

Cleaning to *Perfection*

GENERAL CLEANING TRAINING PROGRAM



The **Janitorial**
Store

www.TheJanitorialStore.com



"Cleaning to Perfection" General Cleaning Training Program



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Introduction to General Cleaning

The purpose of the Cleaning to Perfection General Cleaning Training Program is to give you the techniques, tips, and knowledge that will make your cleaning business more efficient. This complete training program will take approximately 6 hours to complete. Upon completion of this training program, the cleaning worker will know how to perform trashing, dusting, restroom cleaning, breakroom cleaning, mopping, and vacuuming at a location. When using microfiber cloths, we suggest using a color-coded system such as: Red for toilets and urinals, yellow for counter-tops, sinks, cabinets, partitions, and walls. Blue for glass, mirrors, and polished stainless steel, and green for dusting. To effectively train cleaning workers, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

It is also helpful to walk new cleaning workers through the site and point out the following:

1. Janitor's closet
2. Trouble areas
3. Hidden trash cans
4. Light switches
5. Color coded dots on outlets and door hinges
6. Emergency phone numbers
7. Location of SDS Sheets and how to use them
8. Review the list of specifications
9. Closing procedures

Trashing to Perfection



Introduction to Trashing to Perfection

The purpose of the Trashing to Perfection Training Program is to give cleaning workers the techniques, tips and knowledge that they need to perform a trash route in an efficient and safe manner when they are using either a Zone cleaning or Team cleaning system. This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform a trashing route for any facility. To effectively train cleaning workers on performing Trashing to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

Common Concerns



Trash can is not emptied



Trash can is not put back in proper place



Can liner not replaced



Obvious trash not picked up



Throwing out non-trash items

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitor's closet. You will need:



44-gallon brute container with caddy bag



Tandem brute for collecting both regular trash and recycling



Can liners:
12-15 gallon
20-30 gallon
55-60 gallon



Personal Protective Equipment:
Gloves and safety glasses



Painters tarp:
Used for trash drop points



20" microfiber duster



Dusting cloth



One-inch dusting brush



Yellow microfiber cleaning cloth: Used for wiping desk tops and touch points



32-ounce spray bottle filled with sanitizer cleaner



Kitty Scoop

Equipment Tip

Use a Brute Caddy Bag to hold extra small, medium and large can liners, 20" microfiber duster, dusting cloth, cleaning cloths and sanitizing spray bottle so supplies are within arm distance at all times as you circle the room.

Trashing Procedures

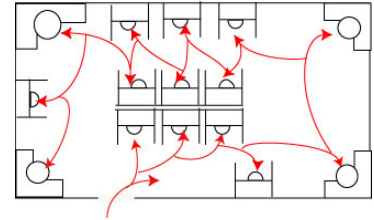
1. Start in the janitor's closet. Put on Personal Protective Equipment (PPE), safety glasses and gloves. Gather painter's tarps and place at trash drop points and inside elevator to protect floor surfaces. If collecting recycling, use a tandem brute container system.
2. Place extra supplies in Brute Caddy Bag:
 - 12-15 gallon can liners
 - 20-30 gallon can liners
 - 55-60 gallon can liners
 - 20" microfiber duster
 - green dusting cloth
 - dusting brush
 - yellow cleaning cloths
 - 32-ounce spray bottle filled with sanitizer cleaner.



Tip: Bring dusting equipment while trashing, saving time by doing multiple tasks.

3. Leave the janitor's closet with your trash brute container filled with supplies and move counter-clockwise around the room when possible, keeping the brute arm's length away whenever possible.

4. Move counter-clockwise around the room, zig-zagging back and forth as necessary between cubicles and hallways, dusting surfaces from top to bottom, back to front.



When stopped at a desk, spray a yellow microfiber cloth with sanitizer solution and wipe the cleared areas of desk top, removing finger prints and coffee/soda rings. While at the desk, dump the trash and check to make sure there are 2-3 extra can liners in the bottom of each trash can. Tie off the liners to fit the can when replacing can liner. Replace liners if torn, wet, or if food is in trash can. Spot clean outside of trash can when needed.

5. Pick up obvious trash around the trash can and under the desk. If vacuuming is needed under the desk, leave the trash can and chair pulled out away from desk. If boxes are on the floor or on top of trash can, leave them unless they are specifically marked as "Trash".
6. When you come to touch points such as light switches, door knobs and push plates, spray yellow microfiber cloth with sanitizer solution and wipe those items.
7. As you past by pencil sharpeners and hole punches, empty them into trash brute container and dust with green microfiber cloth.
8. If collecting recycling, use a tandem brute container system that has a blue recycling brute container and a regular gray brute container.
9. When brute container is full, tie off and remove the bag. Place bag on painter's tarp at drop point or place to the side of the outside entry so they can be taken to dumpster when trash route is complete or the utility specialist can collect them and take to dumpster.

10. Check exterior smoking urns at main entrance for trash and cigarette butts. Use kitty litter scoop to remove cigarette butts and debris from ashtray or dump ashtray contents into a trash bag.
11. Once trash route is completed you will return trash brute container and supplies to the janitor's closet.
12. Place dirty microfiber cloths in basket to be washed. Duster sleeves and cloths can be rinsed in warm water, rung out and hung to dry.
13. Set up trash brute container for next day's cleaning. Restock can liners, fill solution bottles, wipe down outside of trash brute container and brute caddy bag, and place in proper location in the janitor's closet.

NOTE: Do not leave any trash in the brute!

Trashing Tip

For those trash cans that always have food in them, line the trash can with 2-4 liners. This will speed up the dumping process at those cans.

Cleaning Trash Cans

1. With safety glasses and gloves on, dump trash in to trash collection barrel (brute) and remove can liner.
2. Take trash can to janitor's closet and place by mop sink.
3. Use a putty knife to remove hard crusty material from inside trash can.
4. With lightly soiled trash cans, use a 32-ounce spray bottle filled with sanitizer cleaner. Spray the inside and

outside of the trash can. Wipe dry with a cotton terry cloth or paper towel.

5. Heavily soiled trash cans will need to be filled with cleaning solution (per manufacturer's directions) so they can soak for a few hours to loosen and remove soils after scraping.
6. Scrub inside of trash can with a nylon brush, green scrub pad or dampened melamine sponge (magic eraser). Wipe away soils with a cotton terry cloth or paper towel. Wipe inside dry.
7. Place extra can liners in bottom of trash can. Tie and secure can liner on trash can and replace trash can in proper location.

Emptying and Cleaning Ash Trays

Always use caution when cleaning smoking urn ash trays. Watch for hot embers. Do not place them in the trash bag.



Sand filled ashtray:

1. With safety glasses and gloves on, use a kitty scoop to remove cigarette butts and debris from ashtray sand. Place in plastic trash bag and tie the bag (this will contain the cigarette odor in the trash bag)
2. Make several passes with kitty scoop to ensure all cigarette butts and debris are removed from the sand (some companies will use kitty litter as ashtray sand because of cost).

Replacing sand or kitty litter:

1. Replace sand or kitty litter when scooping does not clean the material well.
2. If possible, remove ashtray and dump material in trash bag. Otherwise use a scoop to remove material from ash tray.
3. Use a lightly damp cloth or paper towel to clean ashtray base and rim. Wipe dry.
4. Add new material to ash tray. Fill to about 1/8 of an inch to the top rim of the ashtray. Rake out or stamp material so it is level.
5. The smoking urn is now ready for use.

Non-sand filled ashtrays:

1. With safety glasses and gloves on, remove ashtray, dump into trash bag and tie the bag. If the ashtray cannot be removed use a scoop to remove cigarette butts and debris.
2. Wipe clean with damp cloth or paper towel. To remove heavy stains, use soapy water and wipe dry.
3. The ashtray is now ready for use.

Emptying and Cleaning Pencil Sharpeners

Pencil sharpeners come in various shapes and sizes. A common pencil sharpener you might find in an office is the X-Acto Electric pencil sharpener.



Steps to empty and clean pencil sharpener

1. Unplug the sharpener before cleaning or emptying.
2. Place pencil sharpener over trash brute then remove and empty the receptacle. Dump shavings into trash brute container.
3. Clean the cutters if they become clogged. With sharpener unplugged, clean the cutter blades by wiping them off with a dry cloth to remove residue. If any material is lodged in the cutter grooves use a small blunt object such as a paper clip to remove. Do not use grease, oil or abrasive cleaners on sharpener and never submerge it in water.
4. Replace receptacle.
5. Place sharpener back in original location.
6. Plug in the sharpener.
7. Sharpener is now ready to use.

Emptying and Cleaning Hole Punches

Hole punches come in all types of shapes and sizes. A common hole punch you might find in an office is the Swingline 3-hole punch.



Steps to empty and clean a hole punch

1. Place hole punch over trash brute container, then remove the receptacle from the bottom of the hole punch. The base will be metal or rubber. Dump dots into trash brute.
2. Replace receptacle onto bottom of hole punch.
3. Use a dry microfiber cloth to wipe dust off hole punch.
4. Replace hole punch back in original position.
5. Hole punch is now ready to use.

