

# ***ServiCare Interiors***

## ***Commercial Maintenance***

Module 1 – Janitorial Services

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Mississauga, ON

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**\*\*The illustrations within this document DO NOT necessarily portray the actual equipment and/or products used\*\***

## **MISSION STATEMENT**

### **OUR PURPOSE**

OUR PURPOSE IS TO BE A REGIONAL PROVIDER OF COMMERCIAL CARPET, JANITORIAL AND FABRIC CARE MAINTENANCE SERVICES GENERATING SUPERIOR VALUE FOR OUR CLIENTS AND EMPLOYEES.

### **OUR MISSION**

OUR MISSION IS TO BUILD A GREAT COMPANY, TO BECOME A REGIONAL ENTERPRISE, THAT BY 2027 IS THE MOST SUCCESSFUL AND RESPECTED COMMERCIAL CARPET, JANITORIAL AND FABRIC CARE MAINTENANCE SERVICE PROVIDER.

WE WILL ACCOMPLISH THIS BY CONSTANTLY DELIGHTING OUR CLIENTS WITH THE QUALITY AND INNOVATION OF OUR SERVICES, RESULTING FROM THE EXCELLENCE OF OUR PROCESSES, OUR TEAM AND OUR UNIQUE PORTFOLIO OF CLIENTS.

### **OUR GOALS**

Delivering Superior Unique Sustained Build  
Regionalization  
Clients Profitability Portfolio Growth Enterprise

### **OUR BELIEFS**

Customer Focused – Innovation – Teamwork – Inspiration  
Openness and Agility  
Quality – Speed – Excellence – Profitability – Responsibility

## **INTRODUCTION**

### **WELCOME TO SERVICARE INTERIORS INC.**

Welcome to **SERVICARE INTERIORS INC.** I hope our association will be a long and beneficial one. The strength of the company is the people, the result of growth is because of the efforts of our staff. Our future looks bright, but it will present challenges and I am counting on your assistance in meeting those challenges.

We know that in return for your support, the company is obligated to make your employment as satisfactory as possible. Our wage policies are designed to make the company a good place to work. We also emphasize intelligent human relations in our day-to-day contacts.

Please call upon any of us to help you become established in your new job. And again, thank you for joining our team.

Rodolfo Kunz  
General Manager

### **COMPANY PROFILE & OVERVIEW**

Servicare Interiors is a name that means superior cleaning services and customer satisfaction.

Today businesses invest huge amounts of time and money in the design and construction of their locations and facilities. This investment generates its greatest rewards only when it is cleaned and maintained to the highest standard.

Servicare Interiors uses high technology and standards in delivering quality, efficient and professional service to its clients always.

Our General Manager, Rodolfo Kunz, has been a successful innovator and leader in the cleaning industry throughout Ontario for over 40 years.

Servicare Interiors provides a better value for each dollar spent. We are committed to assuring that every dollar our customers invest in cleaning and maintenance is directly reflected in the quality and health of their workplace and internal image.

## **Employee Hygiene Procedures & Instructions**

**Objective:** To maintain a clean, healthy and professional looking employee base.

### **Supplies & Equipment Needed:**

- Hand Washing Supplies
- Safety Supplies

**Step 1.) Overall Appearance** - For your employees to maintain an overall hygienic appearance is a crucial piece to the overall perception of your business. To always maintain a professional appearance not only helps you retain your current customer base, but also helps to attract new, prospective clients. Requiring all employees to bathe daily, as well as come to work in a clean, neat, and tidy uniform is crucial. Freshly shaved employees, who smell fresh, and have a nice clean haircut, goes a long way in creating a professional aura.



**Step 2.) On The Job** - Maintaining that professional appearance throughout the job that was established in step 1 is something else that is a necessity. Cross contamination in any medical or food processing facility can not happen. It can cost you lots of time and money to correct the problem. It is often a good idea to color code different squeegees, brooms, cleaning solutions for different areas.

