

Introduction



Professional Cleaning Is Skilled Cleaning

You probably clean your home. And you clean it to satisfy you and your family. When you finish some people would think your home is *cleaner* that they would clean their own houses. Some other people may think it's *not as clean* as they would want their own homes to be. **Our point: What each person considers a clean home is different.** *Cleanliness to one person may not be what another person thinks is clean.*

Therefore, professional cleaning must be at a level of cleanliness that is really high--higher than most people's idea of what is "clean." **If we are to satisfy a wide range of customers, our quality of cleaning must be high enough to make sure all customers are pleased with our work.** Professional cleaning is cleaning with high standards of quality--higher than those of the customers we serve!

A professional White Glove cleanologist is skilled in the procedues that produce sparkling clean homes. Our cleanologists are also skilled in giving close attention to detail, and in checking their work so that nothing is forgotten or overlooked. **Yes, professional cleaning is truly skilled cleaning.**

Part 1

The White Glove System



Kitchens



Dust & Clean



Pre-Vacuuming



Mopping



Bathrooms



Vacuuming



Post-Vacuuming



Departure



A White Glove home is cleaned by a **team** of either 2 or 3 **cleanologists**. One cleanologist is the **“A” cleanologist**, and the second is the **“B” cleanologist**. In a 3-person team, the third person is the **“C” cleanologist**.

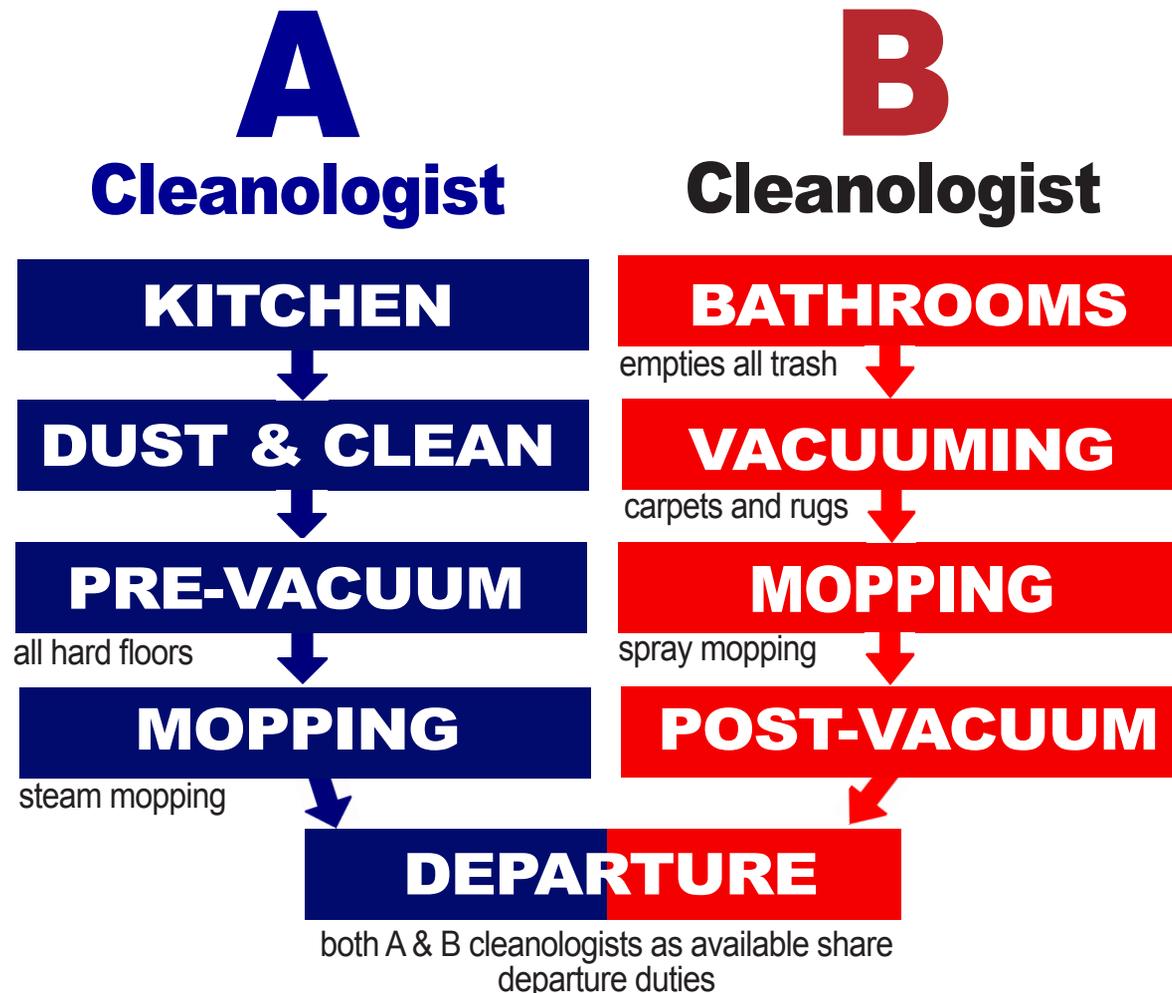
Teams follow a **SYSTEM** that is made up of **STEPS**
Each of the 8 steps is called a **module**.



