



General Office and Team Cleaning

Training Workbook Volume 2, Class 9

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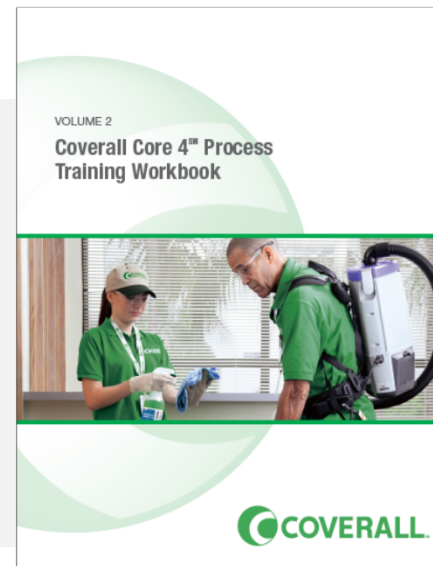
General Office and Team Cleaning

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.

Workbook Volume 2:

Class 9 – General Office and Team Cleaning



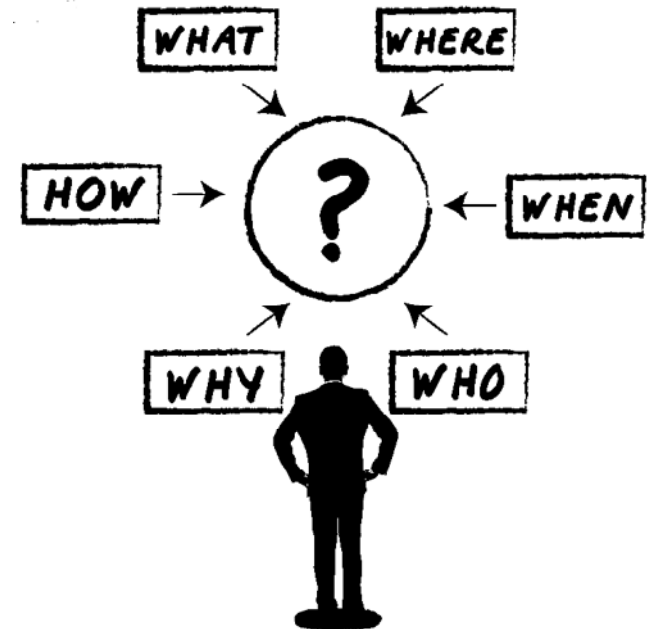
Overview

- ❖ Plan the service
- ❖ 4 steps for General Office cleaning
- ❖ Service Quality Check
- ❖ Team cleaning
- ❖ Hands-on exercises



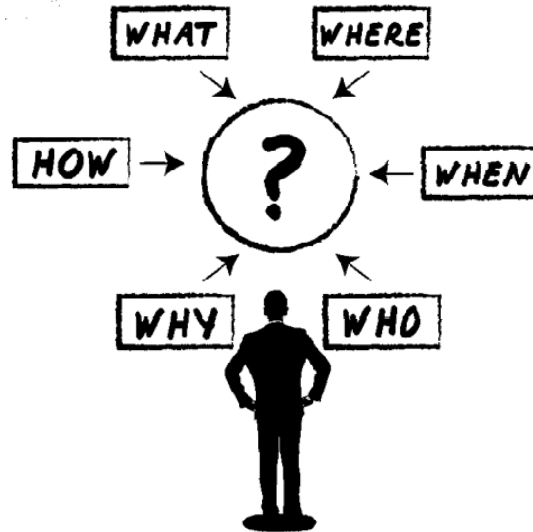
Plan the work, then work the plan

- ❖ Who will do the cleaning?
- ❖ What tasks?
- ❖ Where is the customer located?
- ❖ When will you provide service?
- ❖ Why – your customer's pain points?
- ❖ How can you be most efficient?