**Step 3.) Protect Yourself & Other Employees** - When cleaning with any type of highly concentrated solutions, it is a good idea to use the proper safety glasses, nitrile gloves, and even disposable clothing when handling these types of solutions. A great example is to use our disposable plastic shoe & boot covers when stripping or cleaning floors to protect your shoes, as well as other areas of the facility.

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To protect from the spread of disease, all employees must wash their hands after going to the restroom, finishing up a cleaning job, when handling any types of solutions, or even when they just appear dirty. You should wash your hands with hot water with hand soap and thoroughly scrub your hands for 20 seconds, making sure to cover all parts of your hands, including under fingernails, around cuticles, and in between fingers.



Another way to curtail the spread of germs is to supply employees with their own personal hand sanitizer bottle. This way their hands will always be sanitized, and they can do it frequently throughout the day, without the need of a sink.





## **Flu Prevention Tips & Procedures**

**Objective:** To provide a healthy, flu free environment for employees to strive and perform their daily tasks without interruption.

### **Supplies & Equipment Needed:**

- Disinfectant Spray/Wipes
- Face Masks & Respirators
- Facial Tissues
- Hand Sanitizing Solutions & Wipes
- Hand Soaps
- Latex/Nitrile/Synthetic/Vinyl Gloves

**Step 1.) Introduction to Flu Protection** - The #1 prevention measures that the CDC ([Center for Disease Control & Prevention](#)) recommends is to get a flu vaccine for the upcoming flu season. This season is expected to be even worse than past flu seasons due to the onset of the H1N1 virus, commonly referred to as the Swine Flu. Besides getting a flu vaccine, there are many everyday precautionary measures that we all take in our day to day lives to minimize the risk of spreading the flu. The products listed below are what we recommend helping prevent the spread of these dangerous viruses.

**Step 2.) Hand Sanitizing** - It is a good idea to always keep a hand sanitizing solution near you. This pump version is perfect for use in restrooms, at your home, or in the workplace. We also have convenient sanitizing wipes available, which are perfect for keeping in your vehicle, to be used as needed. Hand sanitizers will prevent the most harmful bacteria and viruses from spreading, as long as it has at least a 60% alcohol concentration.



**Step 3.) Hand Washing** - Thoroughly scrub your hands with hand soap several times a day. This includes after using the bathroom, coming in contact with other people, and before and after eating. This will help to prevent the spread of the virus from person to person.





**Step 4.) Disinfecting Common Use Areas** - Disinfect areas that get used frequently by multiple people. Use [PERdiem General Purpose Cleaner](#) to clean these areas frequently. This will help to prevent the spread of viruses and other bacteria. This would include computer keyboards, desks, telephones, countertops, and door handles.

**Step 5.) Using Tissues** - When you are about to sneeze or cough, use a tissue to help keep the environment free of germs. Throw it into a trash container after this. Stay away from touching your eyes, nose, and mouth with your bare hands, germs are spread this way. Every precaution that can be put in place to keep an environment germ free helps to keep everyone in the environment healthy.



**Step 6.) Breathing Protection** - If you are part of a large work force, and are in close contact with people who may have come in contact with a virus, you may want to incorporate a face mask, like something similar to the blue medical cone face mask, in to your prevention measures. This would especially apply to those people who work in care facilities, such as hospitals or retirement homes.



**Step 7.) Hand Protection** - Gloves are another part of the prevention process that may not be necessary for everyone, but it does apply to those in the medical care industry. We have latex gloves available, depending on your specific needs and will not allow any germs to pass through the glove material.



**Step 8.) Overview** - All of these steps will help prevent the spreading of viruses and flu like symptoms, but you'll have to decide which steps are the most important to you. Take care and be cautious of what you touch and especially who you come in contact with if you are not feeling well. Sometimes the best choice is to stay home and rest, instead of spreading the virus or flu.

## **Office Cleaning Procedures**

**Objective:** To thoroughly clean a business/office setting to provide a comfortable, healthy and friendly working environment.