The 8 modules are listed on the left.

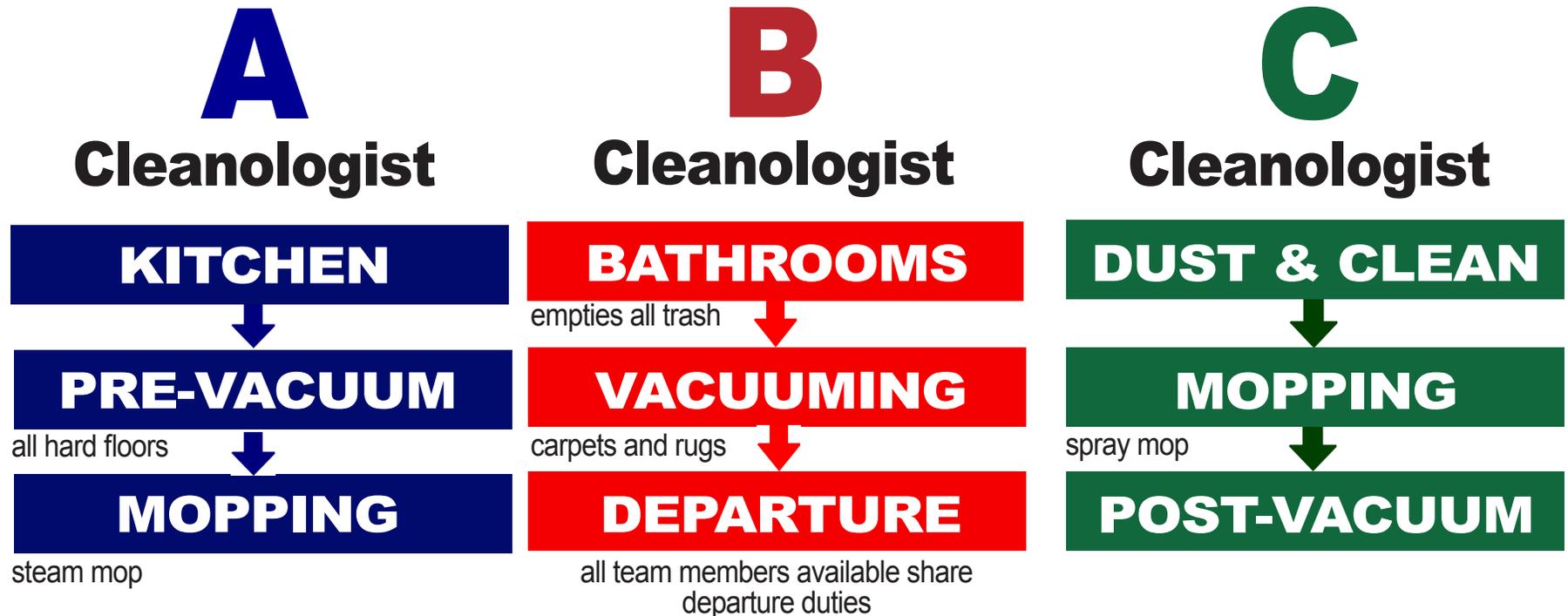
Each cleanologist does certain steps. Which steps a cleanologist does depends on if the team is a 2-person team or a 3-person team.

