Franchise Owner Operations Training Manual

VOLUME 2: Commercial Cleaning Technical Training

COVERALL Health-Based Cleaning System®
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VOLUME 2

Introduction
Introduction

Congratulations and welcome to the Coverall Health-Based Cleaning System® family. Since 1985, Coverall has helped people like you turn their dreams of business ownership into reality. It is our goal to help you realize the success you desire.

The building services contracting industry has a long and rich history. As long as there have been businesses, there has been a need for commercial cleaning services. Historically, commercial cleaning was often performed “in-house” by employees of the company. As companies began seeking improved quality of service and improved cost control, many in-house crews disbanded and outsourcing cleaning tasks became more common.

Today, a large percentage of businesses outsource their cleaning services to building services contractors. While small “mom and pop” janitorial firms make up the largest portion of the commercial cleaning industry, in the past few decades the cleaning demands of larger and more sophisticated businesses have required more advanced services than “mom and pop” firms are able to offer. That gap in the marketplace has been filled by professional commercial cleaning organizations such as Coverall Health-Based Cleaning System and allowed us to take a larger portion of market share.

Since its inception, Coverall’s mission has been to provide a diverse group of people with the opportunity to succeed in the commercial cleaning industry by developing processes and systems that set Coverall Franchise Owners apart from small, traditional janitorial companies. That objective led Coverall to develop a cutting-edge, state-of-the-art system that is propelling the commercial cleaning industry to the next level; the Health-Based Cleaning System.

This manual is designed to teach you about the inner-workings of the commercial cleaning industry, Coverall’s state-of-the-art processes and procedures and the fundamentals of small business ownership. The information you will receive in this manual, coupled with the knowledge you will gain during your training at your local Support Center, will be invaluable resources as you begin your Coverall franchise.

In this manual, you will find two volumes that detail operational information you will need as a Coverall Franchise Owner:

**Volume I: Franchised Business Training**

**Volume II: Commercial Cleaning Technical Training**

**Volume III: Healthcare Facility Training**
Remember, the information in this manual is intended to be a reference guide and is part of a comprehensive training program. This manual was designed to be used in conjunction with in-person Coverall training and in no way replaces that hands-on experience. Coverall strongly recommends keeping an updated version of this manual on hand at all times.
CLASS 4

Safety and Security

In This Section
► Regulatory Compliance
► Germs in the Workplace
► Safety
► Security
Safety and Security: Regulatory Compliance

Coverall Franchised Businesses have a responsibility to operate in a safe and secure way. Agencies such as OSHA and other government groups have regulations that you must follow. In this class we will review safety, security, germs and regulatory compliance.

What is OSHA?
OSHA, or the Occupational Safety and Health Administration, is a federal government agency that sets standards and guidelines for workplace safety and health. For more information visit the OSHA website: https://www.osha.gov/.

National Safety Council Bloodborne and Airborne Pathogens Course

Why do I need Bloodborne and Airborne Pathogens Training?
Pathogens are germs that cause disease. As you clean your customers’ facilities you will come in contact with germs. While most germs are harmless, pathogens can be harmful if proper procedures are not followed.

The Occupational Health and Safety Association (OSHA) requires Bloodborne and Airborne Pathogens training for anyone who could come in contact with pathogens in the workplace. Healthcare professionals, lab technicians, dentists, dental hygienists, lifeguards, first responders, fire fighters, police officers, ambulance workers, massage therapists, athletic trainers, airline mechanics, and many other professionals also complete this training.

Some of your customers may require you and your employees to prove you have completed the Bloodborne and Airborne Pathogens Course. This is especially true if you clean medical facilities, but may apply to other types of facilities as well.

Who teaches the Bloodborne and Airborne Pathogens Course?
The Bloodborne and Airborne Pathogens Course is available through the National Safety Council (NSC). As part of your Coverall Initial Training Program, a Coverall Instructor will give you an NSC workbook, teach the course, and sign your course completion for your records.

The NSC also offers online training and other options for completing this course. For more information visit www.nsc.org.

How often should I renew my Bloodborne and Airborne Pathogens Course?
We recommend that you renew your Bloodborne and Airborne Pathogens Course every year. You can renew the course at the Coverall Support Center or through the NSC.
We all have our own idea of what “clean” is. In the past, if a facility looked and smelled clean, then it was thought to be clean. A mopped floor, empty wastebaskets, shiny surfaces and lemon scent were all it took for a room to seem clean.

Even if a facility looks clean and smells clean, it is not clean until you have killed and removed germs. Germs are everywhere, and you cannot see or smell them. While most germs are harmless, some can make people sick.

The Coverall Program is based on science. Using the Core 4® process, you will learn to remove the most soil and germs each time you clean.

**Common germs**

Name 3 common illnesses that are caused by germs:

1. ____________________________________________________________
2. ____________________________________________________________
3. ____________________________________________________________

**Viruses**

Viruses cause illnesses such as colds and flu. They can live on surfaces in the workplace for several days.

**Bacteria**

Bacteria are the most common type of germ and are found on almost every surface. Strep throat, pneumonia, staph infections and tuberculosis are caused by bacteria. E-coli is a common bacteria found in feces that can cause infections, diarrhea and food poisoning.

**Fungus or Mold**

Fungus and mold live in warm, moist areas such as showers, restrooms, kitchens, and near windows. They can cause skin infections, such as athlete’s foot, and breathing problems.
Safety and Security: Germs in the Workplace

More dangerous germs

MRSA

MRSA (pronounced mur-sa) is methicillin-resistant Staphylococcus aureus bacteria. The Centers for Disease Control and Prevention (CDC) calls it a “superbug.”

MRSA infections start as skin infections and can become very serious. MRSA can be a problem in hospitals and nursing homes where patients have weaker immune systems, but it also occurs in contact sports, such as football, wrestling and rugby. It spreads two ways:

► Skin-to-skin contact
► Touching contaminated surfaces (something that has the germ on it)

To help prevent the spread of MRSA, cover any cuts or wounds and follow your Bloodborne and Airborne Pathogens training. Use proper Personal Protective Equipment (PPE).

c-Diff

Clostridium difficile, or c-Diff, is a bacteria that causes severe diarrhea. C-Diff can be a problem in healthcare facilities and is difficult to treat, sometimes resulting in death. It spreads from person to person through feces:

► Water or food that has come in contact with infected feces
► Touching contaminated surfaces
► Houseflies or other bugs can spread contamination

Hand sanitizer does not kill c-Diff. To help prevent the spread of c-Diff and work safely, wash hands correctly with soap and warm water and follow your Bloodborne and Airborne Pathogens training. Use proper Personal Protective Equipment (PPE). Also, use disposable microfiber instead of reusable microfiber towels because the spores do not wash out of microfiber.

Bloodborne Pathogens

HIV and Hepatitis B are examples of bloodborne pathogens that can cause serious illness. To help prevent the spread of pathogens and work safely, follow your Bloodborne and Airborne Pathogens training.
How germs spread

When sick people cough or sneeze, germs get on their hands, float in the air and land on surfaces. From there, healthy people breathe in germs or touch contaminated surfaces, and then touch their eyes, noses or mouths, spreading germs into their bodies and getting them sick.

Common ways that germs spread and infect people:

1. Sneezing and coughing
2. Touching contaminated surfaces
3. Blood and other body fluids
4. Contaminated food or water
5. Insects or other carriers

Germ hot spots (high touch points)

Some surfaces or objects tend to have more germs on them because they are touched by a lot of people each day. They are called germ “hot spots” or high touch points. The Coverall Program is designed to clean and disinfect germ “hot spots.”

Common germ “hot spots” or high touch points:

1. Restrooms. Fecal bacteria is found on nearly every surface in the restroom.
2. Sink faucet handles. Three out of four (75%) of sink handles have high germ counts.
3. Telephones. Cell phones and office phones have very high germ counts.
4. Water fountains. Public drinking fountains can have up to 2.7 million bacteria per square inch on the spigot.
5. Light switches and door handles.
Cross-contamination

Cross-contamination means spreading germs from one place to another. For example, if you clean the toilets with a towel, then use the same towel to clean the kitchen tables, you could spread germs from the restroom to the kitchen. That’s cross-contamination. You will learn how to help prevent cross-contamination in this Training Program.
Germs in the Workplace

1. Even if a facility looks clean and smells clean, it is not clean until you have killed and removed _____________________________.

2. ____________________________ cause illnesses such as colds and flu.

3. Viruses can live on surfaces in the workplace for several _____________________________.

4. ____________________________ are the most common type of germ and are found on almost every surface.

5. Germ “hot spots” or high ____________________________ are surfaces or objects that a lot of people touch during the day, such as door knobs.

6. When sick people ____________________________ or ____________________________, germs get on their hands, float in the air and land on surfaces.

7. ____________________________ - ____________________________ means spreading germs from one place to another.

Answers: 1) germs 2) Viruses 3) days 4) Bacteria 5) touch points 6) cough or sneeze 7) cross-contamination.
Safety and Security: Safety

Being “safe” means avoiding harm. While you are cleaning your customers’ facilities, you should be aware of harmful situations and take steps to protect yourself and your customer.

In this section we will discuss:

► Coverall Safety and Security Document
► Hand Washing
► Clothing and Identification
► Personal Protective Equipment (PPE)
► Slip and Falls
► Lifting, Moving and Carrying
► Fire Safety
► Equipment Safety
► Chemical Safety
► Hazard Communications
► Handling Emergencies

Coverall Safety and Security Document

Your customers will complete a Coverall Safety and Security Document, and you will receive a copy of the completed document from the Coverall Support Center. The document asks 4 questions, listed below, with the goal of increasing safety and security:

1. Is protective equipment required in any parts of your facility? This might include hard hats, eye protection, steel-toed shoes, gloves, gowns, masks, or other personal protective gear. If yes, please document the equipment that is required and the areas in which it should be used.

2. Will the Coverall Franchised Business Owner need to disarm and arm a building security system?

3. Will the Coverall Franchised Business Owner be given a set of keys for your facility?
4. Asbestos:

- I am aware of Asbestos in the facility where the Coverall Franchised Business will be providing services, and if applicable, I will provide the Asbestos Control Plan to the representative of the Coverall Franchised Business.

- I am not aware of Asbestos in the facility where the Coverall Franchised Business will be providing services.

**Hand washing**

Correct hand washing is one of the best ways to protect yourself against illness. To correctly wash your hands:

1. Turn on warm water.

2. Wet your hands and area above your wrists.

3. Use soap.

4. Rub your hands together, including between fingers, for 20-30 seconds, (sing the “Happy Birthday” song twice).

5. Rinse hands well with warm water.

6. TURN WATER OFF. Flooding or water damage is the #1 problem leading to insurance claims. Slip and falls, often because of wet floors and surfaces, is the #2 problem leading to claims.

7. Dry hands thoroughly with paper towel or blow dryer.
Safety and Security: Safety

Clothing and accessories

Wear Closed-Toe Shoes
► Wear closed-toe shoes so your feet are fully covered.
► Steel-toed shoes or work boots are best.
► Rubber shoe covers work well in wet environments.
► No flip flops or open-toe sandals.

Don’t Wear Loose Shirts and Pants
► Wear shirts and pant legs that are not too long or loose so they don’t get caught on things.

Tie Hair Back or Wear Hat
► If you have long hair, tie it back or wear a hat.

Wear Little or No Jewelry
► It is best to wear little to no jewelry while you are cleaning.
► Avoid jewelry that might hang down and get caught in equipment.
► Watches, bracelets and extra rings should always be removed.

Keep Nails Short
► Keep your nails short, if possible, so germs and soil don’t get caught under them.
► Use gloves to cover your hands and avoid spreading germs.
Safety and Security: Safety

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is safety gear that protects you from harm or accidents. It includes gloves, safety goggles, masks, shoe covers, disposable gowns and other safety items. OSHA and Coverall require you to wear the right PPE for the type of cleaning you are doing. Follow your Bloodborne and Airborne Pathogens training, which includes training on PPE.

► Gloves, closed-toe shoes and safety glasses are standard PPE for general commercial cleaning
► Some customer environments, such as healthcare and manufacturing, may require stricter PPE
► Examples:
  - Protect your hands – gloves
  - Guard your eyes – safety glasses, goggles, face shields
  - Keep your feet safe – closed-toe shoes, protective footwear
► Other:
  - Gowns
  - Face masks
  - Steel-toed shoes
  - Hard hats
  - Earplugs

Gloves

Gloves protect you from germs, chemicals and other things that can harm your skin.

► Wash hands correctly before putting gloves on
► Choose the right size gloves for your hands
► Best: Nitrile gloves
► Good: Latex gloves
► Good: Heavy industrial rubber gloves
► DO NOT wear household gloves
Safety and Security: Safety

When wearing gloves:

- Change gloves immediately if they are torn or have a hole
- Change gloves when they are very dirty
- Change gloves between tasks, especially after cleaning a restroom
- Remember: the outside of gloves is contaminated, so don’t cross-contaminate surfaces or touch your face, eyes or nose

Putting gloves on:

1. Open the neck of the glove
2. Tuck your thumb and put fingers into glove.
3. Pull glove on by tugging it near your palm, where glove is least likely to rip.
4. Repeat to put a glove on your other hand.
Safety and Security: Safety

Taking gloves off:

5. Hook your finger on the outside of glove near the wrist – don’t touch your skin.

6. Pull the glove off fingers – glove will be inside out.

7. Put the dirty glove in the palm of your gloved hand.

8. Slide fingers of your ungloved hand under the second glove near wrist – don’t touch the outside (dirty) of the glove.

9. Pull the glove off fingers – first glove should be inside the second glove.

10. Throw dirty gloves away immediately.
Safety and Security: Safety

Safety Glasses

► Wear safety glasses at all times to protect your eyes from dust, chemicals and injury.
► If you wear prescription glasses, you’ll need eye protection that can be worn over your glasses.
► Make sure safety glasses fit properly – not too loose, not too tight
► Clean safety glasses regularly with soap and water or disinfectant solution
► Store safety glasses to avoid damage or scratches
► Replace safety glasses if they are damaged or scratched

Slip and falls

Did you know that almost two-thirds of people fall on level ground, usually slipping on wet surfaces or tripping over something? Slip and falls are one of the most common reasons for injury at work. The good news is that slips, trips, and falls are preventable if you work safely.

Conditions That Can Lead to Slip and Falls:

► Slippery or wet floors
► Slippery or wet stairs
► Carrying something that blocks your view
► Uneven surfaces
► Things that you trip over such as walk-off mats, power cords, etc. (keep cords to one side of the room; be aware of where the cord; keep a clear pathway for people to walk by)
► Moving too fast or running
► Not paying attention to what you’re doing
► Wearing improper shoes
► Bad lighting
Housekeeping

Good housekeeping is the first and most important way to prevent slip and falls:

► Clean spills immediately.
► Mark spills and wet areas.
► Mop or sweep debris from floors.
► Remove obstacles from walkways and keep them free of clutter.
► Secure (tacking, taping, etc.) mats, rugs and carpets that do not lay flat.
► Cover cables that cross walkways.
► Keep working areas and walkways well lit.
► Tell your customer if light bulbs are burned out or light switches don’t work.

Prevent Slip and Falls On Stairs

• Stairwells should be well lighted with sturdy hand rails on both sides.
• Keep one hand free to use the hand rail.
• Keep stairs free of grease, oil, and obstacles which could cause slips and trips.

Prevent Slip and Falls Outside the Building

Be careful to prevent slip and falls outside your customer’s building, as well as inside. People walking by your customer’s facility could trip over:

• Walk-off mats that you put outside to dry
• Equipment, buckets or other items that you put outside to load into your car
• Trash bags that you put outside to go to the trash storage area
• Other items that you put outside your customer’s building

Your business could be liable for other people slipping and falling on items that you put outside, so take extra caution to make sure items are placed safely in well-lit areas so they are easy to see.
Safety and Security: Safety

Wet Floors

The Coverall Initial Equipment and Supply Package ("Starter Kit") includes wet floor signs. Be sure to use them before you start cleaning a floor, and don’t remove them until the floor is completely dry.

Wet floor signs

OSHA requires that you identify wet areas with signs:

- Put signs up before you wet the floor.
- Place a sign at the beginning and end of the wet floor area.
- Remove signs when the floor is dry.

Using A Ladder

A general rule of commercial cleaning is to keep both feet on the ground as much as possible. Sometimes you will need to reach higher using a ladder. You can use a Type 1 A-frame ladder to reach up to 20 feet above the ground. It is important that you use that specific type of ladder to meet OSHA standards and the coverage of the Coverall’s Business Protection Program, if you participate in our Program. If you carry your own General Liability Insurance, then please check your policy limits.

Choosing a ladder

Coverall requires use of a Type 1 A-frame stepladder if you need to access areas that you cannot reach by standing on the ground. The “type” of ladder defines its load capacity – how much weight it will hold. “Type 1” ladders are “industrial” or “heavy duty” with a load capacity of 250 pounds. They are available at most hardware stores.

Additionally, your ladder must be an A-frame ladder, which means the ladder folds out in an “A” shape. Do NOT use a ladder that must lean against the wall.

Other criteria to consider:

- Wood, metal, reinforced plastic or fiberglass – Do NOT use metal ladders near electricity
- Length – the Coverall limit is 20 feet above the ground
Safety and Security: Safety

Correct use of a ladder

► Make sure the ladder is sturdy, in good condition, with unbroken rungs or steps.
► Choose a ladder with anti-slip safety feet.
► Place ladder on level surface.
► Face the ladder when climbing (do NOT climb up or down “backwards”).
► Hold the ladder with both hands while climbing and one hand while working.
► Use a tool holder for your tools.
► Keep your weight centered between the rails.
► If you must place the ladder in front of a door, make sure the door is locked or blocked.
► Do NOT use the top two steps because you could lose your balance.
► Do NOT allow two people on a ladder at one time.
► Do NOT go near power lines or electricity with metal ladders.
► Do NOT create makeshift ladders out of boxes, crates, furniture or other items.
Safety and Security: Safety

Lifting, moving and carrying

Your back is at work 24 hours a day. It has to hold up your entire body and support most of your weight. Your back helps you to lift loads, move objects, and turn – which makes them prone to injury.

Before you lift or move something, make sure:

► The weight won’t shift when you lift and do not lift objects in excess of 50 lbs. by yourself
► No sharp edges or things sticking out
► You can see over the object

When you lift:

► Stand close to the object.
► Keep your feet shoulder width apart.
► Squat by bending at the hips and knees. Don’t lean forward.
► Breathe in and tighten your abdomen.
► Pick up the object; let your legs do the lifting.
► Hold the object close to your body.
► Carry the object by moving with small steps.
► Make sure you can see where you are going.
► If you need to turn, DO NOT TWIST or turn from the waist. Move your feet to turn.
Safety and Security: Safety

Fire safety

Fires cause thousands of deaths and injuries each year.

Preventing Fires

► Don’t overload electrical circuits by plugging in too many things.
► Always use GFI-rated extension cords with equipment.
► Watch out for worn or frayed electrical cords.
► Don’t use outlets that have loose connections.
► Don’t leave equipment running and unattended.
► Don’t place cords near water or heat.
► Don’t put cords under carpets.
► Store flammable materials in designated locations and containers.
► Separate dangerous chemicals.
► Dispose of combustible waste properly.
► Immediately remove any clothing that got splashed or contaminated with flammable liquids.

Being Prepared for Fire Emergencies

► Know where fire extinguishers are at each customer facility and how to use them.
► Know the escape route in each customer facility.

Equipment safety

You will use equipment on a regular basis. Before you use any equipment, read the instructions and learn how to:

► Put it on correctly.
► Plug it in safely.
► Use it safely.
► Keep it clean and well maintained.
► Approach equipment operators without surprising them.
Safety and Security: Safety

Safety Data Sheets

OSHA requires that people working with chemicals are aware of possible hazards and instructions. Disinfectants used in cleaning are chemicals that can be harmful to you and the environment if not used correctly.

OSHA also requires that manufacturers of chemicals provide written product information about their products. In accordance with the Globally Harmonized System, this information is compiled on a Safety Data Sheet, or SDS, and tells you how to work with chemicals in a safe way. All container labels must include Hazard Communication Standards Pictograms. See “HCS Pictograms and Hazards” below for pictures.

You can get Safety Data Sheets online from the chemical manufacturer.

SECTIONS OF A SAFETY DATA SHEET

All Safety Data Sheets include the following 16 sections:

- Section 1: Product and Company Identification
- Section 2: Hazards Identification
- Section 3: Composition/Information on Ingredients
- Section 4: First Aid Measures
- Section 5: Firefighting Measures
- Section 6: Accidental Release Measure
- Section 7: Handling and Storage
- Section 8: Precautions to Control Exposure/Personal Protection
- Section 9: Physical and Chemical Properties
- Section 10: Stability and Reactivity
- Section 11: Toxicological Information
- Section 12: Ecological Information
- Section 13: Waste Disposal Considerations
- Section 14: Transport Information
- Section 15: Regulatory Information
- Section 16: Other Information not found in the first 15 sections. This may include such things as the manufacturer’s email address, the intended use of product, what agency issued the data sheet, date of issue, a full explanation of risk and safety phrases, just to name a few.
Safety and Security: Safety

Diluting (mixing) disinfectants

► Leave the manufacturer’s label on the bottle. The information required by OSHA is on the label.

► Do NOT use unlabeled bottles. Assume unlabeled bottles are dangerous.

► If you dilute chemicals in a bottle or bucket, you must label the container with the type of disinfectant solution it contains. See “Diluting Disinfectants” in this training manual for details.

► Improperly labeled or unlabeled bottles are an OSHA violation.

Storing disinfectants

Whether you store disinfectants at your customer’s facility or at your business, store them correctly:

► Read the manufacturer’s label for storage requirements.

► Make sure chemicals are properly labeled.
  • No unlabeled spray bottles or containers
  • Assume unlabeled bottles are dangerous

► Store them:
  • On a shelf or cabinet at least 6 inches off the ground
  • On a shelf that is at least 18 inches from the ceiling
  • In a cool and well-ventilated area

► Do NOT store them:
  • In your vehicle (or trunk)
  • On the floor anywhere
Safety and Security: Safety

Hazard Communications

OSHA requires employers to correctly label and communicate information about potential hazards in the workplace. This is called “Hazard Communications.”

Here are some of the requirements that you should be aware of as an employer. For more information, visit the OSHA website.

SAFETY SYMBOLS

Safety symbols tell you about hazards (things that could harm people). Below are safety labels established by OSHA as part of the Hazard Communication System (HCS/HazCom). You will see these symbols on the labels of disinfectants and other chemicals.

HCS Pictograms and Hazards

<table>
<thead>
<tr>
<th>Health Hazard</th>
<th>Flame</th>
<th>Exclamation Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carcinogen</td>
<td>Flammables</td>
<td>Irritant (skin and eye)</td>
</tr>
<tr>
<td>Mutagenicity</td>
<td>Pyrophorics</td>
<td>Skin Sensitizer</td>
</tr>
<tr>
<td>Reproductive Toxicity</td>
<td>Self-Heating</td>
<td>Acute Toxicity</td>
</tr>
<tr>
<td>Respiratory Sensitizer</td>
<td>Emits Flammable Gas</td>
<td>Narcotic Effects</td>
</tr>
<tr>
<td>Target Organ Toxicity</td>
<td>Self-Reactives</td>
<td>Respiratory Tract Irritant</td>
</tr>
<tr>
<td>Aspiration Toxicity</td>
<td>Organic Peroxides</td>
<td>Hazardous to Ozone Layer</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Gas Cylinder</th>
<th>Corrosion</th>
<th>Exploding Bomb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gases Under Pressure</td>
<td>Skin Corrosion/Burns</td>
<td>Explosives</td>
</tr>
<tr>
<td></td>
<td>Eye Damage</td>
<td>Self-Reactives</td>
</tr>
<tr>
<td></td>
<td>Corrosive to Metals</td>
<td>Organic Peroxides</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Flame Over Circle</th>
<th>Environment</th>
<th>Skull and Crossbones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxidizers</td>
<td>Aquatic Toxicity</td>
<td>Acute Toxicity (fatal or toxic)</td>
</tr>
</tbody>
</table>
Safety and Security: Safety

Physical Hazard Pictograms

► The exploding bomb pictogram is used to signify a material as an explosive, unstable explosive organic peroxide or a self-reactive substance or mixture.

► The flame pictogram is used for flammable gases, liquids, solids and aerosols as well as self-reactive substances.

► The flame over circle is used when a chemical is an oxidizing gas, liquid or solid.

► The gas cylinder pictogram is used when a substance is a compressed, liquefied, refrigerated liquefied or dissolved gas.

► The corrosion pictogram indicates a material is corrosive to metal. The corrosion pictogram is also used to denote the health hazards of skin corrosion and serious eye damage.

Health Hazard and Environmental Pictograms

► The skull and crossbones is used when a chemical is acutely toxic to the skin, lungs or digestive system.

► The health hazard pictogram is used for respiratory sensitization, germ cell mutagenicity, carcinogenicity, reproductive toxicity or an aspiration hazard. It is also used when a substance can cause specific target organ toxicity following a single or repeated exposures.

► The exclamation point pictogram is used for the health hazards of acute toxicity, skin irritation, eye irritation, skin sensitization and specific target organ toxicity following a single exposure in the form of narcotic effects or a respiratory tract infection.
SAFETY SIGNS

Below are some common safety signs that you might see in your customers’ facilities. Know what they mean and pay attention to them.

- First Aid
- Slippery Surface
- General Caution
- Biohazard Symbol
- No Cell Phones
- Fire Exit
- Fire Danger
- Electrical Danger
- Poison Danger
- Radiation Danger
- Eye Danger
Handling Emergencies

► Be prepared for emergencies:

► Get emergency contact numbers from your customers.

► Locate fire extinguishers in each customer facility.

► Know the emergency exit route in each customer facility.

► If possible, know how to turn off the water so toilets or faucets don’t flood.

In the case of emergency:

► Act quickly. If you spot a fire, pull the fire alarm and exit the building immediately.

► Call 911. Follow their instructions.

► Use the fire extinguisher if it is small and contained.

► Attend to injuries. If an injured person can talk to you, find out what happened.

► Contact the customer and document what happened.
Safety

Demonstrate the following to a Coverall Instructor.

- Identify the fire escape route in the Coverall Support Center
- Correctly wash your hands.
- Correctly put on protective gloves.
- Correctly lift an object.
- Review a Safety Data Sheet to identify safety hazards.
- Review a manufacturer’s label on a bottle of disinfectant to identify safety hazards.
Safety

1. Correct ____________________________ washing is one of the best ways to protect yourself against illness.

2. TURN ____________________________ OFF. Flooding or water damage is the #1 problem leading to insurance claims.

3. ____________________________, closed-toe ____________________________ and safety ____________________________ are standard PPE for general commercial cleaning.

4. Did you know that almost two-thirds of people fall on level ground, usually slipping on wet surfaces or tripping over something? ____________________________ and ____________________________ are one of the most common reasons for injury at work.

5. Be careful to prevent slip and falls ____________________________ your customer’s building, as well as inside.

6. OSHA requires that you identify wet areas with signs. Put signs up before you wet the floor. Place a sign at the ____________________________ and ____________________________ of the wet floor area. Remove signs when the floor is dry.

7. A general rule of commercial cleaning is to keep both feet on the ground as much as possible. Sometimes you will need to reach higher using a ladder. You can use a Type 1 ______-frame ladder to reach up to ____________________________ feet above the ground.

Safety and Security: Security

Most of the time, you will be in your customers’ facilities at night when no one else is there. Your customers will have security requirements you must follow. They trust you with their business.

In addition to ensuring security of your customer’s facility, make sure that your personal security is also protected.

**Identify yourself**

When you wear Coverall-branded apparel (hat, shirt, etc.), your Coverall identification badge and have your business cards, it shows people that you are a business person who is performing an important service in your customer’s facility.

Make sure that people can quickly see that you are part of the Coverall System. Don’t cover the logo on your shirt. Wear your identification badge at all times, and don’t tuck the badge in your shirt.

**Keep your car safe**

- During the walk through, ask where you should park.
- Park in an area with good lighting, close to the building, in a secure area.
- If you feel unsafe walking into the building, then ask the customer if you can park closer or if there is an on-duty security guard when cleaning the building.
- Lock your vehicle.
- Don’t leave valuable items in your car where people can see them.
- Make sure you have car insurance according to the minimum requirements as published in the Coverall Franchised Business Owner Policies and Procedures Manual.

**Getting into the customer’s facility**

During the walk through, ask if you will need a security code or a key to enter the building and how to use it. Keep the customer’s security code or keys safe at all times.

If the door is unlocked when you get there, or if the security code is not armed, call the customer’s emergency contact person immediately to let them know.
Safety and Security: Security

Keys, Key Cards and Key Fobs

Treat your customer’s keys as if they were the keys to your personal property.

► Tag the keys so you can identify them, but do not write anything on them that tells what they are for. Do NOT write the customer’s name or address on their keys.

► Do NOT give keys to anyone who does not work for your business. Keep a list of the names of EVERYONE who has keys to your customers’ locations.

► Get approval from the customer before you make copies of keys.

► Keep keys in a safe place; do NOT keep them in your car.

► Keep the keys with you while you clean. Do NOT leave the keys unattended.

► If you lose the keys, your customer may have to replace the keys and locks, and you will have to pay for the replacement, which can be very expensive.

► Test each key during the walk through to ensure they work properly.

Security Codes

► Write down the steps to disarm and arm the security system and, if possible, test it during the walk through.

► Treat the security code like a key.

► Write the security code down somewhere, but do not write anything that tells what it is for. Do NOT write the customer’s name or address next to the code. Use some other way to remember what the code is for.

► Do not give code to anyone who does not work for your business. Keep a list of the names of EVERYONE who has the code to your customers’ locations.

► Get emergency contact information from your customer in case the code doesn’t work, or you accidentally set off the alarm.
Safety and Security: Security

Security Guards
Another type of secure entry is a security guard at the front door or front desk area. In this case, tell the guard who you are and why you are there.

► Be prepared to show identification.
► Sign in when you arrive, including the time.
► Sign out when you leave, including the time.

Discontinued Service
If you stop cleaning one your customers’ facilities for any reason, you are responsible for immediately returning all keys, key cards, key fobs and security codes to the customer and must tell your Coverall Support Center.

Security while cleaning
► Do NOT prop the door open or trick the lock so that other people can get in. If you’re expecting other people on your cleaning team, have them call you so you can let them in.
► Do NOT prop the door open when taking trash out to the customer’s designated disposal area.
► Do NOT adjust the customer’s air conditioning or heating.
► Do NOT use the customer’s telephones, computers, copiers, internet, or other property.
► Do NOT engage in any recreational activities.
► Do NOT bring children, family members, friends or pets to the customer’s facility.
► Do NOT eat customer’s left over food from parties or luncheons unless instructed by the customer.
► If you see someone in the building who wants to know who you are, talk politely to them and identify yourself. (If it is clear that the person is not supposed to be there, then notify your customer or call 911 right away.)
► If you find something of value while you’re cleaning, put it on the nearest desk or table and make a note in the Coverall Log Book stating what you found and where you put it. Examples include money, jewelry, purses, wallets, key, mobile phones and devices.
► Always take breaks in designated areas.
Safety and Security: Security

Coverall System Policies

The Coverall System has established the following policies to keep you and your team safe.

Alcohol and Drug Policy

The sale, possession or use of alcoholic beverages or drugs of any kind at a customer’s facility are prohibited.

Smoking Policy

Smoking is prohibited in a customer’s facility. If you or your employees take smoking breaks, use areas where it is safe and legal to smoke. In addition, you must adhere to all laws, as well as customer rules and regulations regarding smoking.

When you finish cleaning

► Check your work.

► Make sure all lights and doors are the way the customer wants them.

► Make sure you have everything you brought to the customer’s facility.

► Set the alarm, if there is one.

► Lock the door as instructed by the customer.
Security

1. When you wear Coverall®-____________________ apparel and your Coverall identification ____________________, it shows you are a business person performing an important service in your customer’s facility.

2. Treat your customer’s keys as if they were the keys to your ______________________ property.

3. Do NOT write the customer’s ____________________or __________________on their keys.

4. Keep your customer’s keys with you while you clean. Do NOT leave the keys ____________________.

5. If you lose the keys, your customer may have to replace the keys and locks, and you will have to ________________ for the replacement, which can be very expensive.

6. If you __________________cleaning a customer’s facility for any reason, you are responsible for immediately returning all keys, key cards, key fobs and security codes to the customer or Coverall Support Center.

7. If you find something of value while you’re cleaning, put it on the nearest desk or table and make a note in the Coverall ______________________ Book stating what you found and where you put it.

Answers: 1) branded, badge 2) personal 3) name, address 4) unattended 5) pay 6) stop 7) Log.
In This Section

► Introduction to the Core 4® Process
► Hospital-Grade Disinfectants
► Color-Coded Microfiber
► No-Dip Microfiber Flat Mopping System
► HEPA Backpack Vacuum
► Cleaning Tasks and Coverall Service Plans
► Carpet and Floor Care Tasks
► Trash Removal
► Other Cleaning Equipment in Starter Kit
Introduction to the Core 4® Process

The Coverall® Program is based on the correct use of 4 core tools:

► Hospital-grade Disinfectants
► Color-coded Microfiber
► No-dip Microfiber Flat Mopping System
► HEPA Backpack Vacuum

WHY THESE 4 TOOLS?

When we developed the Coverall® Program, we set 3 goals:

1. CLEAN. Remove the most soil (dirt) possible.
2. DISINFECT. Kill and remove the most germs possible.
3. BE EFFICIENT. Create a process that delivers excellent results as efficiently as possible.

Each tool in the Coverall® Program meets these 3 goals. The Coverall Team evaluates the latest tools and cleaning technologies to ensure it includes use of the best of the best.
Introduction to the Core 4® Process

Happy Customers are Your Business!

The Core 4® separates your business from others. It makes your business valuable because you provide your customers with a cleaner, healthier workplace while most “janitors” do not.

When your customers choose the Coverall® System as their cleaning service, they expect a cleaning program that helps reduce the risk of illness and infection while creating an exceptionally clean facility. Through consistent use of the Core 4® Process, you will be prepared to deliver on that promise and create happy customers.

<table>
<thead>
<tr>
<th>What your customers expect:</th>
<th>How the Core 4® helps:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less dust and soil Cleaner carpets</td>
<td>HEPA Backpack Vacuum captures up to 99.97% of airborne particles, reducing dust and improving air quality.</td>
</tr>
<tr>
<td>No spreading of germs</td>
<td>Hospital-grade disinfectants kill germs, and color-coded microfiber removes 99% of contaminants and helps reduce cross-contamination by using a specific color microfiber towel for each specific area.</td>
</tr>
<tr>
<td>Cleaner floors</td>
<td>No-dip microfiber flat mop means that floors are never mopped with filthy water, and that a specific color mop pad is used for each specific area to avoid spreading germs.</td>
</tr>
<tr>
<td>Cleaner restrooms</td>
<td>Core 4® Process kills and removes germs, cleans floors and reduces odor-causing bacteria.</td>
</tr>
</tbody>
</table>

Are the Core 4® Tools in the Coverall Starter Kit?

The Coverall Initial Equipment and Supplies Package, often called the “Starter Kit,” includes the Core 4 tools, as well as other tools and safety items commonly used in commercial cleaning.

Coverall National Vendor Program

Coverall has relationships with industry-leading suppliers and negotiates national pricing, so we can offer professional equipment and supplies to you at a competitive cost.

Your Coverall Support Center stocks many products and equipment for you to try and buy. In addition to the Core 4, Coverall offers floor and carpet care equipment, safety products and other tools, as well as quarterly equipment specials and vendor demonstrations.
Introduction to the Core 4® Process

What are the Cleaning Tasks?

