General Office and Team Cleaning

The Coverall® Program was designed with efficiency at its core by incorporating advanced tools and technologies. As you walk through your customers’ facilities, think about your plan for implementing the Core 4® Process as efficiently as possible, whether you are providing service alone or with a team.

In This Section

► Plan the service
► 4 steps for General Office cleaning
► Service Quality Check
► Team cleaning
General Office and Team Cleaning: Plan the Service

Plan the Work, Then Work the Plan

“Plan the work, then work the plan” is a common-sense approach to preparing for any task. For example, if you were going to paint a room, you would first develop a plan – what needs to be done, who will help, what supplies are needed, when, where, and how will you complete the task given the number of people helping – and then get it done following your plan. The same approach applies to the professional delivery of commercial cleaning services to your customers.

A Coverall Service Plan is a document that lists the cleaning program your customer accepted when they signed a Service Agreement for the Coverall® Program. Service Plans are based on your customer’s pain points, or things that bother them the most about the cleanliness of their facility. The customer expects (Brand Promise) your Franchised Business will use the Coverall Core 4® Process to help solve their pain points (Brand Delivery).
General Office and Team Cleaning: Plan the Service

Use each customer’s Service Plan to create a Cleaning Schedule (“work spec”) showing the cleaning tasks, how often they are done, and in what areas of the customer’s facility. Your Coverall Support Center can teach you how to do this. Use this Schedule as a checklist to make sure each task is completed according to the customer’s Coverall Service Plan.

Sample cleaning schedule 3x per week:

<table>
<thead>
<tr>
<th>Area 1: General office areas, conference rooms, lobby</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasks included in Service Plan:</strong></td>
</tr>
<tr>
<td>Detail Dust and Clean</td>
</tr>
<tr>
<td>High and Low Dusting</td>
</tr>
<tr>
<td>Wall-to-Wall Vacuum</td>
</tr>
<tr>
<td>Spot Vacuum High Traffic Areas</td>
</tr>
<tr>
<td>Empty Cans and Remove Trash</td>
</tr>
<tr>
<td>Restrooms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area 2: Kitchen and lunch room</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasks included in Service Plan:</strong></td>
</tr>
<tr>
<td>Detail Dust and Clean</td>
</tr>
<tr>
<td>Damp Mop Hard Surface Floors</td>
</tr>
<tr>
<td>Clean Microwave – inside/outside</td>
</tr>
<tr>
<td>Empty Trash</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area 3:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasks included in Service Plan:</strong></td>
</tr>
<tr>
<td>Cleaning task</td>
</tr>
<tr>
<td>Cleaning task</td>
</tr>
<tr>
<td>Cleaning task</td>
</tr>
</tbody>
</table>
General Office and Team Cleaning: 4 Steps

4 Steps for General Office Cleaning

General office space refers to areas of a facility used for general business functions, such as:

► Lobby or reception
► Offices
► Cubicles with desks, chairs and partition walls
► Conference rooms
► Hallways
► Storage areas or closets
► Break room, lunch room or kitchen
► Restrooms (use Restroom Cleaning process)

Sample of a basic general office facility:
Facilities that are not general offices include, but are not limited to, doctors’ offices, dialysis centers, daycares, gyms, veterinarians and restaurants. However, even in those cases, it’s likely that SOME of the facility will be cleaned as a general office and other specialty areas will be cleaned differently. For example, a doctor’s office will usually have general office areas (general office cleaning) and specialty areas, such as patient treatment rooms that require specialized cleaning, tools and disinfectants.

Sample of a mixed general office/medical facility:
General Office and Team Cleaning: 4 Steps

Preparing to Clean

Getting ready to provide service to your customers is important to ensure you and your team work as efficiently as possible. Pick a place to start cleaning – generally, start at an entrance door or other designated starting point and work in a logical pattern until you are back where you started. Following the wall is a good place to start. Crisscrossing the room is generally inefficient and may lead to missing areas. It also helps to follow the same pattern each time you provide service.

 ► Ensure you have Coverall-approved hospital-grade disinfectants, cleaning equipment and tools (color-coded microfiber, trash barrel on wheels etc.) and Personal Protective Equipment needed to correctly use the Coverall Core 4® Process for the customer’s facility. **Make sure you have wet floor signs for the number of restrooms in the facility.**

 ► Wear clean Coverall®-branded apparel, your Coverall Franchised Business ID badge, appropriate footwear.