Plan the work, then work the plan

Customer:
**Coverall
Service Plan**



You create a:
**Cleaning
Schedule**

Create a Cleaning Schedule

- ❖ Based on the Coverall Service Plan
- ❖ Customer's expectation is Brand Promise
- ❖ Customer's experience is Brand Delivery
- ❖ Not all tasks need to be delivered at each service
- ❖ Keep your team efficient and on task

Sample cleaning schedule 3x per week:

Area 1: General office areas, conference rooms, lobby

Tasks included in Service Plan:	M	T	W	R	F	Sa	Su	Monthly
Detail Dust and Clean	X		X		X			
High and Low Dusting								X
Wall-to-Wall Vacuum					X			
Spot Vacuum High Traffic Areas	X		X					
Empty Cans and Remove Trash	X		X		X			
Restrooms	X		X		X			

Area 2: Kitchen and lunch room

Tasks included in Service Plan:	M	T	W	R	F	Sa	Su	Monthly
Detail Dust and Clean	X		X		X			
Damp Mop Hard Surface Floors	X		X		X			
Clean Microwave – inside/outside	X		X		X			
Empty Trash	X		X		X			

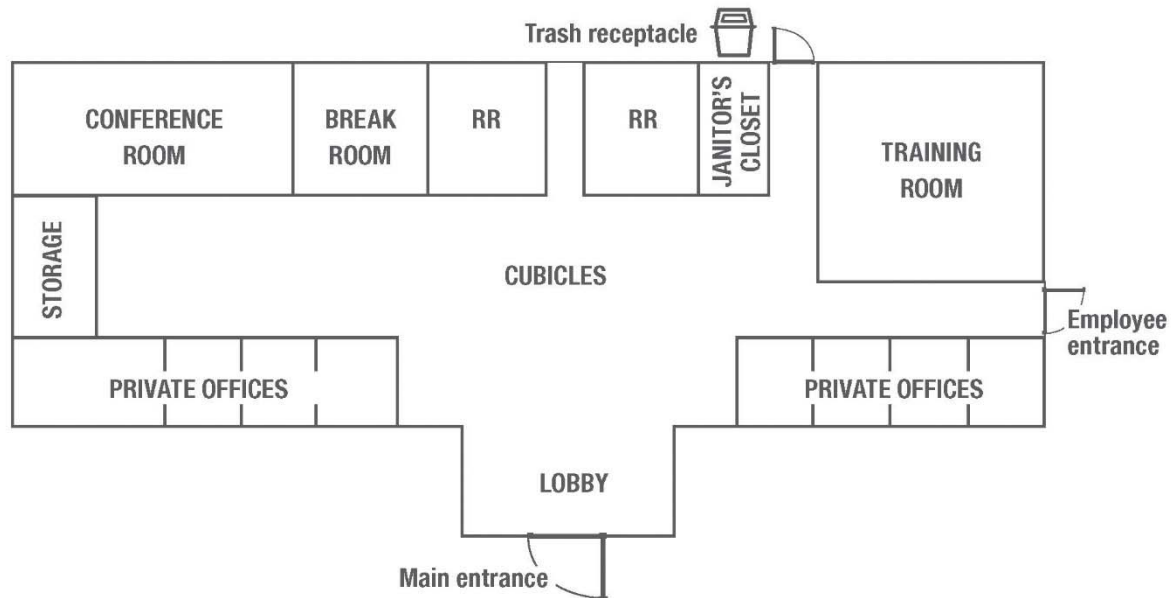
Area 3:

Tasks included in Service Plan:	M	T	W	R	F	Sa	Su	Monthly
Cleaning task								
Cleaning task								
Cleaning task								

What is a General Office facility?