Cleaning tasks are the actions that you will take to clean a customer’s facility. The following are examples of cleaning tasks:

- Damp dust and disinfect
- High and low dusting
- Clean and disinfect high touch points
- Clean internal glass or mirrors
- Clean microwave(s)
- Wall-to-wall vacuum carpet
- Damp mop hard surface floors
- Empty cans and remove trash
- Clean and disinfect restrooms

Each of these tasks uses one or more of the Core 4 tools. For example, to “damp dust and disinfect,” you will use a hospital-grade disinfectant and color-coded microfiber. For “high and low dusting,” you will use your HEPA backpack vacuum with a brush attachment. To “clean internal glass or mirrors” you will use glass cleaner and your squeegee or Unger SpeedClean™ Kit. To “clean and disinfect restrooms,” you will use all of the Core 4 tools.

In this training program you will learn the Core 4 tools and how to correctly use them together for each cleaning task.

What is a Coverall Service Plan?

A Coverall Service Plan is a schedule of cleaning tasks, or “work specifications,” you will need to complete for each customer. When you walk through a customer’s facility, Coverall will provide you with the customer’s Service Plan, so you understand the customer’s expectation and how to properly clean their facility using the Core 4® Process.

Is Every Customer’s Service Plan the Same?

No. They are based on what the customer wants done in their facility (cleaning tasks) and how often they want it cleaned (frequency). For example, most office buildings need a standard set of cleaning tasks, but customers such as daycares, dentist operatories, dialysis centers, car dealerships, restaurants and fitness facilities might need some extra cleaning tasks.
Introduction to the Core 4® Process

Who Decides What is on the Service Plan?

A Coverall salesperson, or you (if you sell your own accounts), will talk with the customer to understand their “pain points” (what bothers them about their current cleaning program). Using that information you or the salesperson will propose a Service Plan to meet their needs. This Service Plan is part of your proposal to the customer. When the customer accepts the Service Plan and signs a Franchise Owner Service Agreement, then the next task is to clean their facility as they expect it to be cleaned.

Sample Coverall Service Plan:

**Dusting and Disinfecting**

<table>
<thead>
<tr>
<th>Included Tasks</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detail Dust and Clean</td>
<td>3x per week</td>
</tr>
<tr>
<td>High Touch Points</td>
<td>1x per week</td>
</tr>
<tr>
<td>Spot Clean Internal Glass</td>
<td>3x per week</td>
</tr>
<tr>
<td>High and Low Dusting</td>
<td>1x per month</td>
</tr>
</tbody>
</table>

**Carpet and Floor Care**

<table>
<thead>
<tr>
<th>Included Tasks</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wall-to-Wall Vacuum</td>
<td>1x per week</td>
</tr>
<tr>
<td>Spot Vacuum High Traffic Areas</td>
<td>2x per week</td>
</tr>
<tr>
<td>Damp Mop Hard Surface Floors</td>
<td>3x per week</td>
</tr>
</tbody>
</table>

**Restrooms**

<table>
<thead>
<tr>
<th>Included Tasks</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean and Disinfect Restrooms</td>
<td>3x per week</td>
</tr>
</tbody>
</table>

**Trash and Miscellaneous**

<table>
<thead>
<tr>
<th>Included Tasks</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty Cans and Remove Trash</td>
<td>3x per week</td>
</tr>
<tr>
<td>Clean and Disinfect Telephones</td>
<td>1x per week</td>
</tr>
</tbody>
</table>
People use different cleaning products for different purposes in their homes. For example, you might use one product to dust, another to wash the floor, and another to clean toilets. The same is true with commercial cleaning, except the cleaning products in the Core 4 were intended to be used by trained professionals. The hospital-grade disinfectants you will use are stronger than home-cleaning products, because they kill more kinds of germs.

**What Does “Disinfect” Mean?**

“Disinfect” means to kill germs. Different disinfectants kill different kinds of germs.

“Disinfecting” is different than “cleaning,” “sanitizing” or “deodorizing.”

- **Disinfect** = kill germs
- **Clean** = remove soil
- **Sanitize** = reduce bacteria, but not viruses, fungus or mold
- **Deodorize** = get rid of odors (unpleasant smells)

**What Makes a Disinfectant “Hospital-Grade”?**

According to the Environmental Protection Agency (EPA) a hospital-grade disinfectant kills three specific types of germs and is effective against a variety of viruses and bacteria as required by hospital and healthcare facilities.

- **Staph**
- **Pseudomonas**
- **Salmonella**

**Different Kinds of Disinfectants**

There are several kinds of disinfectants used in cleaning products. “Quats” are common in the commercial cleaning industry. Coverall recommends Accelerated Hydrogen Peroxide (AHP) because it is most effective at removing germs in combination with microfiber.

**AHP (ACCELERATED HYDROGEN PEROXIDE)**

- Stronger and more stable than household hydrogen peroxide
- Often used to clean higher risk areas in healthcare facilities
- Faster “dwell time” (time it takes to kill germs)
- Broader kill claim (the number of germs it kills)
- Not corrosive
- Does not bind to microfiber towels or cotton cloths (no Quat Binding)
Coverall Core 4®: Hospital Grade Disinfectants

QUATS (QUATERNARY COMPOUNDS)
- The most common disinfectant used for general facilities
- Used on non-critical surfaces such as clean floors, furniture, and walls
- Fast “dwell time” (time it takes to kill germs)
- Broad kill claim (the number of germs it kills)
- Not corrosive
- Bind to microfiber towels and cotton cloths (Quat Binding), reducing the chemical strength

What About Bleach?
We do not use bleach in the Coverall program. While it is a disinfectant, it does not clean soil, so it must be used with another cleaning product. Bleach is corrosive (damaging) and can remove color, dull floor finish, and damage hard surfaces. Also, mixing bleach with other chemicals can produce a gas that is toxic (poisonous) to humans.

► Cheap to use
► Disinfects but does not clean
► Reacts with other chemicals to create poisonous gases
► Emit unpleasant odors
► Damages hard surfaces
► Discolors fibers and colored surfaces
► Damages floor finishes
► Loses its chemical strength quickly
Coverall Core 4®: Hospital Grade Disinfectants

Buying Hospital-Grade Disinfectants

Your Coverall Support Center stocks hospital-grade disinfectants approved for use in the Coverall program. You can also buy disinfectants on your own, but you must get them approved by your Support Center before you use them with your customers. Give the product name, manufacturer and your intended use of the product to your Support Center for approval.

If you decide to buy disinfectants on your own, then follow these general criteria to select a product. Depending on your intended use, other criteria may apply.

► EPA-registered hospital-grade disinfectant
► Broad kill claim as required by healthcare facilities
► Compatible with microfiber cleaning tools
► Excellent cleaning performance

Why Buy Large Bottles of Disinfectant?

Many commercial cleaning products are purchased in a large bottles of “concentrate” that must be diluted with water. This is a cost-effective way to buy cleaning chemicals for your business. While you can buy pre-mixed products in smaller bottles, they usually cost a lot more.
Coverall Core 4®: Hospital Grade Disinfectants

Diluting Disinfectants

Concentrated disinfectants must be diluted (mixed with water) before you can use them. If you use a concentrated disinfectant without diluting it, the chemical will be too strong and could damage the surface you are cleaning. If you mix it with too much water, the chemical will become too weak and might not kill germs.

Before You Dilute, Learn Chemical Safety

Every disinfectant has dilution instructions on the label that tell you how to use it safely. These instructions are also found on Safety Data Sheet (SDS) and are required by the U.S. Environmental Protection Agency (EPA). You need a copy of the SDS for every chemical you use.

What to do when handling chemicals:

► Read the SDS before use.
► Wear chemical-resistant gloves.
► Wear eye protection. If you get chemical in your eye, follow the instructions on the SDS or label of the chemical container.
► Work with chemicals on a flat surface.
► Work in a ventilated area (fresh or circulated air; not in a small, closed space).
► Measure all chemicals before diluting them.
► Dilute chemicals and water in the exact order stated on the SDS.
► Put the cap back on bottles immediately after using them.
► Run clear water through a drain if you dump disinfectants down it.

What NOT to do when handling chemicals:

► Do NOT mix cleaning products together.
► Do NOT mix bleach with anything. It can create a poisonous gas.
► Do NOT leave children unsupervised around cleaning products.
► Do NOT store disinfectant cleaning products in your vehicle.
Coverall Core 4®: Hospital Grade Disinfectants

Diluting Disinfectants

The instructions on each bottle of concentrate tell you how to dilute it. Dilutions are shown as two numbers separated by a colon (:). The first number is how many parts of concentrate to use, and the second number is how many parts of water to use.

<table>
<thead>
<tr>
<th>Common dilution ratios</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:256</td>
</tr>
<tr>
<td>1:128</td>
</tr>
<tr>
<td>1:64</td>
</tr>
<tr>
<td>1:32</td>
</tr>
</tbody>
</table>

The bigger the second number, the weaker the mix, because it has less disinfectant and more water. For example, a 1:64 dilution is stronger than a 1:256 dilution.

Dilutions Made Easy

A pump dispenser is a useful tool for dilutions. Pull the pump up to the correct line to get the amount of concentrate you need, then push the pump down to get the concentrate into your bucket, buddy jug or spray bottle. Wash the dispenser after use.

Some bottles of concentrate have a pump dispenser built in.
Label Bottles Correctly

When you make a dilution, you must label it right away. OSHA requires you to correctly label the bottle or you could be charged a fine. Do NOT use a bottle that doesn’t have a label on it, even if you think you know what’s in it. If there’s no label, don’t use it!

OSHA requires you to put the PRODUCT NAME, the HAZARDOUS CHEMICALS it contains, and words or pictures that show the KEY HAZARDS. This information can be found on the chemical’s container or on the Safety Data Sheet (SDS).

► **Buckets** – You do NOT have to label a bucket of disinfectant and water that you will use immediately. However, you need to get rid of whatever you don’t use. You cannot save it and use it later. *Tip*: if you have solution left in your bucket, then pour it down restroom floor drains once a week to prevent potential sewer gas odors in the restroom. Otherwise, pour it down the janitor’s closet wash drain or other designated drain.

► **Bottles** – You must label all spray bottles whether you use the mix immediately or not.

Where to Get Labels

The manufacturer usually provides label stickers for spray bottles. If you need label stickers or empty spray bottles, you may order them from your Support Center or Coverall-approved supplier. Note you can put a manufacturer’s label sticker on a spray bottle and use the same bottle again for the same cleaning product, but not for other cleaning products. Use a correctly labeled spray bottle for each cleaning product.

Hand-Written Label

If no printed labels are available, you can hand write a label on the bottle. Below is the basic information you would have to write on the label (more is better):

► Name of disinfectant

► Dilution ratio

► Chemicals it contains

► Hazards of the disinfectant
Disinfectants

EXERCISE #1

*Read a Safety Data Sheet (SDS)*

Your Coverall instructor will give you a sample SDS. Discuss the following:

- Product name

- Type of Personal Protective Equipment (PPE) needed

- Recommended use

- Types of hazards it can cause

- How and where to store the product
EXERCISE #2

Compare the cost

Concentrated disinfectant costs less than buying smaller bottles. Calculate the cost per quart for the following:

- **Glance**
  - $19.16 per container
  - Makes 60 quarts
  - $______________________ per quart (19.16 ÷ 60)

- **Crew Heavy Duty**
  - $26.79 per container
  - Makes 190 quarts
  - $______________________ per quart (26.79 ÷ 190)

- **Stride**
  - $24.99 per container
  - Makes 277 gallons
  - $______________________ per quart (24.99 ÷ 277)
EXERCISE #3

Common dilution ratios

Fill in the missing information in the chart below.

<table>
<thead>
<tr>
<th>Common dilution ratios</th>
<th>_____ ounce disinfectant</th>
<th>to</th>
<th>Gallon water</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:256</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:128</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:64</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:32</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Which diluted disinfectant is strongest? Why?

- 1:256
- 1:128
- 1:64
- 1:32

EXERCISE #4

Dilute disinfectants

When you dilute a disinfectant, you 1) determine the ratio, 2) add concentrate, and 3) add water. Your instructor will give you a disinfectant to dilute in the following containers:

- Bottle
- Solution bin
- Bucket
EXERCISE #5

Hand-write a label

All bottles must be properly labeled. If you do not have a pre-printed label, you can hand-write one. Create a label for one of the disinfectants used in EXERCISE #4.

Use this template:

Name of disinfectant:
____________________________________________________________________

Dilution ratio: _________:____________________

Chemicals it contains:
____________________________________________________________________
____________________________________________________________________

Hazards:
____________________________________________________________________
____________________________________________________________________
Disinfectants

1. “Disinfect” means to kill ________________.

2. According to the Environmental Protection Agency (EPA) a hospital-grade disinfectant kills ___________ (how many?) specific types of germs as required by hospital and healthcare facilities.

3. Coverall recommends Accelerated ________________ Peroxide (AHP), because it is most effective at removing germs in combination with microfiber.

4. We do not use ________________ in the Coverall Program. While it is a disinfectant, it does not clean soil, so it must be used with another cleaning product.

5. You can also buy disinfectants on your own, but you must get them ________________ by your Support Center before you use them with your customers.

6. Do NOT store disinfectant cleaning products in your ________________.

7. If you use a concentrated disinfectant without diluting it, the chemical will be too ________________ and could damage the surface you are cleaning. If you mix it with too much water, the chemical will become too ________________ and might not kill germs.
8. Every disinfectant has instructions that tell you how to use it safely. These instructions are called ___________________________  ___________________________ Sheets (SDS).

9. Dilutions are shown as two numbers separated by a colon (:). The first number is how many parts of _____________________________ to use, and the second number is how many parts of _____________________________ to use.

10. A 1:64 dilution is _________________________ (stronger or weaker?) than a 1:256 dilution.

11. TRUE or FALSE: You do NOT have to label a bucket of disinfectant and water that you will use immediately. However, you need to get rid of whatever you don’t use.

12. TRUE or FALSE: You must label all spray bottles whether you use the mix immediately or not.

Answers: 1) germs 2) 3 3) Hydrogen 4) bleach 5) approved 6) vehicle – car, truck 7) strong, weak 8) Safety Data 9) concentrate, water 10) stronger 11) True 12) True.
Coverall Core 4®: Color-Coded Microfiber

Microfiber towels might look like regular towels, but they’re not. If you looked at them closely with a microscope, you’d see channels that are hundreds of times smaller than a strand of hair. Those tiny channels have the amazing ability to grab and hold a lot of dirt, germs and water.

Paper towels and cloth rags cannot clean as well as microfiber because they push most of the soil instead of grabbing and holding it, leaving dirt and germs behind.

Paper towels also are thrown away after use, while microfiber towels can be washed and reused hundreds of times making them environmentally friendly.

Types of Microfiber

There are many kinds of microfiber. The professional microfiber approved by Coverall has loops that are split in the manufacturing process. These splits, or channels, are electrically charged so they grab and hold more dirt and germs.

Microfiber is available in many colors. The Coverall Color-Coding for Health® Method uses specific colors for specific cleaning tasks.

Some microfiber is thicker than others. The thickness is measured in grams per square meter (GSM). The heavier the GSM the more durable and softer the microfiber and better its cleaning power.

Buying Microfiber

Your Coverall Support Center stocks color-coded microfiber towels approved for use in the Coverall Program. You can also buy microfiber on your own, but you must get it approved by your Support Center before you use it with your customers. Give the product name, manufacturer and your intended use of the product to your Support Center for approval.

If you decide to buy microfiber on your own, then follow these general criteria to select a product. Depending on your intended use, other criteria may apply.

► 100% microfiber (80% polyester and 20% polyamide)
► Thickness/weight of at least 285 GSM
► Color-coded
► 16” towel (minimum)
► 18” floor pad (minimum)
Coverall Color-Coding for Health® Method

Cross-contamination means spreading germs from one place to another. For example, if a doctor doesn’t wash his hands between patients, then he might spread bad germs from one person to another, possibly making the second person sick. Or, if a dentist wears a pair of plastic gloves and touches the mouth of a sick person, and doesn’t change her gloves, then she might spread bad germs to the next person she touches.

The same is true in cleaning. If you use a microfiber towel to clean a toilet, and then use the same towel to clean the kitchen table, you risk spreading bad germs.

The Color-Coding for Health® Method requires you to use a specific color microfiber for specific tasks. It is very important to follow this method to avoid spreading germs.

What Color to Use – MICROFIBER TOWELS

► Use blue microfiber towels for general cleaning, dusting, and wiping in most parts of the customer’s facility.

► Use yellow microfiber towels in the restrooms, but NOT on toilets or urinals.

► Use green microfiber towels ONLY on toilets and urinals.

► Use red microfiber towels biohazard areas, or on biohazard items, such as feminine hygiene receptacles in the restroom.

*Note that a biohazard is something that is a risk to human health. For example, blood and other body fluids are biohazards.*

What Color to Use – MICROFIBER MOP PADS

► Use a blue microfiber mop pad for general floor cleaning (wet or dry mopping).

► Use a yellow microfiber mop pad for restrooms (wet mopping).

► Use an orange microfiber mop pad for restrooms (dry mopping).

► Use a red microfiber mop pad for biohazard areas (wet or dry mopping).
Color-Coding for Health®

**GENERAL CLEANING**

- Towels: No Restroom or Biohazard
- Mop Pads: Wet/Dry
- Biohazard

**RESTROOMS**

- Towels: No Toilets/Urinals, Only Toilets/Urinals
- Mop Pads: Wet, Dry, Biohazard Wet/Dry

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Coverall Core 4®: Color-Coded Microfiber

Using a Microfiber Towel – Fold and Flip

The microfiber towels recommended for use in the Coverall Program can be folded and used 8 times. One side has 1 thru 4 on it, and the other side has 5 thru 8. To use the towel correctly, fold it so “1” is showing and then begin cleaning. When “1” is dirty, flip the towel and fold it so “2” is showing. Continue folding and flipping until you have used all 8 sides. This method helps you get the most use from each microfiber towel.
Coverall Core 4®: Color-Coded Microfiber

What To Do With Soiled (Dirty) Microfiber

Use a trash bag (liner) as your “soil bag” for microfiber. Put dirty microfiber towels and mop pads into your soil bag immediately when they are soiled.

It’s okay to put all colors of soiled microfiber into the same soil bag. You do not need a separate soil bag for red microfiber.

Do NOT re-use soiled towels or mop pads until washed. Once the dirty towels are in your soil bag, they are cross-contaminated. The germs have spread.

How to Wash Microfiber

► Wash soiled microfiber separate from other laundry. Do NOT wash with other laundry, especially cotton or other cloth rags and towels.

► If very soiled, soak microfiber in a general-purpose hospital-grade disinfectant for 30 minutes before washing.

► Use mild laundry detergent, such as OxyClean, for best whitening results on mop pads. Do NOT use bleach, as it will degrade the microfiber’s channels.

► Use warm water. Do NOT use hot water.

► Wash on a high-speed spin cycle for 15 minutes at 180°F.

How to Dry Microfiber

► Do NOT use heat. Use “Air Dry” setting. This is VERY important! Heat destroys the fibers.

► If the fibers get destroyed or worn down, they can’t hold as much water and soil, and you’ll have to replace your microfiber sooner.

► Do NOT use fabric softener or dryer sheets. They clog the fibers so they can’t hold as much water and soil.

► Wash your hands before you take microfiber out of the dryer, so you don’t get harmful germs on them.
Microfiber Towel

EXERCISE #1

*Fold a Kaivac SmartTowel™*

Practice folding and flipping a SmartTowel.

- Fold the towel so side 1 is showing.

- Flip it over to side 2.

- Repeat for sides 3 through 8.

EXERCISE #2

*Use a microfiber towel*

- Spray disinfectant onto a paper towel and clean several surfaces with it. How did it work? Was it easy to use?

- Spray disinfectant onto side 1 of a blue microfiber towel.

- Wipe a flat surface (desk, table, shelf, etc.) by wiping the shape of a box and filling it in.

- Wipe other surfaces as directed by your instructor.
Color-Coded Microfiber

1. ____________________ towels and cloth rags cannot clean as well as microfiber, because they push most of the soil instead of grabbing and holding it, leaving dirt and germs behind.

2. The professional microfiber approved by Coverall has loops that are split in the manufacturing process. These splits, or channels, are ____________________ charged so they grab and hold more dirt and germs.

3. Your Coverall Support Center stocks color-coded microfiber towels approved for use in the Coverall program. You can also buy microfiber on your own, but you must get it ____________________ by your Support Center before you use it with your customers.

4. Cross-__________________ means spreading germs from one place to another.

5. Use ____________________ microfiber towels for general cleaning, dusting, and wiping in most parts of the customer’s facility.

6. Use ____________________ microfiber towels in the restrooms, but NOT on toilets or urinals.

7. Use ____________________ microfiber towels ONLY on toilets and urinals.
8. Use ________________________ microfiber towels biohazard areas, or on biohazard items, such as feminine hygiene receptacles in the restroom.

9. Put dirty microfiber towels and mop pads into your ________________________ bag immediately when they are soiled.

10. Once the dirty towels are in your soil bag, they are cross-contaminated. The ________________________ have spread.

11. When washing microfiber, use mild laundry detergent and warm water. Do NOT use ________________________ or ________________________ water.

12. When drying microfiber, do NOT use ________________________.

Answers: 1) Paper 2) electrically 3) approved 4) contamination 5) blue 6) yellow 7) green 8) red 9) soiled 10) germs 11) bleach, hot 12) heat.
Coverall Core 4®: No-Dip Microfiber Flat Mopping System

The Coverall Core 4® process uses a no-dip flat mopping system:

► No Dip means that the mop is never dipped in a bucket. The bucket dispenses clean solution onto the floor. The water does not get dirty.

► Microfiber reduces the number of bacteria by 99%; other cloths reduce germs by only 33%.

Where is a Mop Used?

A mop is used on hard surface floors, and it can be used to clean baseboards, walls and other surfaces. Common types of hard surface floors include:

► Vinyl – most common
► Ceramic
► Granite
► Linoleum
► Marble
► Concrete

You will learn more about hard surface floors in the Introduction to Special Services.
**Why is No-Dip Important?**

If a mop is used on a floor, then dipped into a bucket, all of the germs and soil from the floor are carried into the bucket. Cross-contamination occurs when the germs are spread around the floor and from room to room. Imagine if germs were spread from the restroom to the kitchen?

Coverall’s No-Dip Flat Mopping System ensures the mop is never dipped into dirty water. Instead, the bucket has a spigot that dispenses clean solution onto the floor, and the mop is used to wipe the solution from the floor. This significantly reduces cross-contamination.

**No-Dip Mopping System Vs. String Mops**

- String mops and other old-fashioned mops that are dipped into dirty water buckets spread germs and fail to get the floor clean.
- Cotton mops only remove 30% of soil and germs.
- String mops and other old-fashioned mops are heavier than a No-Dip Flat Mop.
- The handle on a No-Dip Flat Mop is ergonomic, which means it is easier on your body.
- String mops and other old-fashioned mops make it difficult to clean in corners. The No-Dip Flat Mop head swivels 360 degrees and has edges that help you get into corners and tight areas.
- You can clean about 3,200 square feet per hour with a string mop and about 7,000 square feet per hour with a No-Dip Flat Mop, which means you get more cleaning done in less time.

**NO-DIP MOPPING SYSTEM VS. STRING MOP COMPARISON**

<table>
<thead>
<tr>
<th>String mop, bucket and wringer</th>
<th>No-Dip microfiber flat mop with self-dispensing bucket</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Production Rate:</strong></td>
<td><strong>Production Rate:</strong></td>
</tr>
<tr>
<td>3,200 square feet per hour</td>
<td>7,000 square feet per hour</td>
</tr>
</tbody>
</table>
Coverall Core 4®: No-Dip Microfiber Flat Mopping System

Attaching a Mop Pad to the Mop Head

The mop pad has Velcro on one side to attach the pad to the mop head. You can hold the mop and put the pad on with your hand, but there is a faster way:

► Put mop pad on floor with Velcro side up.
► Set mop head on mop pad to connect it to the Velcro.
► Tap front of mop pad against floor to secure it.

How To Use the Mop

Hold the flat mop correctly:

► Adjust the length of the mop handle so it is right for your height.
► Place one hand above cushioned area of handle – wherever is comfortable.
► Place the other hand on the cushioned area of handle.
► Slightly bend both elbows.
► Feet shoulder width apart.
► Mop head on floor in front of you.
► Lean top of mop handle slightly toward you.
► Use bottom hand to rotate the mop left to right in a “figure 8” pattern.
► Mop backwards.

Do NOT:

► Hold mop handle close to your chest.
► Push mop back and forth.
When is mop pad soiled (dirty)?

Mop pads have 4 parts or “channels.” When you mop, the 1st channel will get dirty first, then the 2nd, 3rd and 4th. When 3 channels are dirty, then it’s time to change your mop pad because it will not hold any more liquid or soil and will leave streaks on the floor.

Wet Mopping Using Beading Method

Use the beading method for areas larger than about 20 feet in length or width:

► Put wet floor signs at beginning and end of area that will be wet.
► Use line markers inside the bucket to add the right amount of water and disinfectant.
► Start mopping at the back of the room and work your way to the front.
► Put your bucket where you want to start mopping.
► Open the spigot a little bit and immediately roll the bucket about 20 feet to get a stream or “bead” of solution on the floor.
► Close the spigot.
► Starting at the top of bead, mop through the bead of solution in a “figure 8” pattern.
► Repeat until you finish mopping the entire bead.
► Put another bead of solution next to the area you just mopped.
► Repeat process until entire floor is mopped.

NOTES:

- If you make a puddle of solution on the floor instead of a bead, mop it up.
- To avoid streaks, change your mop pad when it is dirty or very wet.
Using the Bins to Pre-Moisten (Soak) Mop Pads

For smaller facilities, using pre-moistened pads or a tool such as a “speed mop” can be very productive. Use the bins on your bucket to store supplies or to pre-moisten mop pads.

► Put wet floor signs at beginning and end of area that will be wet.
► Fold each mop pad in half and place it in the bin.
► Pour diluted disinfectant (using ratio on label) into the bin.
► Allow mop pads to soak up the solution.
► When ready to mop, get pre-moistened mop pad from solution bin and wring it out.
► Attach mop pad to mop head.
► Start mopping at the back of the room and work your way to the front.
► Mop in a “figure 8” pattern. Walk backwards.

Spot Mopping

Spot mopping means clean spills, scuffs or other dirt on days when you do not mop the entire floor.

► Put wet floor signs at beginning and end of area that will be wet.
► Use pre-moistened mop pad.
► Mop in a “figure 8” pattern. Walk backwards.

Dry (or Dust) Mopping

You will need to dry (dust) mop before damp mopping a floor.

► Use lobby broom and dust pan to pick up larger debris (garbage).
► If floor is dry, then use HEPA backpack vacuum to dry (dust) mop the floor.
► If floor is wet, then use a dry mop pad and your mop to dry (dust) mop the floor.
Mop

EXERCISE #1
Adjust mop to your height

- Twist below the cushioned handle until it is loose.
- Lengthen or shorten the handle so it is at your chest level.
- Tighten to secure in place.

EXERCISE #2
Attach mop pad to mop head
Practice attaching the mop pad both ways:

- Floor
  - Put mop pad face down on floor.
  - Put mop head on mop pad.
  - Tap mop pad against floor several times to secure.

- Hands
  - Hold mop head in one hand.
  - Put mop pad on mop head with the other hand.
  - Press mop pad with hand to secure.

- Which method do you like better?
  - Floor
  - Hands
EXERCISE #3

Mop using the beading method

Lay down a bead of solution along a hallway or floor.

- Put wet floor signs at beginning and end of area that will be wet.
- Add concentrate to the self-dispensing bucket.
- Add the correct amount of water.
- Start working at the back of the room and work your way to the front.
- Turn the spigot slightly and walk the bucket down the hallway or floor.
- After about 20 feet, close the spigot.
- Move the bucket off to the side.

Mop the bead of solution you just laid down.

- Start at the end of the beaded solution you just made.
- Mop in a “figure 8” pattern. Walk backwards.
- Keep making a figure 8 until the entire bead of solution is mopped up.

EXERCISE #4

Mop with pre-moisten pads

- Put mop pads into the solution bin.
- Add concentrate to the solution bin.
- Add the correct amount of water.
- Allow mop pads to soak up the solution.
- When ready to mop, get pre-moistened mop pad from solution bin and wring it out.
- Attach mop pad to mop head.
- Start mopping at the back of the room and work your way to the front.
- Mop in a “figure 8” pattern. Walk backwards.
No-Dip Flat Mopping System

1. No Dip means that the mop is never dipped in a bucket. The bucket dispenses _______________ solution onto the floor. The water does not get _______________.

2. You can clean about 3,200 square feet per hour with a string mop and about _______________ square feet per hour with a No-Dip Flat Mop, which means you get more cleaning done in less time.

3. The handle on a No-Dip Flat Mop is ergonomic which means it is _______________ on your body.

4. With the No-Dip Flat Mop, you can adjust the length of the mop _______________, so it is right for your height.

5. The mop pad has _______________ on one side to attach the pad to the mop head.

6. Put wet floor signs at the _______________ and _______________ of the area that will be wet.

7. When mopping, use your bottom hand to rotate the mop left to right in a figure _______________ pattern.
8. Use the _____________ method for areas larger than about 20 feet in length or width.

9. Use the _____________ on your bucket to store supplies or to pre-moisten mop pads.

Answers: 1) clean, dirty 2) 7000 3) easier 4) handle 5) Velcro 6) beginning, end 7) 8 8) beading 9) bins.
The Coverall Core 4® process uses a HEPA backpack vacuum. Unlike a traditional upright vacuum or canister vacuum, you wear the vacuum on your back allowing you to move quickly with less strain on your body.

**Where is a Vacuum Used?**

A vacuum is used primarily on carpets, although it can also be used to clean rugs, hard surface floors, baseboards, vents, light fixtures and other things. Common types of carpeting include:

- Nylon – most common
- Wool or wool blends
- Polyester
- Polypropylene

You will learn more about carpeting in the Introduction to Special Services.

**What is the Difference Between a Carpet and a Rug?**

- Carpet covers the floor from wall to wall and is permanently attached to the floor.
- A rug covers part of a floor and can be easily moved.

**What is HEPA?**

HEPA stands for High Efficiency Particulate Air.

- A HEPA vacuum uses a filter that captures very small particles.
- Removing dust and other very small particles helps improve air quality.
- Removing almost 100% of particles means that there is less dust.

Traditional upright or canister vacuums only remove about half of the particles, so they leave a lot of dust in the air which settles back on furniture, fixtures and floors.
HEPA Backpack Vacuum Vs. Upright Vacuum

► Canister or upright vacuums are heavy and difficult to move. Backpack vacuums are designed to help professionals work quickly and safely, with less strain on your body.

► HEPA filtration captures up to 99.97% of airborne particles as small as 0.3 microns (too small to see with your eyes), so it helps improve air quality by removing dust and allergens, and creates a healthier environment.

► Professional backpack vacuums are designed to be used for many purposes, such as floors, vents, blinds, baseboards, edges, corners, and other high or difficult to reach places. You can get more done with a backpack vacuum.

► You can clean about 2,800 square feet per hour with an upright vacuum and about 7,400 square feet per hour with a backpack vacuum, which means you get more cleaning done in less time.

**HEPA BACKPACK VACUUM VS. UPRIGHT VACUUM COMPARISON**

<table>
<thead>
<tr>
<th>Upright vacuum</th>
<th>HEPA backpack vacuum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production Rate:</td>
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</tr>
<tr>
<td>2,800 square feet per hour</td>
<td>7,400 square feet per hour</td>
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</tbody>
</table>
Coverall Core 4®: HEPA Backpack Vacuum

Vacuum Accessories

The Core 4® process uses a brush attachment. Other attachments, such as an upholstery tool and crevice tool, are also helpful.

Consider buying a Sidewinder tool for your backpack vacuum. It helps you to clean large open areas quickly and is excellent for vacuuming in tight places, around furniture, along edges, floorboards, vents and crevices.

Putting the Vacuum On

Adjust the upper and lower back metal plates to fit your body comfortably.

► Lower back plate should rest on your hips, not on your lower back.

► Upper back plate should rest between shoulder blades in upper back.

Wear the vacuum correctly:

► Put each arm in a strap.

► Fasten the belts (listed below) so they are snug around waist and shoulder straps are slightly loose (use the 2-finger rule). There should be no weight on shoulders; your hips should carry the load.
  • Waist belt
  • Shoulder straps
  • Sternum strap (across chest)

► Loop the extension cord through the cord wrap. The cord wrap lets you know when you are at the end of your cord so you don’t accidentally pull it out of the outlet.

► Connect power supply cord to the extension cord.

► Plug the extension cord in to a power source.

► On/off switch is in the pocket of the waist belt.
Coverall Core 4®: HEPA Backpack Vacuum

How to Use the Vacuum

Safety First
► Do NOT vacuum wet surfaces. Water or other liquids could damage the motor and void your warranty.
► Do NOT block walkways with the cord. People could trip on it.
► Do NOT move quickly around wall corners with cords because cords can rub on corners and remove paint or dry wall.
► Do NOT bump into or knock things over with the vacuum on your back.
► DO fasten the belts so the vacuum doesn’t swing side to side on your back.
► DO vacuum with the cord on one side of your body so you always know where it is.
► DO pick up loose debris, such as paper clips and pens, before you vacuum.

Vacuum in a W Pattern
► Turn the vacuum on.
► Vacuum in a W pattern to cover the most area as quickly as possible.
► Vacuum edges of walls, desks or other objects.
► Use a heel-to-toe motion to work faster and keep your body in the right position.

Remove Small Carpet Spots
A few spots on a carpet can make the rest of the carpet look bad. Use your Encapsulation Carpet Spotting Kit to remove spots that are less than 3 inches in diameter. Also, look for opportunities to offer a Special Service carpet cleaning program to your customer, or contact your Coverall Support Center if you would like them to propose carpet service to your customer.

Before cleaning:
► If wet, blot with a dry microfiber towel.
► If dry, vacuum to remove as much soil as possible.

For ordinary soil removal (soil, clay, etc.):
► Spray solution lightly on spot and at least 6 inches around the spot.
► Agitate with manual carpet roamer brush.
Coverall Core 4®: HEPA Backpack Vacuum

► Rinse with water to remove chemical residue and prevent rapid re-soiling.
► Vacuum when dry or at the next scheduled service time.

For red food and drink or coffee stains:
► Liberally apply the solution to the spot.
► Blot with a dry microfiber towel.
► Reapply solution and blot until no more color comes out of the spot.
► Follow steps for ordinary soil removal.
► Repeat if needed.

For organic stains (urine, vomit, feces, etc.):
► This spot may be a biohazard, so follow precautions for Bloodborne and Airborne Pathogens.
► Follow steps for red food and drink or coffee stains.

Maintaining Your Vacuum

When your vacuum filters are dirty, the air flow and suction will lose their strength and the vacuum will not clean properly. Refer to your user’s manual for the maintenance procedure.

The rule of thumb is to empty the paper micro filter after every 2 hours of use. Replace when worn or if you can no longer see light through the bag. A hot motor (heat felt on your back) is an indicator than the air-cooled motor is not getting enough air; there is too much soil in the bag and it needs to be emptied.

Other maintenance:
► Wash cloth bags monthly.
► Disinfect and wipe inside vacuum weekly to eliminate odors.
► Clean Intercept micro filter every day.
► Clean Micro cloth filter once a week.
► Clean Exhaust filter once a month.
► Replace HEPA Dome filter every six months.
Vacuum

EXERCISE #1

Adjust the backpack

The backpack vacuum should fit comfortably. If not, adjust the metal plates until it does.

- Put the vacuum on to see how it fits. Determine what needs adjustment.
- Take the vacuum off.
- Adjust the lower and upper plates, if needed.
  - Lower back plate should rest on your hips, not on your lower back.
  - Upper back plate should rest between shoulder blades in upper back.
- Put the backpack on again to check your adjustments.
- Repeat until it feels comfortable.