### **Supplies & Equipment Needed:**

- Hepa Filter Upright Vacuums
- Brooms & Dust Pans
- Caution, Safety & Wet Floor Signs
- All Purpose Cleaner/Disinfectant
- Garbage Bags
- Glass Cleaner
- Janitorial Carts

### **Safety Tips**

- Wear gloves at all times.
- Be aware of traffic.
- Keep control of the vacuum cord so no one trips.
- Do not block doorways.
- Clean up spills immediately and aware people of it.

**Step 1.) Preparing the Office Area** - You'll want to gather all of the necessary cleaning solutions, equipment and accessories for the job. Load up your janitorial cart with supplies and solutions and head towards the cleaning area.

If any mopping or extensive cleaning is to be done, you'll need to put in close down and cordon off the area with the correct caution/wet floor signs.

The following steps are based on the assumption that someone will be able to clean the office daily. If this is not the case, the daily and weekly clean up procedures can be combined.



### **Step 2.) Cleaning Procedures as Per Scope of Work –**

- A.)** Visually check the area for all types of debris or paper. Pick these items up and dispose of them properly.
- B.)** Vacuum up any dirt or debris that can't be removed by hand.

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**C.)** If there are any spots or stains on the floors, walls, furniture or baseboards immediately wipe those up. For carpet or upholstery stains, advise your supervisor who will have IICRC Certified Technicians come on site.



- D.)** Dust all surfaces, including desks, filing cabinets and shelves.
- E.)** Empty trash cans and replace garbage bags using specified sizes. Clean trash can and surrounding area if necessary.
- F.)** Using [Blue Microfiber Cloths](#), wipe down desks, telephones, calculators, and computer keyboards thoroughly using [PERdiem General Purpose Cleaner](#).
- G.)** Dust heating vents, ledges, door jambs and window sills at any easily reachable level.
- H.)** Dust mop all tiled or hard surface floors, then sweep up the debris into dust pan following our dust mop procedures.
- I.)** Wet mop all hard floor surfaces following our step by step floor mopping instructions.
- J.)** Vacuum all carpeted floors, starting with the mats and runners, following our carpet vacuuming procedures.



- K.)** Clean wall-mounted units such as paper towel dispensers and hand dryers with G-Force Washroom Cleaner and pay special attention to all fixtures and items in the restroom, all the while following our restroom cleaning procedures.
- L.)** Wipe down all vertical surfaces in the office with [PERdiem General Purpose Cleaner](#).
- M.)** Spray buff hard surface floors will be completed by our IICRC Certified Flooring Technician
- N.)** Polish desks, tables, chairs, and any other wood objects by using a furniture polish to help maintain a professional shine.
- O.)** Dust or vacuum all vents, overhead circular fans, and behind hard to reach areas like tables and desks.
- P.)** Clean all windows with [Glance NA Glass & Multi-Purpose Cleaner Non-Ammoniated](#) to remove all marks and fingerprints.

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**Step 6.) Clean Up** - Immediately clean up all equipment, and clean out mop buckets and other cleaning utensils. Rinse out all mops and hang to dry. Place all cleaning supplies and accessories back onto the janitorial cart, and return everything back to their original storage places. Remove all garbage and debris by placing it in a garbage bag and disposing of it according to clients' directions. Remove all caution/wet floor signs once the areas are completely dry. Return any moved objects or furniture back to their original positions.

## **Vacuuming Procedure**

**Objective:** To improve carpet cleanliness and longevity by routinely cleaning to provide a healthy and attractive environment.

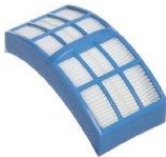
### **Supplies & Equipment Needed:**

- Hepa Filter Commercial Upright Vacuums
- Vacuum Replacement Filters & Belts

**Step 1.) Preparing the Area to be Vacuumed** - Remove all obstructions from your vacuuming path. Place chairs on top of tables, or out of the way. Remove any large debris that won't be recovered by your vacuum or may potentially clog it.



**Step 2.) Preparing Your Vacuum** - The first step before starting to vacuum should always be to check the filters and recovery bag. If the bag is anywhere near full, it should be changed immediately. A typical vacuum with a bag that is over 50% full can lose up to 80% of its vacuuming performance. If any filters appear clogged, dirty or torn, they should be replaced immediately.