 ► Review the Cleaning Schedule you created for the customer’s facility, based on the customer’s Coverall Service Plan. Some tasks need to be completed at each visit, while others might need to be done less often (weekly or monthly).

 ► Check the Log Book for any notes your customer has left for you.

*Example of a logical pattern starting at lobby and moving clockwise around the facility:*

As you move clockwise (left to right) through the facility, clean each office or room in sequence, as well as around cubicles.
General Office and Team Cleaning: 4 Steps

THE 4 STEPS

Follow the 4 steps below to clean General Office areas:

1. Pick up debris and remove trash
2. Dust and detail
3. Restrooms
4. Vacuum and/or mop (always last!)

Note that each step is an opportunity to review the previous step as a Service Quality Check. For example, when you are dusting (step 2), look for any debris or trash that might have been missed (step 1). Is everything in its proper place? When you are vacuuming or mopping (step 4), look for any dusting or detail cleaning that might need more attention.

STEP 1: Pick up debris and remove trash

► Remove trash before you begin dusting or floors in case you accidentally spill trash and have to vacuum or mop a second time.

► Pick up any debris such as used disposable cups, balled-up paper, gum wrappers, and anything else that meets Coverall’s definition of trash, and put it into the trash can. Trash (garbage) is any item that is in trash cans, in designated trash areas, or clearly labeled as trash.

► Look around trash can for splashes or spots on walls, desks, or surrounding area. Note any soil that should be wiped clean.

• Empty trash cans into a trash bag in your Trash Barrel on Wheels.
• Wipe trash cans (if necessary) and replace liners.
  – Don’t drag a trash bag from area to area, which is slow and can result in a torn bag, sloppy spills and additional time required for clean-up.

► Breaking down cardboard boxes is generally not a part of trash removal, although it could be part of a customer’s Coverall Service Plan as an additional service. Check each Service Plan for details. Make one trip to the dumpster/trash collection area before you leave. For security purposes, limit taking out trash to one time.
General Office and Team Cleaning: Service Quality Check

STEP 2: Dust and detail

► Do not move papers or items on a desk. Wipe around them.

► Use the appropriate disinfectant solution and microfiber towel or other tool to damp wipe and disinfect (dust) horizontal and vertical surfaces and high-touch points based on the customer’s Cleaning Schedule.

• Carefully look at walls, doors, doorknobs, light switches, partitions and windows for marks, spots or handprints.

• Spray disinfectant solution on the Color-Coded Smart Towel, not on the surface.

► If your customer’s Cleaning Schedule includes spot cleaning, then do it now.

► Clean telephones, window sills, blinds or other tasks according to the customer’s Cleaning Schedule. These tasks are usually done less often, such as once a week or monthly.

STEP 3: Restrooms

Use the 8-step restroom cleaning process to clean restrooms.

STEP 4: Vacuum and/or Mop

► Floors are always done last because, in the course of removing trash and dusting, soil and debris will fall on the floor and need to be cleaned up.

► As you vacuum and/or mop, put each trash can back to “starting position” (where it was before you moved it).

► Vacuum carpeting and hard surface floors with your HEPA backpack vacuum (side-winder tool is preferred).

► Mopping should be your last task.

► Put wet floor signs at beginning and end of area that will be wet and at the entrance of each restroom.

► Change microfiber mop pad after mopping the restrooms, before mopping other areas.
General Office and Team Cleaning: Service Quality Check

Service Quality Check

Before you leave the customer’s facility (lights off and lock up!), walk around and complete a service quality check. Use this time to look for opportunities to propose Special Services. Remember to write in the Log Book before you leave.

<table>
<thead>
<tr>
<th>DATE</th>
<th>COMMENTS</th>
<th>INITIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/8/16</td>
<td>I cleaned up the extra trash in kitchen. Thank you!</td>
<td>CNA</td>
</tr>
<tr>
<td>2/9/16</td>
<td>Everything looks good, thank you!</td>
<td>CNA</td>
</tr>
<tr>
<td>2/10/16</td>
<td>Thanks!</td>
<td>CNA</td>
</tr>
<tr>
<td>2/10/16</td>
<td>Could you please clean glass in lobby tonight?</td>
<td>John</td>
</tr>
<tr>
<td>2/11/16</td>
<td>Took care of the glass, looks nice. Thanks!</td>
<td>CNA</td>
</tr>
<tr>
<td>2/12/16</td>
<td>Have a nice weekend everyone. Thank you!</td>
<td>CNA</td>
</tr>
</tbody>
</table>

Check the Details

“Details” are small things your customers notice. Detail cleaning includes cleaning corners and edges of carpet and hard floors, entrance glass, window ledges, blinds, dusting, telephones, light switch plates, trash cans, and other areas not included in the hard floor surface and restrooms. When details are missed they quickly attract your customer’s eyes.