2-Person Team MODULE ASSIGNMENTS



- The 8 steps or modules, are done in order.
- Upon arrival, the “A” cleanologist starts by cleaning the kitchen. The “B” cleanologist cleans the bathrooms. Each then continues working individually with their other modules.

3-Person Team MODULE ASSIGNMENTS



- In a 3-person team, the “C” cleanologist starts with the dust-and-clean module.
- Once cleaning a customer’s home for the first time, each team member does the same module set--either “A” or “B”-or “C”--each time the team cleans that particular house.

Part 2

Supplies & Equipment



White Glove
cleanologist.

The Best Cleaning Agent

Supplies are floor cleaning solutions, all-purpose spray cleaners, scouring powder, and other cleaning agents. **Equipment** refers to the tools used in the cleaning process: mops, cleaning cloths, vacuum cleaners, etc.

What is the absolute, all-around, best cleaning agent? It's the skilled person doing the cleaning!

Notice we say “skilled.” Not everyone who cleans can be considered the best cleaning agent. **ONLY** if that person knows how to clean—**is skilled in knowing what to use, how to properly use it, and knowledgeable in effective cleaning methods**—can that person be considered the best cleaning agent.

Supplies



C (leaner) & G (lass)

When we say “C,” we mean the all-purpose cleaner. It can be used safely on almost all surfaces. When we say “G,” we mean glass cleaner, Windex.



Scouring Pads

It Is Important To Know The Difference Between The Green And Blue Scouring Pads, And Where To Use Them!

The **green** pad is a strong pad that can **scratch** some surfaces. Use **green** for stove grates and drip pans. *Do not use on polished or easily scratched surfaces.*

The **blue** pad is safe on almost all surfaces. It does **not scratch**, but it does **not** have the strength to remove stains and dried food and liquids that the **green** has. Use **blue** for countertops and other laminates, glass, appliances, and even some woods and painted surfaces with gentle care.



Ajax Scouring Powder

Also referred to as a “cleanser,” Ajax is a scratch-free scouring powder used either with a green or blue scouring pad. Use it with a **green pad** for heavy scouring on stove grates, sinks, toilet bowls, soap scum, and mineral buildup. A green pad can scratch some surfaces if used with a great deal of pressure. If you think the surface will scratch, use a **blue pad** with Ajax.





Endust

The silicone-free formula is designed to leave a natural shine without any wax residue or build-up.



Milsek Stainless Steel Polish

A small container of Milsek is carried along with a polish applicator. Simply use the polish applicator to polish stainless steel surfaces. When the applicator starts to become dry, just add a few drops from the container and squeeze to distribute it throughout the applicator. Wipe in circular motions.



Scouring Stick

Scouring stick is used to scrape away hard stains and rust in toilet bowls, showers, and other places.



The Works

The Works, a disinfectant for toilet bowls, is squirted around the top, inside rim of the bowl as one of the first steps in cleaning a bathroom.



Scrub Free

Scrub Free mineral buildup remover removes limescale from shower tile and glass.

Cotton (or Terry) Cleaning Cloths

Cotton cleaning cloths are used instead of microfiber when cleaning something greasy, oily, or very dirty.



Microfiber Cloths

If you are like most Americans, ***you have no idea how GREAT the miracle of microfiber is!!*** Europeans have used microfiber cloths for its amazing ability to clean and sanitize for years. The microfiber cloth Mini Workshop explains the MIRACLES of this unbelievable invention



A special microfiber cloth is made to polish glass only.

Air Freshener



The Miracle Microfiber Cloth

What is it? Why is it so good? How to care for it.



Microfiber is a tiny synthetic fiber that can be up to one fifth the width of the narrowest of human hairs. If you think that is unbelievably thin, to make microfiber cloths the fiber is frayed into lots of smaller strands making the fiber up to 20 times smaller! By doing this, a vast surface area is created. Compared to one cotton fiber, one shredded microfiber could have hundreds or thousands times the surface area. Since the plastic microfibers are positively charged, they attract the negatively charged dust and dirt particles like a magnet.