EXERCISE #2

Put on the backpack

- Lift the vacuum by one shoulder strap and slide your free arm in the opposite strap.
- Fasten and adjust:
  - Waist belt
  - Shoulder straps
  - Sternum strap
- Loop the extension cord through the cord wrap.
- Connect power supply cord to the extension cord.
- Plug the extension cord in to a power source.
- Turn on the On/Off switch in the pocket of the waist belt.
EXERCISE #3

Vacuum carpet and floor

Practice vacuuming carpet and hard floor with two different wands:

- **Aluminum bend wand**
  - Bring the top of the wand toward your waist.
  - Walk in a heel-to-toe motion.
  - Vacuum in a repetitive W-motion.
  - Vacuum along edges of walls, desks, or other large stationary objects.
  - Where could you use the aluminum bend wand?

- **Telescoping wand**
  - Stand in one place to vacuum. This wand can extend up to 12 ft.
  - Keep your arm partially extended and slightly bend your elbow.
  - Swing your arm side-to-side, about a 45-degree angle to either side.
  - Where could you use the telescoping wand?

EXERCISE #4

Remove a carpet spot

Use the Encapsulation Carpet Spotting Kit to remove a spot.

- Vacuum to remove as much soil as possible.

- Spray solution lightly on spot and at least 6 inches around the spot.

- Agitate with manual carpet roamer brush.

- Rinse with water.

- Vacuum when dry.
HEPA Backpack Vacuum

1. A vacuum is used primarily on ________________________, although it can also be used to clean rugs, hard surface floors, baseboards, vents, light fixtures and other things.

2. A _______________________ vacuum uses a filter that captures very small particles.

3. Traditional upright only remove about _______________________ of the particles, so they leave a lot of dust in the air, which settles back on furniture, fixtures and floors.

4. You can clean about 2,800 square feet per hour with an upright vacuum and about _______________________ square feet per hour with a backpack vacuum, which means you get more cleaning done in less time.

5. When your vacuum filters are _______________________ the air flow and suction will lose their strength and the vacuum will not clean properly.

6. A rug covers part of a floor surface and can be easily moved. _______________________ covers the floor from wall to wall and is permanently attached to the floor.

7. The _______________________ tool helps you to clean large open areas quickly and is excellent for vacuuming in tight places, around furniture, along edges, floorboards, vents and crevices.
8. Vacuum in a __________________ pattern to cover the most area as quickly as possible.

9. Never vacuum __________________ surfaces. Water or other liquids could damage the motor and void your warranty.

10. Use your Encapsulation Carpet Spotting Kit to remove spots that are less than __________________ inches in diameter.

Answers: 1) carpets 2) HEPA 3) half 4) 7,400 5) dirty 6) carpet 7) sidewinder 8) W 9) wet 10) 3.
A Coverall Service Plan lists all of the cleaning tasks your customer expects to get. Creating a Service Plan, also called a “Work Spec,” “Scope of Work” or “Cleaning Schedule,” is part of the sales process. When the customer signs a Service Agreement to do business with the Coverall System, they also agree to the Service Plan.

**Are All Service Plans the Same?**

Service Plans can differ from customer to customer:

- Different types of facilities will have some special cleaning tasks. For example, in a daycare you might need to remove additional trash; or, in a doctor’s office, you might need to clean exam tables.

- Some customers have special needs. For example, you might have customers who want you to clean their blinds once a week, and other customers who don’t want blinds cleaned at all.

In this class, we will discuss the most common cleaning tasks for General Offices. Later in your training we will discuss cleaning tasks for other types of facilities.

**What is a General Office?**

A General Office is a facility with desks, offices, conference rooms, restrooms, kitchen areas, storage areas, a lobby, and a general office environment. The Coverall Support Center is a good example of a General Office facility. Many of your customers’ facilities will be General Offices.

Other types of facilities require cleaning tasks beyond a General Office cleaning. For example, medical, fitness, and childcare facilities will have other cleaning tasks in their Service Plans. We will discuss other types of facilities later in your training.
4 sets of cleaning tasks

There are 4 main sets of cleaning tasks:

1. Dusting and Disinfecting
2. Carpet and Floor Care
3. Restrooms
4. Trash Removal

Dusting and disinfecting uses hospital-grade disinfectant and color-coded microfiber towels to clean surfaces. Unlike dusting at home, you will use a damp microfiber towel to remove soil. Sometimes you will use your vacuum with a brush attachment to remove dust from vents and other high or low places.

Carpet and floor care uses your HEPA backpack vacuum and no-dip microfiber flat mop to remove soil from carpets or hard surface floors.

Restrooms require all Core 4® tools. In a restroom, you will be using disinfectant and various colors of microfiber to clean surfaces, remove trash, mop floor, as well as other tasks unique to restrooms.

For trash removal you will remove garbage and replace the old liner (trash bag) with a new one. Use disinfectant and color-coded microfiber to wipe and disinfect the trash cans as needed.
Dusting and Disinfecting Tasks

Damp Wipe and Disinfect Surfaces – DETAIL CLEAN

DESCRIPTION: Thoroughly dust and clean accessible horizontal and vertical surfaces, fixtures and office furniture including file cabinets, desks, credenzas, counter tops, sinks, display units, and window sills.

Core 4® Process:

► Use color-coded microfiber towel and hospital-grade disinfectant.
► Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
► Wipe the entire surface from side to side, end to end.
► For large areas, box out an area and then fill it in, wiping side to side.
► For real wood surfaces, use a dry microfiber towel, furniture polish, or other cleaner appropriate for wood, but NOT hospital-grade disinfectant.

NOTES:

– Do NOT lift or move heavy items.
– Do NOT move papers or objects on desks. Wipe around them.
– Do NOT wipe electronics such as computer keyboards, screens, mouse, etc.
– Do NOT use hospital-grade disinfectant on real wood surfaces. It can dull or harm the finish.

Damp Wipe and Disinfect Surfaces – SPOT CLEAN

DESCRIPTION: Clean visible soils on horizontal and vertical surfaces, fixtures and office furniture on days when detail clean is not scheduled.

Core 4® Process:

► Use color-coded microfiber towel and hospital-grade disinfectant.
► Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
► Wipe spills, crumbs, drips or other visible soil.
Dust Vertical or Horizontal Blinds

**DESCRIPTION:** Clean vertical or horizontal blinds, not to exceed 12 feet from the floor, to remove dust and visible soil.

**Core 4® Process:**

- Use HEPA backpack vacuum with brush attachment or color-coded microfiber towel and hospital-grade disinfectant.
- Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
- Close blinds.
- Wipe blinds from top to bottom, not side to side.
- Adjust the blinds so the other side is facing you; clean the other side.

**NOTES:**
- _Do NOT_ wipe side to side because you could _bend the blinds or damage the slats._

Damp Wipe and Disinfect High Touch Points

**DESCRIPTION:** Damp wipe and disinfect high touch points, such as light switches and door knobs. Clean both sides of main entrance glass doors.

**Core 4® Process:**

- Use color-coded microfiber towel and hospital-grade disinfectant.
- Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
- Wipe door knobs (including back side), light switch plates, push plates on doors, railings, etc.
High and Low Dusting

*DESCRIPTION:* Clean items up to 12 feet from the floor (high dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (low dusting), such as vents, corners, outlets, etc.

Core 4® Process:

► Use HEPA backpack vacuum with brush attachment.

► Option: Color-coded microfiber towel and hospital-grade disinfectant if soil is caked onto surface and vacuum will not remove it, or vacuum will not easily reach the area to be cleaned.

► For lighting fixtures, turn light off and make sure bulb is cool before you clean it.

NOTES:

– *Do NOT put a wet towel on a hot bulb, because it could crack in addition to the hot bulb possibly burning you.*

– *Use a Type 1 A-frame ladder to reach up to 20 feet above the floor.*

Clean Internal Glass or Mirrors – DETAIL CLEAN

*DESCRIPTION:* Thoroughly clean internal partition glass (2 sides) or mirrors. Does not include windows.

Core 4® Process:

► Use Unger SpeedClean™ Indoor Window Cleaning Kit and glass cleaner.

► Spray glass cleaner lightly onto the speed-clean pad, use overlapping stroke on the glass/mirror to be cleaned. Spray pad as needed when the pad starts to dry. Using less cleaner is MORE productive. The more product that is applied to glass, the more difficult it is to remove.

► Repeat on other side of partition glass.

► *Option:* Color-coded microfiber towel and glass cleaner for small glass or mirrors.

NOTES:

– *Use telescopic pole for mirrors or glass up to 12 feet from the floor.*

– *For outside windows, consider proposing a Special Service to your customer.*
Clean Internal Glass or Mirrors – SPOT CLEAN

**DESCRIPTION:** Spot clean internal partition glass (2 sides) or mirrors to remove smudges and fingerprints. Does not include windows.

Core 4® Process:

► Use color-coded microfiber towel and glass cleaner to spot clean visible soil.
► Lightly spray glass cleaner onto color-coded microfiber towel or pre-moisten towel.
► Repeat on other side of partition glass.

Vacuum or Wet Wipe Furnishings

**DESCRIPTION:** Vacuum fabric-covered furnishings and or wet wipe other furniture to remove visible dust or soil.

Core 4® Process:

► Use HEPA backpack vacuum and crevice tool attachment as needed.
► For spills or spots, use color-coded microfiber towel and hospital-grade disinfectant.
► Remove visible soil and spots.

**NOTES:**

– For very soiled furniture, consider proposing a Special Service to your customer.

Damp Wipe and Disinfect Drinking Fountains and Water Coolers

**DESCRIPTION:** Damp wipe and disinfect exterior (outside) of drinking fountains and water coolers.

Core 4® Process:

► Use color-coded microfiber towel and hospital-grade disinfectant.
► Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
► Touch up with dry microfiber towel as needed.
► **Tip:** If hard water spots remain in drinking fountains or sinks, use proper chemical to remove hard water spots (e.g., Emerel® Multi-Purpose Creme Cleanser).
Coverall Core 4®: Cleaning Tasks and Coverall Service Plans

Damp Wipe and Disinfect Telephones

DESCRIPTION: Damp wipe and disinfect desktop telephones.

Core 4® Process:

► Use color-coded microfiber towel and hospital-grade disinfectant.

► Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.

► Clean the phone receiver and the base.

NOTES:

– Do NOT clean cell phones.

Damp Wipe and Disinfect Microwave(s) – DETAIL CLEAN

DESCRIPTION: Thoroughly damp wipe and disinfect inside and outside of microwave to rinse food contact surfaces.

Core 4® Process:

► Use color-coded microfiber towel and hospital-grade disinfectant.

► Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.

► Wipe inside of microwave first, pushing soil onto floor (to be vacuumed or swept later).

► Wipe outside of microwave.

► Touch up with dry microfiber towel as needed.
Damp Wipe and Disinfect Counters, Tables and Sinks – DETAIL CLEAN

**DESCRIPTION:** Thoroughly damp wipe and disinfect counters, tables and sinks.

**Core 4® Process:**

- Use color-coded microfiber towel and hospital-grade disinfectant.
- Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
- Wipe the entire surface from side to side, end to end.
- For large counters and tables, box out an area and then fill it in, wiping side to side.
- Wipe sink including area around faucet and handles.
- Use dry microfiber towel to polish sink faucet and handles.

Damp Wipe and Disinfect Refrigerator(s) – SPOT CLEAN

**DESCRIPTION:** Spot clean exterior (outside) of refrigerator to remove smudges and fingerprints.

**Core 4® Process:**

- Use color-coded microfiber towel and hospital-grade disinfectant.
- Spray disinfectant onto color-coded microfiber towel or pre-moisten towel.
- Wipe smudges, fingerprints, splashes and other visible soil.
- Wipe all sides of door handle, including the back of handle which can get sticky.

**NOTES:**

- If customer wants inside of refrigerator cleaned, consider proposing a Special Service.
# Dusting and Disinfecting Tasks

Use the correct Core 4® Process to complete the following tasks.

<table>
<thead>
<tr>
<th>Dusting and Disinfecting Task</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damp Wipe and Disinfect Surfaces – Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Surfaces – Spot Clean</td>
<td></td>
</tr>
<tr>
<td>Dust Vertical or Horizontal Blinds</td>
<td></td>
</tr>
<tr>
<td>High and Low Dusting</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect High Touch Points</td>
<td></td>
</tr>
<tr>
<td>Clean Internal Glass or Mirrors – Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Clean Internal Glass or Mirrors – Spot Clean</td>
<td></td>
</tr>
<tr>
<td>Vacuum Furnishings or Wet Wipe</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Drinking Fountains and Water Coolers</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Telephones</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Microwave(s) – Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Counters, Tables and Sinks – Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Counters, Tables and Sinks – Spot Clean</td>
<td></td>
</tr>
<tr>
<td>Damp Wipe and Disinfect Refrigerator – Spot Clean</td>
<td></td>
</tr>
</tbody>
</table>

Notes:
Dusting and Disinfecting

1. Sometimes you will use your vacuum with a ________________________ attachment to remove dust from vents and other high or low places.

2. Do NOT move ________________________ or objects on desks. Wipe around them.

3. Do NOT wipe ________________________ such as computer keyboards, screens, mouse, etc.

4. Do NOT use hospital-grade disinfectant on real ________________________ surfaces. It can dull or harm the finish.

5. Damp wipe and disinfect high ________________________ points, such as light switches and door knobs. Clean both sides of main entrance glass doors.

6. Clean items up to 12 feet from the floor (________________________ dusting), such as ceiling vents, light fixtures, high window sills and corners not cleaned as part of normal wiping; and items near floor (________________________ dusting), such as vents, corners, outlets, etc. Clean both sides of main entrance glass doors.

7. Use ________________________ SpeedClean™ Indoor Window Cleaning Kit and glass cleaner to clean glass or mirrors.
8. Wipe blinds from top to ________________________, not side to side. Do NOT wipe side to side because you could bend the blinds or damage the slats.

9. Thoroughly damp wipe and disinfect ________________________ and outside of microwave to rinse food contact surfaces.

10. For lighting fixtures, turn light off and make sure bulb is _________________ before you clean it.

Answers: 1) brush 2) papers 3) electronics 4) wood 5) touch 6) high, low 7) Unger 8) bottom; 9) inside 10) cool.
Coverall Core 4®: Carpet and Floor Care Tasks

Damp Mop Hard Surface Floors – DETAIL CLEAN

DESCRIPTION: Damp mop hard surface floors using a no-dip protocol and changing pad often to ensure removal of dirt.

Core 4® Process:

► Put wet floor signs at beginning and end of area that will be wet.
► Use line markers inside the bucket to add the right amount of water and disinfectant.
► Start mopping at the back of the room and work your way to the front.
► Put your bucket where you want to start mopping.
► Open the spigot a little bit and immediately roll the bucket about 20 feet to get a stream or “bead” of solution on the floor.
► Close the spigot.
► Starting at the top of bead, mop through the bead of solution in a “figure 8” pattern.
► Repeat until you finish mopping the entire bead.
► Put another bead of solution next to the area you just mopped.
► Repeat process until entire floor is mopped.

NOTES:
– If you make a puddle of solution on the floor instead of a bead, mop it up.
– To avoid streaks, change your mop pad when it is dirty or very wet.

Damp Mop Hard Surface Floors – SPOT CLEAN

DESCRIPTION: Spot mop visible soil on hard surface floors on days when detail mopping is not scheduled.

Core 4® Process:

► Look for soiled areas of floor, such as spills, splashes, dirt and other messes.
► Use pre-moistened mop pad.
► Mop the soiled area(s) in a “figure 8” pattern.
**Coverall Core 4®: Carpet and Floor Care Tasks**

**Wall-To-Wall Vacuum Carpet – Detail Clean**

*DESCRIPTION*: Detail vacuum accessible carpeted areas with approved HEPA backpack units.

**Core 4® Process:**
- Vacuum in a W pattern to cover the most area as quickly as possible. (If using Sidewinder tool, use a side-to-side motion.)
- Vacuum edges of walls, desks or other objects.
- Vacuum behind doors, under tables, chairs and desks, and from wall to wall.
- Use a heel-to-toe motion to work faster and keep your body in the right position.

**Wall-To-Wall Vacuum or Dust Mop Hard Surface Floors**

*DESCRIPTION*: Dry mop hard surface floors using a dust mop, vacuum or dry/wet mop.

**Core 4® Process:**
- Use lobby broom and dust pan to pick up larger debris.
- If floor is dry, use HEPA backpack vacuum to clean the hard floor.
  - Vacuum in a W pattern to cover the most area as quickly as possible.
  - Vacuum behind doors, under tables, chairs and desks, and from wall to wall including floor window sills.
  - Vacuum edges of walls, desks or other objects.
  - Use a heel-to-toe motion to work faster and keep your body in the right position.
- If floor is wet, use a dry mop pad and mop to dry (dust) mop the floor.

**Vacuum Carpet – Spot Clean**

*DESCRIPTION*: Spot vacuum visible soil from carpets on days when wall-to-wall vacuuming is not scheduled.

**Core 4® Process:**
- Look for soiled areas of carpet, such as crumbs, scraps of paper, dirt and other messes.
- Vacuum soiled areas in a W pattern to remove visible dirt from the carpet.
Coverall Core 4®: Carpet and Floor Care Tasks

Remove Carpet Spots

DESCRIPTION: Remove spots under 3-inch diameter from carpeted areas using encapsulation carpet spotting tools. Does not include carpet extraction.

Core 4® Process:

► If wet, blot with a dry microfiber towel.
► If dry, vacuum to remove as much soil as possible.
► Spray solution lightly on spot and at least 6 inches around the spot.
► Agitate with manual carpet roamer brush.
► Vacuum when dry or at the next scheduled service.

For stains:

► Liberally apply the solution to the spot.
► Blot with a dry microfiber towel.
► Reapply solution and blot until no more color comes out of the spot.
► Agitate with manual carpet roamer brush.
► Vacuum when dry or at the next scheduled service.

NOTES:

– Use precautions for Bloodborne and Airborne Pathogens, as needed.
– If the carpet has many spots or is spilled on often, consider proposing a Special Service.
## Carpet and Floor Care

Use the correct Core 4® Process to complete the following tasks.

<table>
<thead>
<tr>
<th>Carpet and Floor Care Task</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damp Mop Hard Surface Floors - Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Damp Mop Hard Surface Floors - Spot Clean</td>
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</tr>
<tr>
<td>Wall-to-Wall Vacuum or Dust Mop Hard Surface Floors</td>
<td></td>
</tr>
<tr>
<td>Wall-to-Wall Vacuum Carpet - Detail Clean</td>
<td></td>
</tr>
<tr>
<td>Vacuum Carpet - Spot Clean</td>
<td></td>
</tr>
<tr>
<td>Remove Carpet Spots</td>
<td></td>
</tr>
</tbody>
</table>

Notes:
Carpet and Hard Floor Care

1. Vacuum in a _______________ pattern to cover the most area as quickly as possible.

2. Vacuum _________________ doors, under tables, chairs and desks, and from wall to wall.

3. Remove spots under _________________ -inch diameter from carpeted areas using encapsulation carpet spotting tools.

4. If the carpet has many spots or is spilled on often, consider proposing a _________________ Service.

5. Damp mop hard surface floors using a ____________ - ____________ protocol and changing pad often to ensure removal of dirt.

6. Start mopping at the _________________ of the room and work your way to the _________________.

Answers: 1) W 2) behind 3) 3 4) Special 5) no-dip 6) back, front.
Coverall Core 4®: Trash Removal

Empty Cans and Remove Trash

**DESCRIPTION:** Empty trash that is contained in trash cans, in an area designated specifically for trash, or clearly labeled as trash, and transport to customer’s trash removal or storage area. Replace liners, spot clean receptacles, as needed, and take trash to designated area on customer premises. Any item that is in trash cans, designated trash areas, or clearly labeled as trash can be considered trash regardless of the content.

Core 4® Process:

- Determine the best route to take to remove trash, replace trash can liners, and take trash to the customer’s trash bin or storage area.
- Put a trash bag in your Trash Barrel on Wheels.
- Put trash can liners, microfiber towels and spray bottle with properly labeled disinfectant into your trash barrel caddy.
- Note the “starting position” of each trash can, where the can is before you move it. Customers like their trash cans put back where they left them.
- Move the trash can away from the wall or from under a desk.
- Pick up anything around the trash can that is definitely garbage and is too big to vacuum such as paper, napkins, candy wrappers, etc.
- Pull the trash bag out of the trash can.
- Tie the bag.
- Hold the bag away from your body.
- Put the bag into your Trash Barrel on Wheels. If a can doesn’t have a liner, dump garbage directly into Trash Barrel on Wheels.
- Use color-coded microfiber towel and hospital-grade disinfectant to clean spills on trash can or on walls or desk around trash can.
- Put a new liner in trash can.
- Put trash can in starting position.
- When your Trash Barrel on Wheels is full, take it to the customer’s trash bin or storage area.
Coverall Core 4®: Trash Removal

NOTES:

– *Do NOT throw away anything that is not in a trash can, in the trash area, or marked as trash.*
  *When in doubt, do NOT throw it out!*

– *Do NOT push trash down with your hands or feet.*

– *Do NOT drag full trash bags across carpets or floors.*
Trash Removal

EXERCISE #1

Prepare the Trash Barrel on Wheels

Before you empty the trash, prepare the Trash Barrel on Wheels so you have the tools you need.

• Get an empty trash bag and put it in your Trash Barrel on Wheels.

• Load your barrel with the following supplies:
  – Trash can liners
  – Blue microfiber towels
  – Disinfectant spray
  – Gloves
  – Broom and dustpan (in case garbage spills on the floor)

• Roll the Trash Barrel on Wheels to the area you want to begin removing trash

EXERCISE #2

Empty trash cans

Find a row of offices that needs their trash taken out. Starting with the first trash can:

• Remove the liner with the trash in it

• Keep the trash at arm’s length, away from your body

• Put trash into the Trash Barrel on Wheels

• Spray and wipe the trash can, if needed

• Replace liner

• Repeat for remaining trash cans
EXERCISE #3

Empty the Trash Barrel on Wheels

When the Trash Barrel on Wheels gets full, take it out to the dumpster. Do NOT push the contents down with your hands or feet to make room for more trash.

- Take the Trash Barrel on Wheels to the exit nearest to the dumpster

- Remove the trash bag from the Trash Barrel on Wheels

- Take the trash bag out to the dumpster

- Put a new trash bag in the Trash Barrel on Wheels
Removing Trash

1. Any item that is in trash cans, designated trash areas, or clearly labeled as trash can be considered ____________________, regardless of the content.

2. Determine the best _______________ to take to remove trash.

3. Note the “__________________ position” of each trash can, where the can is before you move it. Customers like their trash cans put back where they left them.

4. Pick up anything around the trash can that is definitely garbage and is too big to ____________________ such as paper, napkins, candy wrappers, etc.

5. Use color-coded microfiber and hospital-grade disinfectant to clean spills on the trash can or on ____________________ or desk around trash can.

6. When you empty the trash, hold the bag __________________ from your body.

7. When your Trash Barrel on Wheels is full, take it to the customer’s trash _______________ or storage area.
8. When in doubt, do ______________ throw it out!

9. Do NOT push trash down with your ______________ or feet.

10. Do NOT drag full trash bags across carpets or ______________.

Answers: 1) trash 2) route 3) starting 4) vacuum 5) walls 6) away 7) bin 8) NOT 9) hands 10) floors.
Coverall Core 4®: Other Cleaning Equipment in Starter Kit

A Coverall Starter Kit may include the following items.

**Disinfectants, Spray Bottles, Spray Nozzle Triggers, Labels, Safety Data Sheets**
- Labels provided by the manufacturer of the disinfectant.
- Spray bottles for diluted disinfectants.
- Nozzle triggers attach to the neck of the spray bottle.
- Safety Data Sheets inform you about chemicals and their safe use.

**Encapsulation Carpet Spotting Kit**
- Remove carpet spots smaller than 3 inches.

**HEP-AID Body Fluid Disposal Kit**
- Clean up bodily fluid spills such as urine, feces, blood and vomit.
- Absorb the fluid spill so it can be swept up and flushed down a toilet.

**Lobby Broom/Lobby Dust Pan**
- Collect trash before mopping.
- Pick up debris from hard surface floors.

**Safety Equipment: Nitrile Rubber Gloves, Eye Wear, Wet Floor Signs**
- Protect hands while you clean.
- Protect eyes from splashes and injury.
- Floor signs warn people that the floor is wet, as required by OSHA.

**Scratch-less Bowl Brush**
- Plunges water from toilets prior to cleaning.
- Scrubs toilets and urinals.
Coverall Core 4®: Other Cleaning Equipment in Starter Kit

Trash Barrel on Wheels / Caddy
- Collect trash.
- Transport trash to customer’s trash bin or storage area.
- Hold supplies.

Window Squeegee with Handle
- Clean glass or windows.
- Can be used on restroom stalls and walls.

Window Scrubber
- Scrub debris from windows.
CLASS 6

Restroom Cleaning

In This Section

► 8 Steps to Restroom Cleaning
There are many germs in restrooms. If restrooms aren’t cleaned properly, the germs can cause a bad odor which may offend people. In fact, businesses can lose customers if their restrooms aren’t clean. That is why it is important to kill germs and clean restrooms correctly with the Coverall® Program.

SAFETY

When cleaning restrooms, it is important that you and your employees:

► Wear disposable latex, nitrile, or rubber gloves.
► Wear safety goggles.
► Wear closed-toe shoes.
► Use “Caution” or “Wet Floor” signs.

8 STEPS TO RESTROOM CLEANING

There are eight steps to cleaning a restroom, in the order shown below. You will do most of the steps at each cleaning, but some steps, such as high dusting, will be done less often. Your customer's Service Plan will define the tasks that need to be done.

Dry Steps
1. Restock supplies
2. Remove trash
3. High dust
4. Dry mop

Wet Steps
5. Pre-spray
6. Wipe non-toilet surfaces
7. Clean toilets/urinals
8. Wet mop
Restroom Cleaning

**STEP 1: Restock Supplies**

Put a clean liner in your Trash Barrel on Wheels and load supplies in the caddy. For the restroom you will need to restock the following supplies:

- Toilet paper
- Toilet seat covers
- Paper towels
- Liquid hand soap
- Trash can liners
- Wax bags for feminine hygiene dispensers
- Urinal strainers or deodorant blocks

**Who Buys Supplies?**

Your customer is responsible for buying restroom supplies and keeping them in stock. As an option, your customer could use the Coverall Supply Program which ships supplies directly to your customer and bills them. Ask your Support Center for details about this program.

If your customer’s supplies are getting low:

- Talk to your customer about the supplies needed (call, email, or visit in person).
- Make a note in the Coverall® Log Book requesting more supplies. Be specific.
- Suggest the Coverall Supply Program.
If You’re Not Sure How to Restock a Supply:

If you’re not sure how to restock a supply or operate a dispenser ask your customer at the Walk Through and get keys to open all dispensers.

<table>
<thead>
<tr>
<th>Supply</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Toilet paper                          | • May need 1, 2, or more rolls per dispenser  
• Roll size varies  
• Load toilet paper to be in the “pull down” or “over” position  
• May require key to restock |
| Toilet seat covers                    | • Usually come in a box and are easy to load |
| Paper towels                          | • Many types of paper towel (C-fold, Bi-fold, Tri-fold, Z-fold, rolls)  
• Stack with opening (or “slit”) face-down  
• Do not overstuff the dispenser  
• May require key to restock |
| Liquid hand soap                      | • Liquid or foam |
| Trash can liners                      | • Only replace liner in cans that had one *(not all cans will have a liner)*  
• Wipe down soiled cans before replacing liner |
| Wax bags for feminine hygiene         | • Wax bag or small trash bag  
• Insert ONLY after pre-spray, dwell time, and wiping receptacle |
| hygiene dispensers                    |                                                                                                                                       |
| Urinal strainers or deodorant blocks  | • Only restock if very dirty, smells bad, or expired |

What is the “Pull Down” or “Over” Position for Toilet Paper?

Load toilet paper so it comes out over the top of the roll instead of under the roll.
STEP 2: Remove Trash

Removing trash in the restroom is the same as in other parts of the building except that you will also throw away feminine hygiene trash, which is a biohazard.

Regular Trash

► Take the bag out of can or receptacle.
► Keep it away from your body.
► Tie the bag.
► Put it into your Trash Barrel right away.
► If the outside of trash can is dirty, wipe it with a yellow microfiber towel and hospital-grade disinfectant, then replace the liner with a new one.
► If the inside of trash can is dirty, pre-spray it with hospital-grade disinfectant, wait the proper dwell time, wipe it with a yellow microfiber towel, and then replace the liner with a new one.

Feminine Hygiene Trash

Feminine hygiene trash (used tampons and sanitary napkins) is in a receptacle inside each toilet stall in the women’s restrooms. The trash is collected in a wax bag or small trash bag. It is considered to be bio-hazardous waste, so avoid touching the contents.

► Open the feminine hygiene receptacle and pull out the bag.
► Put the bag in your Trash Barrel right away. You can put it in the same bag with regular trash.
► Do NOT put new wax bag in until Step #7 – after you pre-spray the feminine hygiene receptacle, wait proper dwell time, and then wipe it clean with a red microfiber towel.
Restroom Cleaning

STEP 3: High Dust

Clean the highest items first so dust falls down to lower surfaces and the floor. Note that high dusting is usually done every other week or so, unless you notice something that needs immediate cleaning.

► Use your HEPA backpack vacuum with brush attachment to clean vents, light fixtures, tops of stalls, walls and doors, and other surfaces and items that are roughly above your shoulders but no more than 12 feet from the floor. Be careful not to break glass light fixtures and bulbs.

► Use a yellow microfiber towel and hospital-grade disinfectant to damp wipe and disinfect areas that cannot be cleaned with the backpack vacuum.

STEP 4: Dust (Dry) Mop

Often there are scraps of toilet paper, balls of paper towels, or other loose trash (debris) on the floor. Clean it up before you begin pre-spraying.

► For larger debris, use your gloved hand to pick up debris.

► If the floor is dry, use your HEPA backpack vacuum to clean smaller debris and soil.

► If the floor is damp or wet, use a dry flat mop, toy broom and dust pan to pick up debris.

STEP 5: Pre-Spray

Disinfectant needs to sit or “dwell” on surfaces to work properly. This is a very important step when cleaning a restroom.

► Determine the most efficient path to take to pre-spray the restroom. Spray from top to bottom.

► Pre-spray the following items and allow the correct dwell time for the disinfectant you are using:
  • Sinks and counters
  • Walls and stalls
  • Feminine hygiene receptacles
  • Toilets
  • Urinals
  • Do NOT spray mirrors
**Restroom Cleaning**

*Tip for pre-spray:* Use a properly labeled 2-quart pump sprayer instead of a trigger sprayer. It will be more efficient (more complete coverage) and save time as well as being more ergonomic.

<table>
<thead>
<tr>
<th>Pre-spray</th>
<th>This includes</th>
<th>Remember</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sinks and counters</td>
<td>• Sinks&lt;br&gt;• Countertops&lt;br&gt;• Behind sinks&lt;br&gt;• Fixtures (sink hardware)&lt;br&gt;• Ledges&lt;br&gt;• Plumbing under sinks&lt;br&gt;• Anything else around sinks</td>
<td>Do NOT spray mirrors.</td>
</tr>
<tr>
<td>Walls and stalls</td>
<td>• Wall behind toilets&lt;br&gt;• Wall behind urinals&lt;br&gt;• Stall walls&lt;br&gt;• Both sides of stall doors&lt;br&gt;• Door handles&lt;br&gt;• Door locks&lt;br&gt;• Door hinges</td>
<td>Do NOT spray drywall or painted walls.</td>
</tr>
<tr>
<td>Feminine hygiene</td>
<td>• Inside and outside receptacle</td>
<td>Each receptacle must be pre-sprayed each time you clean.</td>
</tr>
<tr>
<td>receptacle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilets</td>
<td>• Inside the toilet bowl&lt;br&gt;• Under the rim&lt;br&gt;• On the rim&lt;br&gt;• Bottom of lid&lt;br&gt;• Top of lid&lt;br&gt;• Water tank&lt;br&gt;• Tank handle&lt;br&gt;• Outside toilet bowl&lt;br&gt;• Base of toilet&lt;br&gt;• Plumbing around toilet&lt;br&gt;• Floor around toilet</td>
<td>Before you begin, lift the lid and use your toilet bowl brush as a plunger to force as much water out of the bowl as possible.</td>
</tr>
<tr>
<td>Urinals</td>
<td>• Inside the urinal&lt;br&gt;• Under the rim&lt;br&gt;• On the rim&lt;br&gt;• Urinal handle&lt;br&gt;• Outside of urinal&lt;br&gt;• Base of urinal&lt;br&gt;• Plumbing around urinal&lt;br&gt;• Floor around urinal</td>
<td>Before you begin, remove strainers and deodorant blocks.</td>
</tr>
</tbody>
</table>
Restroom Cleaning

STEP 6: Wipe Non-Toilet Surfaces
Clean mirrors and glass first, then dry and polish the non-toilet surfaces that you pre-sprayed. Do NOT clean toilets yet.

For Large Mirrors/Glass
Use your Unger SpeedClean™ Indoor Window Cleaning Kit.

- Use Unger Speed Clean™ Indoor Window Cleaning Kit and glass cleaner.
- Spray glass cleaner lightly onto the speed-clean pad, use overlapping strokes on the glass/mirror to be cleaned. Spray pad as needed when the pad starts to dry. Using less cleaner is MORE productive. The more product that is applied to glass, the more difficult it is to remove.
- Repeat on other side of partition glass.
- Option: Use color-coded microfiber towel and glass cleaner for small glass or mirrors.

For Small Mirrors/Glass
Less is more when using glass cleaner. The more glass cleaner used the harder it is to remove without streaking. Make sure to use a clean yellow microfiber towel.

- Spray glass cleaner on mirrors and then wipe with a dry yellow microfiber towel, or
- Spray glass cleaner directly onto a yellow microfiber towel and then wipe glass.

Wipe Sink
- Use a dry yellow microfiber towel to clean sinks, countertops, behind sinks, fixtures, ledges, and anything else around sinks.
- Use a dry yellow microfiber towel to spot clean restroom walls, doors, handles, trash cans, dispensers, and anything that should look clean, shiny and streak-free.

Wipe Stalls and Walls
Use a trowel to clean the stalls and walls. If you don’t have a trowel, use your microfiber flat mop or a dry yellow microfiber towel.

Wipe Feminine Hygiene Receptacle
While you are in each toilet stall, use a red microfiber towel to wipe the inside and outside of the feminine hygiene receptacle, and then replace the bag.
STEP 7: Toilets and Urinals

When cleaning toilets and urinals, start at the top and work your way down to the base.

Toilets

- Scrub the toilet rim and bowl with your toilet brush and hospital-grade disinfectant.
- Use a green microfiber towel to clean and dry under the seat, outside toilet bowl, fixtures, plumbing, and walls behind toilet.
- Flush tank.
- Leave the toilet lid raised – don’t shut it. A raised seat tells your customer that the toilet has been cleaned.

Urinals

- Scrub the urinal rim and bowl with your toilet brush and hospital-grade disinfectant.
- Use a green microfiber towel to clean and dry the urinal, fixtures, plumbing, and walls behind urinals.
- Put deodorant blocks and strainers back into urinals. Replace them if they are very dirty, smelly or out of date. Usually the life span of a screen or urinal block is 2-4 weeks.

Common Problems

Check for scale build-up in urinals which is a common cause of restroom odors. Use a scale remover or acid bowl cleaner to attack the problem.

Rotten egg odor is usually caused by dry floor drain traps. Add a gallon or two of plain water to the drain to keep sewer gases from seeping into the room. Water can be added to floor drains on a monthly basis to keep the trap full.