How to Properly Fill a Solution Bottle

There are 3 ways to fill a solution bottle.

1. Chemical dilution system.
2. Pre-measured packs.
3. Using a measuring cup.

Chemical dilution control system:

1. Make sure water source is turned on.
2. Remove trigger sprayer from bottle.
3. Place bottle under fill tub.
4. Select solution type and press solution button, release button when bottle is filled (chemical and water will be mixed by the system).
5. Apply trigger sprayer to bottle.

Pre-measured packs:

1. Remove trigger sprayer from bottle.
2. Fill bottle with water leaving enough room to add chemical pack.
3. Open chemical pack and add to water in bottle.
4. Apply trigger sprayer to bottle.

Measuring cup:

1. Remove trigger sprayer from bottle.
2. Fill bottle with water leaving enough room to add chemical.
3. Pour the proper amount of chemical (per manufacturer's directions) into measuring cup.
4. Pour chemical from measuring cup into bottle.
5. Apply trigger sprayer to bottle.

Safety Considerations

To prevent injury:

- Don't make the trash bag too heavy. To remove trash bag from trash brute container, tip brute container on its side and pull bag out.
- If trash bag is difficult to remove because of vacuum being created in trash brute container drill four, ¼-inch holes in bottom of trash brute container to allow air in.

- Be sure to bend at your knees, not at the waist when lifting trash bags.
- Do not throw bag of trash from any distance into the trash dumpster. Walk up to trash dumpster, open lid and place bag of trash in dumpster.
- Never compact trash in brute container with your hands or feet—there might be something sharp inside. Instead use a trash can to compact trash in trash brute container.

Expected Results

- All trash cans will be emptied.
- Paper clips, pieces of paper, and other objects around trash can and under desk will be picked up.
- All dusting will be completed in the scheduled section.
- Extra can liners will be placed in bottom of trash cans.
- Touch points will be sanitized.
- Desk tops will be free of finger prints and coffee/soda rings.
- Trash can exterior will be spot cleaned when necessary.
- Can liners will be replaced if torn or wet.
- New can liners will always be tied off to prevent it from collapsing inside the trash can.



- Regular trash will be separated from recycling.
- Trash cans will be put back in proper place.
- All trash will be collected in a safe manner.



Review

Common Concerns



Trash can is not emptied



Trash can is not put back in proper place



Can liner not replaced



Obvious trash not picked up



Throwing out non-trash items

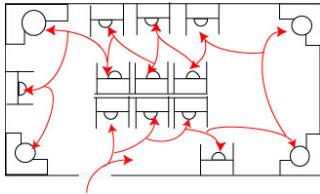
Preparation

Have the proper equipment: trash brute container, can liners, personal protective equipment, painter tarps, microfiber dusters, dusting brush, microfiber cloths and sanitizing solution



Trashing Procedures

- Move counter-clockwise, circling around the room, zig-zagging back and forth as necessary.
- Keep the brute at arm's length away.
- Never compact trash with your hands or feet.



Safety Considerations

- Don't make the bag too heavy. To remove bag, tip brute on its side and pull bag out.
- Be sure to bend at your knees, not at the waist when lifting trash bag.
- Do not throw bag of trash from any distance into the dumpster. Walk up to dumpster, open lid and place bag of trash in dumpster.
- Never compact trash with your hands or feet.

Expected Results



All trash cans will be emptied



Can liners will be replaced if torn or wet



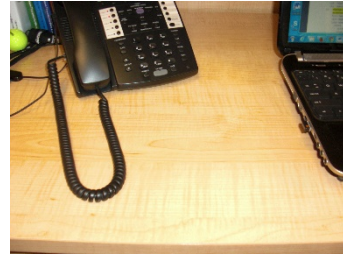
Paper clips, pieces of trash, and other objects around trash can and under desk will be picked up



All dusting will be completed in the scheduled section



Extra can liners will be placed in bottom of trash cans



Desk tops will be free of finger prints and coffee/soda rings

Training Log

(Trashing to Perfection)

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Dusting to Perfection

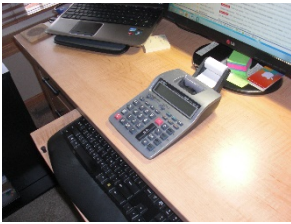


Introduction to Dusting to Perfection

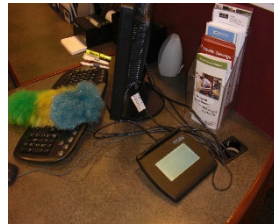
The purpose of the Dusting to Perfection Training Program is to give cleaning workers the techniques, tips, and knowledge that they need to perform a dusting route in an efficient and safe manner. This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform dusting tasks using an extension duster, microfiber dusting cloth, dusting mitt and dusting brush for any facility. To effectively train cleaning workers on performing Dusting to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

Common Concerns



Items moved



Spotty
Inconsistent
dusting



Blinds not dusted



Items broken

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitor's closet. You will need:



Green microfiber dusting cloth



Dusting mitt



One-inch dusting brush



20" microfiber duster



Extension duster: used to reach area's over 8' high



Personal Protective Equipment: Gloves, safety glasses, dust mask



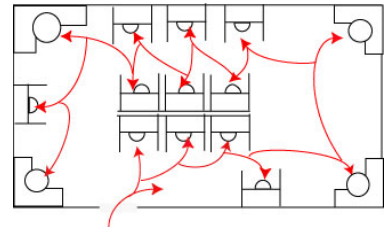
Furniture polish and cotton cloth



Cleaning apron: use to carry supplies

Dusting Procedures

1. Starting at the janitor's closet, put on Personal Protective Equipment (PPE).
2. Leave the janitor's closet with extension duster and move counter clockwise and circle the room while high dusting. Watch for cobwebs in ceiling and wall corners and on lights fixtures. Watch for dust buildup on ledges and sills. When you have completed high dusting, you will have circled back to the janitor's closet.
3. When you return to the janitor's closet, put on cleaning apron and place microfiber dusting cloth, dusting brush, furniture polish and cotton cloth in cleaning apron.
4. Leave the janitor's closet with dusting tools and move counter-clockwise and circle around the room, zig-zagging back and forth as necessary between cubicles and hallways.



Keep microfiber cloths folded in fourths.

5. Dust high to low, back to front.
6. Dust all surfaces. Look for build-up on objects as you move through the office. Use a 20" microfiber duster to dust large flat items such as filing cabinets and ledges.

Move, dust and replace items when needed on desk tops and surfaces.

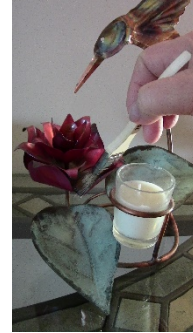
7. When dusting pictures and plaques, steady with one hand and dust with the other.
8. When applying furniture polish to tables and desks, wipe with the grain. Applying furniture polish per client's request only.
9. When you come to small items or items that have nooks and crevices use the dusting brush.
10. Once dusting route is completed you will have returned to the janitor's closet.
11. Remove items from cleaning apron. Place dusting brush and furniture polish in proper location in janitor's closet.
12. Clean microfiber cloths and dusters and hang to dry.

Dusting Knick-Knacks and Crevices

While cleaning offices we will come across knick-knacks and awards that people have placed throughout their office or cubical. These items can be difficult to dust if we don't use the right tool. After putting on safety glasses follow these steps when dusting these types of items.

1. Use a dusting brush to remove dust from corners and crevices on the item.

2. With one hand holding the item securely and lightly, dust with a dusting brush in the other hand and start at the top of the item moving downward.
3. When dusting keyboards, move the brush left to right or right to left and top to bottom.
4. When dusting is complete, place item back in original position.

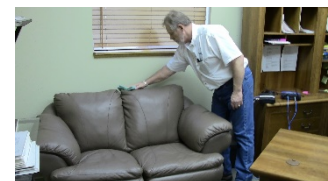


Dusting Office Furniture

As you move through the office space dust furniture with a microfiber dusting cloth, mitt or wand. After putting on safety glasses follow these steps.

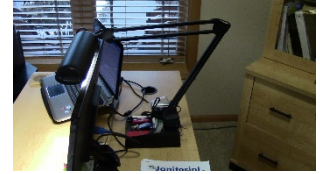
Fabric and Leather Furniture (Chairs and Sofa):

1. Use a dusting cloth, mitt or wand to remove dust from top back, top arm and the cushion face. Start at the top and work down.
2. Pay attention to the pattern left on microfiber fabric.



Desk Lamp:

1. Use caution because desk lamp could be hot from use.
2. Use a dusting cloth or mitt to remove dust from desk lamp. Start at the top and work down.
3. Lift up on lamp to dust under base.
4. Place desk lamp back in original position.



Desk Tops and Book Shelves:

These items will be made of solid hard wood or a laminate such as Formica.



