



White Glove
Procedural Manual

Pre-Vacuuming Hard Floors

Pre-Vac

The Pre-Vac Strategy

The “A” cleanologist has finished dusting and cleaning; now it’s time to vacuum hard floors--everywhere that is not carpeted. Pre-vac means vacuuming floors to get debris off before (pre) spray and steam mopping.



**Thinking It
Through**

The “A” team member wants to have floors that will be spray mopped by the “B” cleanologist when carpet vacuuming is finished. Therefore, those floors should be vacuumed first. Start at the farthest floor and work toward the kitchen, which is last. Setting the vacuum aside, the “A” person is then ready to steam mop the kitchen and laundry room.

Procedural Manual

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What To Vacuum

- All floors: tile, hardwood, etc. except in bathrooms.
- Small, strong rugs
- Carpeted Stairs



*Thank you,
White Glove!*

Pre-Vac **2** The Canister Vacuum

ORECK Ironman Canister Vacuum

Brush Attachment

Not used much, but could be used for sliding door and window tracks, etc.

Carried in equipment bag.

On/Off Switch

Has 2 speeds; use **high speed** for floors.

Bag Cap

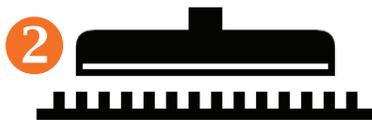
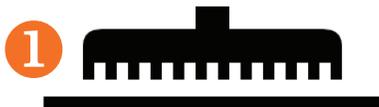
Upholstery Attachment

Use for couches, easy chairs, and for hard-to-reach areas around furniture.

Attached to vacuum.

Floor Attachment

Has two settings: **(1)** hard floors, with brush out, and **(2)** carpets, with brush in.



Attached to poles in equipment bag.

Crevice Attachment

Used for edging--getting deep where carpets meet walls and baseboards, and along furniture. *This attachment is stored in the back of the Ironman.*

Poles

Attach firmly to keep from coming apart.

Attached to floor attachment in equipment bag.



There more on the floor than you would believe!



Pre-Vac **3** Coming Clean

Techniques For Thorough Pre-Vacuuming

Great mopping results begin with a thorough pre-vacuuming. All floors must be vacuumed well before mopping.

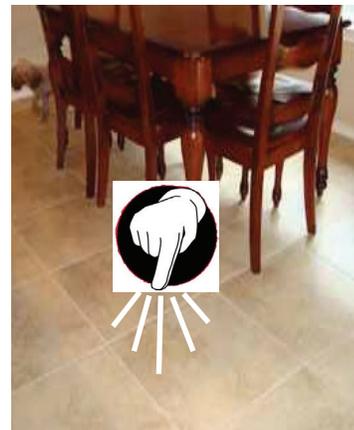
Confucius Say



Use Floor Nozzle
SET FOR FLOOR,
Not Rug

Entire Floor Area

- Use long, side-to-side swings.
- Run nozzle along edges against walls.
- Vacuum whole area even if you don't see visible debris. There are lots of things you don't see including dust and other small particles.
- Then pull chairs out to get under table.
- Remember to *leave chairs out* for mopping



Use Floor Nozzle
(or just pole if nozzle
will not fit).

Under Furniture & Large Rugs

- Reach under couches, easy chairs, and other furniture if debris was not dusted out during dust-and-clean.
- Check really dirty floors for debris that has found its way under the edges of rugs. If so, slide the nozzle under the carpet





Use Floor Nozzle

Tables & Chairs

- First, vacuum around tables while chairs are under them.
- Then pull chairs out to get under table.
- Remember to *leave chairs out* for floor mopping.



leave chairs out

What about moving other things for mopping?

Just as you pull chairs out and leave them so the floor can be mopped, you can pull other small furniture and decorative things out and leave them out for mopping. In most cases, it may not be necessary to move things and leave them out for mopping unless the floor is generally dirty. If you move things to vacuum that should be fine, and you can put what you moved back in place. You determine whether something needs to be moved, and whether or not it should be left out of place for mopping.



This ottoman pulled away and left out of place tells the mop person to get the floor where it usually sits. After mopping, the mop person will place it back where it belongs.



Use Crevice Tool (or just pole).

Tight Places

- Take nozzle off and use just the hose or the crevice device to reach into narrow places:
 - between and around washer and dryer
 - around furniture
 - next to stove and refrigerator



Use Upholstery Tool

Upholstered Furniture: Crumbs & Hairs

- Use upholstery tool to get crumbs from between seams on couches and easy chairs, and pet hairs.
- **Vacuuming upholstered furniture is a Custom Cleaning option, but we do light upholstery vacuuming.** *If such vacuuming becomes too extensive, please report it to your operations manager.*
- Occasionally remove couch cushions and vacuum underneath. While doing so, rotate cushions and turn them on opposite sides for even wear.