Safety

Do NOT use bleach in the toilet or urinal. It can mix with other chemicals and make you sick.

STEP 8: Damp Mop

- Mop small floors with pre-moistened mop pads. Mop large floors with your no-dip flat mop and disinfectant solution in the self-dispensing bucket.

- Mop the floor in a “figure 8” motion.

- Start mopping at the back of the restroom and work your way to the door.

- Mop under the toilets and urinals, as well as corners and baseboards.

- Pour left-over disinfectant solution down restroom floor drains (if available) to help eliminate bad odors in drains.
Restroom Cleaning

1. When cleaning restrooms, it is important that you and your employees wear disposable latex, nitrile, or rubber _________________________.

2. The four DRY STEPS for cleaning are restroom are: restock _________________________, remove _________________________, high _________________________, and dry _________________________.

3. The four WET STEPS for cleaning a restroom are:
   pre-___________________________, wipe non-___________________________,
   toilets/_________________________, and wet ____________________________.

4. Use a _____________________________ to clean the stalls and walls. If you don’t have one, use your microfiber flat mop or a dry yellow microfiber towel.

5. Disinfectant needs to sit or _____________________________ on surfaces to work properly. This is a very important step when cleaning a restroom.

6. When cleaning toilets and urinals start at the _____________________________, and work your way down to the base.

7. What color microfiber is used on toilets? _____________________________

8. What color microfiber is used on sink areas? _____________________________
9. What color microfiber is used on the feminine hygiene receptacle? 
______________________________.

10. What color microfiber is used to wet mop the floor? _____________________________.

Answers: 1) gloves; 2) supplies, trash, dust, mop; 3) spray, toilet surfaces, toilets/urinals, mop, 4) trowel; 5) dwell; 6) top, 7) green; 8) yellow, 9) red, 10) yellow.
CLASS 7

Hands On: Restroom Cleaning

In This Section

► Practice Exercises
This exercise will give you hands-on practice cleaning a restroom using the Core 4® process. Make sure that you have done each step of restroom cleaning, including correct safety.

Safety

<table>
<thead>
<tr>
<th>Safety</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloves worn properly, no rips or tears</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wet floor sign used properly</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Dry Steps

<table>
<thead>
<tr>
<th>1</th>
<th>Restock Supplies</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Remembered that Step #1 is restock supplies</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Correct supplies put in Trash Barrel on Wheels:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Toilet paper</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Toilet seat covers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Paper towels</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Liquid hand soap</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Trash can liners</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Wax bags for feminine hygiene dispensers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Urinal strainers/deodorant blocks, if needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toilet paper properly loaded in “pull down” position</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toilet seat covers properly loaded</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paper towels properly loaded</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Liquid hand soap properly loaded</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Hands-On: Restroom Cleaning

### 2 Remove Trash

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remembered that Step #2 is remove trash</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TRASH BAG**
- Trash Barrel on Wheels nearby when trash bag removed
- Trash bag tied before put in Trash Barrel on Wheels

**TRASH CAN**
- Trash can wiped with yellow microfiber towel
- Trash can replaced with new liner
- Explained pre-spray and dwell time for soiled trash cans

**FEMININE HYGIENE RECEPTACLE**
- Bag immediately put into Trash Barrel on Wheels
- Receptacle pre-sprayed
- Receptacle given proper dwell time
- Receptacle wiped with red microfiber towel

### 3 High Dust

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remembered that Step #3 is high dust</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Dusting done top-to-bottom
Backpack vacuum and brush attachment used correctly for high surfaces
Yellow microfiber towel used correctly for surfaces
# Hands-On: Restroom Cleaning

**CORE 4® PROCESS TRAINING**

## Wet Steps

<table>
<thead>
<tr>
<th>5</th>
<th>Pre-Spray</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Remembered that Step #5 is pre-spray</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>SINKS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sink, faucets, and countertops sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Plumbing under sink sprayed, if needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>WALLS AND STALLS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Wall behind and around toilets and urinals sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Back of stall door sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Door handles and locks sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOILETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Toilet lid lifted</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Toilet bowl plunged with brush to reduce water level</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inside and outside of toilet bowl sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Plumbing under toilet sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>URINALS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Strainers and urinal blocks removed and set aside</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inside and outside of urinal sprayed</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Plumbing and floor under urinal sprayed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Hands-On: Restroom Cleaning

## 6. Wipe Non-Toilet Surfaces

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

**Remembered that Step #6 is wipe non-toilet surfaces**

- **MIRRORS**
  - Glass cleaner sprayed
  - A squeegee used to wipe larger mirrors
  - Yellow microfiber used to wipe smaller mirrors

- **SINKS**
  - Sink, faucets, and countertops were wiped
  - Plumbing under sink was wiped
  - All trash cans were double-checked to make sure it had a liner

- **WALLS AND STALLS**
  - Wall behind and around toilets and urinals wiped
  - Back of stall door wiped
  - Door handles and locks wiped

## 7. Clean Toilets

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

**Remembered that Step #7 is clean toilets**

- Toilet bowl scrubbed correctly with scrub brush
- Green microfiber used to wipe toilet and urinals
- Deodorant blocks and strainers put back into urinals

## 8. Wet Mop Floor

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

**Remembered that Step #8 is wet mop floor**

- Mopped entire floor correctly with pre-moistened mop pads
- Mopped from back of restroom to the front
How many businesses did you drive, ride or walk by today? Every type of facility could become a customer for your franchised business.

In This Section

► Commercial Cleaning Industry Overview
► Coverall Value Proposition
► Facilities, Pain Points and Special Concerns
A vertical market is an industry or other group of customers of the same type, other than general office. The Coverall Service Plan for general offices typically consists of the Coverall Core 4® Process for dusting/disinfecting, mopping, vacuuming, restrooms and trash removal.

The Core 4® Process is also the primary service delivered to vertical markets; but, vertical markets may have unique pain points and unique commercial cleaning needs that require Special Services or other techniques.

**Core 4® Process PLUS:**

- Additional dusting, mopping or other detail cleaning
- Hard floor care programs
  - Scrub and recoating
  - Strip and refinishing
  - Concrete sealing
  - Treatment of rubber floors
- Carpet care programs
  - Encapsulation
  - Hot water extraction
- Dispense and recovery (OmniFlex™ Auto Vac System)
- Chemical knowledge/disinfectants for specific purposes
Commercial Cleaning Industry Overview

Industry Snapshot

The commercial cleaning industry consists of companies that provide the following types of services to their customers across vertical markets:

► Standard commercial cleaning
► Carpet and floor care
► Window cleaning
► Other special services

By offering commercial cleaning, floor care, window cleaning and other special services to their customers, Coverall Franchised Businesses can meet over 85% of the market demand for commercial cleaning services with the Coverall® Program.
Commercial Cleaning Industry Overview

An In-Demand Service

Every day, offices and commercial facilities get dirty. No matter what’s happening with the economy, commercial cleaning is a service that is always needed. According to IBIS World the projected annual growth rate (2014-2019) for the commercial cleaning industry is steady at over 2%.

The demand for commercial cleaning services is generally affected by two factors in the economy:

1. Number of businesses
2. Building occupancy

Watch for new business construction and start-ups in your area. They are a good indication that the demand for Coverall services could increase in your market.

Number of Businesses

The more businesses in your area, the greater the demand for commercial cleaning services. As businesses start up and expand, they tend to outsource services, including commercial cleaning.

Building Occupancy

Less empty office space indicates a greater demand for commercial cleaning services. Building occupancy refers to the amount of office space that is being used. New and growing companies need office space, so they rent or buy square footage in office buildings, strip malls and other commercial facilities.
Types of Facilities Serviced

As a Coverall Franchised Business, you might provide service to a variety of customers. The facility types listed below are included in this training class. Medical facilities will be covered in a separate class.

- General Offices
- Education/Childcare
- Gym/Fitness/Spa/Salon
- Industrial/Manufacturing
- Retail
- Car Dealerships
- Restaurants
- Apartment/Tenant Buildings
- Religious Facilities
- Theaters
- Healthcare/Medical

Coverall Franchised Businesses currently service the following customer mix (types of customers). Note that Healthcare/Medical offices are about 6% of the total potential market for you and your competition, but about 25% of the Coverall mix, indicating that healthcare is a specialty market for the Coverall® brand. Specialization in healthier cleaning and the Core 4® Process is an important competitive advantage for Coverall Franchised Businesses!
**Coverall Value Proposition**

A value proposition is a **promise of value** to be delivered to a customer to meet their needs. Customer satisfaction depends on how closely the customer’s experience matches the promise of service they expected to receive.

**The value proposition for the Coverall brand is as follows:**
The Coverall® Program helps reduce the risk of illness and infection while creating a clean and healthier facility, with high quality commercial cleaning services delivered by independently owned and operated Coverall Franchised Businesses using the Coverall Core 4® Process, trained and supported by a local Coverall Support Center team.

**What Do Your Customers Want?**

In general customers want 3 things from their Coverall Franchised Business:

1. **Consistent Service** – deliver the service the customer expects
2. **Communication** – talk to your customers on a regular basis
3. **Trust** – be dependable as a business person with high integrity

**CONSISTENT SERVICE EXAMPLE:**

*Because my customers want: Consistent Service*

*I promise to deliver: The Coverall Core 4® Process according to their Service Plan*

*So they experience this value: Assurance that they get what they pay my business for*

**COMMUNICATION EXAMPLE:**

*Because my customers want: Communication*

*I promise to deliver: Quick response time and professional, positive discussions*

*So they experience this value: Confidence knowing they are important to my business*

**TRUST EXAMPLE:**

*Because my customers want: Trust*

*I promise to deliver: Respect to my customers, their employees and their facility*

*So they experience this value: Peace of mind they can depend on us to do the right thing*
Coverall Value Proposition

LET’S BREAK THAT DOWN TO A VALUE PROPOSITION FOR YOUR FRANCHISED BUSINESS:

Because my customers want: ________________________________________________

I promise to deliver: _______________________________________________________

So they experience this value: ______________________________________________

Does your value proposition change from customer to customer?

Your core value proposition does not change from customer to customer. Focusing on consistent, high quality service; professional communication and quick response time; and developing trusting, respectful customer relationships is an excellent start to building your business.

What is a pain point?

What may change are the pain points they want to solve and their Core 4® PLUS requirements: the Core 4® Process plus any additional cleaning tasks needed for a specific vertical market.

A pain point is something that is causing the customer problems with their current cleaning program or commercial cleaning provider. The pain point is bad enough that the customer is looking for a solution to the problem. As an analogy, think of your customer having a headache (pain point) and looking for an aspirin or pain reliever (solution). How could your Franchised Business be the aspirin that makes the problem go away?
Industry Overview and Coverall Value Proposition

1. A _________ _________ is an industry or other group of customers.

2. No matter what’s happening with the economy, commercial cleaning is a service that is always _________.

3. The more businesses in your area, the _________ (greater/lesser) the demand for commercial cleaning services.

4. Less empty office space indicates a _________ (greater/lesser) demand for commercial cleaning services.

5. Specialization in healthy cleaning and the Core 4® Process is an important competitive _________ for Coverall Franchised Businesses!

6. A value proposition is a _________ of _________ to be delivered to a customer to meet their needs.

7. In general customers want 3 things from their Coverall Franchised Business: _________ _________, communication and trust.

8. A _________ point is something that is causing the customer problems with their current cleaning program or commercial cleaning provider.

Answer key: (1) vertical market; (2) needed; (3) greater; (4) greater; (5) advantage; (6) promise of value; (7) consistent service; (8) pain.
In your community you will see many kinds of facilities, such as professional offices, medical buildings, manufacturing facilities, service centers, daycares and schools, retail stores, restaurants and others. All of those facilities need to be cleaned. While many offices have standard cleaning needs, others have unique needs that must be considered to deliver the Core 4® Program and create happy customers.

The cleaning tasks for each facility are documented during the sales process in a Coverall Service Plan, which lists each cleaning task to be provided to the customer, how often, and in which areas of their facility. The customer’s price for the Coverall® Program is based on their Coverall Service Plan.

In this section we will discuss the pain points and unique requirements of the most common facility types your Franchised Business might service.

For each facility type, we will discuss:

- **Description**
- **Pain Points**
- **Special Concerns**
Facilities, Pain Points and Special Concerns – General Offices

General Offices

DESCRIPTION

General offices, also called commercial or professional offices, are facilities used for general business work. Examples include: Coverall Support Center, lawyer’s office, insurance agent’s office, advertising agency and engineering firm.

Almost every facility has some general office space in it. For example:

► An industrial office might be mostly general office space that can be cleaned as a general office, but have a daycare, loading dock and locker room that need to be cleaned in a specialized way.

► Or, a doctor’s office might be mostly general office space that can be cleaned as a general office, but have two patient areas that need to be cleaned in a specialized way.

In any facility it’s important to identify the general office areas, because they can usually be cleaned using the standard Core 4® Process, while special areas might have special requirements.

Areas commonly found in a General Office facility:

- Entrances/lobby/reception
- General offices (cubicles)
- Private/executive offices (doors)
- Conference rooms
- Training rooms
- Hallways
- Stairways/stairwells
- Elevators
- Restrooms
- Break/lunch room
- Kitchen/coffee areas
- Copier/fax areas
- Supply/storage areas
- File rooms
- IT server room

GENERAL OFFICES – PAIN POINTS

What do General Office customers care about? Think about their pain points as if you were running their business. What business problems would you want to solve, related to commercial cleaning?

General offices typically have employees and may have customers or visitors in their facility. Their budget might be tight. When they spend money on services, including commercial cleaning, they want to get what they were promised.

<table>
<thead>
<tr>
<th>PAIN POINT</th>
<th>PAIN POINT</th>
<th>PAIN POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dirty restrooms</td>
<td>Inconsistent cleaning</td>
<td>Dust and details</td>
</tr>
<tr>
<td>Employees and others complain about restroom odors, dirty floors, dirty sink areas, toilets and stalls.</td>
<td>Cleaning is good one time but bad the next time; too much time spent “managing the cleaners.”</td>
<td>Dust on shelves, window sills, chair legs; details get missed; dead bugs and cobwebs around windows.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – General Offices

GENERAL OFFICES – SPECIAL CONCERNS

Trash Removal

► Small trash can in every office
► Employees may splash coffee/soda/food on walls around trash cans
► Larger trash cans in break rooms, kitchen and restrooms
► Trash cans might be overflowing after special events (e.g., “pizza day” or birthday celebrations)
► Might want cardboard boxes broken down – Special Service

Dust and Detail

► General Offices tend to be cleaner on a daily basis than other facility types
► Dust collects behind computers, on shelves, on window sills, baseboards
► Cobwebs and dead bugs collect by windows, around window blinds, behind doors
► Customers may not understand that items on desk will not be moved for dusting
► Spills, spots and stains on upholstered office chairs and cubicle walls

Restrooms

► Biggest complaint is about odors
► Neglected tile floors may need grout cleaning or buffing – Special Service

Floors and Carpets

► Spills, spots and stains are common, especially near kitchen, in hallways and under desks
► Customers notice when floors are not mopped or carpets not vacuumed, especially behind doors and in corners
Facilities, Pain Points and Special Concerns – Education/Childcare

Education/Childcare

DESCRIPTION

Education and childcare (daycare) facilities are in business to teach and care for children. Nursery schools, daycares and preschools include childcare and serve children from approximately 6 months old through kindergarten. Primary schools offer instruction for students of elementary or middle school age, and secondary schools for high school students. Trade schools, community colleges and universities serve adult students.

Areas commonly found in an Education/Childcare facility:

- General office areas
- Classrooms
- Childcare
- Cots/nap area
- Play/toy areas
- Locker rooms
- Larger cafeteria
- Lounges/common areas
- Labs/research
- Storage area/inventory
- Fitness facility/gym

EDUCATION/CHILDCARE – PAIN POINTS

What do Education/Childcare customers care about?

When children are playing, working and interacting with each other in close environments, such as schools and childcare facilities, they are more susceptible to the spread of illness-causing germs. It’s important to clean a school correctly using proper disinfectants and avoiding corrosive chemicals or bleach. Schools and childcare facilities require specialized cleaning to disinfect germ hot spots such as desktops, tables and handles touched by many students that are overlooked by other school janitorial services.

<table>
<thead>
<tr>
<th>PAIN POINT</th>
<th>PAIN POINT</th>
<th>PAIN POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing enrollment</td>
<td>Positive learning environment</td>
<td>Germs/illness</td>
</tr>
<tr>
<td>Parents evaluate the school based on appearance. Dirty glass, walls, tables and floors look bad.</td>
<td>Sticky tables, dirty floors and smelly restrooms. Many children touch the same surfaces.</td>
<td>Illness spreads more quickly when children are together. Parents rely on daycares being open. No bleach!</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Education/Childcare

EDUCATION/CHILDCARE – SPECIAL CONCERNS

Trash
► Hidden and smaller trash receptacles – trash cans that must be kept away from kids, might have to open a child lock to access it
► Larger trash pails/barrels – food, art supplies, general garbage
► Diaper pails can be very full and heavy
► Volume of trash may require many trips to dumpster

Dust and Detail
► Crayon marks and handprints on walls and glass
► Toys – Special Service
► High chairs – might be cleaned by staff
► Spot cleaning on interior glass daily
► Careful with artwork that’s taped or glued to glass
► Shoes, etc. – might be outside classroom, don’t mix them up!

Restrooms
► Small (child-size) restrooms
► Floors in boys’ restroom
► Staff may clean restrooms throughout the day
► Odor tends to be a problem
► Do not use bleach!

Floors and Carpets
► Many obstacles (little chairs and tables/toys) to clean around
► Staff may put chairs up on desks/tables at end of day
► Food, glue, crayons, glitter, paint etc. in carpet and on floors
► Multiple floor surfaces (rugs over VCT or tile) require multiple tools
► Play sand and soil from outside damage floor finish quickly
► Machine-scrub or strip/refinish floors on regular basis – Special Service
Facilities, Pain Points and Special Concerns – Gym/Fitness/Spa/Salon

Gym/Fitness/Spa/Salon

DESCRIPTION

Gym, fitness, spa and salon facilities focus on health and wellness of their club members, and may also provide other services, a retail store, social events and bar/dining areas. Examples include golf clubs, massage therapy, yoga/Pilates studio, boxing club, martial arts center and recreation center.

Also a part of this vertical market, hair and nail salons present unique challenges with nail polish on counters and floors, hairspray that may require a special solvent in the cleaning process, and a large amount of hair that collects on baseboards, corners, vents, surfaces and chairs.

Areas commonly found in a Gym/Fitness/Spa/Salon facility:

- General office areas
- Gymnasium
- Fitness rooms/areas
- Locker room/restrooms
- Large windows/glass door/mirrors
- Weight/machine area
- Pool, whirlpool or sauna areas
- Conference/meeting rooms
- Lounges/common areas
- Bar/dining/vending area
- Nail stations
- Hair washing/styling areas
- Spa services rooms
- Retail store/area

GYM/FITNESS/SPA/SALON – PAIN POINTS

What do Gym/Fitness/Spa/Salon customers care about?

People go to a fitness facility or spa for self-improvement, not to contract an illness or skin infection. Smelly locker rooms, sticky equipment and dirty floors are a turn-off. Plus, warm, moist environments are ideal homes for bacteria, fungus and other illness-causing germs. While basic cleaning and disinfection may be done by employees during business hours, professional cleaning is important to help kill and remove germs and improve cleanliness.

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<th>PAIN POINT</th>
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<tbody>
<tr>
<td>Spread of germs</td>
<td>Fungus in wet areas</td>
<td>Tough competition</td>
</tr>
<tr>
<td>Colds, flu and other infectious germs – including MRSA – can be spread to members and guests when they touch dirty, contaminated surfaces.</td>
<td>Fungus and mold breeds in warm, damp places. Showers, sink areas, locker rooms, saunas, and piles of wet towels are ideal for fungi to grow.</td>
<td>Fitness facilities and spas face tough competition for new customers and to keep current customers. How the facility looks and smells is a reflection of their brand.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Gym/Fitness/Spa/Salon

GYM/FITNESS/SPA – SPECIAL CONCERNS

Trash Removal
► Sanitizing Stations with Trash – refill pop-up sanitizing wipes
► May have to gather hand towels and put them in laundry

Dust and Detail
► All surfaces, including high-touch points on fitness equipment, need careful and consistent disinfecting
► Establish customer’s expectation for cleaning exercise equipment
► Pay attention to mirrors/glass (spot cleaning may not meet expectation)
► Some facilities open 24 hours – determine timeframe for cleaning

Restrooms
► Mold and mildew can be a problem in showers
► Lack of light coupled with moisture and soil (soap, body oil)
► Use correct chemistry in lockers and showers

Floors and Carpets
► Exercise equipment and machines are obstacles to cleaning floors
► Disinfecting all flooring
► Rubber flooring in fitness areas
► Machine scrub tile floors

HAIR SALONS – SPECIAL CONCERNS
► Large amount of hair and hair dye in sinks, floors, counters, etc.
  • Chemical mixing sinks – hard water spots and dye
  • Shampoo stations – hard water spots and dye
► Hairspray residue around chairs, stations, mirrors may require use of solvent
► Determine staff involvement in cleaning their chairs, countertops, sinks, mirrors
  • Service Plan should define detail and frequency of cleaning salon chairs
► Level of difficulty with ceramic tile floors and grout lines in salon environment
► Dusting of track or recessed lights and blinds
► Cleaning under mats
► Retail area – detail dusting of shelves/displays/product
► High-end salons can be very particular about their cleaning program
Industrial/Manufacturing

DESCRIPTION

Manufacturing plants and industrial facilities employ people and use machinery to build a product. They are driven to produce an amount or quota of product on schedule and may operate two or three shifts each day and on weekend. Examples include food processing plant, computer part manufacturer, electronics assembly and light assembly plant.

These facilities are a mix of areas including offices, cafeterias, labs, childcare, loading docks, storage, equipment rooms and restrooms – in addition to manufacturing or assembly areas. Wide hallways with cement flooring or carpeting can be cleaned efficiently with the proper equipment.

Areas commonly found in an Industrial/Manufacturing facility:
- General office areas
- Manufacturing/assembly areas
- Labs/research
- Loading dock
- Contractor/vendor counter
- Storage area/warehouse
- Locker room
- Childcare
- Larger cafeteria
- Equipment rooms

MANUFACTURING/INDUSTRIAL – PAIN POINTS

What do Industrial/Manufacturing customers care about?

In a manufacturing plant or industrial facility, clean floors, restrooms, surfaces and common areas look nice and help create a positive and safe environment. It’s important to clean properly, kill germs and help reduce illnesses that can sap productivity.

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<th>PAIN POINT</th>
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<tbody>
<tr>
<td>Hiring and keeping employees</td>
<td>Safety and floor care</td>
<td>Employee health</td>
</tr>
<tr>
<td>Clean workplace creates a positive impression on employees, customers, vendors.</td>
<td>Slippery and dirty floors can be a hazard. Safety compliance/ additional PPE may be required.</td>
<td>A disinfected workplace helps promote health; sick or absent workers not are not as productive.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Industrial/Manufacturing

MANUFACTURING/INDUSTRIAL – SPECIAL CONCERNS

Trash Removal

► Larger trash barrels to be removed from industrial areas
► Cardboard may need to be put into trash compactor

Dust and Detail

► Dense, heavy dust and soil forms quickly on surfaces
► Typically operate 3 shifts; work around people in specific areas

Restrooms

► Higher traffic in restrooms – employees, vendors, contractors, etc.
► Bradley sinks in restrooms and other hand-washing areas
► Restocking additional products, such as grit soap (industrial hand soap)

Floors and Carpets

► Proper use of floor signs – may be cleaning while people are working
► Industrial areas may require specialty equipment to help facilitate the proper clean
  (e.g., sweepers and auto scrubbers)

NOTE: Additional safety precautions, training and Personal Protective Equipment may be required
Facilities, Pain Points and Special Concerns – Retail

Retail

DESCRIPTION
Retail facilities are stores or other businesses that directly sell products and services to customers. Examples include clothing boutique, craft/fabric store, shoe store, computer store, mobile phone store, bank or credit union, and tax preparation center. These facilities represent a brand image to shoppers and often have a lot of competition, including online shopping. Clean facilities, dust-free surfaces and shiny floors can help create a positive customer experience and boost their business reputation. Customers prefer shopping in a clean facility and pay extra attention to the cleanliness and odors in restrooms. In fact, 94% said they would avoid going back to a business with dirty restroom.

Areas commonly found in a Retail facility:
- General office areas
- Checkout counter/help desk
- Displays/shelves/tables/counters
- Changing rooms
- Inventory/warehouse
- Loading dock
- Large windows/glass door/mirrors

RETAIL – PAIN POINTS
What do Retail customers care about?

A retail store’s reputation starts the moment people enter the facility and ends when they tell others about their experience. Germ hot spots get touched by many hands, both healthy and sick. Windows and glass collect fingerprints and smudges. Dust collects everywhere. Floors need an extra shine.

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<th>PAIN POINT</th>
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<tbody>
<tr>
<td>Business reputation</td>
<td>Floors</td>
<td>Dust and details</td>
</tr>
<tr>
<td>How the store looks is a reflection of their brand; customers will not return to stores with nasty restrooms</td>
<td>High traffic and age make floors/carpets look bad; clean, shiny floors indicate a clean, professional facility</td>
<td>Dust, fingerprints on glass, smudges on walls and doors; dead bugs and cobwebs around windows</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Retail

RETAIL – SPECIAL CONCERNS

► Time restricted – determine best time to provide service; may have to work around employees and customers

► First impressions are very important to their customers – glass door, storefront and mirrors collect fingerprints and smudges, cobwebs

► If public restroom, then it may be extra dirty each day; most common restroom complaint is about odors; also, lack of toilet paper/supplies

► Floors are highly visible and creating a positive or negative image

► Might want cardboard boxes broken down – Special Service

► Hard floors need buffing and refinishing on regular basis – Special Service
Car Dealerships

DESCRIPTION
A clean, sparkling car dealership showroom, offices, snack area and service department play a role in how customers view the business and the automobile brands they sell. Everything needs to look shiny and new. Thorough dusting and disinfecting, attention to glass cleaning, exceptional floor care and restroom cleaning and trash removal are top concerns.

Areas commonly found in a Car Dealership:
- General office area
- Entrance/reception
- Showroom floor
- Large windows/glass doors
- Coffee/food service/vending area
- Lounges/common areas
- Public and private restrooms
- Service desk
- Service area/garage
- Retail area
- Meeting rooms
- Storage/inventory

CAR DEALERSHIPS – PAIN POINTS
What do Car Dealership customers care about?

Auto Dealerships depend on the cleanliness of their showroom, offices and service areas to help impress customers. Frequent dusting and disinfecting, vacuuming, mopping, thorough restroom cleaning and trash removal are requirements of an auto dealership cleaning service. The cleaning needs of a car dealership include glass and window cleaning, exceptional floor care, and meticulous attention to detail.

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<th>PAIN POINT</th>
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<tbody>
<tr>
<td>Dirty restrooms</td>
<td>Referral business</td>
<td>Managing operating costs</td>
</tr>
<tr>
<td>Car dealerships get a lot of “foot traffic” from serious and not-so-serious shoppers who are eating food, using the restrooms and looking at cars in the showroom. Restrooms and common areas can get messy quickly. Dirty restrooms and floors can drive customers away. Shoppers have many options and want a good customer experience.</td>
<td>Marketing a business carries cost, especially in a highly competitive market such as the auto industry. Referrals for car sales and servicing are a cost-effective marketing channel. The first time a referred customer visits the dealership, they quickly make a first impression about the professionalism and cleanliness of the business.</td>
<td>Professional janitorial services are a necessary line item on the budget. In addition to regular cleaning services, car dealerships require Special Services such as floor buffing, strip and refinishing, and extra window cleaning. A customized cleaning program can help complement sales efforts.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Car Dealerships

CAR DEALERSHIPS – SPECIAL CONCERNS

► If only cleaning showroom and offices, then process is standard except customer may have a very high expectation for cleanliness

► Emphasis on cleaning glass (no fingerprints) and dusting

► Floor care important to create a positive impression on car buyers

► Bay area floors require an auto scrubber and degreaser (if part of Service Plan)

► Automobiles are high-cost inventory and any damage is costly
Facilities, Pain Points and Special Concerns – Restaurants

Restaurants

DESCRIPTION

Restaurants are any facility that serves food and/or beverages. Examples include dine-in restaurants, take-out restaurants, bars, grills, pizza places and deli counters. A survey conducted by Harris Interactive revealed that 86 percent of respondents equated the cleanliness of a restaurant’s bathroom with that of its kitchen.

Areas commonly found in a Restaurant:

“Front of the house”
- General office areas
- Entrance/hostess area
- Waiting area
- Dining area
- Bar area
- Restrooms
- Large windows/glass door/mirrors
- Office area

“Back of the house”
- Kitchen/food prep
- Refrigeration/storage
- Delivery entrance
- Loading dock

RESTAURANTS – PAIN POINTS

What do Restaurant customers care about?

Messy sink areas and toilet stalls, streaked windows, dried-up bugs, stained floors and dusty surfaces could quickly end up as pictures on the restaurant’s next online customer review. Cleanliness is a factor in customer loyalty – one that can make or break a restaurant’s reputation. Restaurants also must be compliant with food safety standards set by the U.S. Food and Drug Administration or Canadian Food Inspection Agency.

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<tbody>
<tr>
<td>Dirty restrooms</td>
<td>Tough competition</td>
<td>Greasy floors</td>
</tr>
<tr>
<td>Dirty restrooms can drive patrons away and impact a restaurant’s reputation. Dirt collects and germs thrive around sink areas, behind toilets and urinals, on stall doors and walls, hardware, baseboards and floors. Dirty drains can cause odor.</td>
<td>Restaurants face tough competition for customers. Bad reviews can significantly affect their business. Dissatisfied customers can easily take pictures of cobwebs, dust or filthy restrooms and post them on social media.</td>
<td>Grease and dirt on floors and in restrooms gets tracked throughout the restaurant by employees and customers. Dirty floors look bad and can be a safety concern. Weather can contribute to slippery floors.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Restaurants

UNIQUE CLEANING REQUIREMENTS AND CLEANING TASKS

► Service Plan may be 7 days a week (depending on restaurant hours)

► Determine cleaning done by restaurant employees, such as wiping tables, putting chairs up on tables, cleaning around bar area, kitchen cleanup, etc.
  • Tables and chairs can be obstacles to efficient cleaning
  • May need degreaser for surfaces, tables, table bases and booths

► Clean restrooms are important to customer impression – no odors!

► Pay special attention to front entrance glass

► Degrease all floors – use correct product and agitate (scrub) the floor
  • Special Service opportunities for floor care
  • Floor drains and mats behind bar are often included in Service Plan

► If “Back of House” cleaning is required, the Service Plan should include only floors trash, floor drains and mats – NOT equipment, behind equipment, or food preparation surfaces

► Heavy trash and recycling (glass bottles)
Facilities, Pain Points and Special Concerns – Apartments

Apartment and Tenant Buildings

DESCRIPTION

Apartment and Tenant Buildings and other tenant buildings, such as office buildings, need a quality commercial cleaning company to service common areas. Many tenant buildings have restrooms, kitchens and coffee areas, lobbies and business centers available to residents, renters and visitors night and day, as well as fitness and recreation facilities with special equipment that needs cleaning on a regular basis.

Areas commonly found in Apartment and Tenant Buildings:

- General office areas
- Business office entrance/reception
- Sample apartment/condo
- Common tenant areas
- Business center
- Exercise room/facility
- Meeting room/party room/kitchen
- Public and private restrooms

APARTMENT/TENANT BUILDINGS – PAIN POINTS

What do Apartment/Tenant Building customers care about?

Apartment complexes and tenant buildings require an elevated level of consistent, high quality cleaning to accommodate varying occupancy and quick turns. When situations change or cleaning services need to be done fast, this customer needs quick response time and communication.

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<th>PAIN POINT</th>
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<tbody>
<tr>
<td>Tenant complaints</td>
<td>Issues needing fast turnaround</td>
<td>Managing maintenance costs</td>
</tr>
<tr>
<td>Limit tenant complaints with high quality commercial cleaning services. Keep tenants happy with consistently clean lobbies, restrooms and meeting rooms. A customized Service Plan can accommodate changes in occupancy, business and budget while remaining flexible to changing needs.</td>
<td>Fast response time is a requirement when the apartment manager has an issue, such as an unexpected event that needs clean-up, preparation for a special event, resident complaints about cleaning, or unexpected turnover. Building managers don’t want to fight their commercial cleaning partner, they want help.</td>
<td>Maintenance budgets are limited so the property manager must make the most of the available funds, and they want advice. A burnishing or strip and refinish can extend the life of hard floors and help them look clean and attractive. Commercial carpet cleaning freshens carpets and protects fibers from deeply embedded dirt.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Apartments

APARTMENT/TENANT BUILDINGS – SPECIAL CONCERNS
► Service Plan generally includes cleaning of common areas such as offices, laundry area, club house, meeting room, exercise area, etc.
► “Turns” (cleaning a facility after one tenant leaves in preparation for a new tenant) are a Special Service and are usually “last minute”
► Cleaning residential apartments or condos is not a Coverall® Program service
Religious Facilities

DESCRIPTION

Religious facilities such as churches, synagogues and other buildings used for religious activities can vary from a sanctuary or meeting area with an office and lobby, to a large campus and parochial school with multiple buildings, classrooms, activity centers, offices, gymnasium, kitchen and fellowship hall. Cleaning is a necessity whether the service is outsourced or they use in-house staff or church volunteers. Operational budgets are often tight with little room for additional costs.

Areas commonly found in a Religious facility:
- General office areas
- Church office
- Conference/meeting rooms
- Entrance/lobby/reception
- Sanctuary
- Chapel
- Quiet/cry room
- Restrooms
- Activity center
- Fellowship hall
- Coffee area
- Dining hall
- Kitchen
- Store
- Education/childcare facility
- Gym/fitness facility

RELIGIOUS FACILITIES – PAIN POINTS

What do Religious facility customers care about?

Churches, synagogues and other religious facilities are often used by many people each week for meetings, events, activities and bible study groups. Common areas such as restrooms, classrooms and fellowship halls benefit from a systematic cleaning service devoted to careful dusting and disinfecting, vacuuming, mopping, restroom cleaning and trash removal. Dirty restrooms and bad odors can create a negative impression on members and visitors.

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<tbody>
<tr>
<td>School parents and visitors</td>
<td>Stressed-out staff</td>
<td>Managing maintenance</td>
</tr>
<tr>
<td>If the religious facility also has a school, then it is attracting new students and receives visitors. Making a good impression makes a difference. Clean restrooms, common areas and floors indicate attention to detail.</td>
<td>Regular cleaning can place extra burden on in-house staff or member volunteers, especially if your facility hosts special events, gatherings and other occasions that require extra clean-up. The same group of volunteers can become weary from the upkeep.</td>
<td>Professional janitorial services are an additional line item on the budget. In addition to regular cleaning services, religious facilities need to annually budget for maintenance such as window cleaning, high dusting, floor buffing, strip and refinishing.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Religious Facilities

UNIQUE CLEANING REQUIREMENTS AND CLEANING TASKS

► Often require cleaning on Monday or after other weekly events
► Usually only a couple days a week
► Careful cleaning in sanctuary area
► Vacuuming around and under pews
► Special attention to glass entrance doors – fingerprints
► May or may not have a daycare and/or school
Facilities, Pain Points and Special Concerns – Theaters

Theaters

DESCRIPTION

A time-sensitive business, such as a movie theater, needs a reliable commercial cleaning service that can deliver a thorough, healthy clean during the hours when the business is closed for the night. Since most movie showings end around midnight and start again later the next morning, efficient and proper cleaning methods are important to ensure that glass is spotless, restrooms are clean, carpeted floors and furniture are free of spilled soda and popcorn, and ready for business.

