

Cleaning Specialist Expectations

Professional Conduct - Professional conduct needs to be always displayed. A professional will:

- Wear clothing that is appropriate for the work environment, and modest in design.
- Arrive on-time to every work assignment.
- Abstain from profane or vulgar language.
- Consistently demonstrate the ability to listen to supervisory instructions and follow through.
- Consistently demonstrate the ability to cooperate with coworkers.
- Consistently get along with coworkers, office personnel, and your direct supervisor.

Communicate in a Professional Manner

- Engage in open dialogue with all parties involved in your work tasks.
- Demonstrate an understanding of tasks to be completed, barriers to completion of any tasks, problem solving processes, and follow through to successful completion of all tasks.
- Contact your direct supervisor when you are not sure of how to proceed with a task or if there is a problem that you are not able to solve within the guidelines of existing instructions and work protocols.
 - ***All questions need to be directed to your supervisor/manager. It is especially important that all questions be communicated to your supervisor/manager not to another employee. Another employee may not have the correct answer to your question and is not responsible for the outcomes of work tasks that are assigned to you.***
- Engage in two-way communication processes with management personnel and co-workers to problem solve getting tasks done in a timely manner.
- Understand and follow through with directives from your supervisor without arguing or utilizing work methods that are not in accordance with the instructions you receive.

Work Methods are to be in Accordance with EPIC PM Standards

- When you are assigned your cleaning task, do one at a time to complete it.
 - Take before, during, and after pictures.
 - Document with notes to describe work that has been completed.
 - Upon completion of a task, assign it back to your supervisor/manager for inspection.
- If the task is not completed to EPIC PM standards, your supervisor will re-assign you the task for proper completion.
- When you need assistance to complete a task, contact your Cleaning Manager who will determine if assistance is required.

- When you complete your tasks ahead of your co-workers and your Cleaning Manager has confirmed completion, please ask your Cleaning Manager if you can assist them and clock in under that task.
- When you are working with a partner on a task, please include them by name in your notes.
- When tasks are complete make sure you are switching to your next task in TSheets.
- Make sure you:
 - know the timeframes for completion of tasks.
 - provide clear feedback as to your ability to complete tasks in the amount of time provided.
 - engage in productive work activities that demonstrate progress towards task completion.
 - document that tasks have been satisfactorily completed.

Cleaning Supplies:

- You will be supplied with cleaning products and tools to clean with.
- You are expected to bring them to every cleaning job. This helps so everyone is not running around looking for supplies someone else is using.
- You will be supplied with cleaning rags that you keep track of and clean for next task use.