

White Glove
Procedural Manual

Job Module: Bathrooms

The Bathroom Routine



1 Initial Cleaning

a. Remove floor things.

Set bath bag just outside door; shake **non-vacuumable** rugs on carpet (adjoining bedroom, hall, etc.); place **vacuumable** rugs on carpet to be vacuumed later); set scale, trash can, and other floor items outside of door.

b. Squeeze Works disinfectant under rim of toilet bowl.

Get *up under* and all around. Put lid **DOWN**.



c. Check vanity light bulbs.

Keep these bulbs polished clean and well dusted. If badly caked with dust, **TURN LIGHTS OFF** to remove each one carefully, and clean with **G and cotton or glass M/F cloth**. You may want to check these bulbs first thing so if needing hand wiping, lights will be off and bulbs cool.



Vanity lights should always be sparkling clean. If you don't remove and hand wipe each bulb, the dust with m/f cloth or feather duster.



**Rubber
Cleaning
Gloves**

If you choose to wear gloves, please put your name on them, and carry them with you or in the bath bag so they can be used over and over until worn out.

d. Dust high-up and elsewhere.

- (1) Look for cobwebs and high-up dust (use extendable duster or **feather duster** if you can reach);
- (2) Dust flat surfaces and wherever dust collects using **feather duster** and **m/f cloths**.

e. Dust & clean windows & blinds.

- (1) Dust around window edges with **feather duster**, and wipe sills, rail, and lift bars of windows with **moist m/f cloth**. Always wipe dust sills, rail, and lift bars of windows; never just use feather duster.
- (2) Dust both sides of Venetian blinds with **feather duster**, and spot check for marks to wiped with **moist m/f cloth**.

f. Check molding, walls, switchplates, and doors for needed cleaning.

- (1) Wipe clean with **moist m/f cloth**.

g. Baseboards: Hand wipe or feather dust:

- (1) **If you are going to hand wipe floor:** Using **cotton cloths**, when on your knees wiping the floor, wipe dust or feather dust tops of baseboards, and check for marks requiring further cleaning.
- (2) **If you are going to mop floor:** When checking molding, feather dust baseboard tops where dust gathers. Check for marks requiring further cleaning.



2

Showers & Tubs

a. Remove all items in shower and on top and around tub.

Set items outside the shower and away from the tub so they won't get in the way of cleaning. Note their location so you can replace them in their right places--**ESPECIALLY RUGS**.

Tip: Take a picture of rugs and/or items before removing them.

b. Clean shower interior; clean tub interior, top, sides, and wall tiles.

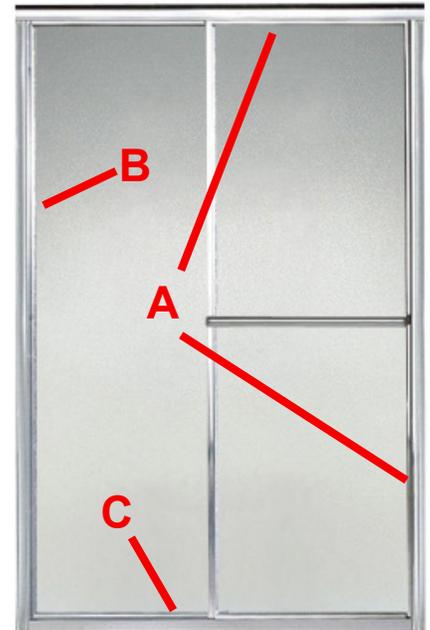
- Do not wear shoes in shower.

c. Polish shower glass.

Use **G and glass m/f cloth**. If glass has mineral building and/or soap scum use strong cleaning agent or **Works**. Small deposits can be removed with **razor scraper**.

Glass Shower Doors Aluminum Frames

Wipe entire aluminum frame (A)--both sides--horizontal and vertically. Check especially where the glass meets the frame, along the rubber (B). Also check the threshold (C) where standing water may have generated black or orange mold.



d. Replace shower items.

Put where they were found with labels facing outward. Towels should be neatly folded in shower door.

g. Double check for hairs and mold.

No hairs or mold should be seen.

Know Your Brushes & How to Use Them

Scouring Brush w/handle



Use to scrub large tile, areas, glass, or porcelain areas with Ajax or C. **Can scratch! Do not use on wood, painted, or other scratchable surfaces.**

Grout Brush



A strong brush to clean grout between tiles. Use with Ajax or C



Small Brushes



Bath bags have 3 kinds of small brushes:

Stainless Steel is most abrasive. Use on non-scratchable surfaces when strength is needed.

Nylon is soft and won't scratch. Use around toilet seat hinges and faucets, if not much grunge buildup.

Brass is abrasive and can scratch, but stronger than nylon. Use on mold, rust and grunge buildup in corners.