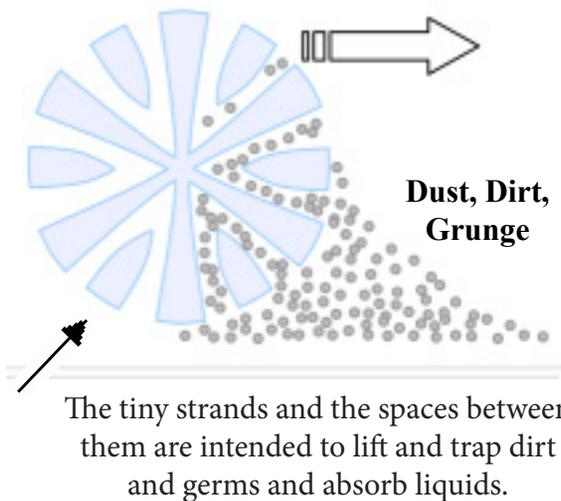
Just one square inch of a microfiber cloth contains well over 200,000 fibers. With such a vast amount of surface area, microfibers can absorb much more solid and liquid grunge than any other type of cloth. Because the fibers are shaped like 3-corner wedges, their shape helps to lift up and hold dirt, fingerprints, and other grunge.

Because these cloths are so effective in picking up even the tiniest particles, they pick up microorganisms (germs) just as well. In numerous government and private laboratory and clinical tests, **microfiber cloths have been found to pick up to 98% of bacteria and 93% of viruses are removed from a surface using only water (no chemicals)**. In comparison, traditional cotton fibers have been shown to only remove 30% of bacteria and 23% of viruses. The fibers attract and hold microorganisms, but they don't kill them. That's why when cleaning with microfiber cloths, *they should be rinsed with water frequently or replaced with fresh ones*.

Doesn't an all-purpose cleaner kill germs? You may be surprised to know that *it doesn't*. The only thing all-purpose cleaners do is to break up the grunge to make it easier to wipe away. **Only disinfectants kill germs, and all-purpose cleaners are not disinfectants**. If an all-purpose cleaner advertises that it "disinfects" or is "anti-bacterial," it does not kill germs on contact. After spraying, the liquid must stand for up to 15 minutes or longer, or it must air dry. Even so, these cleaners do not kill all bacteria and viruses.

Therefore, **it is true that cleaning with microfiber cloths is more effective in removing bacteria and viruses than all-purpose cleaners**. This is why microfiber cloths, mops, and towels are commonly used in hospitals, hotels, restaurants, and other public places.

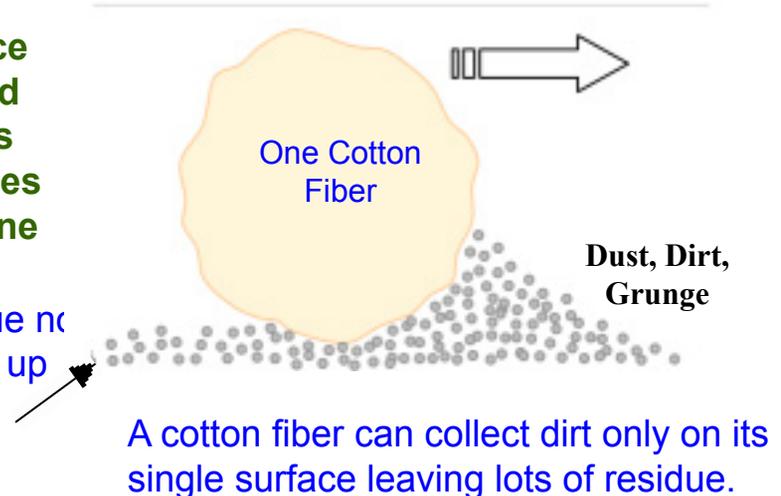
Mircofiber Fiber



When wiping, notice that just one frayed microfiber collects dirt on many surfaces leaving virtually none behind.

Residue not picked up

Cotton Fiber



Equipment



Kitchen Cart

Supplies for the “A” cleanologist, who starts with the kitchen, are carried in the kitchen cart.



Bathroom Bag

Supplies for the “B” cleanologist, who starts with the bathrooms, are carried in the bathroom bag.



Upright Vacuum

The bagless Shark upright vacuum cleaner is an efficient and well-designed vacuum.



Canister Vacuum

The canister vacuum is a very powerful and effective to pre-vacuum hard floors before mopping.

Mop Bag

The mop box bag holds spray mop, canister vacuum floor nozzle, an extendable duster and a steam mop.