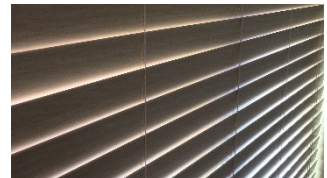
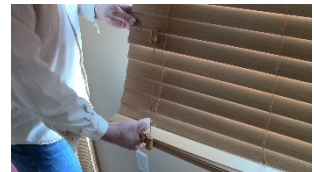
Use a dusting cloth, mitt, or wand to dust these items.

1. Dust open area on desk tops. Do not move papers.
2. On book shelves, dust from top to bottom / back to front. Items on book shelves can be removed carefully. Wipe shelf with dusting cloth and replace items back in original position.

Dusting Horizontal Window Blinds

Horizontal window blinds can be made of wood, plastic, metal, and fabric. In most offices, you will find metal window blinds. After putting on safety glasses, follow these steps for dusting horizontal window blinds:

1. Lower the blind down all the way.
2. Close blind slats to point down into the room. (Notice the direction of the slates in photo)
3. Using a static or microfiber duster with a short handle, start at the top (head rail) of the blind and dust slats horizontally left to right and right to left as you move down the window blind.
4. Once you reach the bottom grab the bottom rail of the blind and pull the blind away from window.
5. With the slats facing the window, start at the bottom and dust the slats from bottom to top as you move across the blind to the other side.
6. Now grab the tilt cord or wand and turn the window blind slats the opposite direction and dust slats facing the room; this time dust bottom to top.



7. Once you have reached the head rail, grab the corner of the bottom rail and pull the blind away from window in order to adjust slats facing window. Start at the head rail and work to the bottom rail of the blind.



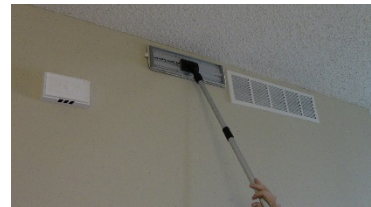
Note: You need to dust the blind slats this way otherwise you will leave a dust line on each slat.

Dusting Walls

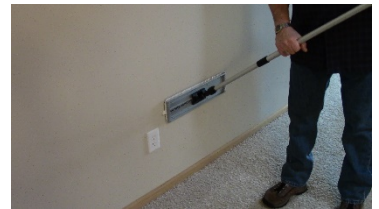
When dusting painted walls, it is more efficient to use a microfiber flat mop and pad.

After putting on safety glasses follow these steps for dusting walls.

1. Use an 18" adjustable flat mop and microfiber pads.
2. Attach microfiber pad to flat mop pad holder. Adjust flat mop length so you can reach the top of the wall with handle at a 45-degree angle.



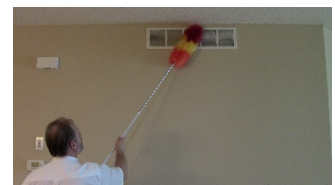
3. Start dusting at the top of the wall next to the ceiling and move downward with flat mop until you reach the base board, move flat mop over to the left or right and move upward to the top of the wall. When you come to an obstacle, move left or right with flat mop to go around item and continue to the top of the wall.
4. Continue moving left or right until entire wall is dusted. Change microfiber pad when dirty.



Dusting Ceiling and Wall Vents

Dusting ceiling and wall vents is best done with the use of an extension duster. After putting on safety glasses follow these steps to dust ceiling and wall vents.

1. Attach microfiber duster onto extension pole or use an extendable static duster.
2. Adjust extension pole duster to the proper length to reach all ceiling and wall vents.



3. Dust vent by moving duster in the direction of the vent slates.



Dusting Tip

For vents with extreme dust on them, use a back-pack vacuum cleaner with a brush attachment on an extension. For tall ceilings and walls, use a 1-½-inch ID PVC pipe as an extension with brush attached to end.

Cleaning Dusters and Cloths

(by hand)

To clean microfiber duster sleeves and cloths by hand, fill a 5-gallon pail with 3 gallons of warm water and the proper amount of laundry detergent or a neutral pH cleaner per manufacture directions. Place duster sleeves and cloths into water and agitate with your hands. One by one, remove duster sleeves and cloths and rinse with warm water, squeeze water out of sleeves and cloths and hang to dry.

To clean static dusters, totally submerge the head in a pail of water; lift the duster up and down while lightly spinning duster handle between your hands. While lifting out of the pail of water, squeeze the water out of duster. Take duster to a place where you can shake and spin it to remove more water and fluff it at the same time. Hang duster by handle to dry.

Safety Considerations

To prevent injury:

- Wear safety glasses while dusting.
- Don't stand on furniture to dust, use an extension duster.
- Be sure what is on top of shelves when dusting so you don't have items falling on you.
- With heavy dust conditions wear a dust masks.

Expected Results

- Pictures and plaques will not be knocked off the wall.
- Hard to reach areas such as behind computers, partition tops, door jambs, table legs and chair legs will be dusted.
- All surfaces will be dusted on schedule.
- Items will be put back in proper place after dusting.
- Blinds will be dusted on schedule.



- Dusting will be done under desktop items such as calculators, phones, and key boards.
- Dusting will be performed safely while moving through the facility.

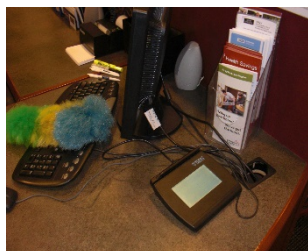


Review

Common Concerns



Items moved



Spotty
Inconsistent
dusting



Blinds dusted



Items broken

Preparation

Have the proper equipment: Green microfiber dusting cloth or dusting mitt, one-inch paint brush, 20" microfiber duster, extension duster to be used to reach areas over 8 foot, gloves, safety glasses, dust mask, furniture polish and cotton cloth, and a cleaning apron.



Dusting Procedures

- Move counter-clockwise and circle around the room, zig-zagging back and forth as necessary.
- Dust high to low, back to front.
- When dusting pictures and plaques steady with one hand and dust with the other.
- Clean microfiber cloths and dusters and hang to dry.

Safety Considerations

- Wear safety glasses.
- Don't stand on furniture to dust, use an extension duster.
- Be sure what is on top of shelves when dusting so you don't have items fall on you.
- With heavy dust conditions wear a dust mask.

Expected Results



Pictures and plaques will not be knocked off the wall.



Hard to reach areas such as behind computers will be dusted.



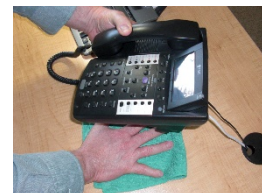
All surfaces will be dusted on schedule.



Items will be put back in proper place after dusting.



Blinds will be dusted on schedule.



Dusting will be done under desktop items such as calculators, phones, and key boards.

Training Log (Dusting to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)

Restroom Cleaning to Perfection



Introduction to Restroom Cleaning to Perfection

No one likes using a dirty restroom, in fact 94% of U.S. adults would avoid a business in the future if they encountered a dirty restroom. Today all it takes is one bad review from an unhappy customer to comment on the state of your company's restrooms to discourage other customers from frequenting your facility, especially in a restaurant environment. For this reason, it's important for cleaning workers to have the proper knowledge and techniques to perform restroom cleaning in an efficient and safe manner.

This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform cleaning of restrooms at any location.

To effectively train cleaning workers on performing Restroom Cleaning to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

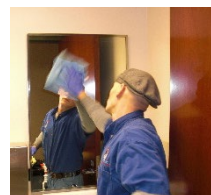
Common Concerns



Empty supplies



Dirty fixtures



Dirty mirrors



Debris on floor



Odors

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Maid cart or brute/caddy:
used for holding
cleaning supplies.
(disinfectant, sanitizer,
detergent cleaner, glass
cleaner).



**Color-coded
microfiber cloths:**
Yellow – counters &
sinks
Red – toilets & urinals
Blue – mirrors, polished
stainless steel
Green – dusting



Pumie scouring stick
(pumice stone)
used to remove hard
water lines and heavy
soils in toilets and
urinals



Personal Protective
Equipment:
gloves and safety
glasses



Broom, dust mop and
dustpan or backpack
vacuum



Extension duster: used
to reach ceiling vents,
ceiling corner and light
fixtures



Mop and bucket



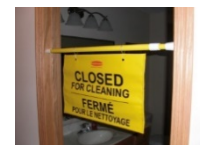
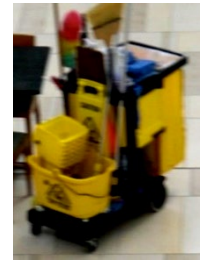
Microfiber flap mop



Bucketless flat mop

Restroom Cleaning Procedures

1. Start in the janitor's closet. Put on Personal Protective Equipment (PPE) gloves and safety glasses.
2. Check maid chart or brute/caddy that all supplies are on board before leaving janitor's closet and heading to the first restroom.
3. Before entering restroom announce your service, make sure restroom is empty and place "closed for cleaning" sign in door and block door open with door stop. Move maid chart or brute/caddy into restroom if possible otherwise leave at restroom door.
4. Check and fill consumables such as toilet paper, hand towels, hand soap, sanitary bags, air freshener, toilet seat covers, etc.