Even if they are not on hard floors, check upholstered furniture when pre-vacuuming!



Use Floor Nozzle

Overhanging Kitchen Floor Cabinets

- Lots of food particles and cobwebs may not be seen under cabinets on kitchen floors, and some may be stuck. Consider using the crevice tool or the pole without the floor nozzle.



Use Microfiber Cloth (if stubborn).

Pet Hair Bunnies or “Leg Bunnies”

- Pet hair often gathers with dust and stick to chair and table legs.
- Look for “pet hair or leg bunnies” in homes with shedding pets. If you cannot knock them loose, tip chair and wipe with moist microfiber cloth.



Also
Confucius Say Dirty nozzle brush means more work and less clean.



Check the nozzle brushes frequently to make sure hairs and other debris are preventing maximum suction. Remove the hose from the pole top and run it back and forth over brushes. You may have to pull chunks of debris out by hand.



If canister loses suction, check the bag. The equipment/supply manager replaces the bag at least weekly but extra bags are carried if needed.

Pre-Vac 4 Vacuuming Floor Around Rugs

Vacuuming a floor with a large rug may be problematic depending upon how much of

the floor is exposed for easy in vacuuming. Here's why.

Rug Room A

Lots Of Floor Exposure



In this room a great deal of floor is exposed. Pre-vacuuming the floor should be quick and easy with no obstacles.

What To Do:

Vacuum floor

Rug Room B

Less Floor Exposure



Compared to Room A, this room has a larger rug with less of the floor exposed. It won't be as easy vacuuming (and mopping, too) this room. But unless the space around the rug is really just several inches or not even the width of the canister vacuum's floor nozzle, it can be done without taking a great deal of extra time.

What To Do:

- 1. feather dust debris onto the carpet during dust-and-clean, or**
- 2. vacuum floor**

Rug Room C

Even Less Floor Exposure



This room is the same as Room B, but several furnishings cover much of the floor space, such as a bookshelf and potted plants. It will take more time to vacuum the floor here because you will have to keep getting around obstacles and in difficult-to-reach places.

What To Do:

feather dust debris onto the carpet during dust-and-clean.

Rug Room D

Minimal Floor Exposure



This room is the same as Room C but with more furnishings covering the floor. Only patches of floor space is exposed making it very difficult to vacuum.

What To Do:

- 1. feather dust** debris onto the carpet during the dust-and-clean module, or

Vacuuming Needed Under Rug Edges?



Debris on floors has its way of finding refuge under edges of rugs. On especially dirty floors, place the edge of large carpets under the floor nozzle and vacuum partially underneath, too. Sometimes you will be surprised (like your customers, too) how rug edges appear to be especially well vacuumed.

Pre-Vac **5** Vacuuming Carpeted Stairs

Carpeted stairs are done by “A” team member either while pre-vacuuming or while post vacuuming--whenever stairs will not be used again. Carpeted stairs must always be vacuumed using the canister vacuum and the upholstery tool.

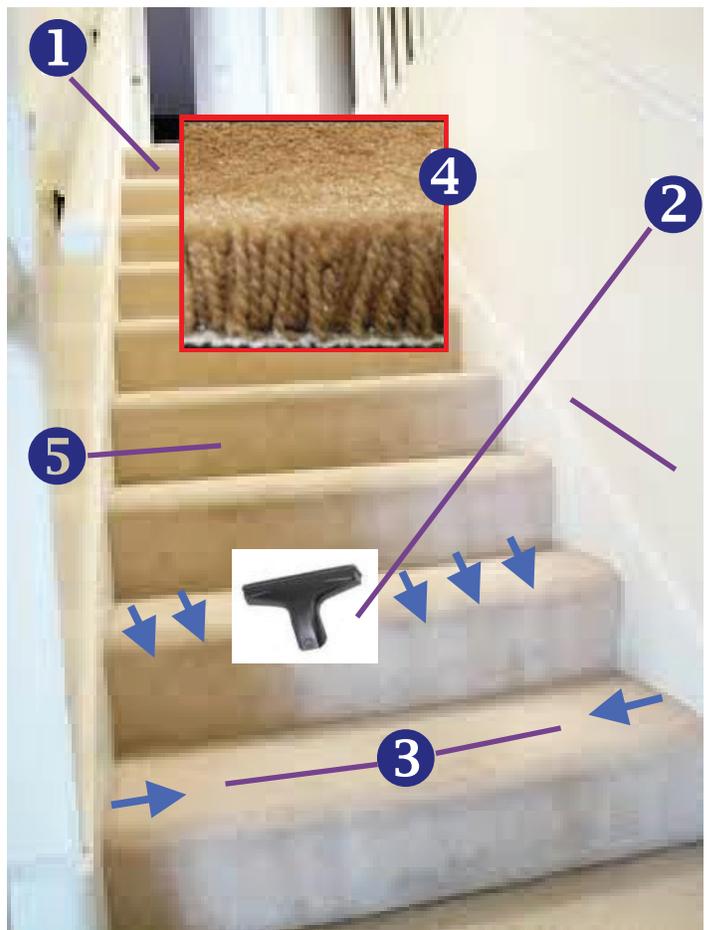
Please vacuum only after upstairs is finished...

and stairs won't be walked on before leaving. Use a downstairs plug so you will not have to go upstairs to unplug.