- Entrance glass as you open the door; look for smudges or streaks.
- For dust, cobwebs and dead bugs on window ledges and blinds.
- Under chairs, around desks, behind doors and in corners for dust or debris.
- Tops of pictures, mirrors and other items hanging on walls.
General Office and Team Cleaning: Service Quality Check

► High and low in corners for cobwebs.
► Trash cans that were not put back to “starting position.”
► Behind computers and screens.

Check Hard Floors
► For loose debris that was not cleaned up.
► Baseboards for splashes that can lead to soil build-up.
► Sticky, hazy or streaky floors may indicate a dirty mop, too much cleaning product or improper dilution. Slippery floors may mean the wrong cleaning product was used.
► Build-up of soil that can make floors look dirty (recommend Special Service).
► Dirty grout that can make floors look dirty (recommend Special Service).
► Dull, foggy, scratched and yellowing tile may mean floors are not cleaned, finished or cared for properly (recommend Special Service).

Check Restrooms
► For bad odors.
► Corners of floors and behind toilets for dust, dirt and hair.
► Toilets or urinals for soil inside and out, especially on the bowl bases or under toilet seats.
► Partitions for soil, dust on ledges and streaks.
► Mirrors and dispensers for a polished, sparkling look.
► Sink area for soil and soap build-up.
► For full paper supplies and soap dispensers.
► Chrome or stainless surfaces for hard water build-up or debris.
# General Office and Team Cleaning: Service Quality Check

## Coverall Core 4\(^\circ\) Service Quality Checklist

Sample tool for Coverall Franchised Businesses use

### Attention to Detail

<table>
<thead>
<tr>
<th>What to look for:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrance glass: Smudges or streaks</td>
<td></td>
</tr>
<tr>
<td>Window ledges and blinds: Dust, cobwebs and dead bugs</td>
<td></td>
</tr>
<tr>
<td>Under chairs, around desks, behind doors, corners: Dust or debris not vacuumed</td>
<td></td>
</tr>
<tr>
<td>Tops of pictures, mirrors and other items hanging on walls: Dust</td>
<td></td>
</tr>
<tr>
<td>High and low in corners, vents and returns: Cobwebs and dust</td>
<td></td>
</tr>
<tr>
<td>Trash cans not put back to “starting position”</td>
<td></td>
</tr>
<tr>
<td>Dust behind computers and screens</td>
<td></td>
</tr>
</tbody>
</table>

### Restrooms

<table>
<thead>
<tr>
<th>What to look for:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad odors</td>
<td></td>
</tr>
<tr>
<td>Corners of floors and behind toilets for dust, dirt and hair</td>
<td></td>
</tr>
<tr>
<td>Toilets or urinals for soil, especially on bowl or under toilet seats</td>
<td></td>
</tr>
<tr>
<td>Partitions for soil, dust on ledges and streaks</td>
<td></td>
</tr>
<tr>
<td>Mirrors and dispensers for a polished, sparkling look</td>
<td></td>
</tr>
<tr>
<td>Sink area for soil and soap build-up</td>
<td></td>
</tr>
<tr>
<td>Full paper supplies and soap dispensers</td>
<td></td>
</tr>
<tr>
<td>Chrome or stainless surfaces for hard water build-up or debris</td>
<td></td>
</tr>
</tbody>
</table>

### Floors and Carpets

<table>
<thead>
<tr>
<th>What to look for:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpet or walk-off mats: No visible debris or soil</td>
<td></td>
</tr>
<tr>
<td>Baseboards: Splashes can lead to soil build-up</td>
<td></td>
</tr>
<tr>
<td>Sticky, slippery streaked floors: Wrong dilution or product, dirty solution or mop head</td>
<td></td>
</tr>
<tr>
<td>Dull, foggy, scratched and yellowing tile: Floors not cleaned properly</td>
<td></td>
</tr>
</tbody>
</table>

### Special Service Opportunities:

- Built-up soil or dirty grout on hard floors
- Dull, foggy, scratched and yellow floor tiles
- Soil, spots and stain carpets
- Dirty interior or exterior windows

### Notes:

- Looks good
- Fix next time
- Do it now
Team Cleaning

Team cleaning is an efficient cleaning process that can be used by one person, two people or more. (One person can use team cleaning method by focusing on one task at a time.)