5. Empty trash and if needed clean inside receptacle before replacing can liner.



6. Use extension duster to dust lights, ceiling corners and partition ledges.



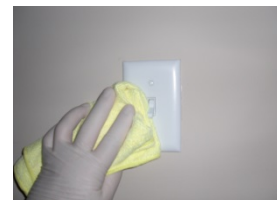
7. Apply bowl cleaner to inside of toilet and urinal bowls, scrub with bowl brush.



8. Using a yellow microfiber cloth and spray bottle with solution, start at the sink(s) and counter; apply disinfectant solution onto cloth and wipe surfaces as you move in a clock-wise motion around the restroom. Keep surfaces wet with solution, don't wipe dry. If you see build-up around faucet base and sink drain apply cleaner to those areas, scrub with tooth brush and let dwell.



9. As you circle the restroom; spot clean light switches, push plates, kick plates, partitions, door jambs and hardware.



10. Spray disinfectant solution on a red microfiber cloth and apply to toilets and urinals, scrub bowls with bowl brush and flush. Keep surface wet, don't wipe dry. Watch for scale and hard water, remove with wet pumice scouring stick. If build-up is visible around toilet hinges or toilet mounts spray with cleaner, scrub with tooth brush and let dwell.



11. Go back to sink(s) and counter and wipe surfaces dry from top to bottom, back to front, using yellow microfiber cloth. If build-up is visible around faucet base and sink drain scrub with toothbrush and wipe dry.



12. As you circle the restroom, wipe toilets and urinals dry from top to bottom using red microfiber cloth. If build-up is visible around hinges of toilet seat and toilet mounts, flushers and hardware, scrub with tooth brush and wipe clean. Check for urine tracks on the front and underside of toilets and urinals. Leave seats up on toilets when finished cleaning.



13. Clean mirrors, spray glass cleaner onto blue microfiber cloth and wipe surface (check for spots by looking at mirror from different angles and levels).



14. Polish all brushed and polished stainless-steel hand towel dispensers, safety hand rails, toilet paper dispensers, sanitary napkin dispensers, etc. by spraying glass cleaner onto a blue microfiber cloth and wiping surface dry.



15. Vacuum floor with back-pack vacuum.

16. Place wet floor sign outside of restroom.



17. Mop floor using one of these mops.

- Mop/bucket
- Flat mop

Mop corners and edges first, fill in open area using a figure 8 pattern.



18. No less than once per week pour 16 ounces of water down the floor and/or shower drains to control odors.



19. Once all restrooms are cleaned return maid cart or brute/caddy to janitor closet. Clean and restock maid cart or brute/caddy for the next cleaning: fill spray bottles, put extra liners in cart or brute, wash microfiber cloths and hang to dry or place in container to be laundered, wipe down vacuum cleaner and replace or change bags and filters. Place equipment in proper location in janitor closet.



Properly Filling a Solution Bottle

There are 3 methods of filling a solution bottle. After putting on safety glasses and gloves follow these steps.

1. **Chemical dilution control system:**
 - Make sure water source is turned on.
 - Remove trigger sprayer from solution bottle.
 - Place bottle under fill tub.
 - Select solution type and press solution button, release button when bottle is full (chemical and water will be mixed by the system).
 - Apply trigger sprayer to solution bottle.
2. **Pre-measured packs:**
 - Remove trigger sprayer from solution bottle.
 - Fill solution bottle with water leaving enough room to add chemical pack solution.
 - Open chemical pack and add to water in solution bottle.
 - Apply trigger sprayer to solution bottle.

3. **Measuring cup:**

- Remove trigger sprayer from solution bottle.
- Fill solution bottle with water leaving enough room to add chemical.
- Pour the proper amount of chemical (per manufacturer's directions) into measuring cup.
- Pour chemical from measuring cup into solution bottle.
- Apply trigger sprayer to solution bottle.

Alleviating Odor Buildup

Common odors in restrooms come from dried out floor and shower drains causing sewer gases to come up floor drain into the room. Take the following steps to alleviate odor buildup after putting on safety glasses and gloves.

1. Fill a container with 16 ounces of water.
2. Pour water down floor/shower drain.

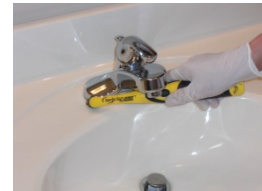


3. Wipe out container with cloth and replace in original location.

Removing Scale/Hard Water from Faucet Base and Sink

To remove scale and hard water from faucet base and sink follow these steps after putting on safety glasses and gloves.

1. Apply a mild acidic cleaning solution onto faucet base or sink. Use a tooth brush to move evenly on surfaces. Allow dwell time.
2. Use a tooth brush or sonic scrubber to agitate cleaning solution around faucet base and on sink.
3. Remove solution with yellow microfiber cloth, rinse with water and wipe dry with yellow microfiber cloth.



Disinfecting Surfaces

When using disinfectant cleaners, it is important to give proper dwell time on a surface. Dwell time is the amount of time the surface must remain wet to kill germs. Follow these steps after putting on safety glasses and gloves.

Disinfectant wipes:

1. Open dispensing container and remove one wipe from the container. Open wipe completely.
2. Remove items from surface. Wipe surface with disinfectant wipe. Allow dwell time of 30 seconds to 1 minute. Check manufacturer's directions for dwell time.

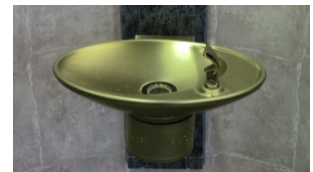
3. Wipe surface dry with microfiber cloth.
4. Replace items on surface.

32-ounce spray bottle:

1. Remove items from surface. Apply disinfectant cleaner to microfiber cloth. Wipe surface and allow 5 to 10 minutes dwell time. Check manufacturer's directions for dwell time.
2. Wipe surface dry with microfiber cloth.
3. Replace items on surface.

Cleaning Drinking Fountains

Drinking fountains, also called water coolers, will come in different shapes and sizes and most will have a No. 4 stainless steel finish basin. Follow these steps after putting on safety glasses and gloves.



Disinfecting (DRINKING FOUNTAINS)

1. Using a disinfectant wipe or 32-ounce spray bottle, apply disinfectant to bubbler, basin, push bar and shroud. Give dwell time based on the manufacturer's directions (30 seconds to 10 minutes).
2. Scrub base of bubbler and drain with tooth brush to remove any build-up.

3. Wipe bubbler, basin, push bar and shroud dry with yellow microfiber cloth. Watch for water in basin after wiping push bar. Wipe basin dry.
4. Polish basin and/or shroud using a microfiber cloth and glass cleaner or cloth and stainless-steel polish (check that stainless steel polish is streak free).

Sanitizing

(DRINKING FOUNTAINS)

1. Using a sanitizing wipe or 32-ounce spray bottle, apply sanitizer solution to bubbler, basin, push bar and shroud.
2. Scrub base of bubbler and drain with tooth brush to remove any build-up.
3. Wipe bubbler, basin, push bar and shroud dry with yellow microfiber cloth. Watch for water in basin after wiping push bar. Wipe basin dry.
4. Polish basin and/or shroud using glass cleaner and a microfiber cloth or cloth and stainless-steel polish (check that stainless steel polish is streak free).

Safety Considerations

To prevent injury:

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth) while cleaning.
- Wear safety glasses while working with cleaning chemicals to prevent spray and splashing of chemicals from entering your eyes.

Expected Results

- Supplies are filled.
- No soil rings are visible around faucet base and drains.
- There is no build-up on toilet seat hinges, toilet mounts and base, flushers and hardware or urine tracks on the front and underside of toilets and urinals.
- Mirrors and bright work do not have any spots or streaks.
- Inside of trash receptacles are clean and free of odor.



- No dust or cob webs are visible on ceiling vents, corners, partitions and lights.
- Door jambs are free of dust.
- Base boards are free of dust and debris.
- Restroom is odor free after cleaning.
- Cleaning workers will use PPE and perform work safety in restrooms.



Review

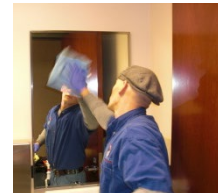
Common Concerns



Empty Supplies



Dirty Fixtures



Dirty Mirrors



Debris on Floor



Odors

Preparation

Have the proper equipment:

- Maid chart or brute/caddy
- Sanitizer cleaner
- Tooth brush
- Closed for Cleaning sign
- Extension duster
- Mop bucket or microfiber flat mop or bucketless mop
- Color coded microfiber cloths
- Glass cleaner
- Toilet brush
- Broom/dust pan
- Gloves
- Disinfectant cleaner
- Stainless steel cleaner
- Pumice stone
- Back pack vacuum
- Safety glasses



Restroom Cleaning Procedures

- Announce your service.
- Fill supplies.
- High dust.
- Start at sink and counter.
- Move counter-clockwise and circle around the rest room.
- Vacuum floor.
- Pour water down floor drains to prevent odors.
- Clean equipment / stock cart / store equipment properly.

