sills and blinds. Clean glass if requested.

7

Baseboards & Vents
Wipe baseboards with microfiber cloth. Dust air vents and returns.


8

Vacuum & Floor Care
Vacuum carpets thoroughly, including under bed if accessible. Vacuum or sweep and mop hard floors.

Bed Making Techniques




Fitted Sheet
Start with the fitted sheet, securing each corner tightly. Smooth out any wrinkles.



Flat Sheet
Place flat sheet evenly with the top edge aligned with the top of the mattress. Create hospital corners at the foot of the bed.




Blankets & Comforters
Add blankets and comforter, aligning them evenly. Fold top sheet over comforter edge at the top.



Pillows
Fluff pillows and arrange against headboard. Place decorative pillows and throws according to client's previous arrangement.



Veron Pro Tip
Create a "welcome back" feeling by folding the corner of the comforter back diagonally to create an inviting appearance.



Privacy Note
Always respect the personal nature of bedrooms. Never open drawers, closets, or boxes without specific permission. Keep any personal items you see confidential.

Special Cleaning Situations & Quality Control

VERON

Some situations require special attention, and quality control ensures consistent, exceptional results.

!

Special Cleaning Situations



Pet-Friendly Cleaning

Pet Hair Removal

- ✓ Use rubber gloves or damp sponge
- ✓ Vacuum with pet hair attachment

Pet Odor Treatment

- ✓ Use enzyme-based cleaners
- ✓ Avoid ammonia-based products



Allergy-Sensitive Cleaning

- ✓ Use vacuums with HEPA filtration
- ✓ Use damp microfiber cloths to trap dust
- ✓ Use fragrance-free, hypoallergenic products when specified
- ✓ Ensure good ventilation during cleaning



Handling Difficult Stains

Red Wine on Carpet

Blot with clean cloth, apply club soda, use baking soda paste

Water Rings on Wood

Use oil-based furniture polish or mix equal parts vinegar and olive oil

✓

Quality Control

Final Inspection Checklist

Kitchen

- ✓ Appliances clean & streak-free
- ✓ Countertops sanitized
- ✓ Sink clean & shiny

Bathroom

- ✓ Shower/tub free of soap scum
- ✓ Toilet cleaned inside & out
- ✓ Mirror streak-free



Final Walk-Through

1

Visual Inspection

Look at surfaces from different angles and lighting to spot missed areas.

2

Touch Test

Run your finger along surfaces to check for dust or residue.

3

Smell Test

Home should smell fresh, not of strong chemicals.

4

Final Touches

Straighten towels, adjust blinds, ensure all items are returned properly.



Customer Experience

- ★ Fold toilet paper into a point
- ★ Leave a thank you note (when provided)
- ★ Report any maintenance issues noticed
- ★ Add Veron finishing touches



The Veron Promise

"We deliver more than clean homes—we deliver peace of mind, one spotless surface at a time."