To ensure proper recovery on a carpeted surface, the beater bar should be set at a height where the bristles just touch the tips of the carpet fibres. Most individuals set the beater bar height at its lowest setting due to perception that this will ground into the carpet fibres and recover more. This is not the case for optimum performance. You just want the beater bar bristles to just scrape the top of the carpet fibres.

Plug in your vacuum, turn it on, and make sure there are no obstructions in the hoses or anything that will keep the beater bar from turning. If there are, turn off the unit, unplug the power cord from the vacuum, and remove the obstruction.

**Step 3.) Vacuuming Carpeted & Other Areas** - To start, it is a good idea to uncoil the power cord behind your vacuum and work forward from that point. This will keep the cord out of your way at all times. Normal carpeting may require up to 3

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or 4 passes with an upright model to recover all of the debris located in the carpet fibres. Heavy traffic areas may require up to 7 passes for full recovery. The most efficient recovery will occur when vacuuming against the nap of the carpeting. Overlapping strokes will guarantee maximum recovery. Use upholstery tools and attachments to vacuum up tight against baseboards and into hard to reach areas. Depending on the amount of foot traffic, and how much dirt is tracked in, vacuuming should occur routinely.

**Step 4.) Clean Up** - When you're finished vacuuming, all filters and bags should be checked again. If the bag is full, or the filters are dirty, they should be replaced. All originally moved obstacles should be returned to their original positions. Wipe down the vacuum and power cords.

## **Proper Restroom Cleaning Instructions & Procedures**

**Objective:** To clean effectively, prevent cross-contamination into other areas, and present a visually appealing restroom.

### **Supplies & Equipment Needed:**

- Brooms & Dustpans
- Caution, Safety & Wet Floor Signs
- Disinfectant Cleanser
- Garbage Bags
- Glass Cleaners
- Microfiber Cloths
- Janitorial Carts
- Hand Soaps
- Latex/Nitrile/Synthetic/Vinyl Gloves
- Mop Bucket and Wringers
- Paper Products to Replenish
- Toilet Bowl Cleaners
- Urinal Blocks/Screens

### **Safety Tips**

- Wear gloves at all times.
- Never mix solutions.
- Use disinfectant on all hard surfaces to kill odour-causing and disease-causing germs.
- Post wet floor signs or close washrooms.
- Clean up spills immediately and aware people of it.

**Step 1.) Preparing the Restroom** - Gather all of the necessary cleaning supplies and load them onto your janitorial cart. All mops and rags used in this area should be properly marked to avoid being used in other areas. Make sure the restroom is empty and then post the appropriate caution/safety sign, like a rest rooms closed sign, or a hanging closed for cleaning sign. Move your janitorial cart into the restroom, or for smaller areas, leave it blocking the entrance to the restroom. Leave the door propped open, so potential users can see that you are in there cleaning.



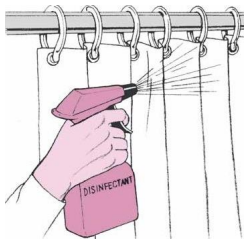
The following instructions are based on the assumption that each restroom will get some sort of care daily. For those restrooms that do not need that kind of upkeep, you can adjust the schedule accordingly.

**Step 2.) Cleaning Procedures as per the Scope of Work –**

- A.)** Visually check the appearance of the restroom. Pick up any debris on the floor, around the sink or toilet/urinal areas.
- B.)** Check garbage cans and recycling bins. If they are full or nearly full, remove the trash can liner and replace with a new one.
- C.)** Check soap, toilet paper, and paper towel dispensers to make sure they are properly stocked.