Safety Considerations

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth) while cleaning.
- Wear safety glasses while working with cleaning chemicals to prevent spray and splashing of chemicals from entering your eyes.

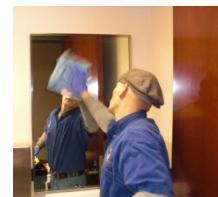
Expected Results



Supplies are filled



No Build-up on hinges, flusher or base of toilet.



Mirrors are streak free



No dust/cob webs are visible on ceiling vents, corners, partitions and lights.



No nasty odors

Training Log

(Restroom Cleaning to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)

Breakroom Cleaning to Perfection



Introduction to Breakroom Cleaning to Perfection

The purpose of the Breakroom Cleaning to Perfection Training Program is to give cleaning workers the techniques, tips, and knowledge that they need to perform cleaning of breakrooms in an efficient and safe manner. This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform cleaning in a breakroom in any facility. To effectively train cleaning workers on performing Breakroom Cleaning to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

Common Concerns



Food and Debris
on cabinets



Dirty floors



Trash not
emptied



Dirty sinks and
food left in sink
drain

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Conventional mop/bucket



Microfiber flat mop and floor pads



Maid caddy with chemicals, microfiber cloths and tools



Trash brute



Extension duster



Dusting cloth



Back-pack vacuum



Gloves and safety glasses



Wet floor sign



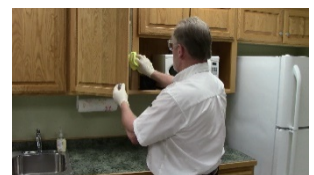
Putty knife



Neutral pH floor cleaner

Breakroom Cleaning Procedures

1. Put on Personal Protective Equipment; gloves and safety glasses.
2. Fill any supplies such as paper towels and hand soap.
3. Empty trash – replace the can liner because of food and liquid. Make sure the can liner fits securely around trash can so it does not fall in side when trash is placed in can.
4. Clean from top to bottom, back to front as you move to the left or right in a circular motion around the break room. On the first pass around the breakroom start at the doorway and use an extension duster to dust all surfaces you can't reach by hand. When you return to the doorway set down extension duster and use a green dusting cloth to dust all other surfaces.
5. With the maid caddy on brute and arm length away start at the sink; apply sanitizer solution to a yellow microfiber cloth and spot clean the upper and lower cabinets and cabinet handles while at the same time spraying and wiping the back splash, counter and sink with cleaning solution. Wipe off any over spray on walls and objects.



6. Continue to circle the breakroom; spray cleaner on a yellow microfiber cloth and clean touch points such as light switches, door knobs and push plates.
7. Continue to move to the right or left circling around the breakroom cleaning tables and the outside of the stove, refrigerator, dishwasher and the inside/outside of the microwave.
8. Now that your back at sink; if the sink is stainless steel, apply stainless steel polish to soft cotton cloth and polish the sink or use glass cleaner to polish the sink after cleaning.
9. Next polish any bright work such as faucet's by applying glass cleaner to a blue microfiber cloth and wipe dry.
10. Set brute and maid caddy outside of breakroom. Place wet floor signs at doorways and after vacuuming any floor mats roll them up and move out of area. As you are vacuuming pull chairs away from table so you have access to under and around the table when mopping.
11. Start mopping at the furthest point from the door way and mop out of the breakroom. When you come to a table mop under and around the table, slide chairs up to table and finish mopping floor area as you move to the doorway.
12. When the floor is dry remove wet floor sign and replace floor mats in proper position.



Cleaning Microwaves

Microwaves in breakrooms will be various sizes, have either an enamel or stainless-steel finish and can be over-the-range, build-in or counter top models.



1. Apply cleaner to yellow microfiber cloth, remove cook tray or turntable and wipe it clean. Set aside on paper towel.
2. Spray yellow microfiber cloth or inside of microwave with cleaner and wipe the inside of the microwave clean starting with the ceiling and the sides. Finish with the floor sweeping any crumbs into your hand and dumping in brute container. Clean the inside of the door.

Note: (If there are stubborn spots that won't easily wipe away, spray surface, give dwell time, agitate and wipe clean with cloth.)

3. Replace cook tray inside microwave.
4. Spray yellow microfiber cloth with cleaner and wipe control buttons, door handle and door frame.
5. The microwave is ready for use.

Cleaning Stainless Steel

Stainless steel is known for its ability to be a clean surface that resists corrosion and rust. In office buildings, many surfaces can be stainless steel. Stainless steel comes in 9 types of finishes. The most common finish you will clean is a No. 4. Surfaces such as appliances, elevator doors and interiors, sinks and drinking fountains will have that type of stainless steel finish. The stainless-steel finish can be polished or brushed. With brushed stainless steel always clean with the grain. When cleaning stainless steel always start with the basics, and work your way up from there as needed. Follow these steps after putting on safety glasses and gloves to clean stainless steel.

Using glass cleaner:

1. Spray a blue microfiber cloth with glass cleaner.
2. Wipe surface with the grain until dry.
3. Repeat until entire surface is cleaned.

Using a microfiber cloth with a mild detergent and polishing with a stainless-steel polish:

1. Remove tougher soil off stainless steel by using a mild detergent with a pH level of 7 or 8. Mix per manufactures directions into a 32-ounce spray bottle.
2. Lightly spray the surface or a yellow microfiber cloth with solution and wipe surface with the grain.
3. Dry the surface by following up with a dry microfiber cloth. Wiping in the direction of the grain.
4. Apply stainless steel polish to the surface or to a microfiber cloth.
5. Wipe with the grain overlapping as you move across the surface. Watch for an even application of stainless steel polish on the surface. Be sure to follow the directions on the stainless-steel cleaner/polish.

Safety Considerations

To prevent injury:

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth).
- Wear safety glasses while cleaning to prevent splashing or spraying of chemicals from entering your eyes.

Expected Results

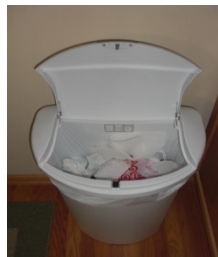
- No food or debris on cabinets.



- No dirty floors.



- No trash not emptied.



- No dirty sinks or food left in drain basket.



Review

Common Concerns



Food and Debris
on cabinets



Dirty floors



No trash not
emptied



Dirty sinks and food left
in sink drain

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Mop/bucket



Microfiber flat mop



Maid caddy



Trash brute



Extension duster



Dusting cloth



Back-pack vacuum



Gloves and safety glasses



Wet floor sign



Putty knife



Neutral pH floor cleaner

Breakroom Cleaning Procedures

- Put on PPE.
- Stock supplies.
- Dump trash.
- Apply cleaning solution to surfaces and wipe with yellow microfiber cloth.
- Clean touch points such as light switches and door knobs.
- Apply stainless steel cleaner or glass cleaner to sink to polish.
- Polish bright work.
- Vacuum or mop floor.

Safety Considerations

- Wear gloves while cleaning and avoid touching your T-zone (eyes, nose and mouth).
- Wear safety glasses while cleaning to prevent splashing or spraying of chemicals from entering your eyes.

Expected Results



No food and debris on cabinets



No dirty floors



Trash not emptied



No dirty sinks and food left in sink drain

Training Log

(Breakroom Cleaning to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)

Mopping to Perfection



Introduction to Mopping to Perfection

The purpose of the Mopping to Perfection Training Program is to give cleaning workers the techniques, tips, and knowledge that they need to perform mopping of floors and stairwells in an efficient and safe manner. This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform mopping of floors and stairwells in any facility. To effectively train cleaning workers on performing Mopping to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
1. **Do** each step
2. **Review** each step

Common Concerns



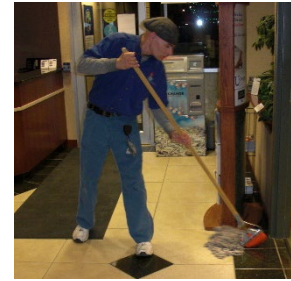
Debris on floor



Dirty corners and edges



Slippery floors



Inconsistent mopping

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Conventional mop/bucket



Microfiber flat mop



Bucketless flat mop



Broom



Dust mop



Dust pan



Back-pack vacuum



Gloves and safety glasses



Wet floor sign



Putty knife



Neutral pH floor cleaner

Mopping Procedures (Bucket and Wringer)

1. Clear floor of any floor mats.
2. Use putty knife to remove debris such as labels, stickers or gum while dust mopping or vacuuming floor.
3. Set safety perimeter with wet floor signs at room entrances.
4. Fill mop bucket with 4 gallons of cool or cold water. Add the proper amount of neutral pH floor cleaner per the manufactures directions.
5. Dip mop head into the mop bucket and wring out by placing the mop head into the wringer and pressing down on the handle.
6. With your upper body staying upright and not twisting your spine, mop all corners and edges; fill open areas using a fanning method by moving your arms side-to-side creating a figure eight pattern with the mop as you move backwards in the direction of the door. Keep mop bucket to



the side and behind you in the area that hasn't been mopped yet.