- ❖ Lobby or reception
- ❖ Offices
- ❖ Cubicles with desks, chairs and partition walls
- ❖ Conference rooms
- ❖ Hallways
- ❖ Storage areas or closets
- ❖ Break room, lunch room or kitchen

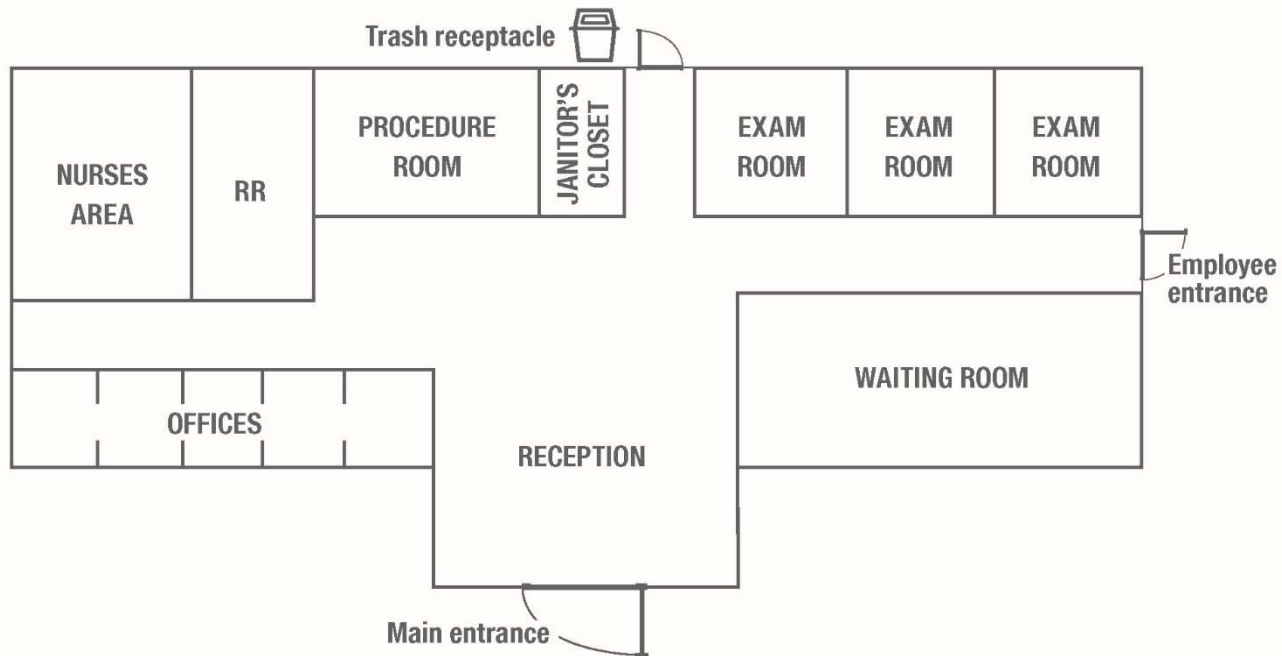
Sample of a basic general office facility:



Facilities with General Office and specialty areas

- ❖ Some areas cleaned as a General Office and other specialty areas will be cleaned differently
- ❖ Examples: Doctors' offices, dialysis centers, daycares, gyms, veterinarians and restaurants

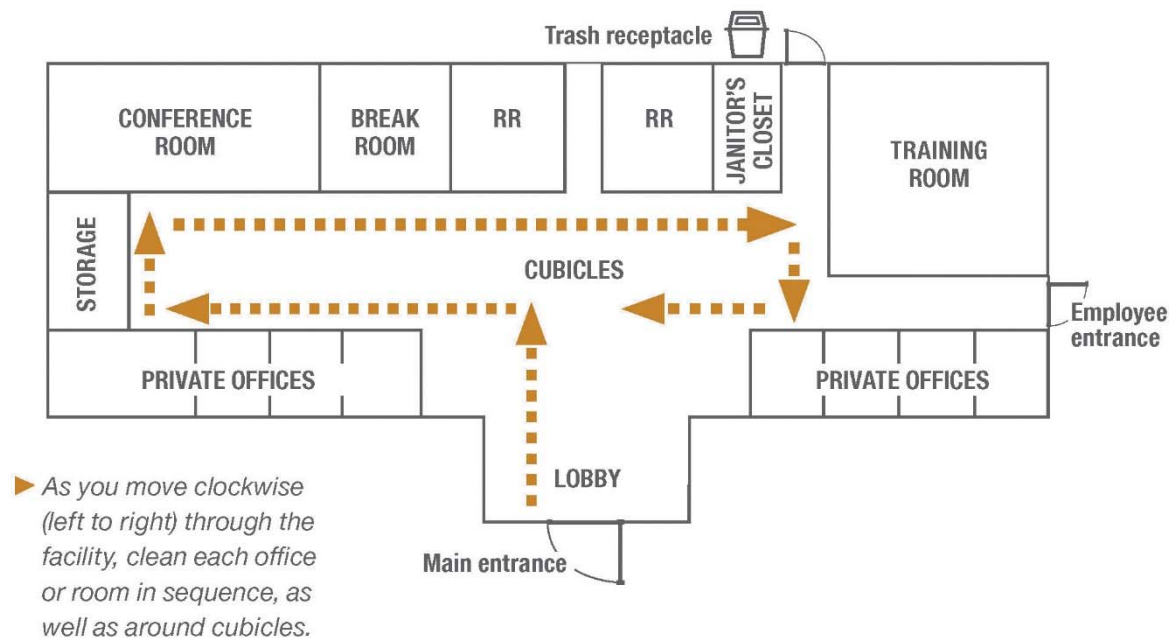
Sample of a mixed general office/medical facility:



