

# BASIC

## Custodial Technician Training Handbook



# The Commercial Environment

The interior environment comprises many types of spaces; however, it is often divided into two primary categories: commercial and residential. Although the principles of cleaning commercial and residential sites are the same, the methods for performing those services can be very different.



*Courtesy of Getty Images*



# Learning Objectives

- Understand the environment to determine the types of soil you will be exposed to and required to manage.
- Understand the soils generated in both the exterior and interior environments.
- Understand the commercial built environment.



# The Natural Environment

Comprised of biotic and abiotic things

Primary challenges in the cleaning world

- **Soil**
- **Water**



# The Sciences

Geology  
Geography  
Botany  
Biology  
Ecology  
Meteorology  
Climatology  
Chemistry  
Microbiology



# The Built Environment

- May produce natural and synthetic soils
- Contains microorganisms known as pathogens





# Class A

- Most prestigious
- Higher cost of rent
- High quality surface types
- High quality HVAC systems
- Higher level tenants
- Highest expectations for cleanliness in commercial office space



## Class B

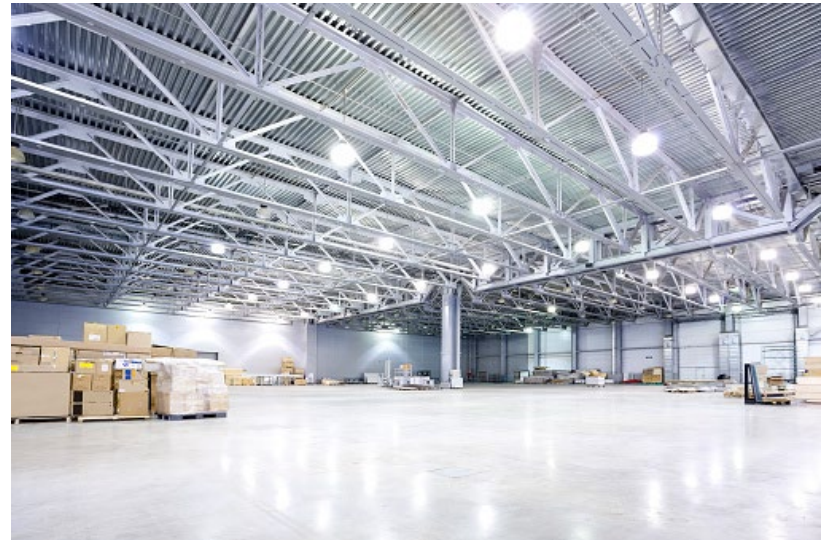
- Compete for a wide range of tenants
- Average rent
- Building surfaces are fair to good condition

## Class C

- Tenants looking for functional space at lower rent cost
- Lower expectations for surface types
- Lower expectations for cleanliness

# Light Industrial

- Found in small industrial parks
- Multi-use: office and warehouse
- Manufacture and distribute



# Heavy Industrial

- Industrial Complex
- Manufacturing Plants
- Warehousing and Shipping
- Heavy Equipment
- Industrial Chemicals
- Extreme Traffic Conditions



# Medical/Health Care

- Hospitals
- Outpatient Clinics
- Doctor's Offices
- Dental Offices
- Convalescent Homes
- Day Care Centers





# Hospitality

- High traffic levels
- 24/7 operations
- Productivity is critical
- Guest rooms, meeting space, common area, food service area
- Most often, in-house staff
- High consumable costs





# Education

- Grades K-12
- College & University
- High Traffic
- Classroom, Food Service, Gym/Locker room
- College/University large split between Academic and Residential





# Government

- City, State, Federal public buildings
- High standards and guidelines
- In-house and Outsource cleaning





# Transportation

- Airports
- Train Stations
- Bus Terminals
- Boats/Ferry
- Many are 24/7
- High traffic





# Retail

- Grocery
- Malls
- Stores
- Generally maintained overnight
- Back of house and customer areas are equally important





# Food Service

- Restaurants
- Manufacturing
- High traffic patterns
- Extreme sanitization requirements
- Higher customer expectations