7. Overlap your strokes by a few inches to avoid missing any areas on the floor. Change mop water when dirty.
8. Continue to wet mop the floor until all areas are complete.

Note: If floor needs a scrub and re-coat, notify your supervisor.

9. Take mop and bucket to janitor's closet. Remove wringer, dump dirty water from bucket into mop sink, rinse wringer and mop bucket and wipe dry with cloth.
10. Remove safety perimeter wet floor signs from room entrances when floor is dry.



Mopping Procedures (Flat Mop)

1. Clear floor of any floor mats.
2. Use putty knife to remove debris such as labels, stickers or gum while dust mopping or vacuuming floor.
3. Set safety perimeter with wet floor signs at room entrances.
4. Fill charging bucket with appropriate amount of cool or cold water depending on how many pads you will use. (1 quart per 5 pads) Add the proper amount of neutral pH floor cleaner per the manufactures directions.
5. Place appropriate amount of microfiber floor pads in charging bucket with white backing facing up.
6. Place lid on charging bucket and lock all side flaps to insure a tight seal.



7. Pick up the bucket by the handle and fully swing container to the maximum side to side position using your other hand. Set on ground and open lid.



8. Adjust flat mop handle length for mopping if using a telescoping handle. Dip the flat mop pad holder into the charging bucket to remove a damp microfiber floor pad.



9. With the upper body staying upright and not twisting your spine, mop all edges; to fill open areas use a fanning motion by moving your arms side-to-side creating a figure eight pattern with the mop as you move backwards in the direction of the door. Keep charging bucket to the side and behind you in the area that hasn't been mopped yet.



10. Overlap your strokes by a few inches to avoid missing any areas on the floor.
11. Continue to wet mop the floor until all areas are complete.

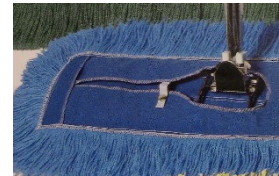
12. Take flat mop and charging bucket to janitor's closet. Wipe down flat mop with cloth. Remove any un-used floor pads from charging bucket and rinse, ring out and hang to dry. Rinse bucket and wipe dry inside and out.



13. Remove safety perimeter wet floor signs from room entrances when floor is dry.

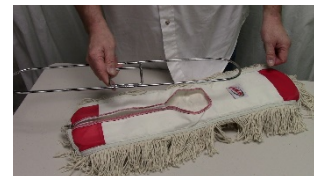
How to Change a Dust Mop Head

Dust mop heads will have many body styles in which they are attached to the dust mop frame. They are breakaway, slot pocket, with ties, zipper and with snap(s).

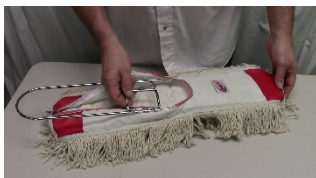


Changing a conventional dust mop head: (with zipper body style)

1. Remove dust mop head from frame. Un-zip zipper and slip head off frame. Place dirty head in plastic bag to be laundered.



2. Slip frame onto clean dust mop head and zip closed.



3. Attach to handle and dust mop is now ready to use.

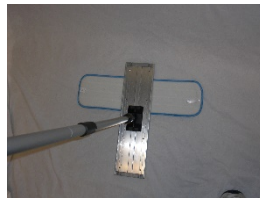
Cleaning a Dust Mop Head:

Clean dust mop head with stiff bristle brush over a trash brute or use a back-pack vacuum.



Changing a Flat Mop Microfiber Dust Mop Pad:

1. To remove dirty dust mop pad from frame, start by placing your left foot on the end of the frame and your right foot on the opposite end of the pad. Pull frame up and pad will peel away from pad backing. Pick up dirty pad by turning frame 90 degrees and touching end of frame on center of pad to lift it up. Drop into plastic bag to be laundered.
2. To place a clean dust mop pad on flat mop; place microfiber dust pad on floor and center the pad holder over the microfiber pad on all edges. Press down. The microfiber pad will attach to Velcro on pad holder.
3. Microfiber dust mop is now ready to use.



How to Use a Dust Mop Properly

1. Clear the floor of any floor mats.
2. Start in corner of the room and work your way across the floor. Stand up straight and push mop ahead of you. Do not lift dust mop from the floor; instead push with an even motion as you walk back and forth across the floor.
3. Overlap your strokes by a few inches to avoid missing any areas on the floor.
4. Push all dust to the center of the floor. Lift dust mop and shake lightly to remove dust from head.
5. Continue dust mopping the floor until all areas are complete.
6. Use a broom and dust pan to pick up pile in center of the floor.
7. Take dust mop to janitor's closet. Clean the dust mop head by brushing with stiff bristle brush inside a plastic bag or you can vacuum it with a back-pack vacuum.
8. Set safety wet floor sign at entrance to room.
9. The floor can now be mopped.

How to Change a Wet Mop Head

Changing a conventional wet mop:

1. Remove dirty mop head from mop handle by releasing the collar, spring action lock, wing nut, or locking wheel and place in plastic bag to be laundered.
2. Attach clean mop head using one of four methods:

Jaws- place mop head between the jaws and tighten collar to hold mop.



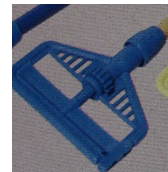
Springer – place mop head between spring and close spring action lock against handle.



Quickslipper – place mop head between metal bracing bar and tighten wing nut to secure mop head.



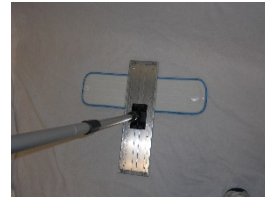
Wheelocker - place mop head between plastic bracing bar and tighten locking wheel to hold mop head.



3. Clean mop head is now ready for use.

Changing a microfiber wet mop pad on flat mop:

1. To remove dirty microfiber mop pad from frame place your left foot on the end of the frame and your right foot on the opposite end of the pad. Pull frame up and pad will peel away from pad backing.
2. Pick up dirty pad by turning frame 90 degrees and touching end of frame on center of pad to lift it up. Drop into plastic bag to be laundered.
3. To place a clean wet pad on flat mop; Dip the flat mop pad holder into a charging bucket to remove a wet microfiber floor pad or place a wet mop pad on floor and center the pad holder over the microfiber pad on all edges. Press down. The microfiber pad will attach to Velcro on pad holder.
4. Microfiber wet mop is now ready to use.



Removing Black Heel Marks

1. Put white scrub pad on mop head to remove black heel marks while mopping.
2. Use a tennis ball on a handle prior to mopping.



How to Empty and Rinse a Mop Bucket

After completing mopping duties follow these steps to empty and rinse a conventional mop bucket.

1. Take mop bucket to a floor mop sink or utility sink to empty and rinse out.
2. Grab hold of handle on wringer and remove from mop bucket, rinse soils and chemical residue off wringer with cool or cold water in mop sink and wipe dry with cloth. Set wringer on the floor outside the work area.
3. If the mop bucket doesn't have a faucet-style drain incorporated into the lower back of bucket you will bend at the knees to pick up mop bucket with one hand grasping the handle of the mop bucket and the other hand grasping the bottom back rim of the mop bucket.
4. Lift mop bucket up and over ledge of mop sink. With your hand on the back of the mop bucket empty water from mop bucket into sink.



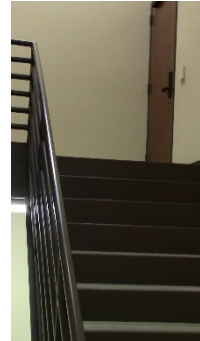
5. With a hose attached to faucet, rinse bucket out starting with the back and then the sides while moving forward rinsing out any soil.
6. Wipe the bucket dry on all sides with a cloth.
7. Place wringer in bucket.
8. Place mop bucket in designated area in janitor's closet.



Using a Dust Mop on Stairwells

Using a dust mop in stairwells is not the most efficient method of removing dry soils from stair treads and landings. A better tool is a back-pack vacuum, but when a back-pack is not available to use, a dust mop will work. When using a dust mop, follow these steps.

1. After clearing all landings of any floor mats.
2. Start in the corner of the top landing and work your way across the floor. Stand up straight and push dust mop ahead of you. Do not lift dust mop from the floor; instead push with an even motion as you walk back and forth across the floor in a figure eight pattern.
3. Overlap your strokes by a few inches to avoid missing any areas on the landing.
4. Push all dust to the center of the landing. Lift dust mop and shake lightly to remove dry soil from dust mop head.
5. Move down to the first stair tread and place dust mop in the corner of tread, move dust mop across the tread to the other corner. When you reach the other corner of the tread pull the dust mop off the tread and move down to the next tread. Continue to dust mop treads until you come to the next landing. Repeat the steps to dust mop a landing and treads until you reach the bottom landing.
6. Use a broom and dust pan to pick up dry soil pile in center of the landings.



7. Take dust mop to janitor's closet. Clean dust mop head by brushing with stiff bristle brush in a trash brute container or you can vacuum head with a backpack vacuum.