Pick a place to start service

- ❖ Choose a logical pattern – clockwise or counterclockwise
- ❖ Clean each office or area in sequence, and perimeter of cubicles

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



Ready to deliver service?

- ❖ Prepare to deliver the Coverall Core 4[®] Process
 - Coverall-approved disinfectants, cleaning equipment and tools
- ❖ Wet floor signs – do you have enough?
 - Where are wet floor signs needed?
- ❖ Personal Protective Equipment
- ❖ Coverall-branded apparel
- ❖ Coverall Franchised Business ID badge
- ❖ Appropriate footwear
- ❖ Cleaning Schedule for the customer's facility
- ❖ Check the Log Book before service



4 Steps to General Office Cleaning

1. TRASH:

- Pick up debris and remove trash

2. DUST AND DETAIL:

- Damp wipe and disinfect

3. RESTROOMS:

- 8 steps to restroom cleaning

4. FLOORS:

- Vacuum and/or mop (always last!)

Eyes open for service quality!

- Each step is an opportunity to review the previous step as a Service Quality Check.
- For example, when dusting (step 2), look for debris or trash that might have been missed (step 1).
 - Is everything in its proper place?
- When vacuuming or mopping (step 4), look for dusting or detail cleaning that needs more attention.
 - Are trash cans and chairs in starting position (where they were before you moved them)?



What is trash?

- ❖ Trash (garbage) is any item that is in trash cans, in designated trash areas, or clearly labeled as trash.



Step 1: Pick up debris and remove trash

- ❖ Remove trash before dusting or floors in case you accidentally spill trash and have to vacuum or mop a second time.
- ❖ Pick up 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.
- ❖ Look **around trash can** for splashes or spots on walls, desks, floor 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 work.
- ❖ Breaking down cardboard boxes is generally not a part of trash removal, although it could be an additional service.
- ❖ Make **one trip to the dumpster**/trash collection area before you leave. For security purposes, limit taking out trash to one time.

Step 2: Dust and detail

- ❖ Do not move papers or objects on a **desk**. Wipe around them.
- ❖ Use the appropriate disinfectant solution and microfiber towel or other tool to 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 include spot cleaning, then do it now.
- ❖ Clean telephones, window sills, blinds or other tasks according to customer's Cleaning Schedule – usually done less often, such as once a week or monthly.

Step 3: Restrooms

1. Restock supplies
2. Remove trash
3. High dust
4. Remove debris and dust mop
5. Pre-spray
6. Wipe dry and polish non-toilet surfaces
7. Clean toilets and urinals
8. Damp mop floor

DRY

WET

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).
- ❖ Mop last.
- ❖ **Use wet floor signs.**
- ❖ **Change microfiber mop pad** after mopping restrooms, before mopping other areas.



