# **GFNY Exteriors / Lobbies / Entrances / Security Training Manual**

**Environmental Services – ESFM Tesla GFNY**

## **📌 Purpose**

This manual defines **training requirements, daily duties, and QR compliance process** for EVS personnel assigned to **Exteriors, Entrances, Vestibules, Lobbies, and Security Stations**. These are **Tesla’s highest-visibility zones**, and every detail must be correct to maintain a safe, professional first impression.

## **✅ Zone-Specific Training Tasks**

### **🧼 Exterior & Grounds**

* Trash pickup in parking lots, bus shelters, and grounds.
* Litter and goose droppings removal.
* Empty exterior trash/recycling bins, replace liners, and wipe rims/lids.
* Walk-off mat cleaning and replacement (daily; vendor swap when scheduled).
* Window cleaning: spot clean daily; exterior per quarterly/annual schedule.

### **🧼 Lobbies / Entrances / Security Station Duties**

🔹 **1. Daily Cleaning Tasks**

* Sweep and mop all lobby and entrance floors (include entry mats).
* Wipe all door glass (inside and out), including around push bars.
* Sanitize door handles, buttons, railings, and other high-touch surfaces.
* Empty all trash and recycling bins; replace liners and wipe rims.
* Dust and wipe:
  + Lobby counters
  + Security desks
  + Badge reader stations
* Check and clean:
  + Fingerprints on glass
  + Smudges/shoe marks on lower walls
  + Trash/debris around doorways (inside and outside)
* Ensure entryways are dry, slip-free, and hazard-free.

🔹 **2. Presentation & Detail Work**

* Straighten & vacuum floor mats and rugs.
* Align lobby furniture (chairs, tables).
* Spot clean walls, baseboards, and door frames.
* Dust light fixtures, wall art, or signage.
* Ensure sanitizer stations are stocked and wiped down.
* Wipe lobby touchscreen kiosks or Tesla displays.
* All glass must be smudge- and streak-free.

🔹 **3. Safety & Professionalism**

* Place wet floor signs when mopping.
* Secure caution signage if entry area is wet or icy.
* Keep carts/supplies out of sight in high-traffic areas.
* Check in with Security staff to verify if anything special is needed.

⚠️ **Important Notes**

* This is a **high-visibility area**. Every detail matters.
* **Clean as you go** — don’t wait until next round to fix footprints, trash, or smudges.
* Report any damage, spills, or hazards to your Supervisor immediately.

## **📱 QR Process (Exit-Only Compliance)**

1. **Scan on Exit Only (Completion Rule):**
   1. Scan the QR code **only after zone work is fully completed** and you are leaving.
   2. Do **not** scan on entry.
2. **Each Assignment Requires a Scan:**
   1. Every time you complete duties and exit the zone, scan.
   2. Missed scans = missed zone in EVS X-Ray.
3. **Use Notes for Issues:**
   1. Supply shortages, damages, graffiti, safety hazards.
   2. Example: “Vestibule glass cracked,” “Mat saturated,” “Goose droppings at bus shelter.”
4. **Automatic Alerts:**
   1. Notes generate **real-time alerts** to Managers and Leads.
5. **Urgent Issues Protocol:**
   1. Hazards (broken glass, slip risks, security concerns) must be **logged in QR Notes and verbally escalated** to a Manager/Lead immediately.

## **🎯 Standards of Success**

* Glass = **smudge-free and streak-free**.
* Floors & mats = **aligned, clean, and dry**.
* Entrances = **clear of debris, safe, and professional**.
* Counters, desks, and stations = **dust-free and organized**.
* Every visit ends with a **QR exit scan**.