Areas commonly found in a Theater:

- General office areas
- Ticketing/will call/cashier
- Lobby/reception/kiosk area
- Stairs/escalator/elevator
- Theater(s)
- Stage(s)
- Offices
- Dressing rooms
- Locker rooms/showers
- Public and private restrooms
- Concessions
- Dining areas
- Projection room

THEATERS – PAIN POINTS

What do Theater customers care about?

Movie cinemas and theaters need a professional commercial cleaning service that understands their daily time limitations, uses a detailed process and pays attention to quality assurance. Butter, salt, sodas, candy, sticky fingers, and foot traffic require constant cleaning of carpeting and upholstered movie seats to remove built-up soil, spots and stains. Thorough restroom cleaning and floor care help create a positive impression.

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<tbody>
<tr>
<td>Dirty restrooms</td>
<td>Tough competition</td>
<td>Carpentry and upholstery</td>
</tr>
<tr>
<td>Not even the biggest blockbuster can make up for a filthy, smelly restroom. Customers will rate their movie-going experience based on the cleanliness and smell of restrooms.</td>
<td>Customers have a lot of choices when it comes to which theater they choose. A clean, fresh and healthy facility can improve their experience from concessions to theater seating to restrooms.</td>
<td>Fabric-covered surfaces should be cleaned regularly to remove built-up soil, spots, stains and other messes. Low-moisture encapsulation cleans carpets thoroughly and dries fast for no downtime.</td>
</tr>
</tbody>
</table>
Facilities, Pain Points and Special Concerns – Theaters

THEATERS – SPECIAL CONCERNS

► Larger trash but light loads – big barrels of trash consisting of empty paper soda glasses, empty popcorn bags, candy wrappers

► Restrooms are the big deal – high traffic, restocking supplies

► Clean between seats and carpet – people spill food and drinks

► Sticky floors (from soda) – disperse and recover is a better method vs. mopping, which spreads sticky spills around

► If cleaning food service area, then emphasize floors, counters, glass

► Opportunities for special services: carpets, restrooms, upholstery
Industry Pain Points and Special Concerns

1. The cleaning tasks for each facility are documented during the sales process in a Coverall ____________ ____________, which lists each cleaning task to be provided to the customer, how often, and in which areas of their facility.

2. In any facility it’s important to identify the ____________ ____________ areas because they can usually be cleaned using the standard Core 4® Process, while special areas might have special requirements.

3. When children are playing, working and interacting with each other in close environments, such as schools and childcare facilities, they are more susceptible to the spread of illness-causing ____________.

4. Hair and nail salons present unique challenges with nail ____________ on counters and floors, ____________ that may require a special solvent in the cleaning process, and a large amount of hair that collects on baseboards, corners, vents, surfaces and chairs.

5. Customers prefer shopping in a clean facility and pay extra attention to the cleanliness and odors in ____________.

6. The cleaning needs of a car dealership include glass and window cleaning, exceptional floor care, and meticulous attention to ____________.

7. A survey conducted by Harris Interactive revealed that 86 percent of respondents equated the cleanliness of a restaurant’s bathroom with that of its ____________.

Answer key: (1) Service Plan; (2) General Office; (3) germs; (4) polish, hairspray; (5) restrooms; (6) detail; (7) kitchen.
Carpet Care

In This Section

► Carpet Types
► Carpet Maintenance
► Special Carpet Consideration and Information

As Health-Based Cleaning Professionals, it is crucial that you understand the connection between clean carpet and the reduced potential for illness in a facility. Soiled carpets increase the likelihood that occupants of a facility are breathing air filled with germs and potentially harmful bacteria and viruses. Carpets cover approximately 70% of the floors in the United States, representing billions of dollars in carpet cleaning expenses. Coverall considers carpet cleaning a vital service that is a key contributor to account retention. At times customers may request that carpet services be part of the regularly scheduled monthly services. For other customers it is only done as a special request or, as we refer to it, a Special Service. For those customers who consider carpet cleaning a Special Service it is critical that you actively solicit and promote a complete carpet care program to maximize the benefits of a Health-Based Clean.

Well-maintained carpeting helps increase your revenue and improves account retention by preventing a competitor from providing a service to a customer that we are not providing. Once you have mastered the techniques in this section, you will be able to sell this Special Service to your customers, improving your bottom line as well as your image as a Health-Based Cleaning Professional.

Carpet Types

In order to efficiently care for carpeting, you must first identify the type of carpet. Do not hesitate to ask the customer to identify the type of carpet or the brand that is installed in their facility. If you encounter an unfamiliar type of carpeting, the manufacturer can often provide valuable information about the proper care of their product. The following are the types of carpeting you may see in your customer facilities.

Rugs vs. Carpet

Many people use the terms “rug” and “carpet” interchangeably, but, they are not the same. This common mistake can affect the outcome of the cleaning and impact the safety of the workers performing the cleaning.
A rug covers only a portion of the floor surface and there may be a space of several inches or feet between the edge of a rug and the nearest wall or baseboard. Rugs are easily moved and are often removed from the floor and transported to another place for cleaning.

A carpet usually covers the entire floor area, extends to each wall or baseboard and is secured to the floor. Carpets are generally installed permanently and are cleaned in place.

**Carpet Fibers**

 Carpets are made up of various fibers which may vary greatly in quality and construction. Carpets may be made of either natural and synthetic (man-made) fibers, such as:

<table>
<thead>
<tr>
<th>Natural</th>
<th>Synthetic (man-made)</th>
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<tbody>
<tr>
<td>Wool</td>
<td>Nylon</td>
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<tr>
<td>Cotton</td>
<td>Acrylic</td>
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<tr>
<td>Sisal</td>
<td>Polyester</td>
</tr>
<tr>
<td>Hair</td>
<td>Polypropylene</td>
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<tr>
<td>Silk</td>
<td>Rayon</td>
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</table>

Nylon is the most popular carpet fiber in the United States. Approximately 80% of the carpets made today are made of nylon. Most commercial carpeting you encounter will be made of this fiber and can safely be cleaned with any of the Coverall recommended methods.

About 10% of carpeting is made of wool or natural fibers and require special cleaning. Coverall’s encapsulating cleaning methods are rated wool safe; under no circumstances should you clean a wool or natural fiber carpeting with traditional wet extraction cleaning method.

Approximately 6% of carpets are made of Polypropylene because of its stain resistance. Polypropylene can be cleaned with either of the Coverall recommended methods.

It is common for a carpet manufacturer to combine several fibers to obtain specific results that are not obtainable with a single fiber. For example, nylon may be added to wool or any of the synthetic fibers to increase the carpet’s resistance to abrasion. These carpets are called blends.

When fibers are blended to obtain specific results, each fiber must account for a minimum of 25% of the face yarns. There is a federal labeling law requiring that all textile products be labeled to identify the material used in manufacture.

**Carpet Construction**

Understanding carpet construction will enable you to avoid potential problems and provide quality service to customers.

**Tufted:** This is the most common method of making carpet today. The process involves sewing the tufts or pile of synthetic or wool fibers into a primary backing of polypropylene that is later coated with latex. A secondary backing is then added for additional stability. This secondary backing may be jute, polypropylene, vinyl or foam.
**Woven:** These carpets consist of face yarns and backing yarns woven together. They may be hand woven or machine woven on a loom. When working with woven carpets you must be careful to avoid over-wetting because it can cause browning or shrinkage. This will most typically occur with carpets woven into natural backings.

**Fusion Bonded:** This process consists of “implanting” carpet yarns into a molten base of vinyl, plastic or rubber adhesive that forms the backing.

**Carpet Installation**

It is important for you to understand the various methods of carpet installation and how they can impact the cleaning process.

**Tack-less:** This is the most common installation method for wall-to-wall carpet today. Four-foot strips of wood with two rows of angled pins are nailed to the floor. The carpet is then stretched over the pins and anchored in place. Proper stretching is essential, without it, carpets may have poor dimensional stability before or after cleaning.

**Tacked:** This was once the primary installation method for woven goods. The carpet was directly nailed to the floor, then the baseboards were installed to cover the nail beds.

**Double Face Tape:** This technique is used when the installation is meant to be temporary and can be easily disturbed during the cleaning process, use great care with edges and seams.

**Direct Glue Down:** Normally used in commercial applications where the carpet is directly glued to the floor. Solvent spotters may cause permanent damage.

**Carpet Maintenance**

In commercial facilities, it is very important that carpet appearances are consistently maintained. However, carpet maintenance may not be part of the work specifications in some accounts, which leaves the door open for you to solicit this as a Special Service. Don’t allow your customers to wait until the carpet is unsightly or their employees are falling ill to begin a carpet care program.

Following are the three steps of carpet maintenance:

- **Step 1:** Soil and Stain Prevention / Daily Maintenance
- **Step 2:** Interim Maintenance
- **Step 3:** Restorative Maintenance

**Step 1: Soil and Stain Prevention / Daily Maintenance**

Preventative maintenance is the least costly and most important and effective way of protecting carpet appearance. Walk-off matting, daily vacuuming and carpet spotting are easy ways to keep soil, debris and stains at a minimum so expensive deep cleanings can be performed less often.
Walk-Off Matting
Since 80% of soil and debris is tracked-in on the feet of building visitors and occupants, the goal of walk-off mats is to reduce the amount of soil that actually gets to the carpet. Strongly recommend to your customers that they use a walk-off mat wherever traffic enters a carpeted area from a hard surface floor. Even if the hard surface floor is kept very clean, the wax from the floor can cause a “frosty” look on the carpet. Loose dirt from the hard surface floor gets tracked onto the carpet and becomes trapped because the carpet tends to hold and hide soil. There are three different types of matting that you can recommend to your customers:

Outside Matting: These are attractive, durable and long-lasting mats with no backing so moisture and dirt can be scraped off and will pass through for easy clean-up. Allowing air to pass through also prevents these mats from being picked up and carried away by the wind. Usually made of slightly abrasive vinyl construction, these mats are resistant to staining by ice-melting compounds and can scrape off any foreign materials.

Foyer Matting: This type of matting is primarily made to fit in the recessed wells found in many entrances. Usually made of lightweight vinyl with no backing, for easy handling and cleaning, these mats will often have raised edges. They provide a non-slip surface and catch foreign materials and moisture in the well underneath. It is critical that these mats are extremely durable.

Inside Matting: These mats are usually made of nylon or polypropylene with a vinyl backing, which is necessary to hold moisture and dirt off the floor. Rubber-backed mats should not be used as the rubber may stain the flooring underneath. Vinyl-back mats also reduce the “creeping” of the matting along the floor surface. These mats may assist in scraping (due to the polypropylene fibers) and are the best at moisture removal (due to the nylon fibers). Inside mats should be durable, stain resistant and more attractive than outside or foyer matting, since they are part of the interior of the customer’s facility.

If walk-off mats are properly used and maintained, traffic lanes on carpeting will be much less noticeable and more manageable. If the walk-off mats are not maintained, however, they will become a source of soil and will help create traffic lane problems. Use the following instructions for the daily care of walk-off mats:

Outside Matting: Remove all excess debris visible on top of mat.

Interior Matting: Vacuum tops of mats daily, unless wet. If wet, remove from floor, shake out and hang to dry. For best results vacuum when dry.

Foyer Matting: Remove all excess debris visible on top of mat. Be sure that the recessed well is not full of moisture or debris.

HEPA Filtration Vacuuming
Vacuuming is an essential step in the daily maintenance of a carpet. Frequent vacuuming of high-traffic areas will remove 90% of dry soil accumulation before particles can work their way
into carpet fibers. Once soil gets into carpet fibers it is much harder to remove and can potentially cause permanent damage.

Coverall utilizes High Efficiency Particulate Air (HEPA) Filtration Back Pack Vacuums in our Health-Based Cleaning System. HEPA Filtration Vacuums are used in the same way as standard vacuums but improve indoor air quality by removing 99.97% of germs and allergens down to 0.3 microns. Traditional commercial vacuum cleaners, with cloth “shake out” bags, removes debris from the floor only to release it into the air again as it passes through the cloth bag.

Floors should be vacuumed with the HEPA Filtration Back Pack Vacuum at every service. A fundamental part of the Coverall Health-Based Cleaning System includes cleaning at the unseen level, not just for appearance; therefore, it is important that you vacuum all carpet surfaces thoroughly on each visit. Even if a carpet appears clean it can have hidden unseen soil and material that you need to remove. The four benefits of daily vacuuming include:

1. **Appearance:** Frequent vacuuming helps keep carpets looking neat and clean by removing soil particles and dust that can cause permanent discoloration and damage. Clean carpets present a positive impression to customers, their employees and visitors.

2. **Prolongs useful life:** Regular vacuuming extends the useful life of carpets and rugs by removing sharp, gritty particles that cut and scratch fibers. Vacuuming also prolongs the periods between deep cleanings, which may be expensive and damaging to fibers.

3. **Improved wellness:** Vacuuming removes soil, dust, pollen, bacteria and germs that can aggravate allergies, asthma or other breathing problems. Regular vacuuming is a crucial part of Coverall’s Health-Based System because it removes foreign particles that can harbor and spread disease causing bacteria.

4. **Safety:** Vacuuming on a regular basis allows you to quickly spot areas of the carpet or rug that may be in need of repair. Repairing carpet in a timely manner prevents additional damage or someone getting hurt.

**Carpet Spotting**

Spots or stains on a carpet or rug detract from the overall appearance of cleanliness in a facility and can become permanent if not promptly addressed. Even if the carpet is 99.9% clean, if an unsightly spot exists, the image of cleanliness and attention to detail deteriorates and the customer may feel that you have not done your job. Therefore, you should make every attempt to remove all spots and stains as soon as they are noticed. Spot removal is an important step in the carpet care program and should never be delayed or ignored.

Coverall Health-Based Cleaning System uses encapsulation spotting solution and a manual spotting brush for carpet spotting. Encapsulation chemicals encase soil in a clear polymer to break down the stain and are then vacuumed away with the HEPA Filtration Vacuum.
Use this step-by-step guide for effective carpet spotting:

Prior to Cleaning:
► Remove excess solid or liquid
► If wet, blot with white towels until no more soil or moisture transfers. Note: if a large amount of liquid had been spilled, a portable extractor should be used to increase speed of removal. Only water should be sprayed from the extractor. Make several dry --vacuum only-- passes with extractor wand to minimize drying time.
► If dry, vacuum thoroughly to remove as much soil as possible.

To Remove Ordinary Soil (i.e. dirt, clay):
► Spray encapsulation spotting solution lightly on spot and at least 6 inches outside the perimeter of spot.
► Agitate with manual carpet roamer brush.
► Vacuum when dry or at the next scheduled service time.

To Remove Red Food and Drink or Coffee Stains:
► Liberally apply the encapsulation spotting solution to the spot.
► Blot with white towel.
► Reapply chemicals, as needed, until color transfer is no longer visible.
► Follow steps for ordinary soil removal
► Repeat these steps 1-2 days later, if needed

To Remove Organic based stains (i.e. Urine, Vomit, Feces):
► Locate spot with a 6-watt black light (organic fluids will glow).
► Liberally apply encapsulation spotting solution, do not allow container tip to contact the spot to avoid cross-contamination.
► Blot with white towel until transfer is complete.
► Check with black light to confirm complete removal of the spot.
► Follow steps for ordinary soil removal.
► Repeat these steps 1-2 days later, if needed.

Note: this is carpet and stain removal ONLY and not disinfection. If you encounter a situation that involves known bodily fluids or blood, standard procedures for Bloodborne Pathogen clean up, utilizing universal precautions should be followed prior to standard carpet cleaning procedures.
A portable extractor may be used if drying time is not important. Never use chemicals in spray tank of extractor, use water only to rinse. A small amount of chemical may be used in recovery tank to help with odors. Make several dry (vacuum only) passes with extractor want to minimize drying time.

Using these additional carpet spotting tips will help increase your efficiency:

► It is always best to reach spots or a stain before they have time to dry, so daily visual inspection is critical!

► Whenever possible, ask the customer if they know what the source of the spot is. Establish a system of having customers leave a note in the log book when they become aware of stains and spots in the carpet.

► Inspect the spots color, shape and location as these may all be factors in determining the cause of the spot. Location is often the easiest clue since many spots occur on the way to or from the coffee break area or lunch room.

► “Shine” is a factor in spot identification. Shiny stains will often be paint, lacquer, varnish or nail polish. Food spots will often have a dull appearance but will lighten if scratched. Paint will have a light oily film in the carpet fibers and dried pigment on the surface of the fibers. Other such surface build-up spots include mud and tar.

► Color can be another indicator. Shiny black stains usually indicate paint, tar or grease. A dull black stain may have come from dried blood or food. Yellowish brown stains usually indicate spots caused by coffee, tea, soft drinks and fruit juices.

► Food spots will give off an odor quite different from grease or oil, depending on how old the spot is.

► Spots and stains generally fall into two categories: water-based and oil-based.

  - Water-based spots include protein, milk, sodas, chocolate, coffee, tea, fruit drinks, etc.
  - Oil-based spots include tar, grease, oil, asphalt, etc.

With practice, you will become an expert at the procedures that will be most effective in their removal. One of the greatest problems with spot removal is the tendency to “overdo” spot removal procedures causing additional damage to the carpet. Careful spot removal procedures will reduce the chances of having to pay to replace carpets that have been damaged.

During the initial walk-through with the customer, look for hot-spots such as worn carpet in traffic areas and areas that are not noticeable, such as under desks, etc. This is the time to address issues related to the condition of the carpet and any problem areas that need to be discussed.
Step 2: Interim Maintenance

The goal of interim maintenance is to provide a consistent level of cleanliness and remove any spots or stains as quickly as possible.

Low-moisture encapsulation is the preferred method of interim maintenance since it effectively combines pile lifting and interim cleaning into a single step, saving time, equipment expenses and labor costs.

The low-moisture encapsulation machine has a counter-rotating cylindrical brush that works the encapsulation chemicals into the carpet fibers. Low-moisture cleaning provides a groomed appearance and reduces friction and any fiber distortion that can be caused by dry agitation.

Using the low-moisture encapsulation machine is easy. Follow these quick steps for the best results:

For Lightly Soiled Areas:
► Mix chemicals according to the instructions on the bottle. Spray lightly on the carpet.
► No dwell time is necessary; agitate into the carpet fibers with low-moisture machine.
► Allow carpet to dry completely, then vacuum.
► If necessary, vacuum at the next scheduled service.

For Moderately Soiled Areas:
► Mix chemical according to the instructions on the bottle. Spray chemicals lightly onto carpet.
► No dwell time is necessary; agitate into the carpet fibers with low-moisture machine.
► Operate machine in up and down and left and right directions for moderately to heavily soiled areas.
► Allow carpet to dry completely, then vacuum.
► If necessary, vacuum at the next scheduled service.
► For Heavily Soiled Areas add 2 gallons of water to spray tank.
► Add up to 3 bottles of chemicals to water in tank; chemicals vary depending on soil level.
► Spray solution lightly onto carpet.
► No dwell time is needed, agitate into carpet immediately.
► Operate machine in up and down and left and right directions.
► Allow carpet to dry completely, then vacuum.
► If necessary, vacuum at the next scheduled service.
► Use the Hot-Water Extraction method if several applications of improper chemistries have been used, or if carpet has been cleaned infrequently (hot-water extraction instructions can be found later in this section).
If heavy soil is visible, the frequency of cleaning may not be adequate and needs to be re-evaluated. Contact your Support Center representative to discuss.

Occasionally, spots may reappear a day or two after extraction is performed, should that occur, follow up with standard spotting procedures utilizing the encapsulating spotter and brush to stop the spots from reappearing.

**Step 3: Restorative Maintenance**

Restorative maintenance is deep, intensive cleaning of hard-to-remove stains or build-up over time and involves significantly more expense than daily or interim maintenance. If you are performing daily and interim maintenance, the need for restorative maintenance should be less frequent. However, the frequency of restorative cleaning will depend on the size of the building, the amount of traffic and the needs of the building managers. In large buildings, high-traffic areas such as the lobby or foyers may require restorative cleaning more often.

Restorative cleaning may utilize a hot water extraction process for areas of heavy soil load or neglect. For the most intensive cleaning Coverall recommends a two-step combination of low-moisture encapsulation plus hot water extraction with clear water.

**Hot Water Extraction**

Hot Water Extraction, commonly referred to incorrectly as steam cleaning, can be very effective at removing soil from carpets. In cases where a large amount of soil or an increased risk of pathogenic organisms is present, Coverall recommends this extraction method to ensure maximum soil removal.

As noted previously if you encounter a situation that involves blood or bodily fluids proper Bloodborne Pathogen clean up procedures, utilizing universal precautions, must be followed before attempting normal carpet cleaning procedures.

Before using hot water extraction, however, remember to perform a proper inspection of the carpet fibers and construction to avoid any problems that can be caused by water, heat, pressure and abrasion. Synthetic carpets are ideal for extraction cleaning but natural fibers such as wool are not able to be extracted without potential damage to the fibers.

Extraction equipment cleans by injecting hot water under pressure to rinse soil and residue from carpet fibers. The soil and solution are then immediately removed with a powerful wet vacuum.

Below is a step-by-step guide to hot-water extraction:

**Step 1: Inspection**

Thoroughly examine the carpet for stains and problem areas. Identifying problem areas first allows us to build a step-by-step system tailored for optimum soil removal.

**Step 2: Vacuuming**

Vacuum carpet thoroughly before any moisture is introduced to the fibers. This is an extremely important step in the process and is mandatory. If the carpets are extracted without proper removal of loose soil it will cause these contaminants to be driven deep into the carpet fiber.
Step 3: Spot Treatment
Pre-treat any stains that need special attention. This allows the specialized chemicals to do their job before steam cleaning is performed. We utilize specialized encapsulating spotting chemicals and are able to remove nearly all spots that are commonly found on carpet. It is important to differentiate between a spot and a stain. A spot is a soiled area of the carpet that can be removed 100% of the time. A stain is a soiled area of the carpet in which the fibers were affected by a dye. Stains require advanced techniques to remove them and are best handled by professional carpet restoration technicians.

Step 4: Pre-Spray
Apply pre-spray to the entire carpet surface. Allow it to dwell for five to ten minutes before cleaning. This allows the detergent solution to penetrate into the carpet fibers, dissolve the contaminants, and raise them to the surface for extraction. We use only the best quality, non-toxic chemicals.

Step 5: Cleaning
Heat the water to 200 degrees and inject it into the carpet fibers at high pressure. Agitation with the wand is used to break up any contaminants that were not dissolved by the pre-spray. With the next stroke of the wand the moisture is extracted by a high pressure vacuum, removing nearly 90% of moisture. The carpet is instantly cleaned and results are usually dramatic.

Additional tips for an effective hot-water extraction:
► Prepare carpet and equipment for cleaning.
► Place wet floor signs and furniture protectors where necessary.
► Start in the corner farthest from the door.
► After extraction is finished, inspect your work.
► Use fans or air blowers to help dry the carpet.
► The room should be 60-70° Fahrenheit.

While this method of cleaning is arguably the most effective at complete soil removal, it does have limitations. In most cases, Coverall recommends a program that contains ongoing interim cleaning with encapsulation which can extend the time between restorative extractions.

In the case of stubborn stains or poor scheduling of interim maintenance, flooding or other extraordinary conditions, a combination of low-moisture encapsulation and hot water extraction may be required.

Use the low-moisture encapsulation machine first, as described in the Interim Maintenance section. Then, begin the hot water extraction process, carefully following the instructions above.
Special Carpet Considerations and Information

Shading: After installation, some carpets appear to change color; some areas may appear lighter when viewed from one direction and darker from another. This occurs due to fibers bending in different directions and causing a variation in light reflection.

Shading is not a defect. It is an inherent feature of cut pile fabrics. Shading can be minimized by making sure the lay of pile is pointed away from the light. Also, a good vacuum will help lift and straighten tufts.

Crushing: All carpet will become depressed under heavy furniture. The pile can be “teased” up by brushing or steaming. To steam, cover the depressed area with a damp cloth and hold a hot iron over it. Do not touch the carpet with the iron. Regular vacuuming can minimize crushing.

Shedding: When pile is cut, short ends of fibers are sometimes left in the surface of the carpet and when worn out these ends will loosen and cause “shedding”. It is not a defect and will stop in a matter of time. There is no danger of excessive fiber loss.

Sailing: Despite normal maintenance, a carpet gradually changes color due to accumulation of greasy dirt in the pile. Naturally, soil shows more quickly on light carpets. A carpet’s original color can be restored by cleaning. It is recommended to use light carpets only in light traffic areas and darker or patterned carpets in heavy traffic areas.

Fuzzing or Pilling: Occasionally, fuzzy balls, made by friction, form on the surface of a carpet and are held there by long carpet fibers. The fuzz should be clipped from the carpet surface and removed by vacuuming.

Static: The friction caused by walking across a carpet generates static electricity. This electricity is not dangerous, but it can be very bothersome. Maintaining a sufficient level of humidity is the best way to minimize static. The second option is the application of anti-static agents to the carpet. Use caution, however, as some anti-static agents can cause soiling.

Shrinkage: Although the increased use of synthetic components reduces the tendency of carpet to shrink, extreme caution must be exercised to prevent over wetting during cleaning as this may cause shrinkage.

Sprouting: After a carpet is installed, a tuft may protrude above the surface. This happens if, during manufacturing, one end of the yarn has been pinched and then comes loose. To alleviate the situation, the section of yarn that rises above the carpet surface should be clipped. (Do not pull the end)

Mildew: Mold causing mildew develops most often on cotton, rayon and wool. Man-made fibers are mildew-resistant. Since many different fibers are used in the final carpet, however, the danger of mildew is present in most carpets other than indoor/outdoor types.
Molds and Fungi: Mold and fungi discolor carpets and sometimes causes them to rot, leaving a musty odor. Dampness should be reduced and carpets should be dried quickly. Cleaning systems requiring extended drying time can contribute to the development of mold.

Fading: Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to the natural and artificial forces in the environment.

All facilities with carpeting will require carpet cleaning. When you see a stain or spot on your customers’ carpeting, it is your opportunity to suggest the Coverall carpet care. Ask your Coverall Support Center for help in pricing this service so your customers don’t go to your competitors to address their carpet cleaning needs.
VOLUME 2

Hard Floor Care
Hard Floor Care

In This Section
► Floor Types
► Equipment and Supplies
► Chemicals
► Hard Floor Maintenance Program
► Floor Care Troubleshooting guide

As a Coverall Franchise Owner, you need to understand that hard floor care maintenance is critically important to the success of your business. In the previous section, we explained that over 70% of floor covering in commercial buildings is carpeting. The remaining 30% is hard flooring and, therefore, represents a large source of potential revenue for you. Becoming an expert in hard floor maintenance is crucial to providing total care for your customers.

Like carpet care, some customers may request that hard floors are maintained as part of their regularly scheduled service. Others may not request hard floor care at all or request it only as a Special Service. It is your job, as the hard floor care expert, to explain the benefits of Coverall’s hard floor care program and sell the program to them, at a minimum, as a Special Service. Neglecting to provide hard floor services gives your competition the opportunity to step in and satisfy your customer’s needs, jeopardizing your retention.

Floor Types
In order to properly care for your customers’ flooring, you must be able to properly identify hard floor surfaces. The more you understand about your customers’ floors, the better you will be at protecting and maintaining them. There are three categories of hard floor surfaces:

Masonry or Non-Resilient Flooring
This type of flooring includes ceramic tile, marble, travertine, terrazzo, clay, brick, pavers, concrete, oxychloride, slate and quarry tile. Masonry flooring is highly durable, but needs frequent maintenance (most do not require finishes) and is extremely vulnerable to acids and alkaline salts because of its porous composition. The restoration of non-resilient floor surfaces is a specialized application and requires training and often equipment and supplies that would normally be considered outside of traditional cleaning services.
Wood Flooring
Wood flooring includes both hardwoods and softwoods. Hardwoods (from trees with broad leaves) are woods such as Oak, Maple, Teak, Birch, Beech and Pecan. Softwoods (from trees with needles) are not often used in commercial flooring. Pine is the only soft wood used on floors but is more commonly found in residential areas. Wood floors are naturally beautiful but can damage easily due to abrasion or excessive water. Wood requires professional sealants plus solvent-based cleaners and finishes.

Resilient Flooring
Vinyl, composition tile, linoleum asphalt tile, vinyl asbestos tile, poured vinyl, rubber tile, cork and synthetic floors are all examples of resilient flooring.

Resilient flooring gets its name because it is capable of withstanding shock without permanent deformation or rupture. Resilient flooring is available in many colors, decorative designs, tile sizes and sheeting. It is, however, damaged by any solvents, strong alkalis and abrasives. These floors are usually maintained with water-based sealers, cleaners and finishes.

Common Hard Floor Surfaces
Based on Coverall’s experience, we have compiled the most common hard floor surfaces that you may encounter in the operation of your business.

Vinyl Tile
This is the most common resilient floor and has been used in commercial facilities for more than 30 years. Vinyl is a homogenous or pure material that is extremely durable, yet soft in composition. Because of its softness, it can be difficult to remove scuff or black marks, and the tile may also begin to discolor over time. There are two types of vinyl tile, Vinyl Asbestos Tile (VAT) and Vinyl Composition Tile (VCT).

Vinyl Asbestos Tile (VAT)
Vinyl asbestos tiles were widely used in schools, hospitals, offices, and public buildings up until the 1980s. Use of tiles and adhesives containing asbestos were discontinued when asbestos materials were determined to be hazardous. Tiles free of asbestos are easily distinguished by their size – asbestos tiles were commonly manufactured in 9-inch squares. Mastics and adhesives containing low concentrations of asbestos were used into the 1970s and are generally considered non-hazardous because the asbestos is not powdered or likely to crumble.

VAT has asbestos as a hardening extender, which helps make scuff marks easier to remove but also causes the tiles to be more porous. As you repeatedly clean VAT, the surface becomes more and more irregular. VAT is characteristically found in older buildings, usually 8”-9” squares, and, most often, darker shades of browns, blacks and greens. VAT will often have different color shades or marbling and may have geometric color patterns.

With the heightened interest in cleaning for a better environment, there has been considerable discussion about VAT. Because this flooring contains asbestos fibers, we must look at the condition of the floor to determine if there could be any potential health risks. If asbestos tiles are fully intact, with no broken, cracked or missing tiles, the chances are likely that the asbestos will not be airborne. Directions on how to clean VAT are detailed in the troubleshooting section of this section.
Vinyl Composition Tile (VCT)
VCT was introduced as a replacement for VAT in the 1980s. These tiles may have plastics or other synthetic materials as hardening extenders, which helps maintain the durability of the vinyl by adding the hardness of other composite material. VCT may have a single wearing surface or a backing may be laminated to the wearing surface. VCT are usually 12” squares with an unlimited assortment of tile color and design and laid edges that are glued to the existing sub-floor.

You will find VCT in many of your customers’ facilities. VCT is relatively inexpensive to install, can be very attractive, takes traffic well and is easy to maintain. VCT is commonly found in hallways, small restrooms, kitchen and break areas and other areas that need quality flooring without the expense of masonry floors.

Depending on the industry segments in which you choose to grow your business, VCT will account for over 50% of the commercial hard floors you will encounter in your Coverall business.

Ceramic and Quarry Tile
The second most common type of hard floor that you will see is ceramic and quarry tiles. For our purposes, we group these two floor types together because they are used in similar ways. Both are extremely durable; they have smooth surfaces and are not damaged by water. This makes them ideal for flooring in kitchens, restrooms, shower rooms, swimming pools and other heavy-traffic areas.

Ceramic tiles are composed of clay that is mixed with water and “fired” in a kiln. After being “fired” once, the tiles are glazed and “fired” again to set the glaze and give the tile a brilliant appearance.

You will find both glazed and unglazed ceramic in commercial accounts. Unglazed tiles will be found in heavy traffic areas where any glaze would quickly be walked off. Because any color pigment may be added to the clay mixture, these tiles are some of the most decorative. Ceramic tiles are also less expensive than marble or stone surfaces and are often used to create designs and mosaics. You will also find them as wall coverings in many restrooms and showers because they will not absorb water. It is common to find ceramic tiles ranging in size from 1” squares up to 16” squares and to have rounded corners.

Quarry tiles are natural stone tiles and are often larger and heavier than ceramic tiles. They are often red, brown, buff or gray in color and are very common in back hallways, back-of-house areas in restaurants, and any other area that demands durability and water resistance with little need for color or design.

Quarry tiles are commonly found in 8” - 12” squares. Aside from the color, the main difference in appearance from ceramic tiles is that quarry, a cut stone, will usually have sharp 90° angles at the corners.
Coverall does not recommend the use of polymer based water emulsions to seal ceramic or quarry tile floors. The proper sealer for this type of surface is a penetrating or impregnating sealer which provides a semi-permanent seal for grouted tile surfaces.

**Linoleum and PVC**

Linoleum is made from oxidized linseed oil, wood flour and/or ground cork resins mixed together, rolled out and compressed into asphalt-saturated felt, burlap or other backing. Heat is applied during compression, which fuses and sets the oils and resins to form strong binding agents. It is then slowly heat-cured to form the finished product.

Linoleum has excellent wearing qualities and can be produced in a wide range of colors.

Linoleum, as a floor covering, has been largely replaced with polyvinyl chloride (yet continues to be known as “linoleum”), which has similar properties of flexibility and durability, but with greater brightness and translucency and less flammability. However, because linoleum is made of organic materials and believed to be non-allergenic in nature, it is still used in many places especially in non-allergenic homes, hospitals and healthcare facilities.

**Marble**

Marble is a natural stone flooring material made up primarily of calcium carbonate and is an inherently soft, porous stone, making it less than ideal as a flooring material. However, the unique, natural beauty of marble has made it a frequent choice for use in flooring applications. Marble flooring comes in several surface finishes: polished, honed and textured.

The soft, porous nature of marble flooring requires that it be protected from wear and abrasion and any staining agents. Even the mild acids found in fruit juices can chemically stain marble flooring.

> Note that, due to its soft composition, unprotected marble flooring will quickly begin to show wear patterns in high traffic areas.

**Granite**

Granite flooring is similar to marble flooring in appearance but has much higher hardness, lower absorption and better resistance to staining than marble surfaces.

**Terrazzo**

Terrazzo flooring consists of a mixture of granulated marble set in a matrix of white or colored Portland Cement, which, when set, is polished to a smooth finish. Terrazzo can be laid as a finish to a concrete base, or can be found in tile form. This flooring material is durable, hard-wearing, hygienic and elegant and comes in a wide range of colors.

Terrazzo is a utility floor and is frequently specified for entrance halls or lobbies. One of its major disadvantages is that its decorative appearance can easily be marred by grease and oil spots if they are allowed to penetrate the binding cement. It is now common practice to seal terrazzo with surface sealer and/or finishes made of a wax or resin emulsion.
Concrete and Granolithic  
Finished concrete flooring is normally found in industrial type facilities and is commonly sealed with solvent based sealers, while there are some that utilize water based emulsions. The coatings utilized to seal these surfaces are normally very durable and last for extended periods.

Granolithic flooring is made of Portland cement and, usually, crushed granite and provides for an extremely durable, low maintenance flooring surface.

Mosaic Tiles  
Mosaic tiles are small ceramic tiles that are grouped together with paper backing for easy placement. When the mortar has partly set, the paper is removed and the face grouted. Mosaic tiles are delicate and should always be cleaned with extreme care and caution.

Magnesite  
Magnesite flooring is a continuous slab of magnesium oxychloride with fillers, made by mixing dry powdered magnesium oxide and wood, giving it good impact resistance. Magnesite is not affected by minerals or oils and is almost entirely spark-proof when struck, even with steel. This makes magnesite particularly suitable for heavy duty industrial purposes.

