

SUPERVISOR TRAINING GUIDE

# DAILY OFFICE CLEANING



Welcome to the Daily Office Cleaning training. You'll be happy to know that this training follows "healthy high performance cleaning standards" set by the US Green building council and their LEED program, so now you too can help protect the environment.

The purpose of this training is to show you the correct steps in cleaning and maintaining office buildings ... which will ultimately lead to an increase in the quality, safety and satisfaction of your job performance.

The training is broken into six modules that generally follow cleaning procedures throughout the building. They are:

Getting Started

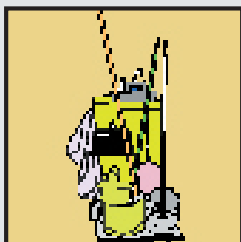
Common Areas

Entryways & Hallways

Restrooms

Offices & Workstations

End of Shift Clean-up



## Getting Started

Verify that you have all your equipment, supplies and cleaning products on your cart.

Check to see if your equipment is in good working order. For vacuum cleaners, always check the cord for any cracks or breaks. If your equipment needs repair, contact your supervisor immediately.



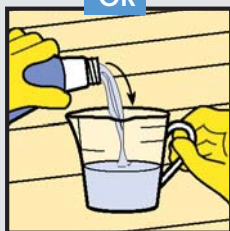
Check vacuum cleaner bag & replace when it is 2/3 full. If you are using an upright vacuum, make sure that you remove any obstruction that may have wrapped around the beater bar.



Put on your personal protective equipment; gloves and goggles are typically required.



OR



Fill your mop and bucket with the appropriate cleaning solution. You'll get better results, if you use cool water and dispense or mix according to label directions.

**NOTE:** Do not try to mix in more cleaning chemical than required. It is wasteful and expensive, and could lead to doing a job over or cause permanent damage.

## Common Areas

Common rooms include break rooms, copy rooms, meeting rooms and any other shared room.

For each room: remove trash & recyclables, dust vents and lights, and lower surfaces.

Wipe down countertops, tables or other surfaces.

Clean the sinks, countertops, cabinets, handles and microwave.

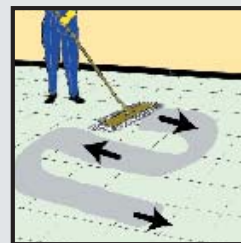
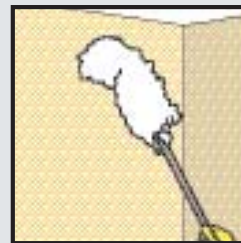
**NOTE:** Don't erase white boards or throw away easel paper. It could be critical information, so just leave it alone.

**NOTE:** Don't clean electronic equipment, such as copiers, computers, DVD players unless specifically told to do so by your supervisor.

Place "Wet Floor" signs around the area.

Remove any chairs or large objects from the floor.

Remove any large debris from the floor and sweep or dust mop.





OR



Damp mop the floor with a mop & bucket or microfiber system with the appropriate cleaner. Remove the “Wet Floor” signs when the floor is completely dry.



## Entryways and Hallways

Vacuum the mats thoroughly in both directions. Once you're finished vacuuming, and roll up to dust mop later.



Spot or damp clean any frequently touched surfaces such as the door handles, security desk, lobby furniture, and countertops.



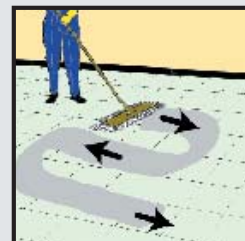
Empty any trash containers into your trash compartment.

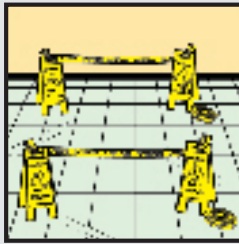
Remove any freestanding objects and pick up any loose debris.



Dust mop the floor. When complete, gently shake the dust mop to let dirt and debris fall to the floor.

Sweep everything into a dustpan using the hand broom and dispose the dirt into your trash compartment.





Place "Wet Floor" signs around the areas to be wet mopped.



Clean the floor with the appropriate method for the areas: mop & bucket, autoscrubber or microfiber cleaning system.

OR



Remove the "Wet Floor" sign only when the floor is completely dry, and return them to your cart.



For carpeted hallways, pick up any large pieces of debris. Vacuum the high traffic areas using an "M" or "W" pattern.



Use a GP carpet spotter to remove any stains. Apply spotter to the stain until it is completely wet, agitate with a scraper worker inward. Blot the area with a clean cloth and rinse thoroughly.

**NOTE:** Rinsing is critical ... if the spotter remains on the carpet, it will actually attract any dirt or soil. If you've followed these steps and the stain still persists, contact your supervisor immediately.

Vacuum or sweep stairwells starting from the top and work your way down. Remember to wipe down the hand rail with a damp cloth.



Clean elevators by starting high and working low. Dust the lights and ceiling fixtures, spot clean side panels and elevator buttons with an appropriate cleaner.

Vacuum, damp mop or clean the floor with a microfiber cleaning system.



**NOTE:** If the elevator doors are made of stainless steel, always clean with the grain.



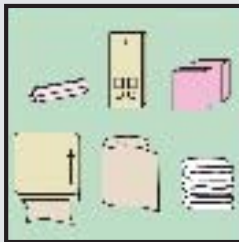
## Restrooms



Always knock on the door and announce yourself before entering. Place a "Caution" or "Restroom Closed" sign in the doorway.



Put on your Personal Protective Equipment ... This includes both gloves and goggles.



Fill the dispensers, which include: hand soap, toilet seat covers, odor control products, toilet tissue, paper towels and sanitary products.

Empty the trash and the sanitary receptacles by pulling straight up on the liner.