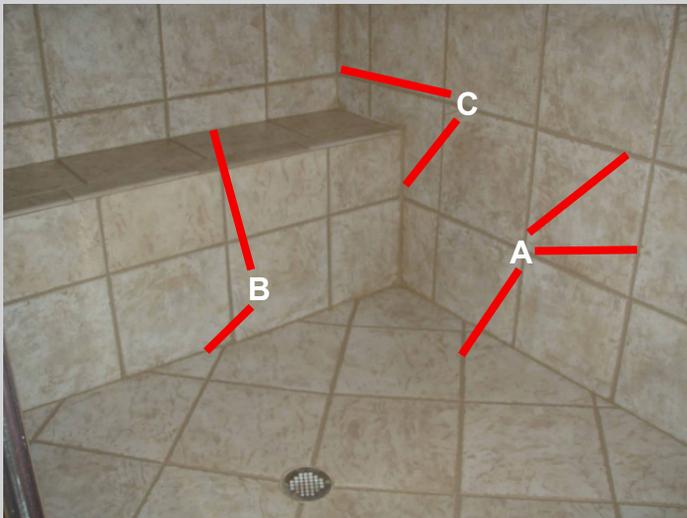
How to Clean Showers/Tubs

Light **L** If lightly dirty (little or no soap scum or other grunge)--wipe with **moist m/f cloth**, or use **C** and **cotton cloth** or **scrubber brush**.

Medium **M** If medium dirty (visible soap scum and other grunge)--use **scrubber brush** and **Ajax** with water. Rinse with fresh water using **cup** in bath bag. Dry with **cotton cloth**.

Heavy **H** If heavily dirty (visible soap scum and/or mineral buildup, orange or black mold)--use **scrubber brush** and **strong cleaning agent**. Use **grout brush**, **small brushes** for corners and grout between tiles.

Look for Mold: Orange, Green, Black, etc.



Mold is colonies of living organisms in moist places, and it comes in several colors. This is the #1 thing we look for in bathrooms. WHERE TO LOOK FOR MOLD:

Grout between tiles in the lower part of showers (A)

Corners both vertical (B) and horizontal (C).

After the first few services, once mold is removed it should never come back with good repeated cleaning.

How to Clean Bathroom Fixtures

Cleaning

Depending on need, clean shiny surfaces with **C** or **G** and **cotton cloth** for best possible shine. Use **blue (non-scratch) scouring pad** and **small nylon brush** if necessary.

Use **brass** or **stainless steel** **small brushes** and **Ajax** for mineral buildup on tile around base of fixture. Be careful not to scratch chrome and other fixture



Polishing

Spray with **G** and dry completely with **dry m/f cloth** for a brilliant, sparkling shine.



3

Mirrors & Counters

a. Remove all items on the counter.

- (1) Place items out of the way on the floor. Do not just move elsewhere on the counter; *put on the floor*.
- (2) Arrange as they were found on the counter so that you will be able to put them back exactly in place.

b. Polish mirrors using **glass m/f cloth and G.**

- (1) Start from one side moving in one direction, and clean from the top down.
- (2) Constantly angle view from different positions to ensure against streaks, spots, and missed places.
- (3) Don't forget medicine cabinet frame, top, and sides.

c. Wash out soap dishes.

- (1) Dry and replace soap.

d. Wipe counters and basins using wet blue scouring pad.

- (1) Also use **Ajax or C** if needed, especially for basins.
- (2) At same time, sight check cabinets for needed cleaning using **moist m/f cloth** or the **blue scouring pad**.
- (3) Wipe counter edges and underneath, too.
- (4) Angle view and slide your fingers over counters to make sure you don't miss smears, hair spray, dried grunge, etc.

e. Polish basin fixtures (faucets & knobs) to best possible shine.

- (1) Look for mineral buildup at base of fixtures.

f. Replace items in their original places on the counters.

- (1) All labels must be facing outward to front.

Use a dry m/f cloth to give chrome and other shiny surfaces a sparkling appearance.



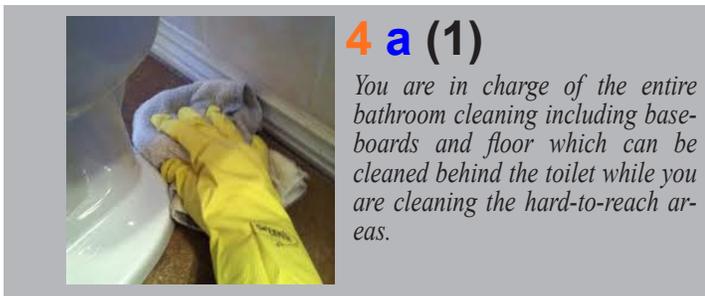


4 Toilets

USE GLOVES WHEN CLEANING BATHROOMS

a. Wipe tank, lid, and outside of bowl.

(1) Using **blue scouring pad or cotton cloths with G**, clean the entire ceramic tank and outside bowl including flush handle and hard-to-reach areas.



(2) Use brushes if necessary to clean around base where toilet meets the floor.

b. Wipe clean seat and lid tops and bottoms.