“Green” floor coverings  
In recent years a variety of materials have become popular as sustainable alternatives for floor coverings. Some of the most popular and often used are materials such as cork and bamboo. While not frequently used in commercial applications you may encounter these types of floor coverings in some newer construction. If you do encounter these materials you should consult with the facility as well as the manufacturer of the flooring to ensure you are utilizing the proper cleaning procedure and chemicals.

Equipment and Supplies  
To ensure efficiency when executing a hard floor care program, it is important that you understand all of the equipment and supplies you will need and that you prepare your supply cart with all of your needs prior to beginning your work.

Equipment  
Low Speed Floor Machines  
There are two basic types of Low Speed Floor Machines currently in use in the industry today; Single Speed and Dual Speed.

The Single Speed Floor Machine operates at 175 revolutions per minute (RPMs) and is used to provide weighted scrubbing and to agitate soil and materials that will be removed from the floor surface. The machine is frequently used in the scrub and re-coating process as well as stripping floors.

The Dual Speed Floor Machine allows the operator to choose between two speeds. Normally the slower speed is 175 RPMs and the higher speed is 375 RPMs. This machine is used for the same processes as the Single Speed Machine but also has a spray-buffing feature for polishing finished floors.
Most low speed floor scrubbing equipment utilizes rotary motion in primarily a single disc format. Other machines incorporate the use of cylindrical brushes or even orbital motion technology.

**Automatic Scrubbers**

An automatic Scrubber provides a platform for the application of cleaning solution, scrubbing of the floor surface and wet vacuum recovery of the soil and solution in a single machine. Automatic scrubbers normally range in size from 14” to 38” and can be used with either pads or brushes. The color of the pad or the grit of the brush used is determined by the flooring surface and the desired result of the process.

Most Automatic Scrubbers are powered by on-board batteries but electric models with a cord are also available. The use of automatic scrubbers provide an increase in both productivity and performance, however, the cost and lack of transportability should be considered when deciding whether to invest in this type of equipment. Depending on the size and application automatic scrubbers can be an extremely useful and necessary piece of equipment in hard surface floor care.

**High Speed floor polishing**

Today’s consumer demands for finished floors is a clean, clear and, usually, high gloss appearance. In response, floor finish manufacturers sell and market a variety of finishes to be able to meet both durability and gloss requirements. The care of these floor surfaces to the appearance level demanded by most customers includes the use of periodic high speed floor polishing or burnishing to maintain the best possible appearance. This service application can be accomplished with two types of equipment.

**Cord Electric Burnisher**

Cord Electric Burnishers deliver excellent gloss on a variety of finished floors by utilizing an abrasive polishing process to smooth and polish the polymer coatings. Many burnishers also provide dust control options which effectively contain dust to help maintain indoor air quality and reduce the need for follow-up dust mopping. This machine is ideal for noise-sensitive environments such as schools, retail offices and hospitals.

Cord Electric Burnishers use floor pads that rotate at 1,000 RPMs or greater in working position and provide tremendous results in small to moderate spaces. Because of the design and size of corded burnishers, larger areas of flooring may require the use of larger, less limiting burnishers powered by batteries or propane.

**Battery Burnishers**

Battery burnishers operate on the exact same fundamentals as cord electric equipment but on a platform without cords which allows for greater size and productivity. Unfortunately battery technology has yet to progress to the point that run time is sufficient for larger areas. Created as an answer to propane powered polishers and their production of indoor air pollutants, technology has provided performance similar to propane equipment yet until battery technology progresses this equipment will continue to have limitations.
Propane Equipment
The use of propane powered burnishers and strippers provide the best performance in the industry available today. By employing combustion engines powered by propane these machines are able to generate more power and force than any electric application has been able to match with this increase in power, greater weight is able to be placed directly on the pad or brush surface and the increased weight combined with pad speeds of 2,000 RPM increases the production rate 10-15 times faster than standard electric burnishers.

Propane equipment, for all its effectiveness, continues to generate concern over its contribution to indoor air pollutants. In addition, the care and use of propane presents a very real combustion concern as well as the risk of toxic emissions exposure and requires the following of strict safety precautions. Propane powered equipment should only be used in larger areas where there is proper ventilation and the ceiling is at least 12 feet.

Propane Buffers have engines that range from 11hp to 17hp and are 21” to 28” in height. Some Propane Buffers are used for both stripping and buffing, while others are used only for burnishing.

Microfiber Flat Mop and No-Dip Mopping
As discussed in prior sections, Coverall Health-Based Cleaning System has replaced the string mop and traditional bucket with the microfiber flat mop and no-dip mopping system.

Microfiber flat mopping uses microfiber pads attached to a lightweight pole for both dry and wet mopping. The lightweight and easy to maneuver nature of the flat mop allows for considerably increased productivity as well as more effective cleaning because the flat mop can easily reach corners and other hard to reach spaces.

Coverall has developed a proprietary “no-dip” mopping method which dispenses the cleaning solution directly onto the floor. Clean microfiber pads are then used to mop an area until the pad becomes full and is replaced by a new clean pad. This process eliminates the chance of a dirty mopping pad from ever touching the fresh cleaning solution, unlike the traditional mopping approach of dipping a mop back into the dirty bucket of water after each pass. This process was designed and developed to reduce the likelihood of cross-contamination.

Supplies
Floor Pads and Brushes
The proper choice for a floor pad or brush is critical to proper floor care. There are several different kinds of pads and brushes. A different color is used to indicate the aggressiveness and ability to provide desired results in different applications.

Less aggressive pads are usually lighter in color and more aggressive coarse pads are darker in color. The following is a description of the most common floor pads, their colors and their recommended uses:
Strip Pads are black and brown in color to signify their strong aggressiveness and are used to remove finish, sealer and contaminants from the floor surface. Stripping pads are used in the restorative process of the maintenance program to remove old finish from the flooring surface.

High Productivity Strip Pads are used for the same application as traditional strip pads but have been developed with a more aggressive grit impregnated into the fibers to speed finish removal and a very open construction to help reduce clogging of the pad during stripping.

Scrub Pads are green or blue in color and are usually used for deep cleaning. Often these pads are used in the scrubbing and recoating process. Scrub pads provide a fresh surface of floor finish as they remove soils that may have been embedded into the top layers.

Wet Cleaning Pads are usually red in color to indicate their medium aggressiveness and are used to remove light soil and other contaminants. Red pads may also be used for low-speed buffing or spray buffing.

Buffing or Burnishing Pads are usually white, beige, tan or aqua in color and are the least aggressive pads. There are many different burnishing pads on the market making pad selection more confusing. Many pads also contain natural animal hair to help increase the lubricity and help decrease excessive heat in the burnishing process. The best way to determine which pad achieves maximum performance with the finish you have on the floor is to experiment with each type starting with the least aggressive until you achieve your desired result.

Stripping and Scrubbing Brushes provide superior finish and soil removal when compared to the use of pads. While they are more aggressive and are capable of efficiently removing floor finish coatings without damaging its surface, care must be taken to ensure proper use to avoid damaging floor surfaces causing costly replacement. The use of brushes for stripping or scrubbing must only be used on floors which are securely adhered to their subflooring. Stripping Grit Brushes are exceptionally effective when you are stripping or scrubbing an uneven floor or grouted floor surface and also do not clog up the way a pad traditionally would. Brushes can be expensive and must be cleaned and maintained after every use but with proper execution the use of stripping brushes can increase productivity and reduce additional cost associated with replacing pads. See your Coverall Support Center for details on discounts through our National Vendor Program.

Scrapper/Putty Knife
A scraper or putty knife is used to remove items that have been pushed into the surface of the floor such as gum, tar or labels and should always be kept handy during floor care.

Microfiber Cloth
A super-absorbent microfiber cloth should be used to wipe baseboards or other surfaces with which the cleaners or finishes come into contact. A beautiful floor that has cleaner or finish splashed onto baseboards presents a very unprofessional image.

Hand Scrubbing Pads
The difference between a professional floor program and an amateur one is in the details. Regardless if a floor looks good in the middle, the corners and edges will dramatically enhance or detract
from its overall appearance. Whether you are cleaning or stripping a floor it is important that you have and use detail scrubbing pads to enable you to reach into areas that are not accessible with a machine or even a mop. All corners and edges must be kept clean and free of debris and build up in a professionally maintained floor care program.

**Personal Protective Equipment**
Safety goggles, particle masks and disposable gloves should always be worn to protect you from potentially harmful pathogens, abrasive chemicals and flying particles. Personal Protective Equipment is required for all Coverall Health-Based Cleaning Professionals, including your employees.

**Eyewear** should be worn whenever there is a possibility of chemicals splashing or when airborne particles could be present.

**Rubber gloves** should be worn whenever your hands could come in contact with harsh chemicals, such as when you are mixing chemicals or using strippers. It is critical that your employees understand the hazards of prolonged exposure to chemicals through skin contact.

**Disposable latex gloves** are used for all normal cleaning tasks except when rubber gloves are called for.

**Particle masks** should be used when workers are exposed to heavy dust and powders.

**Proper Footwear** is a critical component to safely executing any floor maintenance job. Wet floors are slippery and floors that are being stripped are extremely slippery. Wearing rubber soled shoes with good treads will help provide you with sure footing during most floor care procedures. When you are doing any floor stripping or wet scrubbing you should always wear safety shoes which have floor pad material attached to the bottoms to ensure you have proper traction. Your Coverall Support Center can provide you with these shoes through our supply program.

**Wet Floor Signs**
Always use safety signs, cones or barricades around the perimeter of the work area from the time you begin working until the area is completely dry. Choose safety signs that communicate clearly. Signs are a type of insurance – and are included in each starter kit package. If you need more, see an Operations Team Member at your Coverall Support Center.

**Chemicals**

**Neutral Finished Floor Cleaner**
The Neutral Finished Floor Cleaner is used during daily mopping to remove topsoil and dirt from the floor’s surface, while keeping the gloss intact.

**Disinfectant Finished Floor Cleaner**
The Disinfectant Finished Floor Cleaner can be applied to the floor with a mop or automatic scrubber to remove soils and dirt that have been pushed into the surface of the finish. The disinfectant floor cleaner also kills germs, bacteria and pathogens that may be on the floor’s surface.
Mop-On Restorer
Mop-On Restorer is used to renew floor gloss and repair surface scratches and marks. The chemical also works well with floor machines and the automatic scrubber system.

Stripper
This chemical reacts to the molecular structure of floor finish itself and allows the finish to separate and then be easily removed from the floor’s surface. Solvent-based strippers penetrate the finish by dissolving the polymer; amine strippers break down the metal interlocks of the polymer links to enable easier removal of the worn finish. Remember to allow for the “dwell time” recommended by the manufacturer to allow the stripper to work. Not following these guidelines may require you to repeat the process.

Sealer/Finish
Finishes are plastic or polymer coatings in a liquid form so they can be easily applied to the floor. Once applied, the liquid evaporates leaving the plastic polymer on the floor to harden. Finishes are sold as a percent of solid, which tells you how much liquid is in that particular finish. For example, if the label says 18% solid, it means that 82% of what is mopped on the floor evaporates and 18% remains on the floor to harden and become the new finish. Finishes normally range from 16% solids to 25% solids.

Sealers are normally 16-18% solid. Sealers aid in adhesion as well as offer chemical resistance and help recondition worn tile. Sealers are typically less expensive than finish.

When refinishing a floor, Coverall recommends using two coats of sealer and four coats of extended durability finish for a high-quality appearance.

Spray Buff
Spray Buff lubricates the floor pad and assists in polishing the finish on the floor and covering scuff marks left on the finish. Most Spray Buff chemicals are used with a low speed floor machine and either the white or red floor pad.

Hard Floor Maintenance Program
An unmaintained floor presents an image of an unclean facility or a business that does not care about its appearance, which is why it is very important that hard floors are consistently maintained.

If hard floor maintenance is not specified in the initial work schedule, you may be able to sell your customers floor care as a Special Service. Don’t allow your customers to wait until the floors are worn to begin a floor care program.

As with Carpet Care, Coverall has employed a three step maintenance program for complete hard floor care:

Step 1: Prevention / Daily Maintenance
Step 2: Interim Maintenance
Step 3: Restorative Maintenance
**Step 1: Prevention/Daily Maintenance**

Prevention and daily maintenance includes daily dry mopping, HEPA Filtration Back-Back vacuuming, damp and wet mopping and the use of walk-off mats to prevent grit and soil from ruining the look of the floor.

**Dry Mopping**

Dry mopping or dust mopping is the simplest way to keep loose soil at bay. Use a dry microfiber pad and flat mop to pick up any loose dirt or debris. Always work in a pattern so not to miss any spots, such as starting at the back wall and mopping back and forth along the length of the room. Check microfiber pad often and switch when the pad has become soiled to capacity. Coverall’s proprietary color-coding program must be followed to ensure you are not cross-contaminating between areas.

**HEPA Filtration Back-Pack Vacuuming**

Vacuuming can be an essential step in hard floor daily maintenance. Coverall utilizes High Efficiency Particulate Air (HEPA) Back Pack Vacuums in our Health-Based Cleaning System. HEPA Filtration Vacuums serve the same purpose as standard vacuums but improve indoor air quality by removing 99.97% of germs and allergens down to 0.3 microns.

In areas where no moisture is present a substitute for dry mopping floors may be to vacuum with the HEPA Filtration Back Pack Vacuum at every service to remove loose soil and debris. Because Coverall’s Health-Based Cleaning System is designed to clean at the microbial level, it is important that you vacuum or dry mop all floor surfaces thoroughly on each visit, even if they appear clean. Empty your vacuum frequently to provide better performance. Do not use your vacuum in any areas where there is water or any wet substance on the floor, doing so can damage your HEPA vacuum.

**Damp and Wet Mopping**

Using your microfiber flat mop and no-dip bucket system, along with the proper pads according to the Coverall color-coding system, damp or wet mop all hard floors to remove any dirt or debris that may not have been removed by dry mopping or vacuuming.

Follow these simple steps for effective mopping using the no-dip mopping procedure:

1. Place a clean fresh pad onto the head of your flat mop. If you have not pre-moistened the pads, dispense a small amount of cleaning solution form the spigot to moisten the pad.
2. Use one hand to mop along left wall and use the other hand to steer the unit and adjust the flow of clean solution from the spigot.
3. Apply cleaning solution to the floor by opening the spigot to the desired degree to ensure the right amount of clean solution for the soil level present. Start on left side with a moist cleaning pad against the wall. Simultaneously dispense a bead of cleaning solution and trim left hand side of wall in straight line while walking on about a 5-8 foot path. Keep bead the same width as finger settings.
4. Turn off the spigot, leave bucket and trim opposite wall by dipping into bead as needed to keep pad moist.
5. Spread bead of solution in an S-pattern overlapping 2” as you walk backwards toward the bucket.

6. Repeat process until the entire area has been mopped.

Alternative process:
While Coverall recommends the use of the spigot bucket system for most of your wet or damp mopping needs there may be occasions or areas that are too small to utilize this system. In these instances follow this alternative procedure:

1. Pre-moisten the correct colored pads in properly diluted cleaning solution and carry in waterproof caddy bags.
2. Outline the areas with your flat mop to ensure all corners and edges are cleaned.
3. Follow the same S-pattern for each section.
4. Frequently check pad to evaluate its soil load and change pads as needed to maintain maximum soil removal.

This process is limited by the number of wet and dirty pads that you can carry and should only be used in small areas where the use of the spigot bucket system is not practical.

There are also occasions when you may encounter areas of extremely high soil load. This situation will require the use of many more pads that are changed much more often than a typical environment. In extreme situations you may need to resort to applying a larger volume of solution, agitate with the flat mop and recover with a wet vacuum. The use of Coverall’s approved no-touch cleaning system works extremely well for these types of situations.

**Walk-Off Matting**
The fundamental need for walk-off matting was discussed in Section 9: Carpet Care. As explained in Carpet Care, walk-off mats are helpful in keeping debris off hard floors. Without adequate matting, 42% of the floor finish may be removed within the first 6 feet of an entrance.

An effective matting system will trap most of the grit and soil from shoes so they will not cut the finish from the floor and cause it to look spotty.

**Step 2: Interim Maintenance**

**Burnishing**
Burnishing is an abrasive polishing process that makes a rough, non-reflective surface into a smooth, highly light-reflective (glossy) surface. This is accomplished with machinery that moves an abrasive pad at high rotational speeds, making the process highly effective and efficient.

The burnishing program is designed to give the floors the wet look appearance for high profile situations and generally requires higher maintenance. Frequent cleaning is essential, along with a complete maintenance program to maintain and extend a wet look appearance of the floor.

High speed burnishing continues to be the most efficient method to maintain a high gloss shine on floors. Advances in equipment, pads and polymer technology have made high speed floor care easier than ever before.
All floor finishes are based on a type of polymer called thermoplastic, which can be softened (melted) by heat and reformed into another shape. Although burnishing does generate some heat the melting temperature of the polymers used in floor finish are far higher than what is achieved with burnishing.

Coverall’s approved chemical vendor provides a variety of floor finishes for nearly any need. Our research has shown that the use of the prescribed 2 coats of sealer and 4 coats of highly durable finish provides superior results to most typical floor finishes.

The success of any floor care program is largely dependent on proper finish selection, application and regularly scheduled maintenance of the floor surface.

When burnishing, follow these tips for high-quality results:

► Inspect the area to ensure there are no loose tiles which could become a missile hazard when coming in contact with the burnishing pad.

► Some dust generation is inevitable due to the abrasive nature of the process, however, excessive dusting suggests the finish formulation in not appropriate for the surface, the pad is too aggressive for the machinery or finish being used, or the improper application of the finish has caused it to not adhere effectively to the floor surface. The burnishing dust can be controlled by ensuring the floor is properly cleaned and dried before burnishing and that you are using equipment with active dust control technology.

► The highest gloss is achieved when finishes specifically designed for high speed burnishing are used. Some finish responds better to burnishing than others.

► Removal of soil and abrasive grit is essential to achieving the highest level of shine and increased durability. Prior to burnishing, place a piece of white paper on the floor, then move the paper back and forth with your hand and look for signs of dirt picked up by the paper. If the floor has grit and soils, dust mop or dry vacuum followed by wet mopping before burnishing.

► Use only Coverall approved neutral finished floor cleaner or neutral disinfecting finished floor cleaner for wet or spot mopping of the floor. This will prevent the cleaner from dulling the floor’s appearance and ensure maximum soil removal.

► If the burnisher is not equipped with dust control, dust mop or dry vacuum after burnishing.

► Remember, dry burnishing does not reduce the slip resistance of the floor finish.

Choosing the right floor pads is the key to successful burnishing. It may be beneficial to try different pads to determine what type works best with the floor finish and equipment you are using. The best burnishing pad for a particular application is dependent on several variables:

- Machine type: electric, battery or propane
- Machine speed: RPM
- Floor finish: burnishing or extended wear finishes
The most aggressive pads can be more effective at removing light scratches and scuffs, however, these pads may not provide the highest achievable gloss.

Coverall recommends a system using two different pads. For example, if you are burnishing four times per week, use a moderate pad three times and a highly aggressive pad once.

Once you have completed the burnishing process, maintain the gloss finish using these techniques:

► Dust mop or dry vacuum the entire floor area to remove all loose dust and debris as often as necessary based on traffic.
► Prevent abrasive elements from coming in contact with the floor by the use of walk-off mats.
► Spot mop areas where excessive spills, moisture or dirt have been tracked onto the floor.
► Apply additional coats of finish in high traffic or entrance areas to ensure proper coverage and appearance.

**Spray Buffing**

Spray buffing is a polishing and cleaning technique that you may use if you do not have a high speed burnisher or for smaller floor areas or areas with restricted spaces where a burnisher would not have enough space to be effective or safe. It is important that you understand that some finishes may or may not respond well to spray buffing and may require the use of high speed burnishing to achieve the desired result. You are encouraged to invest in the right equipment to ensure you can provide a professional floor care system to any of your customers. Spray buffing utilizes a solution of polish and/or detergent in a water based emulsion which is sprayed onto the floor usually with a trigger sprayer and then a 175 RPM or 300 RPM floor machine equipped with a white or red pad run over the floor, leaving a clean polished appearance.

A small amount of solution sprayed on the floor should be sufficient to buff about a 3’ x 3’ area. The polish remains behind, filling in the scuffs to add to the gloss of the floor and helping to extend the time period between scrubbing.

The following are tips to remember when spray buffing:

► Use very little solution. Remember, whatever you put down has to be buffed in or taken up on the pad.
► The pad should be 1” larger than the pad holder on your machine. This will help prevent damage to walls and to the machine and pad holder.
► Be sure to center the pad on the pad holder. This will help your machine operate smoothly.
► Change or flip the pad as soon as it becomes soiled. Otherwise, you are only moving the soil from one area to another. Have several pads on hand and clean them out after each use
► Use a hand scrub pad on deeply imbedded scuff marks. Trying to remove them with the machine can result in removing floor finish in that area.
Mop-On Restoration
Mop-on restoration is similar to spray buffing except that the chemical solution is applied using a flat microfiber mop in a procedure similar to wet or damp mopping. After ensuring the floor is clean and free of soil and debris, apply the chemical at dilutions recommended by the manufacturer. Allow the solution to dry completely on the floor. Dry buff the floor with a 175 or 300 RPM floor machine with a white or red pad. Some mop-on restorers can also be used with a high-speed burnishing program with a 1500/2400 RPM floor machine with a buffing or polishing pad.

Note: high-speed machines are not meant for wet solution methods and when using a mop on restorer the solution should be completely dry before burnishing.

Scrubbing and Recoating
A scrubbing and recoating procedure can be used in conjunction with any floor care program to rejuvenate the condition and appearance levels of the floor by aggressively cleaning the area and adding a fresh coat or coats of floor finish without the extensive work of stripping. An active floor care program that executes periodic scrubbing and recoating can greatly increase the amount of time between costly and time-consuming restorative stripping procedures.

When using an Automatic Scrubber, the scrubbing and recoating procedure is as follows:
► Dust mop or dry vacuum the entire floor area to be cleaned and recoated, making sure to remove all loose dirt and debris.
► Use the Automatic Scrubber with pad holder and red, blue, or green pad with a Coverall approved finished floor cleaner solution to scrub the entire area to be cleaned.
► Ensure you are utilizing hand pads to get into areas unable to be reached with the automatic scrubber. Remember the difference between an amateur and a professional job is the corners and edges.
► After the entire area is thoroughly scrubbed, proceed with a clear water rinse. To accomplish this, first drain all of the remaining solution from the recovery and solution tanks and fill the solution tank with clear water. Be sure to thoroughly wet mop all areas unable to be reached by the machine.
► Scrub and rinse the entire floor, making sure all floor areas to be re-coated are thoroughly clean.
► Check for any remaining residue by lightly rubbing your hand over the areas that have been scrubbed and rinsed. If there is no residue remaining, you may prepare to begin re-coating. If there is a white residue, repeat the process of rinsing until the residue is completely gone.
► Allow the floor to dry completely. Observe the even, dull appearance of the floor, which will indicate that the floor is now ready for seal and/or finish coats.
► Apply one or more coats of the desired floor finish.
When NOT using an Automatic Scrubber, the scrubbing and recoating procedure is as follows:

► Dust mop the entire floor, removing all loose dirt and trash. Dilute your mild cleaner in a mop bucket according to label directions.

► Apply the solution to the floor using a flat mop. Do not apply to an area that is unmanageable. To determine if the area is manageable, notice if it is starting to dry. If so, it is too large of an area to manage. Coverall strongly suggests you clean no more than 150-250 square feet at a time.

► Thoroughly scrub the entire area covered with the cleaning solution. Use a low speed floor machine (175-350 RPM) with a red, blue or green pad.

► Pick up the solution with your wet/dry vacuum. Using a floor squeegee can help to manage the soiled solution and save time. Do not walk on the scrubbed areas until the floor finish is applied. If you do not have a wet/dry vacuum, it is possible to use a mop pick up procedure. However, this will require multiple rinses to ensure removal of all residue and is not a Coverall recommended method.

► Check for any remaining residue by rubbing your hand lightly across the surface of the floor. If your hand has a white chalky substance on it, then you must rinse again.

► Allow the floor to dry completely. Observe the even, dull appearance of the floor, which will indicate that the floor is now ready for seal and/or finish coats.

► Apply one or more coats of Coverall approved floor finish utilizing the process for refinish ing.

Caution: When rinsing the floor, you must ensure that all residues are removed. Improper scrubbing and rinsing will prevent the seal and/or finish from effectively bonding to the floor.

Step 3: Restorative Maintenance

Restorative maintenance, which includes stripping and refinishing, is a highly labor-intensive procedure, and is very costly to the customer. It is very important to get your customers on a daily and interim maintenance program, so they will be able to extend the time in between restorative services. Coverall’s approved floor finish program has been tested and approved to greatly extend the need for restorative service when utilizing an effective ongoing maintenance program.

Stripping

This procedure is to prepare a new floor for finish by completely removing existing finish from the floor surface. The difficulty in removing the existing finish is determined by a number of factors:

- The number of coats of finish on the floor
- The age of the coats of finish on the floor
The procedures used on the floor, such as slow speed polishing or burnishing
• The type of floor (grouted tile, etc.)

The stripping procedure is very systematic and requires a certain amount of precision. These factors will greatly impact the success of the procedure:

**Time:** The amount of time the stripping solution is in contact with the floor.

**Agitation:** The amount of agitation applied to the stripping solution and the floor.

**Concentration:** The concentration of the stripping solution.

**Temperature:** The temperature of water used for the stripping solution. Hot water is recommended under most circumstances because it softens the finish and increases the power of the stripper. Make sure when working with chemicals that you have the proper ventilation in the facility, especially when mixing the stripper solution.

The stripping procedure is as follows:

► Assemble all of your equipment to the staging area. Make sure you have an area that will not be damaged with moisture or water. Cover carpeted areas with plastic, such as a trash liner.

► Remove any freestanding objects from the floor.

► Vacuum or clean any walk-off mats and set them to the side. Make sure they are clean and ready to put back in place when the job is finished.

► Cover any objects that cannot be removed from the area with plastic. Protect the bottom of file cabinets, desks and any other furniture.

► Dust mop or dry vacuum the entire area to be stripped. As you are dust mopping or vacuuming make note of any potential problem areas such as broken tiles, raises in the floor, objects that could not be removed or any areas where the resilient flooring comes in contact with carpet or any other floor surface that stripper should not contact.

► Place wet floor signs in all entrances to the area. Safety and liability must always be primary concerns. Proper placement of wet floor signs is essential.

► Liberally apply stripper by opening spigot on bucket fully and apply in a U shaped format. Spread the stripper with your flat mop pad.

Use these tips for proper application of stripper:

► Apply stripper around the perimeter area and corners first to give the chemical more dwell time in these areas of build-up.

► Use baseboard stripper when stripping close to carpets as it will not run under carpet. The same can be done when stripping around objects such as file cabinets and other equipment.

► Work in smaller sections for difficult stripping jobs like grouted tile or heavy build-up.
Dwell time is important. Allow the stripper to dwell before scrubbing. However, use care to ensure that stripper solution does not dry on the floor. If it does, it is much more difficult to remove. Reapply stripper at the first indication of drying.

► For problem floors, Coverall recommends that the stripping solution be applied and remain in contact with the floor for 7-10 minutes and then re-applied.

► Have a floor squeegee handy to pull the stripper away from locked doors, cabinets and other areas where you do not want the solution to travel.

► Do not apply solution to an area larger than you can agitate and remove before the solution dries. We recommend that you work in an area no larger than 10’ x 10’. For more difficult floors, you may need to work in an even smaller area at a time.

► Allow the stripping solution to dwell on the floor for 7-10 minutes before scrubbing the floor. Remember; do not allow the stripping solution to dry.

► For edge work, use the swivel brush or the hand scrub pads. Work around the baseboards and hard-to-reach areas, such as corners and edges.

► Scrub the floor with the floor machine (175 RPM) or automatic scrubber. If heavy build-up is present, reapply the stripper before scrubbing to increase contact time, allow it to stay on the floor for a few minutes, and then re-scrub.

► For safety, break the bond between the stripper and the floor by quickly running the machine over the floor while walking forward. This will make it easier to walk on the floor. After this has been done, carefully re-scrub the floor.

► Pick up the slurry with a wet vacuum or automatic scrubber. Using a mop to pick up slurry is not recommended.

► Once all slurry has been vacuumed up, begin the rinsing process. The rinse is crucial. Rinse the floor as quickly as possible so the residue does not have an opportunity to dry on the floor. Apply clean water following standard wet mop procedures. If a heavy residue is on the floor you may wish to apply a larger amount of water, mop and then recover the rinse water utilizing the wet vac or automatic scrubber.

► Using a floor squeegee to pull slurry together for a pick-up by either a mop or vacuum will save time.

► Continue to rinse the floor with clean water and clean flat mop heads until the floor dries without leaving a residue of the stripper. Dried stripper residue will usually be white or gray in color.

► After the floor has dried, check to ensure that all stripper residues have been removed by running your hand over the floor. If residue comes up on your hand, you must rinse again.

► Gummy deposits indicate partially stripped finish. After the floor is dry, shiny patches indicate missed areas.

► When you have completed the job, be sure to clean and rinse your equipment and return to its appropriate area.
Refinishing
After you have completed the stripping procedure, the floors are ready to be refinished. Prior to refinishing, ensure that all dust, debris or other soils are removed though scrubbing or stripping procedures. Failure to do so will decrease a floors adherence and durability.

Carefully adhere to the following refinishing procedure for maximum efficiency and success:

► Assemble your equipment, including:
  • Flat mop ergonomic handle
  • No-dip bucket system
  • Mop/finish pads
  • Wet floor signs

► Place wet floor signs.
► Pour chemical into clean no dip bucket system.
► Dip the pre-soaked mop pad into the bucket of sealer/finish and get it covered with finish, you may place the wet pad into the black tray until you are ready to begin application.
► Based on the temperature and humidity levels evaluate the thickness of coats you should apply using the chart on the no dip bucket system wall chart. Adjust finger settings accordingly. Divide floor into manageable sections and plan where you will end up.
► Apply sealer/finish by outlining the area to be finished. Remember, it is not necessary to go to the baseboards on each coat.
► Fill in the outlined area with an overlapping figure-eight mopping pattern.
► Allow the coat of finish to dry completely. The sealer/finish will take longer to dry in hot humid conditions. If you follow the recommendation of the no dip bucket wall chart you will apply coats that are not too thick or too thin. Determine if the coat is dry by rubbing a sheet of white paper across it, if it slides easily it is dry.
► Apply additional coats of sealer/finish. Coverall recommends 2 coats of sealer and 4 coats of extended durability finish for maximum gloss and quality.

Floor Care Troubleshooting Guide

Problem: Asbestos Containing Floors

Solution:

► Stripping of floors should be done as infrequently as possible, once or twice per year should be sufficient depending on circumstances. The frequency should be carefully considered as floor maintenance schedules or contracts are written or renewed.

► Maintenance staff should be trained to operate the machines, pads, and floor care chemicals used at the facility properly and safely.
► Maintenance staff should follow appropriate work practices, such as those recommended here, under informed supervision. Directions from floor tile and floor wax product manufacturers on proper maintenance procedures should be consulted.

► The floor should be kept adequately wet during the stripping operation. Do NOT perform dry stripping. Prior to machine operation, an emulsion of chemical stripper in water is commonly applied to the floor with the no dip bucket and flat mop to soften the wax or finish coat. After stripping and before application of the new wax, the floor should be thoroughly cleaned, while wet.

► If the machine used to remove the wax or finish coat has variable speeds, it should be run at slow speed (UNDER 300 RPM) during the stripping operation.

► EPA recommends that the machine be equipped with the least abrasive pad possible to strip wax or finish coat from asbestos-containing floors.

► Stop stripping when the old surface coat is removed. Over-stripping can damage the floor and may cause the release of asbestos fibers. Do NOT operate a floor machine with an abrasive pad on unwaxed or unfinished floors.

► Never sand asbestos containing flooring.

**REMEMBER:** Improperly removing asbestos-containing floor covering could result in the release of high levels of asbestos. The EPA recommends that you leave asbestos-containing floor covering in place, provided the material is in good condition. However, proper maintenance procedures, such as those outlined above, should always be followed.

These guidelines were developed by the U.S. Environmental Protection Agency in partnership with asbestos control professionals and several flooring material and floor care product manufacturers to reduce any possible exposure to asbestos fibers.

**Problem: Poor Gloss (Gloss Level Below Normal)**

**Solution:**

► Ensure that you are always maintaining 4-6 coats

► Use approved pads or brushes at all times. Using a pad/brush that is too aggressive will remove gloss.

► If there is an excessive amount of sand or grit on the floor, use approved walk-off mats or runners with sufficient length and width.

► Make sure you are thoroughly dust mopping or dry vacuuming to remove grit before recoating.
► Use only Coverall approved chemicals to ensure quality.
► Use clean equipment at all times.
► If tile is old or very porous, apply additional coats of finish and use sealer before finishing floor.
► Always measure detergent. Excess cleaner residue can cause a dull finish.

Problem: Scuffing and Scratching of Finish
Solution:
► Do not use pads or brushes that are too aggressive, use recommended pads and brushes.
► If there is excessive dirt or grit on the floor, use walk-off mats and runners and thoroughly dust mop or vacuum before cleaning.
► Verify areas are correctly classified as main or secondary traffic areas and ensure you are scraping and buffing often enough.
► Use only approved floor finishes to ensure quality.
► Adjust pad pressures on twin pad scrubber/buffer.

Problem: Floor Finish Discolored (Yellow or Brown)
Solution:
► Ensure mop pads have been cleaned thoroughly prior to use, even if new.
► Use auto scrubber and proper pads on a daily basis. Damp mopping for daily cleaning may not be sufficient.
► If you are finding excessive dirt and grit, use approved walk-off mats and runners.
► Always use clean pads, rotate or replace as needed.
► If water trails are left by scrubber, equipment may need maintenance or operator may need more training.
► This may be an indication that you have an incorrect concentration of cleaner. Too much cleaner can soften finish and/or leave residue, too little cleaner will not permit adequate dirt removal.
► Do not apply floor finish before floor has been properly scrubbed and rinsed.
► If you are getting buildup by applying finish to edges every time floor is coated and the edges are turning color, do not apply finish to outer 4-6 inches every time floor is finished.
Fans should only be used to dry floor finish if they are placed in the upward position for air circulation, otherwise, fans will result in dirt catching in bubbles and pockets.

**Problem: Powdering of Floor Finish**

**Solution:**

► Do not use pads or brushes that are too aggressive, use recommended pads and brushes.

► Floor must be thoroughly rinsed before applying floor finish.

► Change or rotate pads during buffing and clean pads after each use.

► Never direct fans at floor finish. Fans should only be used to dry floor finish if they are placed in the upward position for air circulation.

► If finish does not properly adhere to floor, apply sealer before applying floor finish.

► Always match the chemical to the buffing machine speed.

► If stripper residue is left on floor due to poor rinsing, strip, rinse reapply finish.

► Only use approved finish.

► If the factory finish is not stripped off new tile before finishing, strip, rinse and reapply finish.

**Problem: Streaks in Floor Finish**

**Solution:**

► This might be an indication that the floor finish or seal was not thoroughly dry before applying additional coats. To fix, strip, rinse and reapply.

► Always use clean equipment.

► Rinse floor properly after scrubbing or stripping.

► If finish does not properly adhere to floor, seal floor before applying finish.

**Problem: Slippery Floors**

**Solution:**

► If there are ice-melting compounds on the floor, clean contaminated floor thoroughly with clean water to remove. Do not use detergents or vinegar when spot cleaning. Control amount of ice-melting chemicals used and use walk-off mates or runners.

► Dust mop after burnishing to remove any powder residue.
► If dirt and grit is on floor, use approved walk-off mats and runners and dust mop thoroughly.

► Always measure detergent and use recommended dilutions.