**NOTE:** Never push the trash down with your hands as there could be sharp objects inside.



Sweep the floor and remove any gum or stuck-on debris with a putty knife. Sweep all debris into a dustpan and dump into the trash.

Flush the toilets and urinals to ensure you are always working with clean water. Apply your product to the interior and exterior surfaces of toilets and urinals ... as well as the back wall and floor area.

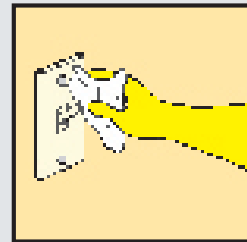


Spray sinks & countertops with the proper disinfectant product and ensure surface remains wet throughout the dwell time (5-10 min.).

**NOTE:** If your company uses an acid bowl cleaner, only use it inside the toilet bowls or urinals, NEVER on seats or in sinks. Acid bowl cleaners can cause severe damage to chrome, brass and other metal fixtures.



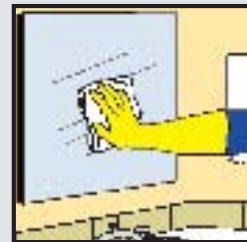
Clean light switches, push plates, kick plates and door knobs with a disinfectant. Spray the cleaner onto a cloth or paper towel and wipe these surfaces clean.



Wipe down sinks & countertops with a clean dry cloth and polish faucets and other chrome fixtures.



Clean mirrors by lightly spraying cleaner in a diagonal & wiping dry, or spray the cloth only to avoid using too much product.





Apply product to the applicator and swab the entire inside of the toilet bowls & urinals. Flush and rinse the applicator in the running water.

**NOTE:** Avoid using too much product on mirrors, as it will usually result in streaking which will require more time to remove.



Wipe the outside of the toilets and urinals. Always use a new cloth to dry the different surfaces and be sure you thoroughly wipe the entire bowl exterior, especially around the sides and in the front.



Clean the walls or partitions and the door handles with a clean cloth sprayed with a disinfectant cleaner.

**NOTE:** Never use the applicator to clean the outside of the toilet or urinal.



OR



Damp mop the restroom floor using a figure 8 pattern or use a microfiber system.

After cleaning the restroom, scan the room for anything you might have missed. Pay special attention to toilets and urinals, there should be no puddles or damp spots.

Remove the wet floor signs when the floor is completely dry, and turn off the lights.

**NOTE:** It's helpful to use the Daily Restroom Inspection report which lists all of the major tasks your supervisor will inspect.



## Offices and Workstations

We recommend wearing gloves to protect your hands, but always check with your supervisor for specific job related requirements.



Empty the workstation trash can into the barrel, and check the liner. If it's torn, wet or dirty, replace it with a new one.

If the outside of the trash can is dirty; clean it with a cloth and the appropriate cleaner.



**NOTE:** NEVER assume something can be thrown out unless it's in the trash can, on the trash can or marked "trash." Also, NEVER use your hands or feet to pack the trash down into the barrel, instead use another trash can.



Use a treated cloth, micro-fiber cloth or a feather duster to dust from high to low in a clockwise direction. Don't forget the window sills and blinds.

Spot clean areas such as furniture, interior glass, file cabinets, walls and switches; make sure you spray the appropriate cleaner directly onto the cloth and wipe clean.

**NOTE:** Avoid moving any personal items when dusting or cleaning. If you need to dust areas that are hard to reach such as air vents, use an extension dusting tool  
**NEVER** stand on the furniture.

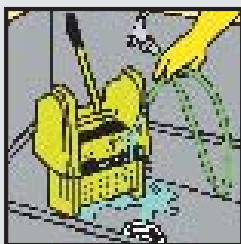
Vacuum any visible soil in those workstations on an as needed basis. Check with your supervisor for specific frequency requirements for each site.

Remove trash barrel when full by carefully tipping the can on its side. Lift with your legs to avoid back injuries.

**NOTE:** Always check for leaks before carrying to the drop location. Place a clean bag underneath before setting down to avoid unnecessary gradual leaks.





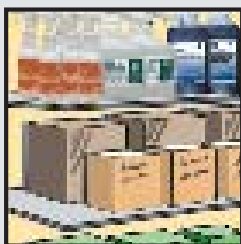


## End of Shift

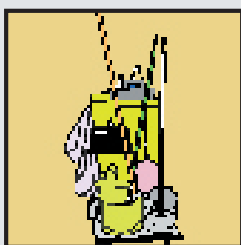
Return to the service area and properly clean and store all of your equipment. Rinse the mop and bucket with clean water and hang up the mop.

If you use a microfiber cleaning system, place the microfiber pads in the appropriate container for laundering or, if they are disposable, into the trash.

Once a week or as needed, you should rinse out the bottle with water and clean out the spray head nozzles.



Ensure the supply closet is restocked, neat and orderly.

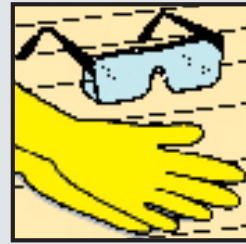


Restock and organize your cleaning cart so it is ready for the next shift.

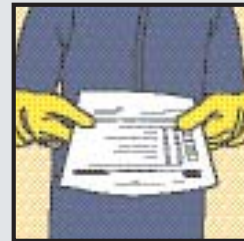


Collect, empty and tie off any remaining trash and bring it to the designated collection site.

Remove your personal protective equipment and wash your hands.



Submit any inspection forms and notify your supervisor of any special needs or concerns.



The information presented in this training program is general in character and reflects generally accepted procedures for the hygiene and appearance solutions within your facility. Johnson Wax Professional does not warrant or guarantee the appropriateness of these procedures for any specific product or environment. Conditions may differ and may require different procedures. Instructions from the product manufacturer including application procedures contained on product labels should be followed.



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