Thank you,
White Glove!

- 1** **START AT TOP** doing one step at a time and *ensuring vacuum will not fall.*
- 2** **PULL TOOL TOWARD YOU** from the base of the previous step going in one direction. It is at the base where lots of debris settles.
- 3** **PULL TOOL AWAY FROM EDGE** where carpet meets walls just as you did in #2 above.
- 4** **STAND PILE UP** by pulling the tool “against the grain” to get a fresh vacuumed appearance.
- 5** **VACUUM THE VERTICAL PORTION** of the steps as needed.



Pre-Vac 6 What About Small Rugs?

When coming across small rugs while pre-vacuuming, they will either be “strong” or “flimsy” as discussed in Section 4, Vacuuming. Stronger rugs can be vacuumed using the canister, place them on a carpeted area to be cleaned with the upright vacuum. Flimsy rugs will have to be shaken over the floor or outside.

Vacuum small, **strong** rugs EITHER BY...

- **CANISTER VACUUMING:**

by changing the latch from **floor** to **rug**. This moves the floor brush up into the nozzle making for a smooth bottom for rugs.

After vacuuming or shaking small rugs place them out of the way for later mopping.

OR

- **UPRIGHT VACUUMING:**

by placing rug on a carpet that will be vacuumed later. The cleanologist vacuuming carpets will vacuum the rug and either place it where it belongs OR fold it to indicate that it has been vacuumed.



A small, folded rug on a hard floor means the rug was placed on a carpet for upright vacuuming. When the cleanologist finished vacuuming he/she put it on the floor to be put in its proper place.

Q: Why didn't the person doing the vacuum place the rug in its proper place after vacuuming it?

A: She/he either did not know its proper place, OR the hard floor hadn't been mopped yet.



This folded rug looks too flimsy to be vacuumed with either a canister or an upright. Because it is folded, it probably has been shaken and is ready to be placed after the floor has been mopped.

Do The *Rug Review*

To vacuum or not to vacuum?

That is the question.



You be the judge. Would you vacuum **with an upright** or shake?

Small, thin rugs cannot hold up to a vacuum cleaner's suction. The rug will be sucked up and the beater bar will stop as the belt comes off and perhaps burn up the motor.

Simply shake such rugs (either indoors or out, depending upon the debris and dust) and replace after vacuuming. Let's look at some various types of rugs, and you decide "to vacuum or shake?"



1. Large, thick area rugs are certainly "vacuumable." Yes, vacuum.

Rugs, unlike most carpets, may have designs and dark colors. This means having to watch out to get debris, especially lint, that shows up better on dark rugs than on light-colored carpets.



2.

2. This rug looks flimsy, and it's hard to tell how large it is. Even large flimsy rugs can be sucked up into the vacuum. It could be vacuumed, but carefully.



3.

3. This flimsy one is easily shaken. It would certainly get caught in the vacuum. No, this is a shaker.



4.

4. If this type of rug was clean, it would be best to ignore it. If it is small enough to shake, ok. If large and lots of debris, it would be a good idea to ask a team member to take it outside and shake together!



5.

5. This one looks very flimsy and the many stringy parts would certainly get caught in a vacuum, especially the fringe. Shake only.



6.

6. It's hard to tell the size, but it looks like deep pile. The longer the pile, the harder to vacuum.

If this is a small, flimsy bathroom rug, it cannot be vacuumed; just shake well.

If this is a very large rug, then it could be vacuumed.



7. Depending on how long the pile is, this rug could be vacuumed. If it's too long, it couldn't be vacuumed. If too difficult to vacuum, maybe use the canister vacuum with the nozzle on the rug setting.



8. Yes, the rug in this picture looks flimsy, but it probably could be vacuumed OK, at least in the middle. As you vacuum toward the outer parts, the edges may get sucked up. See below.

Thanks for taking the rug review.

Our floors show *only* a job well done. Nothing else.

Dust Bunnies		Pet Hairs				
Bug Bodies	Dried Condiments	Grass	Spilled Cereal	Dirt Chunks	Forgotten Fruit	Broken Glass

Next Module For "A" Cleanologist

2-Person Team:

Mopping (Steam) Module

3-Person Team:

Check with Team Leader