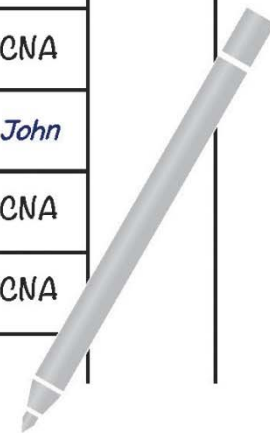
Write in log book before you leave



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

Customer communicates back with a request



Whether you or your employee provides service:

- ❖ Check the details
- ❖ Check hard floors
- ❖ Check restrooms
- ❖ Look for **Special Services opportunities**



	Looks good	Fix next time	Do it now	
Attention to Detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	What to look for:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entrance glass: <i>Smudges or streaks</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Window ledges and blinds: <i>Dust, cobwebs and dead bugs</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Under chairs, around desks, behind doors, corners: <i>Dust or debris not vacuumed</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tops of pictures, mirrors and other items hanging on walls: <i>Dust</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High and low in corners, vents and returns: <i>Cobwebs and dust</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trash cans not put back to "starting position"
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dust behind computers and screens
				Notes:

	Looks good	Fix next time	Do it now	
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	What to look for:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bad odors
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Corners of floors and behind toilets for dust, dirt and hair
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilets or urinals for soil, especially on bowl or under toilet seats
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Partitions for soil, dust on ledges and streaks
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mirrors and dispensers for a polished, sparkling look
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sink area for soil and soap build-up
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Full paper supplies and soap dispensers
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Chrome or stainless surfaces for hard water build-up or debris
				Notes:

	Looks good	Fix next time	Do it now	
Floors and Carpets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	What to look for:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Carpet or walk-off mats: <i>No visible debris or soil</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Baseboards: <i>Splashes can lead to soil build-up</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sticky, slippery streaked floors: <i>Wrong dilution or product, dirty solution or mop head</i>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dull, foggy, scratched and yellowing tile: <i>Floors not cleaned properly</i>
				Notes:

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

Other/Notes:

Team cleaning



- ❖ A efficient cleaning **process** used by one person, two people or more.
- ❖ Some advantages of team cleaning:
 - Team members can specialize at certain tasks and get very good at them.
 - *Suggestion: Cross 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 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.

Method 1: Standard Team Cleaning

Team Member 1	Team Member 2	Team Member 3	Team Member 4
❖ Trash	❖ Dust/detail	❖ Restrooms	❖ Vacuum/mop

- ❖ Each team member focuses on a specific task and become very good at it.
- ❖ Gives you multiple sets of eyes in each area of the facility to make sure that everything has been done correctly.

Method 2: Large Facility Cleaning

Team A	Team A	Team A	Team A
Team Member 1	Team Member 2	Team Member 3	Team Member 4
❖ Trash ❖ Floors 1-4	❖ Dust/detail ❖ Floors 1-4	❖ Restrooms ❖ Floors 1-4	❖ Vacuum/mop ❖ Floors 1-4

Team B	Team B	Team B	Team B
Team Member 1	Team Member 2	Team Member 3	Team Member 4
❖ Trash ❖ Floors 5-8	❖ Dust/detail ❖ Floors 5-8	❖ Restrooms ❖ Floors 5-8	❖ Vacuum/mop ❖ Floors 5-8

- ❖ Useful if you have a larger team.
- ❖ Decide who will lead each cleaning team (the Team Captain).

Method 3: Zone cleaning

Zone 1	Zone 2	Zone 3	Zone 4
❖ Trash	❖ Trash	❖ Trash	❖ Trash
❖ Dust/detail	❖ Dust/detail	❖ Dust/detail	❖ Dust/detail
❖ Restrooms	❖ Restrooms	❖ Restrooms	❖ Restrooms
❖ Vacuum/mop	❖ Vacuum/mop	❖ Vacuum/mop	❖ Vacuum/mop

- ❖ Each zone or area is serviced completely before moving to another zone.
- ❖ Zone cleaning is generally not recommended – less efficient.
- ❖ 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 when using a team cleaning approach vs zone cleaning:

Zone Cleaning		Team Cleaning
10,000	Square feet	10,000
2,000 per hour	Sample production rate	3,300 per hour
5.0	Hours per service	3.03
\$10.00 per hour	Sample labor rate	\$10.00 per hour
\$50.00	Labor cost per service	\$30.30

Planning to team clean

- ❖ 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

No two facilities are exactly the same!