# High Tech (Cleanroom)

- Server Rooms
- Chip Manufacturing
- Specialized cleaning and use of tools
- Small soil types





# Entertainment

- Arenas & Stadiums
- Performing Arts Theaters
- Movie Theaters
- Large crowd gatherings
- Congested environments





# Residential

- Compared to commercial, not as soiled
- Different surface types that are typically specialty
- Different tools utilized to perform cleaning



# The Purpose of Cleaning

Reduce or eliminate soil accumulation

- This will impact the food source for pathogens
- This will increase the longevity of the assets within facility
- Reduce health risks for facility visitors





# Defining Soil

To discuss the purpose and process to cleaning, we need to define the types of soil

- Debris
- Dry Particulates
- Dust
- Dirt
- Grit



# Binders

Binders are substances that combine with dry particulates to create wet soil

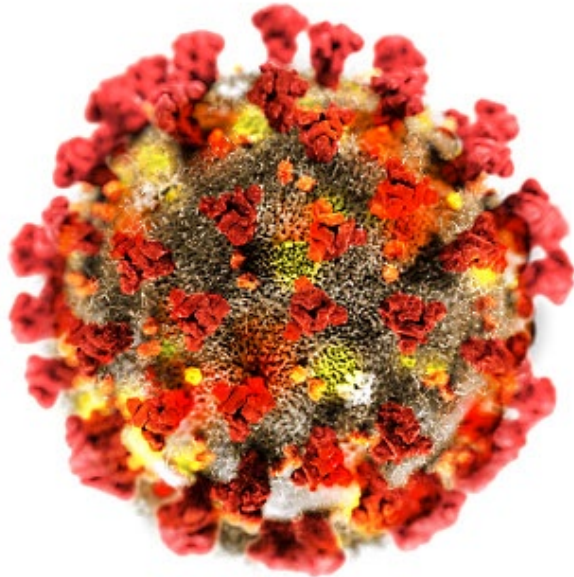
Generally liquid and have varying viscosities

- Water – Most common binder
- Oily Binders – grease or oily materials that contain hydrocarbons





# Biological Microorganisms



- Invisible and need microscope to see
- Not all are bad
- Surface can be contaminated when it looks clean

# Soil in the Interior Environment

**Geographic soils** – result of region in which the building is located.

**Seasonal soils** – change in soils due to the time of the year.

**Locational soils** – found in areas connected to the building.

**Internal soils** – generated within the building.



# Service Procedures & Frequencies

- Initial Cleaning
- Daily/Routine Cleaning
- Periodic/Interim Cleaning
- Restorative Cleaning



# Initial Cleaning

- Services performed directly after new construction or remodeling
- Often referred to post-construction cleaning



# Daily & Routine Cleaning

Frequencies consist of 1-7 days per week

- Frequency based on traffic, occupancy

Routine services could be performed

- Daily or multiple times a month

Most often performed by Custodial Technician

# Periodic & Interim Cleaning

Regular basis

- Monthly, quarterly or semi-annually

Examples:

- High dusting
- Edges, corners & furnishing
- Medium scrubbing
- Interim Carpet Care



# Restorative Cleaning

Restore to “like-new condition”

Applicable:

- All levels of cleaning
- Floor Maintenance
- Carpet Care
- Window Cleaning

Examples:

- Carpet Extraction
- Stripping & Refinishing



## Corporate Set

- Professional standardization of custodial closet
- Areas labeled
- Convenient
- Organized
- Easy Entry
- Clean
- SDS Sheets





# Tools of the Trade

- Equipment
- Materials
- Supplies





*Courtesy of Spartan Chemical*

# The Chemistry of Cleaning

To get the results that you, your supervisors, and your customers want, you must follow the guidance of the manufacturers' instructions.