As a general rule, your customer accounts will have a combination of carpet and hard flooring. As you learned in Section 9, if carpet care is not already built into the regular work schedule for the account, you should suggest it as a Special Service. The same applies to hard floor care. It is your job to evaluate the hard flooring and determine what types of maintenance are needed and suggest that service to the customer. Showing the customer that you are an expert in total facility care will help you build a trusting relationship with the customer and most likely assist you in retaining that customer for the long-term.
CLASS 9

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:

### Area 1: General office areas, conference rooms, lobby

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detail Dust and Clean</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High and Low Dusting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wall-to-Wall Vacuum</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Spot Vacuum High Traffic Areas</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Cans and Remove Trash</td>
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<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrooms</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

### Area 2: Kitchen and lunch room

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detail Dust and Clean</td>
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<td>X</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damp Mop Hard Surface Floors</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean Microwave – inside/outside</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Trash</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

### Area 3:

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
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<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
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:
General Office and Team Cleaning: 4 Steps

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: 4 Steps

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><em>Could you please clean glass in lobby tonight?</em></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® Service Quality Checklist

Sample tool for Coverall Franchised Businesses use

#### Attention to Detail

<table>
<thead>
<tr>
<th>Look Now</th>
<th>Fix Later</th>
<th>Did Not Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**What to look for:**
- Entrance glass: Smudges or streaks
- Window ledges and blinds: Dust, cobwebs and dead bugs
- Under chairs, around desks, behind doors, corners: Dust or debris not vacuumed
- Tops of pictures, mirrors and other items hanging on walls: Dust
- High and low in corners, vents and returns: Cobwebs and dust
- Trash cans not put back to "starting position"
- Dust behind computers and screens

**Notes:**

#### Restrooms

<table>
<thead>
<tr>
<th>Look Now</th>
<th>Fix Later</th>
<th>Did Not Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**What to look for:**
- Bad odors
- Corners of floors and behind toilets for dust, dirt and hair
- Toilets or urinals for soil, especially on bowl 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
- Full paper supplies and soap dispensers
- Chrome or stainless surfaces for hard water build-up or debris

**Notes:**

#### Floors and Carpets

<table>
<thead>
<tr>
<th>Look Now</th>
<th>Fix Later</th>
<th>Did Not Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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

**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:**

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FRANCHISE OWNER OPERATIONS TRAINING MANUAL - VOLUME 2
FS-FOOTM-1211_IntVer1016
General Office and Team Cleaning: Team Cleaning

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

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</td>
<td>10,000</td>
</tr>
<tr>
<td>2,000 per hour</td>
<td>3,300 per hour</td>
</tr>
<tr>
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<td>3.03</td>
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<td>$10.00 per hour</td>
<td>$10.00 per hour</td>
</tr>
<tr>
<td>$50.00</td>
<td>$30.30</td>
</tr>
</tbody>
</table>
General Office and Team Cleaning: Team Cleaning

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?

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

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>Area/Floor</th>
<th>Employee 1</th>
<th>Employee 2</th>
<th>Employee 3</th>
<th>Employee 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrooms</td>
<td>1.1 hours</td>
<td>0.7 hour</td>
<td>0.4 hour</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>#1</td>
<td>1.2 hours</td>
<td>0.75 hour</td>
<td>0.5 hour</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>#2</td>
<td>1.1 hours</td>
<td>0.7 hour</td>
<td>0.5 hour</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>#3</td>
<td>1.3 hours</td>
<td>0.85 hour</td>
<td>0.4 hour</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>#4</td>
<td>1.0 hour</td>
<td>3.0 hours</td>
<td>1.8 hours</td>
<td>4.0 hours</td>
</tr>
<tr>
<td>Service Time:</td>
<td>4.7 hours</td>
<td>3.0 hours</td>
<td>1.8 hours</td>
<td>4.0 hours</td>
</tr>
</tbody>
</table>

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:

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

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

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

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

\[
4.0 \text{ hours} - 3.0 \text{ hours} = 1.0 \text{ hour divided by 2 employees} = 0.5 \text{ more hours for employee 2 (3.0 + 0.5 = 3.5 hours) and 0.5 less hours for employee 4 (4.0 - 0.5 = 3.5 hours)}
\]
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.
Businesses need customers. The happier your customers are with your service, the more likely they will stay with you. Keeping your customers happy is the goal.

In This Section

► What your customers want
► Customers for Life® Program
► Talking with customers – C.A.L.M.
► Brand protection and quality assurance
► If the situation isn’t working out …
What Your Customers Want

When your customers choose the Coverall® System, they expect their facility will be cleaned with the Coverall Core 4® Process. In general, customers want 3 things:

► Consistent service
► Communication
► Trust

CONSISTENT SERVICE means that the customer gets what they were promised.

► Follow the Coverall Service Plan (cleaning spec).
► Wear Coverall branded apparel so your company is consistently recognized.
► Do not miss a scheduled service.
► Manage service quality to ensure everyone on your crew delivers consistent cleaning.

COMMUNICATION means talking with your customers on a regular basis.

► Make it easy for your customers to contact you.
► Respond quickly if your customer contacts you.
► Talk to your customers often about your service in whatever way they prefer (email, phone, in person); check quality and customer satisfaction.
► Seek to solve problems, not defend yourself.

TRUST means being dependable with high integrity.

► Follow your customers’ security procedures.
► Inform your customer if you have a change in cleaning crew or other change.
► Be respectful to your customer, their employees and visitors.
► Be professional and knowledgeable, offer good advice.
What Your Customers Want

When customers get what they expect, they are happy

What does the Core 4® Process have to do with building your franchised business? Everything. Your customers’ satisfaction with your business can be boiled down to 2 things: Brand Promise and Brand Delivery.

Brand Promise is what your customers expect to get when they choose the Coverall® System. Brand Delivery is what they actually experience. The closer the Promise is to Delivery, the happier your customers will be.

The Brand Promise to your customers is a cleaner, healthier workplace. Brand Delivery is the Coverall Core 4® Process used consistently and professionally by your Franchised Business.

The Financial Advantage of Keeping Your Customers

Your best customer is the one that you have. You can’t grow your business if you are caught in the cycle of replacing lost customers. The best way to keep customers is to keep them happy with your service.

Each time your business loses a customer you also lose some value in your business, and it takes time to build that value back up. Starting a new customer takes more time than keeping a current customer.

THE FINANCIAL ADVANTAGE OF KEEPING YOUR CUSTOMERS

- Takes time to replace customer and recover profit
- Replacement customers may cost you a fee
- As you pay off notes, profit should increase
What Your Customers Want

We are all customers who interact with companies every day – restaurants, mobile phone provider, stores, movie theatres and repair services, to name a few.

IMAGINE: You’re taking your car to be fixed.

1. Who is going to work on the car? Do they know what they’re doing?

2. If the problem is worse than they thought, will they call you to talk about it or just charge you extra? Can you trust that they’re telling you the truth?

3. When will the car be ready? What if they can’t work on it for several days because their mechanic is sick, or it’s a holiday and they’re closing the shop? Will someone call you?

4. What if they leave your car outside their garage, unlocked, overnight? Is that okay with you? What if something gets stolen from your car?

Why are these things important to your customers?

CONSISTENT SERVICE means that the customer gets what they were promised.

<table>
<thead>
<tr>
<th>What your customers want:</th>
<th>Why do they care about that?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow the Coverall Service Plan</td>
<td>Because…</td>
</tr>
<tr>
<td>Wear Coverall-branded apparel</td>
<td>Because…</td>
</tr>
<tr>
<td>Do not miss a scheduled service</td>
<td>Because…</td>
</tr>
<tr>
<td>Manage service quality</td>
<td>Because…</td>
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<td>Because...</td>
</tr>
<tr>
<td>Talk to them often about your service</td>
<td>Because...</td>
</tr>
<tr>
<td>Seek to solve problems</td>
<td>Because...</td>
</tr>
</tbody>
</table>

TRUST means being dependable with high integrity.

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<tr>
<th>What your customers want:</th>
<th>Why do they care about that?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow customer security procedures</td>
<td>Because...</td>
</tr>
<tr>
<td>Contact customer if anything changes</td>
<td>Because...</td>
</tr>
<tr>
<td>Be respectful</td>
<td>Because...</td>
</tr>
<tr>
<td>Be professional, offer good advice</td>
<td>Because...</td>
</tr>
</tbody>
</table>
CUSTOMERS FOR LIFE® PROGRAM

The Coverall Customers for Life® Program is a process for building good customer relationships. This program is promoted to your customers by the Coverall® System, and your local Coverall Support Center will help you use the program. It can help differentiate your franchised business from your competition.

CUSTOMERS FOR LIFE® PROGRAM

CUSTOMERS FOR LIFE STEP 1: SALES PROCESS

When a customer decides to use the Coverall System for commercial cleaning, they sign a Service Agreement to begin their relationship with the Coverall System. The agreement includes a Coverall Service Plan or schedule of the cleaning tasks that are included in the price.

The Sales Process creates Brand Promise, which is the customer’s expectation of the service they will receive from your franchised business. What happens after the sale is Brand Delivery, or the customer’s experience with the Coverall System and brand. The closer Brand Delivery matches Brand Promise, the happier the customer is likely to be.

What happened during the Sales Process before the Walk Through?

► Lead generated through telemarketing and advertising
► Appointment scheduled with customer
► Sales consultant met customer and identified pain points
► Customer saw value in the Coverall Brand Promise
► Customer signed a Service Agreement (contract)
► Welcome call to set up walk through

Pain points are the reasons why a customer wants to change their service. For example, a customer’s pain point might be smelly restrooms, and they want to fix the problem causing the pain, so they choose the Coverall System. In the sales process, when you identify a customer’s pain points, then you can determine how your franchised business could solve the problem and create real value for your customers.
CUSTOMERS FOR LIFE® PROGRAM

CUSTOMERS FOR LIFE STEP 2: WALK-THROUGH

When you decide to accept a new customer Coverall has offered to your business, then a Coverall representative will walk through the customer’s facility with you and review the details of the customer’s Service Plan. The Walk-Through is the first time you will meet the customer and is your opportunity to make a great first impression on your new customer.

The Coverall representative can lead the Walk-Through, or you can lead the process. We encourage you to become comfortable with the Walk-Through process so that you could lead it alone with customers that Coverall offers to you or customers that you sell on your own.

MAKE NOTE: About 90% of commercial cleaning companies are “mom and pop” janitors without a professional system such as the Coverall Core 4® Process, business cards, Coverall-branded apparel and training. The Walk Through is your chance to create a positive first impression with your customer, differentiate yourself from your competition, and build confidence in the service your company will deliver. Take this time to begin a long-term customer relationship with trust and communication.

Preparing for the Walk-Through

1. Learn about the customer. What do they do? Where are they located?
2. Review the customer's Coverall Service Plan to understand the cleaning tasks and frequencies.
3. Wear Coverall-branded apparel and your Coverall identification badge. Dress to represent yourself as a business owner and professional. First impressions matter!
4. Bring a notepad and pen.
5. Bring a Coverall Log Book and write your contact information in it.
7. Get directions to the customer’s facility.
8. Plan to arrive early – don’t be late!

Meeting the Customer

1. Introduce yourself using your full name and business name.
2. Shake hands firmly; look the customer in the eye; smile.
3. Use the customer’s first name.
4. Give the customer your business card.
5. Thank the customer for taking time to meet with you.
Starting the Walk-Through

Either the Coverall consultant, you, or both of you can lead the walk through. Guide the customer through the process – this is their first time working with the Coverall brand and they won’t know what to expect. Help them make the experience a great one.

Suggested dialogue:
- “To confirm, your Coverall Service Plan is for ____ days per week. Is that correct?”
- “We’d like to walk through your facility to see the areas that will be cleaned and discuss the cleaning tasks that will be performed. Where is the best place to start?”
- “As we walk through your facility, please point out anything that you want to make sure I see.”
- “After we are done with the Walk-Through, I have some questions to ask you about security, parking and other things.”
- “Great, let’s get started!”

Walk-Through Checklist

**Communication:**

► Main customer contact person’s name, phone, email address.

► How does the contact person like to be contacted?

► Are there other contacts?

► Who should be contacted in an emergency?

► Provide your contact information to the customer.

  - **Your first point of contact is:** _________________________________ (me)
  - **Your backup is:** _________________________________ (Support Center)

► Explain use of the Log Book.

► Where will the Log Book be kept?

► Explain how trash is handled.

► Complete the Log Book Communication Page

► Discuss Customer Satisfaction Survey process.

► Discuss the Supplies Program.
Safety and Security:
► Can the facility be accessed after hours? Is there a pass required or gate security?
► Where will I park? Any restrictions, passes or other rules regarding parking?
► Is the parking area well lit at night?
► Emergency exits?
► Fire extinguishers?
► First aid equipment?
► Note that you have Safety Data Sheets (SDS) for cleaning products used. Would they like a copy kept on site?
► Ask customer to sign Coverall Safety and Security Document. One copy to Coverall Support Center and the other to your Franchised Business.

Facility Information:
► Access to water.
► How to turn lights on and off.
► Location and access to trash dumpster.
► Location and access to janitor’s closet.
► Location and access to customer-provided supplies (toilet paper, paper towel, soap, etc.)
► Keys, codes and alarms.

Observations:
► Customer pain points (expectations, key areas of concern):
► General condition of building:
► Cleaning challenges you saw:
► Cleaning opportunities you noted:
► Other:
Coverall Core 4® Checklist:

What will I need to provide Coverall Core 4® service for this customer?

► Hospital-Grade Disinfectants
  • Disinfectant/All-Purpose Cleaner: ________________________________
  • Disinfectant/Floor Cleaner: ________________________________
  • Disinfectant/Bowl Cleaner: ________________________________
  • Glass/Multipurpose Cleaner: ________________________________
  • Safety Data Sheets for all chemicals
  • Properly labelled bottles and buckets for all chemicals
  • Other: ________________________________

► Microfiber Towels
  • Blue _____#
  • Green _____#
  • Yellow _____#
  • Red _____#

► Microfiber Mop Pads
  • Blue _____#
  • Green _____#
  • Yellow _____#
  • Red _____#

► Equipment
  • HEPA filtration vacuum
  • No-dip microfiber flat mop and trolley bucket
  • Unger SpeedClean™ Window Kit
  • Trash barrel and caddy
  • Lobby broom and dust pan
• Bowl brush
• Squeegee
• Encapsulation spotting kit and Crystal Spotter
• HEP-aid bodily fluid disposal kit
• Other: _________________________________________________________
• Other: _________________________________________________________
• Other: _________________________________________________________

► Safety

• Wet Floor Signs
• Disposable Nitrile Rubber Gloves
• Protective Eyewear
• Identification badge
• Coverall-branded apparel
• Other: _________________________________________________________

► Plan of Action

• Task 1: ________________________________________________________
• Task 2: ________________________________________________________
• Task 3: ________________________________________________________
• Task 4: ________________________________________________________
• Task 5: ________________________________________________________
• Task 6: ________________________________________________________
• Task 7: ________________________________________________________
• Task 8: ________________________________________________________
• Task 9: ________________________________________________________
• Task 10: _______________________________________________________

• SERVICE QUALITY CHECK
After the Walk-Through

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

After completing the Walk Through, if you decide to accept the customer, then you will sign a Customer Acceptance form, make a down-payment and buy supplies if necessary to service your new customer.

**Sample cleaning schedule 3x per week:**

**Area 1: General office areas, conference rooms, lobby**

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detail Dust and Clean</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High and Low Dusting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wall-to-Wall Vacuum</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Spot Vacuum High Traffic Areas</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Cans and Remove Trash</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrooms</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Area 2: Kitchen and lunch room**

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detail Dust and Clean</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damp Mop Hard Surface Floors</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean Microwave – inside/outside</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Trash</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

**Area 3:**

<table>
<thead>
<tr>
<th>Tasks included in Service Plan:</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>R</th>
<th>F</th>
<th>Sa</th>
<th>Su</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning task</td>
<td></td>
<td></td>
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</tbody>
</table>

CUSTOMERS FOR LIFE® PROGRAM
CUSTOMERS FOR LIFE® PROGRAM

CUSTOMERS FOR LIFE STEP 3:
1ST CLEAN (THE “START”)

A Coverall consultant is available to support you on your first night of service to a new customer (the “Start”). Let us know if you need help understanding the customer’s Service Plan and developing a plan for cleaning efficiently using the Core 4® Process.

Preparing for 1st Clean:

► Unpack your equipment and assemble as needed.
► Review the customer’s Service Plan and consider the most efficient way to clean.
► Decide if you will clean alone or “team clean” with someone else. Train that person. Provide workers compensation insurance coverage for your employees or anyone providing services to your customers.
► Get directions to the customer’s facility.
► Wear Coverall-branded apparel and your Coverall System identification badge.
► Follow safety and security procedures as taught in Coverall training and required by OSHA regulations and customer requirements.

During the 1st Clean:

► Use Cleaning Schedule to check your results. The Cleaning Schedule lists each cleaning task and how often it should be done.
► Complete Service Quality Check
► Consult Coverall for support, as needed.
► Write a note to your customer in the Log Book.

Ideas:
- All went well – have a nice day!
- Good first night. Call me if you need anything. Thanks!
- I’ll call tomorrow to check up. Thank you!
- Thanks for choosing Coverall!
- Thank you – have a nice day!
► Follow closing tasks carefully, especially lock up and lights out.
After the 1st Clean:

► Contact your customer or stop by the next day to see if everything was as expected.

*Ideas:*

– “Hi, it’s ____________ from ____________. Last night was my first cleaning at your office. I’m calling to find out how everything worked out. So, what did you think?”

– “I took a little extra time last night to get to know your facility. I wanted to make sure I took care of the hot spots that were a concern to you. If there’s anything you want me to change, let me know.”

– If all is good: “I’m glad to hear that things are going well. I’ll give you a call or stop in next week to check in again, or call me anytime.”

– If a change requested: “OK, thank you for letting me know. Next time I’ll make sure to _______________. Anything else? OK, then I’ll call or stop in next week to check in, or call me anytime.”

CUSTOMERS FOR LIFE® PROGRAM

CUSTOMERS FOR LIFE STEP 4:

1ST MONTH

► Remember that the first month is a “getting to know you” time. Your customer will get to know your cleaning program during that time, and you will get to know their facility and needs. A great way to make sure that the 1st month leads to a long-term customer relationship is to keep in contact with your customer, listen to them, and make changes if needed.

► Contact your customer or stop by once a week in the first month to see if everything is going as expected. Listen carefully to the customer and thank them for their feedback.

– I’m glad to hear that things are going well. I’ll give you a call or stop in next week to check in again, or call me anytime.

► If the customer asks for cleaning that is not included in their Service Plan, then we suggest you offer to provide a price to add services to their monthly cost. Or, ask your Coverall Support Center to help you discuss the additions with the customer.

– OK, so you would like ________________ (additional cleaning) done.

– That should be easy to add to your Service Plan. I’ll get you a price to add that service to your monthly bill. How about if I call you tomorrow to talk about it?
At the end of the first month, tell the customer that you usually check in once a month going forward. How would they like you to contact them each month?

- Encourage your customer to contact you first. Make sure they have your information, and let them know the best way to reach you (email, text, phone).
- Your customers can also call the Coverall Support Center, or fill out a contact form on the Coverall website (Contact Us). Make sure they have the phone number. If your customer calls the Support Center or uses the website, then a Coverall representative will contact you to give you your customer’s message.

CUSTOMERS FOR LIFE STEP 5:
CUSTOMER SATISFACTION SURVEYS

An important part of the Customers for Life® Program is use of Customer Satisfaction Surveys. (See example on next page.) On behalf of all Coverall franchisees, the Coverall Support Center also uses the survey with your customers, over the phone or in person, to measure general customer satisfaction with the Coverall brand. Use this form when you have an opportunity to talk with your customer in person or on the phone. It is a good way to talk with your customers each month.

CUSTOMER FEEDBACK IS IMPORTANT!

Give your customers an opportunity each month to provide feedback about their satisfaction with the Coverall brand and your business:

- Use the Customer Satisfaction Survey
- Call or visit your customers to discuss their satisfaction
- Coverall also surveys customers on behalf of your franchised business
Using the Customer Satisfaction Survey

► Be positive! Customer feedback is important and useful to your franchised business. Even if a customer complains, they are communicating with you and giving you the opportunity to make a change. No communication is a bad thing.

► Note that customers may make suggestions or requests that are not currently part of their Service Plan. Use the opportunity to discuss the value of adding those services. Your Coverall Support Center can help you make changes to the Service Plan and monthly customer bill.

► “Your feedback is important to my business. I like to survey my customers every month or so. May I ask you a few questions? It will only take 5 or 10 minutes.”

► Show them the Survey so they can see the ratings:
  – 4 Completely Satisfied
  – 3 Satisfied
  – 2 Somewhat Dissatisfied
  – 1 Dissatisfied

How is your commercial cleaning service? Please rate your satisfaction with the Coverall Program.

► First, let’s talk about your cleaning program.
  – How’s the dusting and detail cleaning?
  – Floors and carpets (mopping, vacuuming)?
  – Restrooms?
  – Trash removal?
  – Communication between you and my business?
  – Safety and security procedures?
  – Overall rating of our service?

► If satisfied: Great to hear. Is there anything specific that you are very happy about? I want to make sure we keep doing it!

► If improvement needed:
  – OK, I understand. Is there something specific that needs improvement?
  – Or (if new service requested), it sounds like that’s important to you. How often do you want it done? In what areas? We can add that to your Service Plan. I’ll calculate the additional cost and get back to you with the information so you can make a decision.
CUSTOMERS FOR LIFE® PROGRAM

Are there additional services you might be interested in?

► My business offers other services. For example, a lot of customers like ____ (example, to have their carpets cleaned every six months). What else could we do to help you?

► I noticed ____ (example, the floors in your restrooms have build-up on the baseboards behind the toilets and could use a machine scrub). Would you like me to get you a price on that?

Would you recommend Coverall?

► If someone asked you to recommend a commercial cleaning program, would you recommend the Coverall System?

  – If yes: Thank you, we really appreciate it. If you know of anyone specific, please call us with your referral.

  – If no: OK, I appreciate your honest feedback. What could we do to earn your recommendation in the future?

When a Coverall representative uses this form:

► They may call your customer on behalf of your franchised business. The Support Center will give you a copy of the completed form.

► Or, if they plan to visit the customer’s facility in person, then they will invite you to meet them there, so you can complete the survey together with your customer. This is a good opportunity to have the Coverall representative help with selling Special Services on your behalf.

Great Feedback from your Customer?

If your customer is happy with your services, then ask them to give you a “testimonial” letter that you can share with other prospects. If they do not want to give a letter, then ask if you can put them on your list of references – someone prospects can call when they are considering your service.

Also, ask for referrals! Do they know any other customers who might also like your commercial cleaning services? Referrals are an excellent way to find and sell to new customers on your own. Or, if you don’t want to make the sale yourself, then your Coverall Support Center can help.
CUSTOMERS FOR LIFE® PROGRAM

CUSTOMERS FOR LIFE STEP 6:
CUSTOMER THANK YOU

At this point you should be:

✓ Servicing your customer according to their Coverall Service Plan.
✓ Calling your customer or stopping by once a month.
✓ Completing Customer Satisfaction Surveys (phone or in person) at least 6 times each year.
✓ Checking the Coverall Log Book at the beginning of each service to read any notes or requests from your customer.
✓ Using the Coverall Log Book at the end of each service to communicate with your customer.
✓ Updating your contact information with the customer as needed (your phone number, email address).
✓ Requesting support from the Coverall Support Center as needed to help with customer relationships, selling Special Services, addressing technical cleaning issues, or other help.

Each year your customer’s contract for your services should renew and your relationship with them should continue. At least once a year we suggest you give a special “Thank you” to your customers.
# Customer Satisfaction Survey

Today’s Date: __________________

Company Name: ____________________________  Your Name: _____________________________

Coverall Franchised Business providing service: _____________________________

## How is your commercial cleaning service? Please rate your satisfaction with the Coverall® Program.

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<th>Satisfied 3</th>
<th>Somewhat Dissatisfied 2</th>
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<tr>
<td>Overall rating</td>
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</tbody>
</table>

Additional Comments:

## Are there additional services you might be interested in?

- [ ] Add Services or Service Days
- [ ] Deep Carpet Cleaning
- [ ] Hard Floor Care
- [ ] Window Cleaning
- [ ] Special Event Cleanup
- [ ] Supplies Delivery Program
- [ ] Other: _______________________________

Details:

## Would you recommend Coverall?  
- [ ] Yes  
- [ ] No

Comments:

Customer Signature

Coverall or Franchised Business Representative Signature

Print Name

Print Name

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Customers for Life® Program

1. The Sales Process creates Brand ____________, which is the customer’s expectation of the service they will receive from your franchised business.

2. What happens after the sale is Brand ____________, or the customer’s experience with the Coverall brand.

3. The Walk-Through is your chance to create a positive ____________ ____________ with your customer, differentiate yourself from your competition, and build confidence in the service your company will deliver.

4. After the Walk-Through, create a ____________ ____________ showing the cleaning tasks, how often they are done, and in what areas of the customer’s facility.

5. Follow closing tasks carefully, especially ____________ up and ____________ out.

6. After the 1st Clean, contact your customer or stop by the ____________ day to see if everything was as expected.

7. In the 1st Month of service, contact your customer or stop by once a ____________ to see if everything is going as expected.
8. Use the Customer Satisfaction Survey when you have an opportunity to talk with your customer in person or on the phone. It is a good way to talk with your customers each ________.

9. On behalf of all Coverall franchisees, the Coverall Support Center also uses the Customer Satisfaction Survey with your customers, over the phone or in person, to measure general customer satisfaction with the Coverall ________.

10. Also, ask for ________! Does your customer know any other customers who might also like your commercial cleaning services?

Answer Key: Promise; Delivery; first impression; Cleaning Schedule; lock, lights; next; week; month; brand; referrals!
Talking with Customers – C.A.L.M.

How do these customer comments make you feel?

► We are so happy with the service you provide.
► Would you mind vacuuming behind the doors? I notice it hasn’t been done lately.
► You guys left the garbage in the hallway. I need you to come fix it right away.
► The service last night was terrible! If you can’t do better then I’ll find someone who can.
► One of the cleaners stole something out of my office!

Words and tone make a difference in the message. While the first couple of customer comments are probably okay, the rest might offend, upset or anger you. Words and tone can make a situation better or worse.

What Upsets Customers?

Your business is about people (you, your employees) dealing with people (customers). No matter how well you run your business, issues will arise every now and then.

Some customers are vocal about concerns or issues and others say little or nothing until the problem bothers them enough to stop doing business with you. The goal is not to avoid conflict but to address problems quickly, solve them and move on with your customer relationship.

Customers can get upset when their expectations are not being met:

► Inconsistent service
  – Lack of attention to detail, forgetting things
  – Good service one time, bad the next
  – Not sure who will clean, different person all the time, no Coverall-branded apparel
► Lack of communication
  – Not being able to reach you
  – Not getting a call back when they leave you a message
  – Not telling the customer when something changes
► Untrustworthy
  – Leaving doors unlocked, lights on, or other security issues
  – Spending very little or no time at the customer’s facility but saying you were there
  – Talking or acting disrespectfully
Talking with Customers – C.A.L.M.

Getting to Adult-Adult Conversations

Here’s a simple way of looking at conversations. Each person can play the role of angry parent, defensive teenager or adult.

An angry parent makes accusations, dictates what will happen, won’t listen to other ideas.

- “You broke that glass. You are so clumsy. Clean it up right now!”

A defensive teenager becomes emotional, distant, and walks away.

- “No. I didn’t do it! John pushed me and it broke! I’m not cleaning that up. I’m out of here.”

Adults identify the problem, solve it and move on.

- “There’s broken glass on the floor.”
- “Oh, I did that by mistake. I’ll clean it up before someone steps on it.”
- “No problem. Let me help. I’ll get the broom.”

It’s human nature to respond as a defensive teenager role when an angry parent is yelling at us. But, as business owners, it’s important to try to change the conversation back to an adult-adult discussion.

- Angry parent customer: “You took money out of my office last night! You were the only one here! It had to be you.”
- Defensive teenager response: “Are you accusing me of stealing? I didn’t take anything. It’s probably your fault. I’m not showing up anymore to clean. Find someone else!”

Changing the conversation:

- Adult response: “I understand something is missing and you’re upset. I operate my business with high integrity. That’s important to me and all of my customers. If I ever see something unusual or valuable left out, I’ll let you know right away. Where was the money left? How much money was there? What was it in? Would anyone have put it away somewhere?”
Talking with Customers – C.A.L.M.

Remain C.A.L.M.™

C.A.L.M. is a Coverall technique for communicating with customers, especially in difficult situations. When an issue arises, take a deep breath and remain C.A.L.M.

C = CUSTOMER FOCUS

Remember the person you’re talking to is your customer, not your friend, child, sister or brother. You have a business relationship with them. They are not attacking you. Something is bothering them about your service and your goal is to identify the problem, solve it and move on. Losing a customer can be costly to your business. Keep customer focus and leave emotion out of the situation.

► Acknowledge the situation.
► Apologize. It helps to say you’re sorry.
► Remind them of your relationship.
► (If a personal attack), state your business values or integrity.
A = ASK

Ask a few questions to understand the situation. Often when a customer is answering questions, they come up with a solution on their own.

► Ask simple, brief questions.
  - What’s going on/what happened?
  - When did you first notice that?
  - Is this the first time this issue has happened?
► Don’t offer solutions or suggestions yet.
► Give the customer a chance to talk it out and tell you what they want you to do.

L = LISTEN

Sometimes it’s easier to talk than to listen, especially when you know the answer and just want to solve the problem. But, hold back and wait until the customer has told you how they’re feeling and what they want done. Show the customer you sympathize with them and care about finding a solution.

► Take notes as the customer is talking.
► Nod your head, indicate that you’re listening.
► Ask another question if it helps, but in general, don’t interrupt.
► Listen for the words the customer uses. Remember their key words.
► Listen for the solution the customer wants from you.

M = MAKE IT BETTER

Summarize what the customer said and suggest a solution. Repeat the customer’s key words. Keep your voice calm and be positive.

► Summarize what the customer said, using their key words.
► Offer a solution to the problem.
► Get agreement that the solution is acceptable to the customer.
  - If acceptable to the customer, then restate what you will do and when, thank the customer and move on.
  - If not acceptable to the customer, then ask the customer to suggest another idea. If their suggestion is acceptable to you, then restate what you will do and when, thank the customer and move on.
Talking with Customers – C.A.L.M.

C.A.L.M. Example 1:
Customer says, “You forgot to set the alarm last night. Not cool. My boss is not very happy about it.”

C = CUSTOMER FOCUS
- OK, so the alarm wasn’t set for the front door. I’m sorry about that.

A = ASK
- Was the door locked?
- But the alarm wasn’t set?
- Was everything else okay?
- Is this the first time or has it happened before?

L = LISTEN
- “Yes, the door was locked and the lights were out, but the alarm wasn’t on.”
- “Everything else was okay. No one broke in or anything.”
- “I know the alarm can be kind of tricky, but it’s very important that you put it on.”

M = MAKE IT BETTER
- OK, so we left the alarm off but everything was okay.
- As you said, that alarm can be a bit tricky.
- Do you have time now to go through the alarm-setting steps? I may be doing something wrong. After I do it a few more times with your help, then this won’t happen again.
- I’m sorry again about that.

C.A.L.M. Example 2:
Customer says, “You took money out of my office last night! You were the only one here! It had to be you!”

C = CUSTOMER FOCUS
- I understand something is missing and you’re upset. I’d be upset too.
- But I operate my business with high integrity. It’s important for me to work that way with all of my customers.
- We have had a good business relationship for almost six months. If I ever see something unusual or valuable left out, I will notify you right away.
Talking with Customers – C.A.L.M.

A = ASK

- Have you contacted the police?
- Was everything else okay?
- Where was the money left?
- How much money was there?
- What was it in?
- Would anyone have put it away somewhere?

L = LISTEN

- “Everything else was okay. Nothing else was stolen, if that’s what you mean.”
- “I left the money right on my desk! You must have seen it.”
- “It was $100 in an envelope, right on my desk!”
- “I don’t think anyone else would have been in there, I didn’t ask anyone yet.”
- “Didn’t you dust my desk last night?”

M = MAKE IT BETTER

- OK, let’s talk this through. An envelope with money is missing from your desk. I dusted the desk, but I do not pick up or move any objects on your desk – I dust around them. I don’t remember seeing an envelope, but I probably would have just dusted around it if it had been there anyway.
- As I said, I run my business with high integrity and I want a long-term business relationship with your company. If I ever see something that looks valuable I will call you.
C.A.L.M.

Use the C.A.L.M. technique to talk through the following customer situations.

1. No one showed up to clean last night.
   
   C = Customer Focus ____________________________________________________________
   
   A = Ask ______________________________________________________________________
   
   L = Listen ____________________________________________________________________
   
   M = Make it Better ____________________________________________________________

2. You guys forgot to clean the training room and it’s a mess.
   
   C = Customer Focus ____________________________________________________________
   
   A = Ask ______________________________________________________________________
   
   L = Listen ____________________________________________________________________
   
   M = Make it Better ____________________________________________________________

3. This is the third time I’ve left you a message and no one has called back.
   
   C = Customer Focus ____________________________________________________________
   
   A = Ask ______________________________________________________________________
   
   L = Listen ____________________________________________________________________
   
   M = Make it Better ____________________________________________________________
4. The lights were left on all night long.
   
   **C** = Customer Focus
   
   **A** = Ask
   
   **L** = Listen
   
   **M** = Make it Better

5. You left the water running and I have a flood this morning.
   
   **C** = Customer Focus
   
   **A** = Ask
   
   **L** = Listen
   
   **M** = Make it Better

6. (New customer): The office doesn’t look clean after you leave – this isn’t what I expected.
   
   **C** = Customer Focus
   
   **A** = Ask
   
   **L** = Listen
   
   **M** = Make it Better

7. You were doing so great for a couple of years and now things are bad. What happened?
   
   **C** = Customer Focus
   
   **A** = Ask
   
   **L** = Listen
   
   **M** = Make it Better
Managing your service quality means making sure your business consistently delivers high-grade service to your customers. Because your franchised business represents the Coverall brand, you also have responsibility to maintain Coverall’s brand standards including consistent use of the Core 4® Process.

Whether you clean, or your employees clean, use a Service Quality Checklist to check your results. Coverall suggests using the Cleaning Schedule for each customer as a daily checklist of the cleaning tasks and frequencies to make sure nothing is missed.

In addition to the tasks and frequencies, below are suggestions for checking service quality:

**Service Quality Check – Attention to Detail**

“Details” are small things that 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.

CHECK:

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

**Service Quality Check – Hard Floors**

CHECK:

► For loose debris that was not cleaned up.

► Baseboards for splashes that can lead to soil build-up.

► Sticky or 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).

**Service Quality Check – Restrooms**

CHECK:

► 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 faces 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.
# Brand Protection and Quality Assurance

## Coverall Core 4® Service Quality Checklist

Sample tool for Coverall Franchised Businesses use

### Attention to Detail

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

### Restrooms

- Bad odors
- Corners of floors and behind toilets for dust, dirt and hair
- Toilets or urinals for soil, especially on bowl 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
- Full paper supplies and soap dispensers
- Chrome or stainless surfaces for hard water build-up or debris

### Floors and Carpets

- Carpet or walk-off mats: No visible debris or soil
- Baseboards: Splashes can lead to soil build-up
- Sticky, slippery streaked floors: Wrong dilution or product, dirty solution or mop head
- Dull, foggy, scratched and yellowing tile: Floors not cleaned properly

### 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

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Brand Protection and Quality Assurance

Coverall Brand Standards On-Site Visit

Occasionally a Coverall Representative will contact you to arrange an on-site visit at one of your customer’s facilities. The purpose of this visit is to support your Franchised Business on Coverall Core 4® Process and brand standards, and maintain goodwill of the Coverall brand for all Franchisees.