Using a Damp Mop in Stairwells

When using a damp mop in stairwells, the most efficient method of mopping landings and treads is with a flat mop and microfiber pad. When damp mopping stairwell follow these steps.

1. After vacuuming all landings and treads, place a safety wet floor sign at each door entrance and a damp microfiber pad on each landing from the charging bucket. Place a small can liner in your back pocket to collect dirty mop pads.
2. Stand up straight while damp mopping all corners and edges of the top landing, then fill in open area using a figure eight motion as you move backward to the steps. Overlap your strokes by a few inches to avoid missing any areas on the landing.
3. Stand on the fourth stair tread and place damp mop in the left or right corner of the first stair tread. (Adjust mop handle if using a telescopic handle.) Move flat mop to the left or right across the tread to the other corner, pull the damp mop forward to the front of the tread, move mop to the right or left until you reach the other side of the tread. Move down to the next tread and repeat the process.



Continue to damp mop treads until you come to the next landing. Replace dirty microfiber pad with the clean one you placed on landing.

Place dirty pad in can liner and toss can liner down to next landing. Repeat the steps to damp mop the rest of the landings and treads until you reach the bottom landing and work your way out the door.

4. Take flat mop, charging bucket and dirty mop pads to janitor's closet. Place dirty mop pads in basket to be laundered. Rinse out charging bucket and wipe dry with cloth. Store charging bucket and flap mop in proper location in the janitor's closet.



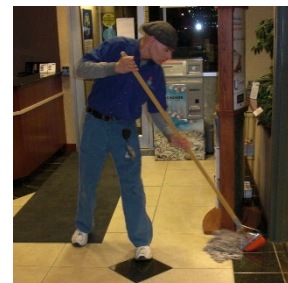
Safety Considerations

To prevent injury:

- Wear gloves while mopping and avoid touching your T-zone (eyes, nose and mouth) while mopping. Never change a mop head without gloves on.
- Wear safety glasses while mopping floors to prevent splashing of chemicals from entering your eyes.

Expected Results

- No debris on floor.
- Corners and edges will be clean.
- Wet floor sign(s) will be placed by room entrance(s) to alert occupants and visitors of wet/slippery floor.
- All areas of the floor will be mopped.
- No black heel marks will be on floor after mopping.
- Safety perimeter will be set for each area being mopped.



Review

Common Concerns



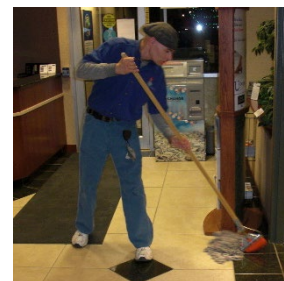
Debris on floor



Dirty corners and edges



Slippery floors



Inconsistent mopping

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Mop/bucket



Microfiber flat mop



Bucketless flat mop



Broom



Dust mop



Dust pan



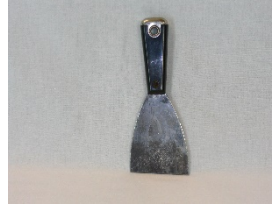
Back-pack vacuum



Gloves and safety glasses



Wet floor sign



Putty knife



Neutral pH floor cleaner

Mopping Procedures

- Clear floor of any floor mats.
- Place safety wet floor sign at door entrance.
- Fill bucket with cool or cold water. Add neutral pH floor cleaner.
- Stand up straight. Do not twist spine.
- Keep mop bucket on side of floor that hasn't been mopped yet.
- Dump mop bucket water, rinse and wipe dry.
- Remove safety floor sign when floor is dry.

Safety Considerations

- Wear gloves while mopping and avoid touching your T-zone (eyes, nose and mouth) while mopping. Never change a mop head without gloves on.
- Wear safety glasses while mopping floors to prevent splashing of chemicals from entering your eyes.

Expected Results



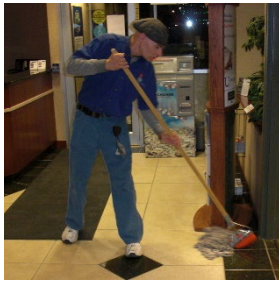
No Debris on floor



Corners and edges will be clean



Safety floor sign will be placed by entrance to alert visitors of wet/slippery floor.



All areas of floor will be mopped



No black heel marks will be on floor after mopping.

Training Log (Mopping to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)

Vacuuming to Perfection

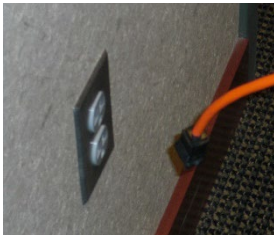


Introduction to Vacuuming to Perfection

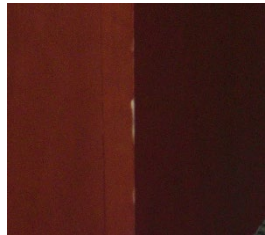
The purpose of the Vacuuming to Perfection Training Program is to give cleaning workers the techniques, tips, and knowledge that they need to perform vacuuming on carpet, hard floor surfaces and stairwells in an efficient and safe manner. This training program will take approximately 1 hour to complete. Upon completion of this training program the cleaning worker will know how to perform vacuuming in any location. To effectively train cleaning workers on performing Vacuuming to Perfection, you should:

1. **Tell** about each step
2. **Show** how to perform each step
3. **Do** each step
4. **Review** each step

Common Concerns



Unplugged office equipment



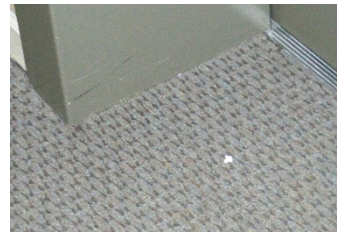
Banged up furniture and walls



Trash can is not put back in proper place after vacuuming



Corners and edges not vacuumed



Debris on floor

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Back-Pack Vacuum Cleaner



Upright Vacuum Cleaner



Upholstery Tool



Brush Attachment



Crevice Tool



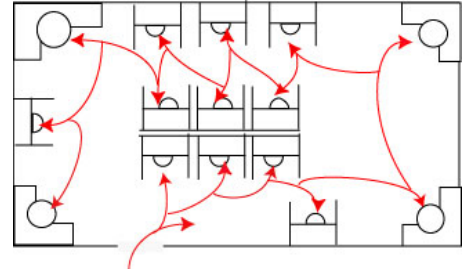
Bags and Filters

Vacuuming Procedures

1. Starting in the janitor's closet. Check bag, filters and power cord of vacuum cleaner. Adjust harness to fit properly on back pack vacuum. Place tools in loops on waist belt.



2. Leave the janitor's closet and move counter-clockwise around the room to ensure all areas are vacuumed. Look for outlets marked with a **Blue Dot** on it. The blue dot will identify the best outlets to use when vacuuming the office. As you come to additional rooms enter and move to right and circle the room returning to the door way you entered. Continue moving counter-clockwise around the room.



3. Keep slack in cord. This will prevent ground plugs from being broken off.
4. When unplugging vacuum, **DO NOT** pull the cord, pull from the plug.



5. Vacuum corners, edges and underneath desks as you work around the room, move chairs up to desk or table after vacuuming.



6. Watch for trash not emptied. Pick up trash cans and vacuum underneath. Place trash can back in original place.



7. Spot vacuum furniture. Using vacuum hose or connecting upholstery tool.



8. To efficiently vacuum hallways with a back-pack vacuum, stand up straight and draw the top of the wand in toward your waist and use a side-to-side fanning motion while walking forward. Continue this motion until the hallway is vacuumed. Unplug cord and move to next area watching for blue dot on outlet.



9. Vacuum walk-off mats, roll up and vacuum underneath.

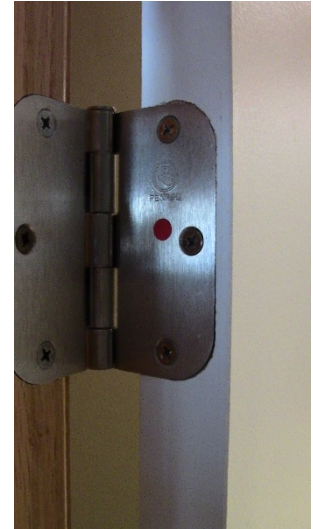


10. Do not unplug electronic equipment when looking for a place to plug in vacuum cleaner. Watch for **Blue Dot** on outlet to identify the best outlets to use.



11. Turn off lights as rooms are finished and for door management use a color-coded dot system. Dot is located on door middle hinge.

- **Red Dot** means the door is to remain locked at all times before, during and after vacuuming.
- **Green Dot** means the door is to be closed, but not locked after vacuuming.
- **Yellow Dot** means the door is to remain as it was originally found.



12. Replace vacuum bag when 2/3 full.

13. Once vacuuming is complete, return vacuum cleaner and attachments to janitor's closet. Check bag and filters. Wipe down outside of vacuum and wrap up cord. Place vacuum in assigned location in janitor's closet.



Changing Filters and Bags in a Back-Pack Vacuum

For a back-pack vacuum cleaner to perform at its best, filters and bags need to be cleaned or changed regularly. Follow these steps when changing filters and bags in a back-pack vacuum cleaner.