- ❖ How many people will be on your team, and what will they do?
 - Make sure each person'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.
- ❖ A **time study** means measuring the time it takes to complete each cleaning task in a customer's facility.
- ❖ Measure the team cleaning over a week or so to help you decide how much time each team member will need.

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

CUSTOMER #1

- More hard floors
- More restrooms
- More employees
- More clutter
- Cleaned less often

CUSTOMER #2

- More carpeting
- Fewer restrooms
- Fewer employees
- Less clutter
- Cleaned more often

Even out the service time for your employees

Standard Team Cleaning

	Employee 1	Employee 2	Employee 3	Employee 4
Area/Floor	Restrooms	Trash	Detail Dusting	Vac/Mop
#1	1.1 hours	0.7 hour	0.4 hour	1.0 hour
#2	1.2 hours	0.75 hour	0.5 hour	1.0 hour
#3	1.1 hours	0.7 hour	0.5 hour	1.0 hour
#4	1.3 hours	0.85 hour	0.4 hour	1.0 hour
<i>Service Time:</i>	4.7 hours	3.0 hours	1.8 hours	4.0 hours

- ❖ Average time is about 3.4 hours, so try to get each employee to clean in about 3.4 hours
 $(4.7 + 3.0 + 1.8 + 4.0) \text{ divided by } 4 \text{ employees} = 3.4 \text{ hours per employee}$

- ❖ If employee 3 helps employee 1, then they can both finish in about 3.25 hours
 $4.7 \text{ hours} - 1.8 \text{ hours} = 2.9 \text{ hours divided by } 2 \text{ employees} = 1.45 \text{ more hours for employee } 3 (1.8 + 2.9 = 3.25 \text{ hours}) \text{ and } 1.45 \text{ less hours for employee } 1 (4.7 - 2.9 = 3.25 \text{ hours})$

- ❖ If employee 2 helps employee 4, then they can both finish in about 3.5 hours
 $4.0 \text{ hours} - 3.0 \text{ hours} = 1.0 \text{ hour divided by } 2 \text{ employees} = 0.5 \text{ more hours for employee } 2 (3.0 + 0.5 = 3.5 \text{ hours}) \text{ and } 0.5 \text{ less hours for employee } 4 (4.0 - 0.5 = 3.5 \text{ hours})$

Training your team

- ❖ Whether you clean yourself or hire employees, your customer expects their facility to be cleaned using the Core 4[®] Process.
- ❖ Support Center can help you train your employees.
 - Bloodborne and Airborne Pathogens Certification
 - Safety and Security
 - Core 4[®] Tools
 - Core 4[®] Tasks
 - Customer Service and Communication

Prepare your team

- ❖ Make sure that each employee has:
 - Coverall-branded apparel
 - Appropriate footwear
 - Coverall identification badge
 - Disinfectants, tools and supplies needed to implement the Core 4® Process
 - Personal Protective Equipment
 - Wet floor signs



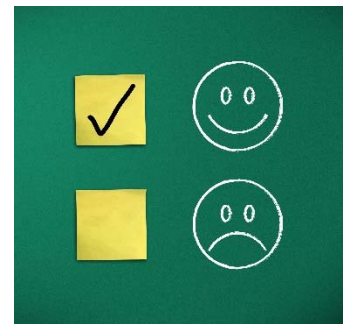
Communicate with your team

- ❖ Your phone number, Team Captain's phone number, emergency contact information, and any important information
- ❖ Walk-through the facility with each team member.
 - What are you looking for and discussing?
- ❖ Discuss professional behavior and review expectations:
 - 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.
 - 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 your customer's expectations.





Hands-on 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.





Hands-on 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.





Let's Review

General Office and Team Cleaning