Coverall may schedule a visit with you for the following reasons:

► New Franchisee/First Service
► New Customer (customer “start”)
► Training
► Consultation/Follow up
► Equipment Demo
► Other – you may request an on-site visit at any time

See a copy of the Coverall Brand Standards On-Site Visit form on the next page. It includes:

► Core 4® Equipment and Supplies Used
► Core 4® Processes Completed Correctly
► Safety and Security

As a result of an On-Site Visit, Coverall may suggest re-training, a business review or other steps.
## Coverall Brand Standards On-Site Visit

**Franchised Business Name:**

**Customer Name:**

**Customer Address:**

**Franchise #:**

**Reason for On-Site Visit:**
- New Franchisee/First Service
- New Customer
- Training
- Consultation/Follow Up
- Equipment Demo
- Other: ______________________

**Franchisee/First Service**

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**Summary of Notes and Next Steps:**

- Recommended re-training: ______________________
- Recommended business review: ______________________
- Other: ______________________

**Acknowledgement of On-Site Visit:**

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<th>Coverall Representative Signature</th>
<th>Date</th>
<th>Franchised Business Owner Signature</th>
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Print Name  Print Name

Cleaning services provided by independently owned and operated Coverall Franchised Businesses
If the Situation is Not Working Out...

Sometimes customer situations do not work out and the relationship comes to an end. Before that happens, contact your Coverall Support Center to help with customer communication, service issues, Coverall brand standards, or other support to help your customer situation.

If a customer is unhappy, then we suggest the following options:

► First, try to make things better with your customer.
► Talk to the Coverall Support Center to discuss the situation and options.
► Request training or retraining for you or your employees.

How you decide to proceed with your customer is your decision. The Coverall Support Center can advise and support you, at your request.

Depending on the situation, the limited customer guarantee may or may not apply. Refer to your Franchise Agreement for details.
Customer Service and Communication

1. Your business is about people (you, your employees) dealing with people (customers). No matter how well you run your business, __________ will arise now and then.

2. Customers can get upset when their expectations are not being met: inconsistent ____________, lack of ____________ and untrustworthy.

3. C.A.L.M. is a Coverall technique for communicating with customers, especially in difficult situations.
   C = ______________ _____________. A = _____________. L = _____________. M = _____________. it _____________.

4. Managing your service _____________ means making sure your business consistently delivers high-grade service to your customers.

5. Because your franchised business represents the Coverall brand, you also have responsibility to maintain Coverall’s brand standards including consistent use of the ______________ _____________. Process.

6. When details are missed they quickly attract your ______________ eyes.

7. Occasionally a Coverall Representative will contact you to arrange an ______________-______________ visit at one of your customer’s facilities. The purpose of this visit is to support your Franchised Business on Coverall Core 4® Process and brand standards, and maintain goodwill of the Coverall brand for all Franchisees.

8. If a customer is unhappy, then we suggest the following options. First, try to make things ____________ with your customer. Talk to the Coverall ______________ ____________ to discuss the situation and options.

Answers: issues; service, communication; Customer Focus, Ask, Listen, Make it Better; quality; Core 4®; customer’s; on site; better, Support Center.
The healthcare market presents enormous opportunity for the Coverall® System, because the Coverall value proposition is ideal for medical environments. The risk of spreading germs and illness is greater in healthcare facilities than in other vertical markets, and infection control is a top priority.

In This Section

► Healthcare Customers and their Concerns
► Cleaning Considerations in Healthcare Environments
► Introduction to Terminal Cleaning
► Glossary
Healthcare Customers and their Concerns

The healthcare market consists of many types of medical facilities. While hospitals, nursing homes and large healthcare systems are often cleaned by their own Environmental Services or housekeeping team, the Coverall® Program is ideal for medical environments where patients do not stay overnight (non-residential).

Common Types of Medical Facilities

**MEDICAL AND DENTAL OFFICES**

“Medical office” is a generic term for any doctor’s office including physician’s office buildings, dentists, orthodontists, physical therapy facilities, counseling centers, weight loss clinics and sleep centers. There are many types of doctors and medical specialties such as general practitioner, psychiatrist, dermatologist, cardiologist, pediatrician, OB/GYN and surgeon.

Medical offices usually include a reception area, waiting area, offices, exam rooms and restrooms. Some medical offices perform medical procedures and have special rooms or areas for those procedures. For example, a doctor’s office may stitch up cuts or put a cast on a broken arm, or a dermatologist might remove moles and some skin cancers.

Doctor’s waiting room  Patient exam room
Dentist treatment room
Healthcare Customers and their Concerns

DIALYSIS CENTER

Dialysis is a medical procedure that cleans a person’s blood if their kidneys are not working correctly as a result of kidney disease, diabetes, high blood pressure or other conditions. Dialysis treatment centers have a distinct need for effective infection prevention procedures, because they handle blood and bodily fluids with every patient. In addition, dialysis centers also require specific floor care procedures to clean sodium bicarbonate (bicarb) spills and fluids that leak from dialysis machines and harm the floor finish. Proper commercial cleaning is an important part of the center’s infection prevention procedures. In addition to a reception area, waiting area and offices, dialysis centers include a treatment area that consists of treatment chairs and dialysis machines.

Dialysis machine and treatment chair

Dialysis clinic with treatment chairs

VETERINARY CLINIC

Like any medical facility, veterinary clinics and veterinarian offices face daily challenges including bodily fluid spills, cross-contamination of germs, floor stains, and the risk of exposing healthy animals to harmful pathogens. Pet hair and odors can become a problem if the facility is not cleaned properly on a regular basis. Like a doctor’s office the vet’s office usually includes a reception desk, waiting area, offices, exam rooms and procedure rooms. Some veterinary offices also include a kennel.

Veterinary exam room

AMBULATORY SURGERY CENTER (ASC)

Ambulatory surgery, also called day surgery or outpatient surgery, is surgery that typically does not require the patient to stay overnight. (“Ambulatory” means able to walk, not bedridden.) The most common procedures performed in ASCs include colonoscopy, endoscopy, cataract surgery, biopsy and spinal injections. While the reception and waiting areas, office areas and restrooms can be cleaned using the Coverall Core 4® Process, operating rooms require a special cleaning procedure called Terminal Cleaning.
Healthcare Customers and their Concerns

Importance of Infection Control

Patients, doctors, nurses, and many other medical professionals work in or visit healthcare facilities every day. Patients may be sick or injured when the visit a medical office – or they may have a scheduled appointment or procedure. In any case, the goal is to have a good patient outcome, which means improving the health and wellness of the patient.

Infection control, which means controlling the risk factors that can lead to the spread of infection, is a top priority for healthcare:

► When sick people cough or sneeze, germs get on their hands, float in the air and land on surfaces. From there, healthy people breathe in germs or touch contaminated surfaces, and then touch their eyes, noses or mouths, spreading germs into their bodies and getting them sick.

► In a medical environment, blood and bodily fluids can leak, drip, spill or get transferred on someone’s glove, hand or clothing to floors, tables, chairs and many other high touch points (germ hot spots). Illness and infection can be transferred:
  • From patient to patient
  • From patients to medical staff members
  • From staff members to patients
  • From staff member to other staff members

Connection between commercial cleaning and infection control

Medical facilities need to be cleaned properly to help prevent the spread of illness and infection. In fact, the Centers for Disease Control and Prevention (CDC) found a link between contaminated near-patient surfaces and infection control, demonstrating the importance of professional cleaning in healthcare facilities. The CDC recommends medical facilities disinfect high-touch surfaces regularly as part of their cleaning program. Another report (Weber and Rutala 2013) shows that up to 50% of surfaces in healthcare environments are contaminated with harmful pathogens!

To help support infection control in medical environments, the Coverall® Program and Core 4® Process include:

► Focusing on near-patient surfaces and high-touch points
► Cleaning correctly with hospital-grade disinfectants
► Removing soil with microfiber towels and mop pads
► Reducing cross-contamination through color coding and no-dip flat mopping
► Reducing airborne particles with HEPA-filtration vacuum
► Using terminal cleaning procedures where needed

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1 www.cdc.com
2 http://www.ncbi.nlm.nih.gov/pubmed/23743816
Healthcare Customers and their Concerns

What are HAI\textsuperscript{3}s?

Healthcare Associated Infections (HAI\textsuperscript{s}), also called nosocomial (noz-o-co-mee-al) infections or Hospital-Acquired Infections, are infections a patient gets while being treated in a medical facility for something else. For example, a patient goes into the hospital for knee surgery and gets a skin infection. Pneumonia, surgical-site infections (e.g., strep or staph infections), and gastrointestinal illnesses are common HAI\textsuperscript{s}.

The CDC\textsuperscript{3} estimates that 1 in 25 hospital patients acquires an HAI during their stay, which equates to almost 2 million infected people and almost 100,000 deaths annually.

In addition to strict CDC protocols, hand washing, correct use of personal protective equipment (PPE such as gloves, masks and gowns), and proper cleaning/disinfection are critical to infection control in a healthcare facility, in addition to the medical staff properly sanitizing and maintaining their equipment. Also, ultraviolet-C (UV-C) technology has been used since the 1970s to disinfect hospital operating rooms and acts as a portable “germ zapper.”

Negative consequences of HAI

- Reduced quality of care
- Reduced patient satisfaction
- Patient suffering and/or death
- Risk of lawsuit or regulatory fines
- Loss of income (HAI may not be reimbursed by insurance companies)
- Practitioners absorb cost of re-treating patient

\textsuperscript{3} www.cdc.com
Healthcare Customers and their Concerns

Healthcare provider pain points:

Healthcare providers work under strict government and industry regulations, in addition to required certifications, accreditations and protocols established by groups such as:

- **CDC** (Centers for Disease Control and Prevention)
- **AORN** (Association of peri-Operative Registered Nurses)
- **JCAHO** (Joint Commission on Accreditation of Healthcare Organizations)
- **OSHA** (Occupational Safety and Health Administration)
- **AMA** (American Medical Association)
- **WHO** (World Health Organization)

Knowing the pain points of healthcare providers can help you better understand them as your customer.

Business pain points:

- Meeting goals for patient outcomes
  - *Minimizing healthcare-associated infections (HAIs)*
  - *Minimizing the risk of patient re-treatments*
- Staying in compliance with industry regulations
  - *Passing inspections required for accreditation/certification*
  - *Proof of Bloodborne and Airborne Pathogens training, safety training, a current cleaning schedule and other documentation may be required by your customer for your Franchised Business to provide commercial cleaning services in their medical facility, especially surgical centers*
- Reducing the risk of lawsuits and fines

Personal pain points:

- Patient satisfaction
- Office staff satisfaction
- Personal and professional reputation
- Time – medical professionals are busy people who don’t like to waste time
Healthcare Customers and their Concerns

How can the Coverall® Program help Healthcare Customers?

Infection Control
Medical facilities must establish an Infection Control Program that establishes policies and procedures for reducing the spread of germs and healthcare-associated infections (HAIs). Their commercial cleaning partner can help support infection control through proper cleaning techniques, disinfection and procedures that help reduce cross-contamination.

Reputation
A professionally cleaned medical facility can have a direct impact on the reputation of a medical facility. When patients enter a healthcare facility, sit in the waiting room and use the restroom, they quickly judge cleanliness with their eyes and noses. Some medical offices, such as weight loss clinics, plastic surgery centers and cosmetic dentists, can be highly competitive and seek positive reviews and recommendations from patients. A clean environment can help patients feel more comfortable and confident when receiving medical care.

Peace of Mind
Medical professionals are trained to follow protocols (steps) when treating patients. They expect their commercial cleaning company to be trained on the cleaning protocols for medical environments and to respect expensive medical equipment while providing commercial cleaning services. A trusting, professional relationship between the healthcare customer and commercial cleaning company can help provide peace of mind so the medical professionals can focus on delivering high quality patient care instead of wondering whether or not high touch points were properly disinfected.
Healthcare Customers and their Concerns

1. A ____________ is a medical procedure that cleans a person’s blood if their kidneys are not working correctly as a result of kidney disease, diabetes, high blood pressure or other conditions.

2. Ambulatory surgery, also called day surgery or outpatient surgery, is surgery that typically does not require the patient to stay ____________.

3. Patients may be sick or injured when they visit a medical office – or they may have a scheduled appointment or procedure. In any case, the goal is to have a good patient ____________, which means improving the health and wellness of the patient.

4. ____________ control, which means controlling the risk factors that can lead to the spread of infection, is a top priority for healthcare.

5. The Centers for Disease Control and Prevention (CDC) found a link between contaminated near-patient surfaces and infection control, demonstrating the importance of professional ____________ in healthcare facilities.

6. ____________ ____________ ____________ (HAIs), also called nosocomial (noz-o-co-mee-al) infections or Hospital-Acquired Infections, are infections a patient gets while being treated in a medical facility for something else.
7. Healthcare providers work under strict government and industry __________, in addition to required certifications, accreditations and protocols.

8. Proof of __________ and __________ Pathogens training, safety training, a current cleaning schedule and other documentation may be required by your customer for your Franchised Business to provide commercial cleaning services in their medical facility, especially surgical centers.

Answer key: (1) overnight, (2) Dialysis, (3) outcome, (4) Infection, (5) cleaning, (6) Hospital Associated Infections, (7) regulations, (8) Bloodborne and Airborne.
Cleaning Considerations in Healthcare Environments

Germs are everywhere. Pathogens are germs that can cause disease, including healthcare-associated infections (HAIs). When providing commercial cleaning services in a healthcare environment, be very aware of pathogens and take precautions to help reduce your exposure to disease.

Listed below are some pathogens that may be found in a healthcare facility:

- MRSA
- C. diff
- Norovirus
- Influenza (flu)
- E. coli
- Vancomycin-resistant Enterococci (VRE)
- Pseudomonas
- Tuberculosis (TB)
- Staphylococcus (Staph Infection)
- Streptococcus (Strep throat)
- Salmonella
- Herpes Simplex
- HIV (AIDS)
- HBV (Hepatitis B)
- HCV (Hepatitis C)
Cleaning Considerations in Healthcare Environments

Special Cleaning Considerations for Medical Facilities

Most medical facilities include general office areas that can be cleaned using the Coverall Core 4® Process. Other special areas may require special cleaning techniques to help with infection control, meet your healthcare customer expectations, and help protect you and your employees. Below are some Core 4® plus considerations for cleaning medical facilities.

Increased Cleaning Frequency and Attention to Detail

The Service Plan for a healthcare facility may include a higher cleaning frequency for specific cleaning tasks. For example, because pathogens may be found in any part of a medical facility, proper disinfection of all horizontal and vertical surfaces will typically occur at each visit. In general, healthcare facilities include more detailed areas and items to be cleaned and, therefore, the commercial cleaning program will be more detailed.

Additional Hospital-Grade Disinfectants

The Coverall® Program uses hospital-grade disinfectants which have a broad kill claim (the kinds of germs it kills) and a fast dwell time (the time it takes for the disinfectant to kill germs).

Accelerated Hydrogen Peroxide is Coverall’s preferred hospital-grade disinfectant, because it has a broad kill claim, fast dwell time and does not bind to microfiber or cotton towels (no Quat Binding).

MORE ABOUT QUAT BINDING

Quaternary ammonium chloride (quat) is widely used in the commercial cleaning industry as a disinfectant and is the most widely used disinfectant in healthcare facilities. If used correctly, then they can be very effective at killing germs. Improper use of quats, however, can result in quat binding and reduce the disinfectant’s ability to kill germs. In a healthcare facility, quat binding is a concern because killing harmful germs is essential to infection prevention.

Quat binding means that the quat (chemical) attaches to the cleaning cloth and gets stuck there instead of killing germs on the surface it is supposed to be cleaning. The more the cloth is soaked or dipped in the quat solution, the more binding occurs. One study4 showed that after 10 minutes of a cotton cloth soaking in quat solution, the disinfectant applied to the surface contained only half the amount of quat listed on the label.

WHEN TO USE OTHER TYPES OF DISINFECTANTS

Accelerated Hydrogen Peroxide is effective against most pathogens found in healthcare facilities; however, some pathogens, such as TB (tuberculosis) and C. diff, are difficult to kill and may require a special cleaning product. Your Coverall Support Center team can support you in choosing an effective disinfectant for your medical facility customers.

With any disinfectant, proper dwell time is essential to achieve the kill claim listed on the label.

Cleaning Considerations in Healthcare Environments

Additional Safety and Personal Protective Equipment

In a medical facility, the blood and bodily fluids of ALL patients are assumed to be infected. **Standard Precautions** (previously called Universal Precautions) refers to the practice of avoiding contact with patients’ bodily fluids (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures. Universal Precautions became standard practice in the mid-1980s during the AIDS epidemic and was changed to Standard Precautions in the mid-1990s.

Depending on the medical environment, you and your employees may be required to use additional precautions when providing commercial cleaning services. You may also be required to prove annual recertification for Bloodborne and Airborne Pathogens training.

**WHAT IS A REDLINE OR BARRIER AREA?**

A redline or barrier area is the doorway leading from the non-surgical area into a sterile operating room. A redline might also exist at the doorway leading into an **isolation** area, where a patient is isolated (separated) because they have an infectious disease. Before crossing into the redline area, wear full surgical PPE. In a medical facility, take note of special areas such as redline areas and signs outside surgical areas. Full surgical PPE typically includes scrubs, shoe covers, hair net, gloves and face protection (shield or mask).

Use of Disposable Microfiber

Use of disposable microfiber towels and mop pads is required if C. diff is a possible pathogen because the bacteria does not wash out of regular microfiber. It may also be needed if there is a potential outbreak of a pathogen and everything must be thrown away instead of washed and re-used.

Additional Floor Care

Floor finish can quickly wear down in medical facilities. Each day hard floors get spilled on, scratched, nicked and dented. Iodine (Betadine) is commonly used in medical facilities and can stain floors. Without proper care, the finish can wear down so much that the base flooring becomes exposed and vulnerable to permanent damage. At that point, your customer has the choice of living with dirty-looking floors or finding the budget to repair or replace them.
Cleaning Considerations in Healthcare Environments

Flood mopping is a procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or auto-scrubber is commonly used for this procedure. Sodium bicarbonate (bicarb) solution, used in dialysis centers, is impossible to mop effectively, so a dispense-and-vac system or auto-scrubber is needed to remove it.

In healthcare facilities, a regular schedule of Scrub/Recoat and Strip/Refinish is highly recommended. Burnishing floors is often included in the Service Plan.

Recommended hard floor care program for medical facilities (additional Special Service)

► Burnish floors weekly (minimum)
► Scrub and Recoat quarterly
► Strip and Refinish annually

What Does the Medical Staff Usually Clean?

In healthcare environments, the staff (nurses, assistants, environmental services team, etc.) usually perform the following cleaning tasks as part of their normal routine. The tasks completed by the medical staff should be specified and agreed to during the sales process and walk-through.

Medical equipment

Medical equipment can be very expensive and require specific maintenance. The medical staff usually cleans machines and equipment, especially in a surgical suite or procedure room.

Routine end-of-the-day staff cleaning

Between cases (patients) and at the end of the day, the medical staff performs routine cleaning such as cleaning machines and equipment; wiping spills and bodily fluids; disposing of trash, biohazardous materials and sharps (needles or other sharp objects); disinfecting the exam table or chair; removing and replacing linens (gowns, table covers); and preparing the room for the next patient. OSHA requires them to properly clean up bodily spills, such as blood.

Biohazardous trash

Emptying biohazardous waste receptacles and sharps containers is typically done by the staff.
Cleaning Considerations in Healthcare Environments

1. When providing commercial cleaning services in a healthcare environment, be very aware of pathogens and take precautions to help __________ your exposure to disease.

2. Most medical facilities include general __________ areas that can be cleaned using the Coverall Core 4® Process.

3. The Coveral® Program uses hospital-grade disinfectants which have a broad __________ claim (the kinds of germs it kills) and a fast __________ time (the time it takes for the disinfectant to kill germs).

4. __________ binding means that the quat (chemical) attaches to the cleaning cloth and gets stuck there instead of killing germs on the surface it is supposed to be cleaning.

5. Standard Precautions (previously called Universal Precautions) refers to the practice of avoiding contact with patients’ __________ (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures.

6. Depending on the medical environment, you and your employees may be required to use additional precautions when providing commercial cleaning services. You may also be required to prove __________ recertification for Bloodborne and Airborne Pathogens training.

7. Use of __________ microfiber towels and mop pads may be required if C. diff is a possible pathogen the bacteria does not wash out of regular microfiber. It may also be needed if there is a potential outbreak of a pathogen and everything must be thrown away instead of washed and re-used.
8. Iodine and betadine are commonly used in medical facilities and can stain floors. Sodium bicarbonate solution used in ___________ centers also damages floors.

9. ___________ ___________ is a procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or auto-scrubber is commonly used for this procedure.

10. Between cases (patients) and at the end of the day, the medical staff performs routine cleaning such as cleaning machines and equipment; wiping spills and bodily fluids; disposing of trash, biohazardous materials and ___________ (needles or other sharp objects); disinfecting the exam table or chair; removing and replacing linens (gowns, table covers); and preparing the room for the next patient.

Answer key: (1) reduce, (2) office, (3) kill, dwell, (4) Quat, (5) bodily fluids, (6) annual, (7) reusable, (8) dialysis, (9) Flood mopping, (10) sharps.
Introduction to Terminal Cleaning

Terminal cleaning is a cleaning procedure used in healthcare environments to help control the spread of infections in surgical suites (operating rooms), isolation rooms or other areas where pathogens may be present (such as MRSA), and possibly in dialysis centers, procedure rooms, clinics and other facilities.

Terminal cleaning is usually performed by a commercial cleaning company after the medical staff have completed their routine end-of-the-day cleaning.

Terminal cleaning is a specialized commercial cleaning procedure. Offering terminal cleaning can be a differentiator for your franchised business. While this class introduces terminal cleaning, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your Coverall Support Center.

Simple, Medium and Hard Terminal Cleaning

Coverall Service Plans and bidding are based on the complexity of the customer’s facility, among other factors. For example, if a customer’s office is very cluttered, then the complexity generally increases, meaning the cleaning process typically takes more time.

The same is true of operating rooms that require terminal cleaning. Surgical suites or procedure rooms with a lot of equipment crowded into the space tend to take more time to clean than operating rooms with well-organized or sparse equipment. Also, the smaller the operating room, the harder it is to clean because there is no place to move equipment.

Sample operating room: Low complexity (simple)

Sample operating room: Medium complexity (medium)

Sample operating room: High complexity (hard)
Introduction to Terminal Cleaning

Terminal Cleaning Procedure

Prepare for cleaning:

► Organize everything you will need for terminal cleaning so you do not have to go in and out of the operating room (past redline area).

► Put on surgical PPE before entering the redline area. Wear surgical PPE at all times while in the surgical suite/operating room, including scrubs, shoe covers, hair net, gloves, and face protection (shield or mask).

► Bring your equipment into the operating room.

► In surgical room unlock casters (wheels) and move all movable equipment and beds to one side of the room. NOTE: Confirm with customer which equipment should be moved and cleaned.

► Remove trash, then clean/disinfect receptacle and replace liner. Do not handle biohazardous waste.

Inspect and spot clean floor:

► Inspect entire floor for any blood or bodily fluids, iodine, etc.

► Pour some disinfectant on spots to prep the floor. Some spots, such as betadine, may require a special cleaning product. Allow proper dwell time before agitating or mopping spotted areas.

► Remove biohazardous debris from floors, following Bloodborne and Airborne Pathogens training, and put debris into red biohazardous trash or sharps container. Note that biohazardous debris and sharps should be removed by the medical staff as part of their cleaning responsibilities.

• Make note in the Coverall Log Book re: finding biohazardous debris or sharps on the floor or other surfaces as it is the customer’s responsibility to remove them.

• Notify customer contact person if there is wet or visible blood or bodily fluid on floor or other surfaces. Note that a small amount of dried blood remnants is not uncommon and can be cleaned following the procedure taught in Bloodborne and Airborne Pathogens training.

Start disinfecting one side of the room:

► Start on the side of room with the least amount of equipment (all movable equipment should be on the other side of the room, if possible).

► Disinfect all surfaces using red microfiber (top to bottom/left to right) on empty side of the room. Apply enough solution to each pad to ensure dwell time. Change pads as they start to dry.
Introduction to Terminal Cleaning

Flood and clean floor:
► Flood floor with neutral disinfecting floor solution (preferred: auto-scrubber or dispense-and-vac system).
► Allow proper dwell time before vacuuming solution from floor.
► Recover all solution (preferred: auto-scrubber or dispense-and-vac system) and squeegee.
► After slurry is removed from floor, damp mop the floor using red microfiber pad and hospital-grade disinfectant.

Disinfect other side of the room:
► Moving to the other side of the room (where you moved the equipment is) start wiping (top to bottom including casters) equipment using hospital-grade disinfectant wipes or red microfiber towel. Change microfiber after each piece is wiped down.
► Disassemble surgical bed, move it and clean with hospital-grade disinfectant.

Move equipment back:
► Pour a small amount of disinfectant on the floor and move each clean piece of equipment through the solution to the clean side of the room to disinfect the casters.
► After all equipment cleaned and moved, repeat steps for the other side of the room, working your way out of the room.

Exit the operating room:
► Before you take your cleaning equipment out of the operating room, apply disinfectant to floor in hallway and move your equipment through it to disinfect the casters.
► After all surgical rooms are clean, disinfect your equipment before cleaning other areas of the facility.
► Remove all PPE used during terminal cleaning and dispose of it properly.
Introduction to Terminal Cleaning

Planning for a Terminal Cleaning Service

Before you begin a terminal clean, look at a blueprint or layout of the medical facility and determine the most efficient cleaning plan, resources needed and time to clean. Identify the rooms that require terminal cleaning. For example, in the facility layout shown below, the procedure rooms, operating suites, pre-op and post-op areas require terminal cleaning, while the other areas can be serviced using the Coverall Core 4® Process:

The production rate for terminal cleaning is considerably slower than production rates for other commercial cleaning tasks. For example, a production rate of 150 (hard) to 350 (simple) square feet per hour is commonly used for bidding areas requiring a terminal clean. The slower production rate accommodates the detail, infection control, PPE requirements and tasks involved in the terminal cleaning procedure.
Introduction to Terminal Cleaning

Example using the surgical center facility blueprint (left):

- Frequency: 5x per week
- Total cleanable area: 14,000 square feet
- 3 Procedure Rooms require terminal cleaning: 224 sq. ft. each
  - Production rate: 350 sq ft per hr.
- 3 Operating Suites require terminal cleaning: 500, 450, and 340 sq ft
  - Production rate: 250 sq ft per hr
- Nurses station, lounge, offices, reception area, conference room (carpet): 3938 sq ft
  - Production rate: 3000 sq ft per hr
- All other areas (Core 4® Process): 8,100 sq ft
  - Production rate: 2160 sq ft per hr
- Restrooms: 16 fixtures, 2 showers
  - Production rate: 3 min per fixture

How long should it take to clean the facility?

Procedure Rooms:
- 224 x 3 rooms = 672 sq ft
- 672 sq ft / 350 sq ft per hr = 1.92 hours

Operating Suites:
- 500 + 450 + 340 = 1,290 sq ft
- 1,290 sq ft / 250 sq ft per hr = 5.16 hours

Nurses station, lounge, offices, reception area, conference room:
- 3938 sq ft / 3000 sq ft per hr = 1.31 hours

All other areas (Core 4® Process):
- 8100 sq ft / 2160 sq ft per hr = 3.75 hours

Restrooms:
- 18 fixtures x 3 min per fixture = 1 hour

TOTAL: 1.92 + 5.16 + 1.31 + 3.75 + 1 = 13.14 hours per visit

Just for fun, what would the Regular Service gross monthly dollar volume be?

13.14 hrs per visit x 5 visits per week = 65.7 hours per week
65.7 hours per week x 4.33 weeks per month = 284.5 hours per month
284.5 hours per month x retail rate ($ per hour) = $___________ monthly RS
Introduction to Terminal Cleaning

Cleaning Procedures for Dialysis Patient Area and Lab

Cleaning a dialysis center generally includes Core 4® Process for office areas, restrooms and dialysis treatment areas, and terminal cleaning procedure for isolation rooms where patients with known harmful pathogens or diseases are dialyzed (treated).

Floors in patient treatment areas must be cleaned regularly with an auto-scrubber or dispense-and-vac system to clean sodium bicarbonate and other spills. Standard mopping is not effective for cleaning bicarb.

The Service Plan for a dialysis center will usually include more frequent disinfecting of horizontal and vertical surfaces than a standard general office. For example, treatment chairs, sinks, counters, and other high-touch points must be cleaned at each visit.

Cleaning a dialysis center is a specialized commercial cleaning service. While this class introduces the concept, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your Coverall Support Center.

Introduction to Cleaning Floors in a Dialysis Treatment Area:

Unlock casters on moveable chairs and dialysis machines and move them away from the wall. Be careful not to disconnect the machines.

► Sweep debris to middle of the room. Sweep underneath chairs and machines. (Or, vacuum if the floor is dry.) Dispose of debris.

► Plug the drain with a stopper. Then, flood floor with neutral disinfecting floor solution (preferred: auto-scrubber or dispense-and-vac system).

► Use brush tool to agitate and move floor solution around floor to remove any bicarbonate that has been leaked onto floor.

► Allow proper dwell time before vacuuming solution from floor.

► Remove stopper from drain.

► Recover all solution (preferred: auto-scrubber or dispense-and-vac system) and squeegee.

► Rinse floor with flat mop and use a product, such as Revive plus SC; restore floor luster by burnishing the floor regularly.

Recommended Hard Floor Care Program for Dialysis Centers (additional Special Service):

► Burnish weekly (minimum)

► Scrub and Recoat quarterly

► Strip and Refinish annually
Introduction to Terminal Cleaning

1. Terminal cleaning is a cleaning procedure used in healthcare environments to control the spread of infections in __________ suites (operating rooms), isolation rooms or other areas where pathogens may be present (such as MRSA), and possibly in dialysis centers, procedure rooms, clinics and other facilities.

2. Terminal cleaning is usually performed by a commercial cleaning company after the __________ staff have completed their routine end-of-the-day cleaning.

3. Terminal cleaning is a specialized commercial cleaning procedure. Offering terminal cleaning can be a differentiator for your franchised business. While this class introduces terminal cleaning, it does not include hands-on instruction and certification. If you are interested in advanced training and certification, please contact your __________ __________.

4. Surgical suites or procedure rooms with a lot of equipment crowded into the space tend to take __________ time to clean than operating rooms with well-organized or sparse equipment.

5. Organize everything you will need for terminal cleaning so you do not have to go __________ and __________ of the operating room (past redline area).

6. Wear surgical PPE at __________ times while in the surgical suite/operating room, including scrubs, shoe covers, hair net, gloves, and face protection (shield or mask).
7. After all surgical rooms are clean, __________ your equipment before cleaning other areas of the facility.

8. The production rate for terminal cleaning is considerably __________ than production rates for other commercial cleaning tasks. For example, a production rate of 150 (hard) to 350 (simple) square feet per hour is commonly used for bidding areas requiring a terminal clean.

9. Cleaning a dialysis center generally includes Core 4® Process for office areas, restrooms and dialysis treatment areas, and __________ cleaning procedure for isolation rooms where patients with known harmful pathogens or diseases are dialyzed (treated).

10. The recommended hard floor care program for operating suites and dialysis treatment areas is: Burnish __________, Scrub and Recoat __________, Strip and Refinish __________.

Answer key: (1) surgical, (2) medical, (3) Coverall Support Center, (4) more, (5) in, out, (6) all, (7) disinfect, (8) slower, (9) terminal, (10) weekly, quarterly, annually.
**Introduction to the Healthcare Market – Glossary**

**AMA:** American Medical Association.

**Ambulatory Surgery Center (ASC):** A medical facility where day surgery or outpatient surgery is performed; patients typically do not stay overnight. The most common procedures performed in ASCs include colonoscopy, endoscopy, cataract surgery, biopsy and spinal injections.

**AORN:** Association of peri-Operative Registered Nurses.

**Bicarb (Sodium bicarbonate):** A solution used in dialysis that often leaks onto the floor and cannot be cleaned with standard flat mopping; use an auto-scrubber or dispense-and-vac system.

**Biohazardous trash:** Trash containing bodily fluids or items that might have bodily fluids on them and could spread illness or infection.

**Bodily fluids:** Blood, urine and feces are examples of bodily fluids that can contribute to the spread of illness and infection.

**CDC:** Centers for Disease Control and Prevention.

**Dialysis:** A medical procedure that cleans a person’s blood if their kidneys are not working correctly as a result of kidney disease, diabetes, high blood pressure or other conditions.

**Disposable microfiber:** Microfiber towels and mop pads that are thrown away after use; may be required if C. diff is a possible pathogen the bacteria does not wash out of regular microfiber.

**Dwell time:** The time it takes for a disinfectant to kill germs.

**Flood mopping:** A procedure for cleaning floors by “flooding” the floor with disinfectant solution, then permitting the proper dwell time before removing the solution. A dispense-and-vac system or auto-scrubber is commonly used for this procedure.

**Healthcare Associated Infections (HAIs):** Infections a patient gets while being treated in a medical facility for something else. For example, a patient goes into the hospital for knee surgery and gets a skin infection. Pneumonia, surgical-site infections (e.g., strep or staph infections), and gastrointestinal illnesses are common HAIs. Also called nosocomial (noz-o-co-mee-al) infections or Hospital-Acquired Infections.

**Infection control:** Controlling the risk factors that can lead to the spread of infection, a top priority for healthcare professionals.

**Isolation:** An area where a patient is isolated (separated) because they have an infectious disease.

**JCAHO:** Joint Commission on Accreditation of Healthcare Organizations.

**Kill claim:** The kinds of germs a disinfect claims to kill.
Introduction to the Healthcare Market – Glossary  continued

Medical staff: Doctors, nurses, assistants and others who work in a medical facility.

Near-patient surfaces: Tables, trays, bed rails and other surfaces near a patient in a medical facility.

Non-residential facility: A medical facility where patients do not stay overnight.

Nosocomial infections: Infections a patient gets while being treated in a medical facility for something else. See Healthcare Associated Infections.

OSHA: Occupational Safety and Health Administration.

Pathogen: Harmful bacteria, virus or other germ; cause illness and infection.

Patient outcome: Improving the health and wellness of a patient so the result (outcome) is good.

Quat binding: When a quat (chemical commonly used in disinfectants) attaches to the cleaning cloth and gets stuck there instead of killing germs on the surface it is supposed to be cleaning. The more the cloth is soaked or dipped in the quat solution, the more binding occurs.

Quats: Quaternary ammonium chloride (quats) is a chemical widely used in the commercial cleaning industry as a disinfectant and is the most widely used disinfectant in healthcare facilities.

Redline area: The doorway leading from the non-surgical area into the surgery suite (operating room). A redline might also exist at the doorway leading into an isolation area, where a patient is isolated (separated) because they have an infectious disease. Before crossing into the redline area, wear full surgical PPE.

Sepsis: An infection from harmful pathogens, usually from a wound or surgery.

Sharps: Needles or other sharp objects that must be disposed of (thrown away) in a designated sharps container.

Standard Precautions: The practice of avoiding contact with patients’ bodily fluids (blood, urine, etc.) through use of Personal Protective Equipment and other safety procedures. Previously called Universal Precautions.

Sterile environment: An environment (area) that is free of pathogens, such as an operating room. Redline areas are sterile environments.

Surgical PPE: Personal Protective Equipment for use in sterile or redline areas; typically includes scrubs, shoe covers, hair net, gloves and face protection (shield or mask).

Surgical suite: Operating room; a sterile environment.

Terminal cleaning: A specialized cleaning procedure used in healthcare environments to control the spread of infections.

WHO: World Health Organization.