- D.)** Clean and scrub all interior surfaces of toilets/urinals with [RTD Crew Bathroom Green Seal Cleaner and Scale Remover](#). Wipe down all exterior surfaces, including toilet seats. Follow our disinfecting toilet & urinal procedures for complete instructions on how to disinfect these surfaces.
- E.)** Wipe down and disinfect all surfaces, including door handles, light switches, countertops, partitions and dispensers.
- F.)** Clean all mirrors with [Glance NA Glass & Multi-Purpose Cleaner Non Ammoniated](#) to remove any fingerprints and marks.
- G.)** Dust mop and sweep the floor followed by wet mopping\_ using [RAINDANCE Low Foam Neutral Floor Cleaner SC](#) taking care to keep the mops, mop buckets, and solutions used as bathroom only items. Avoid cross-contamination with other areas of the facility at all costs.



- H.)** Dust all out of the way areas, including the tops of doors, shelves, partitions, dispensers, hand dryers and air vents.
- I.)** Check to make sure all drains are properly draining. If not advise your supervisor and also note the log book.

**Step 5.) Clean Up -** Remove all trash bags and place in the designated area. Do not remove the caution/restroom closed signs until all work is finished and all surfaces, including the floors are completely dry. Rinse out and clean the mop buckets, mops, and rags that were used.



## **Toilet & Urinal Disinfecting/Cleaning Instructions**

**Objective:** To properly clean and disinfect toilets and urinals for a clean, healthy and sanitary restroom.

### **Supplies & Equipment Needed:**

- Caution, Safety & Wet Floor Signs
- Disinfectant Sprays - Hospital Grade
- Janitorial Carts
- Latex/Nitrile/Synthetic/Vinyl Gloves
- Paper Towels
- Plastic Pails & Buckets
- Safety Glasses
- Toilet Bowl Cleaners

**Step1.) Preparing the Restroom** - Gather all your necessary cleaning supplies and place them on your janitorial cart. Follow the proper restroom cleaning instructions guide to prep the restroom. Place your rest rooms closed sign, or a hanging closed for cleaning sign in the entranceway or block it with your janitorial cart. Prop the door open, so any potential user can see that the restroom is currently being cleaned. Put on a pair of protective gloves. Remove any objects that may be stored around the toilet.



**Step2.) Cleaning the Toilet** - With the toilet seat down, flush the toilet. Using a pail, fill with water and dump the water into the toilet. This will cause the toilet to flush and will not refill to the normal water level. With the water level lowered, use [RTD Crew Bathroom Green Seal Cleaner and Scale Remover](#) which is a great "Green" option for cleaning toilets and urinals in any LEED certified building. Let the bowl cleaner sit in the bowl while you clean the exterior of the toilet.



Use a [RTD Crew Bathroom Green Seal Cleaner and Scale Remover](#) to wipe down the exterior of the toilet. Sponges are not recommended due to the potential of spreading bacteria to other areas. Red Microfiber Cloths are best for wiping down the toilet. Start at the top and work your way down towards the floor, including thoroughly cleaning/disinfecting the toilet seat. Use your bowl brush to thoroughly scrub the interior of the toilet, including under the flushing rim and the disposal chute. Flush toilet.

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**Step3.) Cleaning the Urinal** - Flush urinal to rinse down interior surfaces. Remove any urinal screens, blocks, and other foreign materials. Use the same bowl cleaner and squirt a solid stream along the top of the inside flushing edge of the urinal. Allow the solution to run down the inside surface of the urinal as you wipe down the exterior surfaces with a disinfectant cleaner and disposable rag or paper towel. Make sure to wipe down pipes and flushing handle as well. Scrub the interior surface of the urinal with your bowl brush, taking care to thoroughly scrub all surfaces. Flush urinal.

**Step4.) Clean Up** - Make sure to clean up and wipe clean all external surfaces, including walls and baseboards that may have caught any overspray. Properly dispose of all rags or paper towels. Rinse out bowl brush and pail. Take off your protective gloves and dispose of them or thoroughly wash them. If they are not a disposable pair, make sure they are properly labelled for restroom use only to avoid cross-contamination. Wash hands thoroughly and then sanitize.