Some advantages of team cleaning:

► Team members can specialize at certain tasks and get very good at them.
  – *Suggestion: Cross-train your employees as backup in case someone is absent.*
► Team members can check each other’s work to improve service quality.
► Team cleaning is 33% faster than gang or zone cleaning, in which you do all tasks in one area, then do all tasks in another area, and continue that process throughout the facility.

Team Cleaning Methods

**METHOD 1: Standard Team Cleaning**

<table>
<thead>
<tr>
<th>Team Member 1</th>
<th>Team Member 2</th>
<th>Team Member 3</th>
<th>Team Member 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ Trash</td>
<td>❖ Dust/detail</td>
<td>❖ Restrooms</td>
<td>❖ Vacuum/mop</td>
</tr>
</tbody>
</table>

With standard team cleaning, each team member focuses on a specific task. This allows the team member to become very good at their task. It also gives you multiple sets of eyes in each area of the facility to make sure that everything has been done correctly. For example, when Team Member 2 is dusting, he or she can make sure that Team Member 1 didn’t forget to empty a trash can.

**METHOD 2: Large Facility Team Cleaning**

<table>
<thead>
<tr>
<th>TEAM A</th>
<th>TEAM A</th>
<th>TEAM A</th>
<th>TEAM A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Member 1</td>
<td>Team Member 2</td>
<td>Team Member 3</td>
<td>Team Member 4</td>
</tr>
<tr>
<td>❖ Trash ❖ Floors 1-4</td>
<td>❖ Dust/detail ❖ Floors 1-4</td>
<td>❖ Restrooms ❖ Floors 1-4</td>
<td>❖ Vacuum/mop ❖ Floors 1-4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TEAM B</th>
<th>TEAM B</th>
<th>TEAM B</th>
<th>TEAM B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Member 1</td>
<td>Team Member 2</td>
<td>Team Member 3</td>
<td>Team Member 4</td>
</tr>
<tr>
<td>❖ Trash ❖ Floors 5-8</td>
<td>❖ Dust/detail ❖ Floors 5-8</td>
<td>❖ Restrooms ❖ Floors 5-8</td>
<td>❖ Vacuum/mop ❖ Floors 5-8</td>
</tr>
</tbody>
</table>

The large facility team cleaning method is useful if you have a larger team. For example, if you had two teams and 8 people, Team A (4 people) could be assigned floors 1-4, and Team B (4 people) could be assigned floors 5-8.
When using teams, decide who will lead each cleaning team (the Team Captain). It can either be you or an employee you delegate to be the captain. This person is responsible for checking everyone’s work to ensure everything is done correctly and on time.

**METHOD 3: Zone Cleaning**

<table>
<thead>
<tr>
<th>Zone 1</th>
<th>Zone 2</th>
<th>Zone 3</th>
<th>Zone 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trash</td>
<td>Trash</td>
<td>Trash</td>
<td>Trash</td>
</tr>
<tr>
<td>Dust/Detail</td>
<td>Dust/Detail</td>
<td>Dust/Detail</td>
<td>Dust/Detail</td>
</tr>
<tr>
<td>Restrooms</td>
<td>Restrooms</td>
<td>Restrooms</td>
<td>Restrooms</td>
</tr>
<tr>
<td>Vacuum/mop</td>
<td>Vacuum/mop</td>
<td>Vacuum/mop</td>
<td>Vacuum/mop</td>
</tr>
</tbody>
</table>

With zone cleaning, each zone or area is serviced completely. For example, zone 1 is serviced including trash, dusting, restrooms and vacuum/mop, then zone 2, then zone 3, etc. Zone cleaning is generally not recommended because it is less efficient than other team cleaning methods, whether you are cleaning alone or with your employees. However, zone cleaning may be needed to clean facilities such as hotels, hospitals or long-term care rooms where privacy or security concerns require you to clean a room or area completely and then move to another area. Note that if you are zone cleaning with more than one employee, then each employee will need a complete set of cleaning tools and equipment.