“C” Cleanologist Caddy

For 3-person teams, an extra caddy of supplies is carried for the “C” cleanologist who starts with the Dust & Clean module.



#1 Maximizing Light



- Cleaning should be done when all available lights are turned on so you can see in the best conditions.
- Spots, streaks, dirt, and other grunge can only be completely removed if they can be completely seen.

PROFESSIONAL *Skills* CLEANING

GET THE SKILL: Make sure all overhead room lights are on when cleaning. This does not mean lamps. Lights under microwaves are very helpful. Be sure lights are off before leaving a home.



#2 Spot Checking

- Spot checking means observing cabinets, doors, baseboards, walls, blinds, and other places or areas needing quick cleaning. We don't clean the entire area, but we do clean small amounts of grunge as they are noticed. The skill is noticing them!

PROFESSIONAL *Skills* CLEANING

GET THE SKILL: As you walk into a kitchen, bathroom, or any other room, keep your eyes open for grunge. When you open a door, do you see fingerprints around the knob, or smears elsewhere? When you walk down a hall, do you see marks on the wall and base-



- You can hear things, but you don't really understand what you hear unless you listen. The same thing is true about looking and seeing. You can look at things, but you don't always see unless you *concentrate*.
- The skill in spot checking is concentrating on finding grunge on places you are inspecting. For example, when you are dusting blinds, don't just look for dust, but also grunge. **Search for grunge to clean instead of cleaning grunge if you happen to see it.**

boards, or do you see a glass picture frame with a film of dust and dirt? You are never off duty when it comes to looking for grunge. Always think where grunge could be, and see if it's there.



#3 Detail Vigilance

- Being vigilant for details means attention to detail. This means thoroughness in cleaning. If you are thorough, you pay close attention to what you are doing so that you don't overlook something.
- A mirror cleaned by a detail vigilant cleanologist will not have streaks.
- A shelf cleaned by a thorough cleanologist will not have dust hiding behind a knicknack or something else.

PROFESSIONAL *Skills* CLEANING

GET THE SKILL: Pay close attention of how well you are cleaning by checking your work. Be sure no grunge is left as you check all parts of what you are cleaning. Did you get the edges? The sides? Remember, if something is worth doing, it should be worth doing well. When finished, are you happy with your work? Would you proudly be willing to show the homeowner what you did?



#4 Angle Viewing

- Angle-viewing means looking at a shiny surface in different lights by looking at it from different directions or angles.
- If you would hold a glass goblet up to a light to see if you can see spots or streaks, you are angle-viewing.
- By seeing a shiny surface from different angles, you can see grunge that you may have overlooked.
- A shiny surface that should be angle-viewed includes cooktops, mirrors, stainless steel, chrome, polished table tops, and even shiny floors.



PROFESSIONAL *Skills* CLEANING

GET THE SKILL: Any shiny surface should be polished by wiping with a clean, dry cloth in a circular motion to prevent streaks. Keep wiping until the surface is dry. You can make sure a dry polished surface is sparkling clean by using a dry microfiber cloth to maximize the sparkle. As you polish any shiny surface, look at it in several different directions until you are sure it can't get brighter!



Part 4

Customer Records (CR)



The Customer Record

- The team leader carries a customer record for each house.
- Customer records contain important “alerts”--information that cleanologists need to be aware of while in customers’ homes.

Getting Familiar with Customer Records

- One of the team members not driving should verbally review alerts and cleaning instructions that are particular to customers’ houses. This should be done on several visits to a house until each team member is fully aware of the information.
- Changes in a particular customer record is provided to the team leader who sees that other team members are fully aware of new changes.
- Customer records are completely confidential. If a house key is included with a record, it will be in a zippered pouch. The key should remain in the pouch at all times

except when being used to unlock or lock the entrance door. *Special care must be taken to ensure that the key is not lost!*

Revising Customer Records

Team leaders update CRs when changes and additions and other revisions are necessary. Cleanologists who see needed changes are asked to inform the team leader.

What you can find on a customer record (besides cleaning alerts):

- the allotted time (how long it should take the team to complete the house)
- which rooms have trash cans and shredders that need emptying (by the “B” cleanologist after finishing bathrooms.
- where trash bags are located
- location of the garbage can to put the master trash bag when leaving

How To **Wow!** Basic Home Cleaning
**Procedural
Manual**