## **Proper Dust Mopping Procedures & Instructions**

**Objective:** To maintain a clean facility by routinely removing dust and debris from all major traffic areas.

### **Supplies & Equipment Needed:**

- Brooms & Dust Pans
- Dust Mops/Microfiber Dust Mops
- Dust Mop Frames
- Dust Mop Treatment
- Garbage Bags
- Quick Change Dust Mop Handle
- Trash Containers

**Step1.) Preparation** - Set up a routine schedule for the dust mopping to be done either nightly, weekly or monthly. This will largely depend on your unique situation and how much foot traffic you have tracking in dirt from the outside world.

Once you have your routine in place and are ready to start dust mopping, you'll need to look around and identify things that will impede your efficiency. Move any and all obstacles in the area that may be in your sweeping path. Remove all larger pieces of debris that the dust mop will not be able to sweep away and throw them into a trash container.



**Step3.) Dust Mopping Your Prepared Area** - Push your mop while holding the handle close to your stomach or chest. Get as close to the edges of the aisle as possible. Pull the mop head back frequently and shake out or drop against the ground to keep the dust/debris in front of the mop and not from loading up in the strands of the mop. When you reach the end of the aisle, make a large sweeping turn, keeping the debris in front of the mop and go back down the aisle overlapping the last path by about 6 or 8 inches.

When dust mopping smaller areas, such as bathrooms or offices, use a smaller mop. Start dust mopping at the doorway and work the outer perimeter, pushing everything to the center of the room for later removal with a mop and dust pan.

**Step4.) Removal of Dirt & Debris** - Use a dust pan and broom to sweep up all dirt, debris and trash. Empty the lobby dust pan into an acceptable trash container lined with a garbage bag.

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**Step5.) Cleaning Out Your Dust Mop** - Take the dust mop outside and shake out like you would a rug to remove as much dirt and debris as possible. If after several shake outs all the dirt does not come out, you can either replace it, or if the mop is washable, place it into a washing machine and wash it. Spraying the mop with dust mop treatment after it has been cleaned will help to prolong its life and keep it from streaking on hard floor surfaces.

## **Mopping a Floor Procedures & Instructions**

**Objective:** To properly mop and clean all hard floor surfaces in a facility.

### **Supplies & Equipment Needed:**

- Caution, Safety & Wet Floor Signs
- Dust Mops/Microfiber Dust Mops
- Floor Cleaning Solutions/Degreasers
- Mop Bucket & Wringer Combos
- Mop Handles
- Wet Mops

**Step1.) Preparing the Mopping Area** - Set up the necessary wet floor/caution signs to alert other individuals that the immediate area may be slippery, and they should avoid this region or proceed with caution. Move all obstacles including tables and furniture into a safe area where they will not get wet and can be moved easily back into place. Remove all sticky substances and larger debris from the surface to be mopped.



**Step2.) Dust Mopping the Area** - Follow the dust mopping procedure to remove all debris, dirt, and large objects (i.e. pallet chips), from the mopping area.

**Step3.) Mopping the Floor** - Dunk your mop into the [Raindance Low Foam Neutral Floor Cleaner SC](#) solution in the bucket, then wring the mop out until it is just damp. The #1 problem that occurs while mopping is over wetting of a surface. Using a damp mop will allow the dirt to cling to the mop as you go instead of being spread around by the water on the floor. Start in the corner farthest away from the door. Mop in a figure 8 pattern to utilize your mop most effectively. As you mop, move towards the entrance of the room so you are always standing on a dry piece of floor. This will help to avoid streaking and tracking of your solution to other parts of the facility. Change the solution often to ensure the water you're using to clean is not overly saturated with dirt. Dirty solutions will only move dirt from one area to another; it will not remove it from the floor. Always check your solutions for proper dilution ratios.



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**Step4.) Clean Up** - Dump mop bucket out and rinse repeatedly until mop bucket is completely clean. You do not want any solution or residue left over to contaminate your water the next time you use the bucket. Rinse out mops thoroughly and hang up to dry above a slop sink or floor drain. Remove all wet floor/caution signs originally put in place. Return any moved objects to their original places.