**Team cleaning efficiencies**

This chart depicts sample labor savings using a team cleaning approach versus zone cleaning:

<table>
<thead>
<tr>
<th>Zone Cleaning</th>
<th>Standard Team Cleaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,000 Square Feet</td>
<td>10,000</td>
</tr>
<tr>
<td>2,000 per hour Sample production rate</td>
<td>3,300 per hour</td>
</tr>
<tr>
<td>5.0 Hours per service</td>
<td>3.03</td>
</tr>
<tr>
<td>$10.00 per hour Sample labor rate</td>
<td>$10.00 per hour</td>
</tr>
<tr>
<td>$50.00 Labor cost per service</td>
<td>$30.30</td>
</tr>
</tbody>
</table>
Planning to team clean

Team cleaning begins with a logical plan together based on the facility you will be cleaning and how many of your employees will be helping you. One way to start is to look at the blueprints or map of the building, and then walk through the facility to see in how much area needs to be cleaned, and the best way is to divide tasks:

- How many levels (floors) the facility has
- Access areas
- Square footage of carpeted areas
- Square footage of hard floor surfaces
- Number of restrooms
- Number of offices
- The customer’s Cleaning Schedule and pain points

Next, decide how many employees you want on your team, and which tasks you want to assign each person. Make sure each employee’s time to clean is about the same so it doesn’t take one person a lot longer to do their tasks than another person. You don’t want one person to be waiting around for the other one to finish cleaning.

A time study means measuring the time it will take to complete each cleaning task in a customer’s facility. Each facility is different. For example, if you had two customers with facilities of the same square footage, but Customer #1 had all hard (tile, vinyl) floors but little carpet, or twice as many restrooms as Customer #2, then the first customer’s facility would take longer to clean. Measuring the team cleaning over a week or so will help you decide as a business owner how much time each team member will need. Never assume two facilities will take the same amount of time.

If both customers have the same square footage, which one will probably take longer to complete service? Why?

<table>
<thead>
<tr>
<th>CUSTOMER #1</th>
<th>CUSTOMER #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>- More hard floors</td>
<td>- More carpeting</td>
</tr>
<tr>
<td>- More restrooms</td>
<td>- Fewer restrooms</td>
</tr>
<tr>
<td>- More employees</td>
<td>- Fewer employees</td>
</tr>
<tr>
<td>- More clutter</td>
<td>- Less clutter</td>
</tr>
<tr>
<td>- Cleaned less often</td>
<td>- Cleaned more often</td>
</tr>
</tbody>
</table>
Even out the service time for your employees

As much as possible, try to even out the service time (time to clean) for each employee. For example, if you have 4 employees and are using the Standard Team Cleaning method, then each employee is assigned a specific task (e.g., Restrooms, Trash, Detail Dusting, Vac/Mop). As shown below employee 1 would need 4.7 hours to complete the restrooms alone. But, employee 3 would only need 1.8 hours for detail dusting.

<table>
<thead>
<tr>
<th>Employee</th>
<th>Restrooms</th>
<th>Trash</th>
<th>Detail Dusting</th>
<th>Vac/Mop</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>1.1 hours</td>
<td>0.7</td>
<td>0.4</td>
<td>1.0</td>
</tr>
<tr>
<td>#2</td>
<td>1.2 hours</td>
<td>0.75</td>
<td>0.5</td>
<td>1.0</td>
</tr>
<tr>
<td>#3</td>
<td>1.1 hours</td>
<td>0.7</td>
<td>0.5</td>
<td>1.0</td>
</tr>
<tr>
<td>#4</td>
<td>1.3 hours</td>
<td>0.85</td>
<td>0.4</td>
<td>1.0</td>
</tr>
</tbody>
</table>

Service Time: 4.7 hours 3.0 hours 1.8 hours 4.0 hours

The average time to service this customer’s facility is 3.4 hours, so try to even out each employee’s service time to about 3.4 hours.

We calculated the average time by adding each employee’s Service Time and dividing by 4:

$\frac{4.7 + 3.0 + 1.8 + 4.0}{4} \text{ hours per employee} = 3.4$ hours per employee

If employee 3 helps employee 1, then they can both finish in about 3.25 hours.

$4.7 \text{ hours} - 1.8 \text{ hours} = 2.9 \text{ hours}$ divided by 2 employees = 1.45 more hours for employee 3 ($1.8 + 2.9 = 3.25 \text{ hours}$) and 1.45 less hours for employee 1 ($4.7 - 2.9 = 3.25 \text{ hours}$)

If employee 2 helps employee 4, then they can both finish in about 3.5 hours.

$4.0 \text{ hours} = 3.0 \text{ hours} + 1.0 \text{ hour}$ divided by 2 employees = 0.5 more hours for employee 2 ($3.0 + 0.5 = 3.5 \text{ hours}$) and 0.5 less hours for employee 4 ($4.0 - 0.5 = 3.5 \text{ hours}$)
General Office and Team Cleaning: Team Cleaning

Training your team

After your plan is in place, the next step is to train each team member on their tasks and correct use of the Core 4® Process. Remember, whether you do the cleaning yourself or you hire employees to help, your customer expects their facility to be cleaned with the same Coverall quality using the Core 4 Process. Your Support Center can help you train your team’s employees.