1. Start with removing the Twist Cap from the top of vacuum cleaner and setting it to the side of work area.
2. Lift the Micro Filter paper bag and Micro Cloth Filter out at the same time and place over a trash brute barrel.
3. Over a trash brute barrel, remove Micro Filter paper bag from Micro Cloth Filter. Place Micro Filter paper bag in trash brute barrel.
4. Shake out Micro Cloth Filter into brute trash barrel. Once per month hand wash and let dry. Replace if needed.
5. Once per week clean the Dome Filter with the Foam Media located inside the vacuum. Replace if needed.



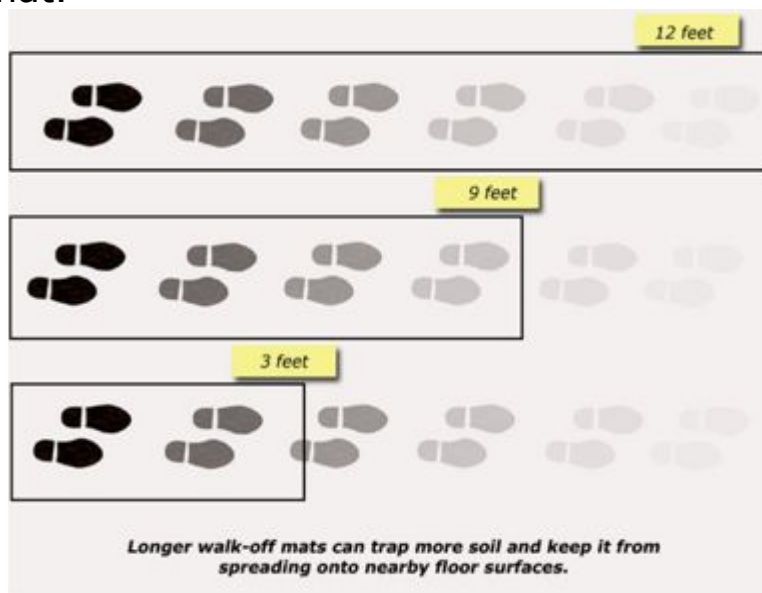
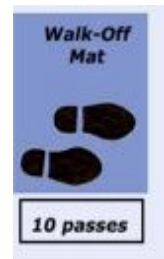
6. Once per week remove Sound Muffler from bottom of vacuum and rinse with water, let air dry and replace at the bottom of the vacuum. Replace as needed.
7. Before putting items back in vacuum, use a microfiber cloth to wipe dust off inside of vacuum housing.
8. Replace Sound Muffler and Dome Filter before slipping new Micro Filter paper bag into Micro Cloth Filter and place inside vacuum.
9. Replace the Twist Cap to the top of vacuum cleaner.
10. Use a damp microfiber cloth to wipe dust off outside of vacuum housing. Vacuum is now ready to use.



Vacuuming Walk-Off Mats

To keep surfaces looking their best, regular vacuuming of walk-off mats is done in a facility to remove dry soil. Follow these steps when vacuuming walk-off mats.

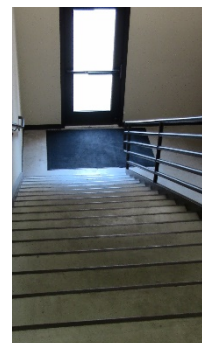
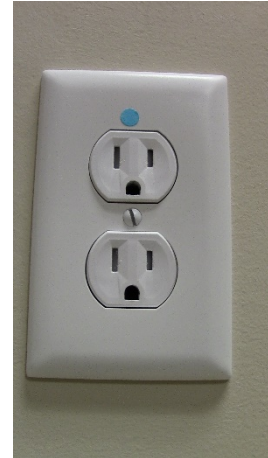
1. Select an upright or back-pack vacuum cleaner.
2. To effectively remove soil from the mat you need to make 10 passes with the vacuum cleaner over the first 10 feet of matting.
3. Make 5 passes vacuuming the length of the mat.
4. Make 5 passes vacuuming the width of the mat.



Vacuuming Stairwells

Using a back-pack vacuum cleaner is the most efficient method of removing dry soil from stair treads and landings in a stairwell. When vacuuming a stairwell follow these steps.

1. Start by plugging in extension cord on the 2nd floor outlet marked with a **Blue Dot** on it. The blue dot will identify the best outlets to use when vacuuming the stairwell. Then move to bottom landing to start vacuuming stairwell.
2. Start with vacuuming walk-off mats, roll them up and set to the side. Then vacuum corners and edges of the bottom landing. Stand up straight and draw the top of the wand in toward your waist and use a side-to-side fanning motion while moving backward or forward to finish vacuuming the landing.
3. Coming to the first stair tread, vacuum each tread as you move up the stairwell to the next landing by placing wand at one end of the stair tread and fanning across the stair tread to the other side. Continue this motion until you reach the next landing.
4. Position the power cord from vacuum cleaner to go between the hand rails in the stairwell as you move up the stairwell.



5. Move power cord to next outlet with the **Blue Dot** on it when needed. Continue vacuuming stair treads and landings until you reach the top landing.
6. Take back pack vacuum to janitor's closet. Empty bag, clean filters and wipe down inside and outside of vacuum with microfiber cloth and wrap up cord. Place in proper location in janitor's closet.

Elevator Doors and Tracks

Lock out elevator doors and vacuum and clean tracks.



To clean elevator tracks vacuum with back-pack hose, spray track with cleaner, scrub with a grout brush and wipe clean with paper towel or cloth.

Safety Considerations

To prevent injury:

- Check electrical cord for any cuts or scraps.
- If ground prong is missing on plug **DO NOT USE!**
- Never vacuum in water.
- Lock out elevator doors when vacuuming elevator and cleaning tracks.

Expected Results

- Corners, edges and underneath desks will be vacuumed.
- All trash will be dumped with this double check system.
- Cleaning workers will use ergonomic best practices when vacuuming.
- Office doors will be left per clients' request.
- Vacuum and attachments will be stored properly.



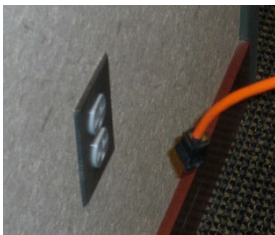
Red Dot
Green Dot
Yellow Dot



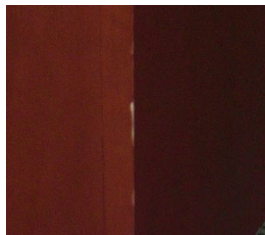
- Cleaning workers will perform vacuuming tasks safely and efficiently.

Review

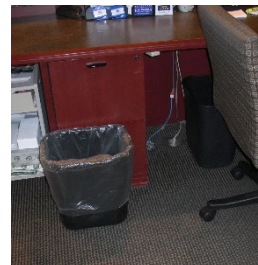
Common Concerns



Unplugged office equipment



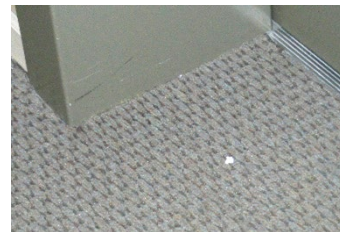
Banged up furniture and walls



Trash can is not put back in proper place



Corners and edges not vacuumed



Debris on floor

Preparation

Have the proper tools, equipment, and product to make the job easier and more efficient. These items will be stored in the janitorial closet. You will need:



Back Pack Vacuum



Up-Right Vacuum Cleaner



Upholstery Tool



Brush Attachment



Crevice Tool



Bags and Filters

Vacuuming Procedures

- Starting in the janitor's closet. Check bag, filters and cord of vacuum cleaner. Adjust harness to fit properly on back pack vacuum.
- Move counter-clockwise around the room to ensure all areas are vacuumed.
- Using a back-pack vacuum stand up straight and draw the top of the wand in toward your waist and use a side-to-side fanning motion while walking forward.
- Watch for **Blue Dot** on outlet to identify the best outlets to use.
- For door management use a color-coded dot system. Dot located on door middle hinge.
 - **Red Dot** means the door is to remain locked at all times before, during and after vacuuming.

- **Green Dot** means the door is to be closed, but not locked after vacuuming.
- **Yellow Dot** means the door is to remain as it was originally found.
- Return vacuum cleaner and attachments to janitor's closet. Wipe down vacuum, replace bags, clean filters and wrap up cord.

Safety Considerations

- Check electrical cord for any cuts or scraps.
- If ground prong is missing on plug **DO NOT USE!**
- Never vacuum in water.
- Lock out elevator doors when vacuuming elevator and cleaning tracks.

Expected Results



Underneath desks will be vacuumed



All trash dumped with double check system



Office doors will be left per clients' request.



Vacuum and attachments will be stored properly.



Cleaning workers will perform vacuuming tasks safety and efficiently.

Training Log (Vacuuming to Perfection)

Date	Trainee's Name (Print)	Trainee's Signature	Trainer's Name (Print)