



White Glove
Procedural Manual

Job Module:

Post Vacuuming

Post Vacuuming

The Process

As customers walk through their freshly cleaned house, debris not vacuumed up--even the smallest--is easily noticed on shiny floors.

It's amazing how much debris still remains after pre-vacuuming and mopping! These processes seem to dislodge dust and bits from their unseen hiding places!

Bits left on floors indicates to customers that their cleaners did not pay close attention to detail, and it lessens the total cleanliness effect that we are trying to create. Therefore, White Glove makes the effort to quickly go over all mopped floors with the canister vacuum to make doubly sure all floors are entirely free of all removeable debris.

Post vacuuming is done by the "B" team member after completing spray mopping.



- 1 **START FURTHEST FROM WHERE THE TEAM WILL EXIT** and work toward where the team will exit the house.
- 2 **CARPETED STAIRS** should be done at this time if they were not done during pre-vacuuming.
- 3 **SIGHT CHECK CAREFULLY AND VACUUM ONLY WHERE YOU SEE DEBRIS** because at this time you are only picking up what you see. This is not the thorough, first-time that is done during pre-vacuuming. You do not need to vacuum the entire floor area.
- 4 **PUT CANISTER AWAY** when finished.



Brushy, the White Glove mascot says:

“You don’t always have to post vacuum with the canister.”



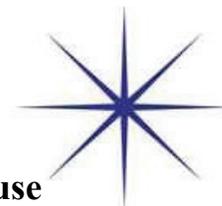
In certain situations a cleanologist may choose to do a “sight check” post vacuuming instead of going over floors with the canister vacuum. **This should be done *only occasionally*, and never as an excuse to not use the vacuum.** Please do not risk a customer negative or complaint.



To sight check floors, walk slowly looking for dust bunnies, bits, and other debris. Pick up with a wet paper towel or a moist microfiber cloth while making sure not to leave streaks.

Sight check only if:

- no shedding pets live in the house
- dust bunnies and floor debris are not a problem in the house
- floors look exceptionally clean



“B” Cleanologist Is Now Ready To Start **Departure or help if the “A” team member has already started.**