► Bloodborne and Airborne Pathogens Certification
► Safety and Security
► Core 4® Tools
► Core 4® Tasks
► Customer Service and Communication

Prepare

When your team is trained and certified, make sure that each person has:

► Coverall-branded apparel
► Appropriate footwear
► Coverall identification badge
► Disinfectants, tools and supplies needed to implement the Core 4® Process
► Personal Protective Equipment, such as disposable gloves
► Wet floor signs

Communicate

Once you have hired employees for your team, give them your phone number, the phone number of the Team Captain, emergency contact information, and any important information.

Next, do a walk-through of your customer’s facility with each team member. Be sure they know how to enter and exit the building safely, according to the customer’s requirements. Show them which parts of the facility they will be cleaning, where the Log Book is located, and discuss their role in detail. Also, show them:

► Safety and Security document
► Janitor’s closet
► Electrical panels
General Office and Team Cleaning: Team Cleaning

- Water access
- Water shutoff
- Fire extinguishers
- First aid materials

Discuss professional behavior, the customer’s expectations or Code of Conduct, and your expectations as the business owner and operator:

- Do not eat or drink customer food or beverages.
- Do not use customer telephones and computers.
- Do not adjust the heat or air conditioning.
- Smokers must use designated smoking areas.
- Take breaks only in assigned areas.

Be sure they understand that most facilities have cameras.

At each service delivery

Each night after your team arrives, review the Cleaning Schedule with them so they know exactly what tasks need to be performed that evening. Also note anything unusual about the cleaning services that need to be done, or any Special Services your customer asked you to do.

At the end of the service delivery, check your team’s service quality to ensure it meets Coverall brand standards and the customer’s expectations.
Hands On: General Office Cleaning

Exercise #1: Plan the Work, and Work the Plan

In this exercise you will review the Cleaning Schedule for the Coverall Support Center and walk through the facility to review how the 4 steps for General Office Cleaning would be implemented.

► Review Cleaning Schedule.

► What materials and tools would you need to deliver the Core 4® Process?

► If you were cleaning the facility alone, then where would you start and what logical pattern would you follow? Why?

► If you were cleaning the facility as a team, then how would you divide the cleaning tasks?

► As you walk through the facility, use the Service Quality Checklist to assess cleanliness.
Exercise #2: Use the 4-Step Process for General Office Cleaning

In this exercise you and a Coverall Consultant will visit another Franchised Business’ customer to practice using the 4-step process in a real-world situation.

► Review the customer’s Cleaning Schedule.

► What materials and tools are needed for the Franchised Business to deliver the Core 4® Process to their customer?

► What logical pattern is used to clean the facility? Why?

► Implement the 4-step process for General Office Cleaning.

► Conduct a Service Quality Check.
General Office and Team Cleaning

1. “Plan the work, then work the plan” is a ___________ - ___________ approach to preparing for a task.

2. Use each customer’s Service Plan to create a _______________ _______________ (“work spec”) showing the cleaning tasks, how often they are done, and in what areas of the customer’s facility.

3. Pick a place to start cleaning – generally, start at an entrance door or other designated starting point and work in a logical pattern until you are back where you ________________.

4. Note that each step is an opportunity to review the previous step as a _______________ _______________ Check. For example, when you are dusting (step 2), look for any debris or trash that might have been missed (step 1).

5. Remove trash _______________ you begin dusting or floors in case you accidentally spill trash and have to vacuum or mop a second time.

6. Don’t _______________ a trash bag from area to area, which can result in a torn bag, sloppy spills and additional clean-up work.

7. Before you leave the customer’s facility (lights off and lock up!), walk around and complete a service quality check. Use this time to look for opportunities to propose Special Services. Remember to write in the ________________ ________________ before you leave.
8. A _______________ _________________ means measuring the time it takes to complete each cleaning task in a customer’s facility. Every facility will have variations of how long each task gets done.

9. With ________________ team cleaning, each team member focuses on a specific task. This allows the team member to become very good at their task.

10. The ____________-_______________ team cleaning method is useful if you have a larger team.

Answer key: (1) Common-sense; (2) Cleaning Schedule; (3) started; (4) Service Quality; (5) before; (6) drag; (7) Log Book; (8) time study; (9) standard; (10) self-directed.