## **Entrance & Lobby Cleaning Procedure**

**Objective:** To provide a clean, warm, inviting and professional appearance at the entrance/lobby of a business.

### **Supplies & Equipment Needed:**

- All Purpose Cleaners
- Caution, Safety & Wet Floor Signs
- Hepa Filter Upright Vacuums
- Floor Cleaning Degreasers
- Garbage Bags
- Glass Cleaning Solutions
- Janitorial Carts
- Plastic Pails & Buckets
- Window Cleaner
- Window Washing Squeegees

**Step 1.) Preparing the Lobby -** Gather all your necessary cleaning materials and load them onto your janitorial cart. Place any caution or wet floor signs that are necessary if you're going to be mopping or doing any other kind of extensive cleaning.



### **Step 2.) Cleaning Procedures as per the Scope of Work–**

- A.)** Remove all garbage/debris, while cordoning off any areas that may need any extensive attention.
- B.)** Dust mop tiled areas using a treated dust mop.
- C.)** Spot clean walls, doors, and frames using [PERdiem General Purpose Cleaner](#).



- D.)** Dust mop, sweep, and then wet mop the vestibule, entrance and any other hard floored surface.
- E.)** Clean glass windows with one of our glass cleaners, like our [Glance NA Glass & Multi-Purpose Cleaner Non-Ammoniated](#), to remove all fingerprints and smudges.
- F.)** Vacuum or damp wipe furniture in lobby as required, using one of our furniture cleaners or an all purpose cleaner.

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**G.)** Follow our carpet vacuuming procedures on all walk-off mats and traffic lanes with several passes, finishing up by hitting up all other carpeted areas.



**H.)** Complete thorough cleaning of wiping down baseboards and walls to remove dust bunnies, cobwebs, or spills.

**I.)** Vacuum and dust all heating vents/ducts, tops of doorways and picture frames. Remove all walk off mats and thoroughly vacuum those, as well as around and underneath them.



**K.)** Strip and recoat all resilient floors will be completed by our IICRC Certified Technicians as per Scope of Work

**L.)** Carpet Maintenance will be completed by our IICRC Certified Technicians as per the Scope of Work.

**Step6.) Clean Up** - Remove any and all trash by placing it in a garbage bag and properly disposing of the bag. If there are any air movers or caution/wet floor signs left in place, make sure all areas are completely dry and safe before removing the signs. Rinse out or thoroughly clean out any mops, buckets and machinery that you may have used in these steps. Take your janitorial cart and cleaning supplies and return them to their proper storage areas.



## **Proper Window Cleaning Procedures, Techniques & Instructions**

**Objective:** To provide clear and professional looking windows/mirrors for commercial and residential environments.

### **Supplies & Equipment Needed:**

- Glass Cleaners
- Janitorial Carts
- Plastic Pails & Buckets
- Window Cleaning Kits
- Window Screen Cleaners
- Window Washing Squeegees

**Step 1.) Preparing Your Equipment** - Gather all the necessary glass cleaning supplies and take them to the general area that needs cleaning. For interior windows, or exterior ones that are found on the ground floor, a janitorial cart with the necessary supplies.



**Step 2.) Cleaning Reachable Windows/Mirrors** - Using a window washing sleeve or a spray bottle, coat your window with a thin coat of solution. The window washing sleeve will work better on heavily soiled windows, because it will remove dirt, smudges and other marks quickly and efficiently.



**Step 3.) Squeegeeing Reachable Windows/Mirrors** - Take your squeegee and gently press the left most portion of the squeegee up tight against the left frame of the window. You'll want to angle your squeegee so only about 1 inch or so of the squeegee is touching the window. With some force, drag the squeegee down creating a 1 inch barrier from the window frame and the area to be cleaned. Wipe off your squeegee blade with a towel. Starting in the upper left corner, pull your squeegee

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straight across at about a 45° angle. As you hit the right frame of the window, slowly start to turn the angle at which you squeegee is on the glass to start an "S" like motion to come back with. You will continue to use this motion until you reach the bottom of the window and can run your squeegee across the bottom of the frame, cleaning the last of the window.