(1) Use brush if necessary to clean around hinge.

c. Flush away disinfectant, then clean bowl interior.

(1) By hand (**DO NOT USE TOILET BRUSH**) use green scouring pad and Ajax especially under rim where fresh water comes out.

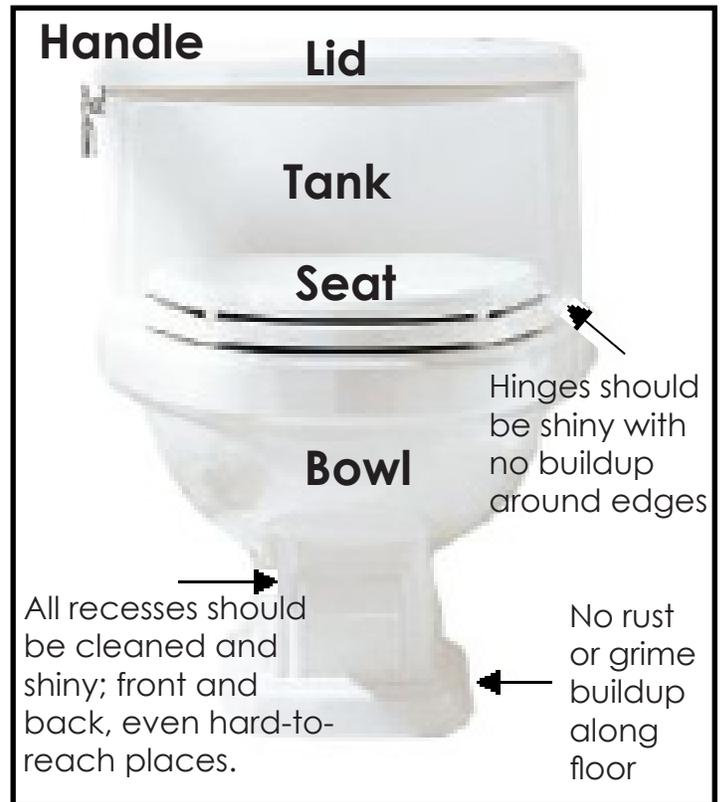
(2) Get down to look under rim to make sure black mold is completely removed.

(3) Flush and watch to make sure bowl and water are clean with no visible hairs.

d. Check baseboards.

(1) Sight check baseboards to clean marks and spots, and make sure there is no dust accumulation.

e. Double check for **hairs and mold**.





5

Floors & Fixtures

a. Polish other fixtures.

(1) Clean and shine other bathroom fixtures such as toilet paper holder (and fold paper end), towel holders, and trash can. *Remember to use dry m/f cloth for best sparkling shine.*

b. Hand clean or steam mop tile floor.

(1) If floor is small, you can save time by hand-wiping floor with **wet and dry cotton cloths** plus the following if needed: **C, Ajax, and scrubber brush**.

(2) If you choose to steam mop tile floor, you can do it or ask the cleanologist who will be steam mopping to do the floor if convenient.



DON'T FORGET CLOSETS!

The “B” cleanologist is responsible for seeing that **carpeted walk-in closets are vacuumed**. Since you are the “B” person who will be doing vacuuming as the next module, leave bath rugs in the bedroom or hall **AND** leave the closet door open and light on as reminders. If another cleanologist will vacuum, make sure the closets are not forgotten.

If closets are tiled or wood/laminate, make sure the cleanologist doing the steam mopping and spray mopping don't forget the closets.



5

Trash Containers

Plastic grocery bags are carried in the bath bag to collect trash from each bathroom. After bathrooms are finished, the “B” cleanologist empties all trash containers and shredders in the house using these grocery bags. All trash is then put in the kitchen trash bag (called the “master trash bag”). The master trash bag is tossed in the home’s trash can (outside or in garage) during the departure module. The master trash bag must not be taken out until the very end as the team leaves.

a. Empty trash containers and shredders in all other rooms. (A list of rooms with trash cans/shredders can be found in the customer record.)

(1) Using the kitchen trash bag or grocery bags, walk through the house emptying trash cans and shredders.

b. Leave the master trash bag (kitchen bag) in the kitchen until the very end so there will always be a place to toss trash.

c. Replace kitchen trash bag in the kitchen trash can. (The location where extra trash bags can be found is in the customer record.)

(1) Replace trash bags in other rooms IF required.

Gathering Trash

The “B” cleanologist gathers trash from the whole house. Here is the procedure:



Use grocery bags that are carried in the bath bag.



As each bathroom is finished, put the trash in a grocery bag and take it to the next bathroom.



After finishing the last bathroom, all trash collected from bathrooms are put in the kitchen trash bag. This is the **master bag**.



The “B” cleanologist takes the master bag around the house collecting trash. The bag is then left in the house until departure when it is put in the home’s garbage can or dumpster.

Next Module For “A” Cleanologist
2-Person Team:
Vacuuming Module

3-Person Team:
Check with Team Leader