While you are doing these steps, it is a good idea to use consistent pressure, and to always have 95% of you squeegee on a wet surface. This will make the squeegee blades last longer. Also, you never want to have the squeegee blade leave the window during cleaning, as this can create a line, and you'll have to start all over if you want perfectly spotless windows.

**Step 5.) Clean Up** - If you're cleaning by hand, take your rag and wipe down the window frame to pick up any water/solution that may have been missed or sprayed onto the sill by accident. Rinse out your rags. Wipe down your squeegee and hang it, as well as your rags, up to dry. Wash out all buckets and equipment.

## **WORK ORDER PROCESS**

Work Orders outline the cleaning services that are required. The following are some of the terms and phrases used in the work order process.

- **CSR**  
Customer Service Report used to record inspections or complaints
- **SECURITY ACCESS REPORT**  
Refers to the document that is used to record security information, keys, pass cards and codes.
- **SERVICE AREAS**  
Identifies the traffic conditions and locations in each work order. They are determined based on the quantity of footsteps in a given area. They are categorized as High, Medium and Low.
  1. High Traffic Areas:  
Main Hallways, Reception Areas, Elevators, Stairs and Lobbies
  2. Medium Traffic Areas:  
Work Stations, Secondary Hallways, Boardrooms and Meeting Rooms
  3. Low Traffic Areas:  
Private Offices

### **“TRAINING” WORK ORDERS**

- ✓ These work orders are used to monitor our internal training, as per the training map. Each training module will be assigned & monitored through the work order system.
- ✓ Each training work order will consist of 6-8 hours worth of work, and each training module will be detailed in the “service areas” section of the work order.
- ✓ Each Technician will have 30 days to complete each training work order.
- ✓ The notes section will mention further instructions needed (i.e.: quiz/testing that may be needed – usually the last Friday of every month)
- ✓ Technician’s Assistants will also be assigned training work orders.
- ✓ If you have any further questions or concerns with regards to your training, please contact the Operations Supervisor.

## **UNDERSTANDING THE WORK ORDER**

(Sample Document – Next Page)

1. Work Order #: Identifies the scheduled work order.
2. Site: Identifies the Customer & Address where work is to be completed.
3. Type of Work: Identifies the type of work order (Example: CMP, OC, Redo)
4. Account Manager: The person who created the work order and is in charge of the account. This is the person whom you must advise that the work order has been completed, any issues with security (i.e. changes, updates needed etc.) and/or customer service reports.
5. Technicians: Initials of the technician assigned to complete the work order.
6. Scheduled Date: Identifies when the work order is scheduled to be completed
7. Arrive/Depart: Every Technician is responsible to record the time they begin and complete the work order job.

**NOTE:**

- Time must be recorded using a 24 hour Army Clock (1:00 pm will be entered as 13:00).
- If someone else already started the job and you assist, you must record your hours at that job site.

8. Service Areas: Identifies the service areas that are to be cleaned. (See Security Access Report for colour coded floor plans.
9. Cleaning Services: Identifies the details of service required to the service areas in the order in which they are to be completed. You must mark “Done” to the right of each service area. You must document on the work order any problems which may result in a second treatment needed, additional work completed or any work that was not completed and mention the reasons why.
10. Initials: Each technician must initial each completed work order before handing it in to the Operations Supervisor.
11. Comments: Special requests, temporary contact person or anything not included on the Security Access Report will be found here.

**ACKNOWLEDGEMENT**

I acknowledge having received a copy of Module 1- Janitorial Services and having had the opportunity to read and go through the learning objectives with the Operations Supervisor.

I understand the systems and procedures as mentioned herein and also are aware that it is my responsibility to familiarize myself with all the information in the handbook and ask for clarification if needed from the Operations Manager.

\_\_\_\_\_  
Date Completed

\_\_\_\_\_  
Operations Manager

\_\_\_\_\_  
Trainee's Name

\_\_\_\_\_  
Trainee's Signature