# Learning Objectives

- Summarize the seven basic types of cleaning agents
- Summarize the processes involved in soil removal
- Three physical actions of cleaning
- Acid or Alkaline
- Dilution Ratios
- Nonchemical factors

# Common Cleaning Chemicals

- Bowl Cleaners
- Carpet Spotters
- General-Purpose Cleaners
- Glass Cleaners
- Wood & Metal Polish





# Safety Practices

**Always consult Occupational Safety & Health Administration (OSHA) guidelines**

Training: Consistent, Detailed **ALL** employees

Labels & Documents: Always follow manufacturer instructions on labels & SDS sheets

Flammability: Understand flashpoint!

Personal Protection: Know what to wear!



# Types of Soil

Loose, Dry Soil



Oily, Sticky Soil





# Cleaning Agents

- Water/Steam
- Natural Soap
- Synthetic Detergents
- Solvent Cleaners
- Acid Cleaners
- Alkaline Cleaners
- Abrasive Cleaners





# Synthetic Detergents / Surfactants

- Synthetic – Manufactured detergents
- Surfactants – (surface active agents)





# Solvent Cleaners

- Aqueous solvents, including water and ethanol
- Organic solvents, including petroleum distillates, citrus distillates & mineral spirits



# Acid & Alkaline Cleaners

## Acid Cleaners:

- Mineral deposits
- Rust stains

## Alkaline Cleaners:

- Used on soil that contain acids

H <sup>+</sup> Ion Concentration	pH Value	Examples of Solutions
10 <sup>0</sup>	0	Hydrochloric acid
10 <sup>-1</sup>	1	
10 <sup>-2</sup>	2	Stomach acid, lemon juice
10 <sup>-3</sup>	3	Vinegar, cola, beer
10 <sup>-4</sup>	4	Tomatoes
10 <sup>-5</sup>	5	Black coffee
10 <sup>-6</sup>	6	Urine
10 <sup>-7</sup>	7	Pure water
10 <sup>-8</sup>	8	Seawater
10 <sup>-9</sup>	9	Baking soda
10 <sup>-10</sup>	10	Great Salt Lake
10 <sup>-11</sup>	11	Household ammonia
10 <sup>-12</sup>	12	
10 <sup>-13</sup>	13	Household bleach
10 <sup>-14</sup>	14	Sodium hydroxide

# Abrasive Cleaners

## Scouring agents

- Scrap away stubborn soil
- Include: silica dust, volcanic dust, granular materials

## Three Forms:

- Lotion
- Paste
- Powder

# Chemical Free Cleaning

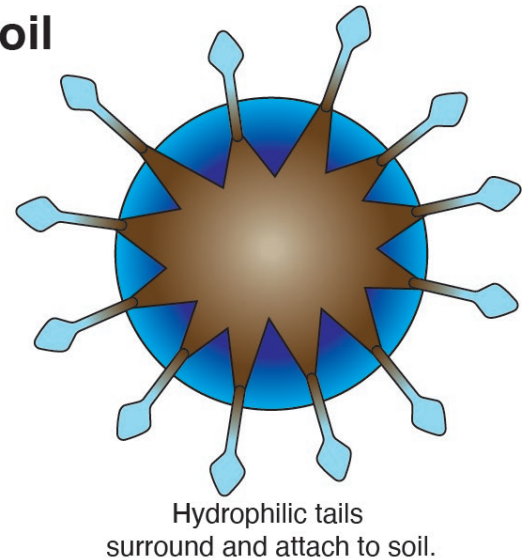
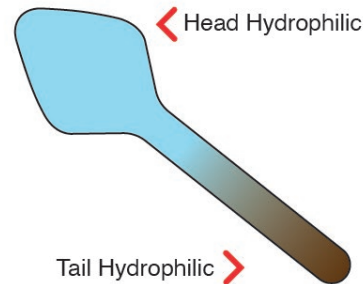
- Steam-cleaning equipment
- Electrolyzed-water generators
- Orbital floor dry-stripping equipment
- Specialized training

# Chemical Cleaning Actions

- Soil is often a combination of dry-particulate soil and wet soil with oily binder
- Detergent molecule head attracts to water
- Detergent molecule tail attracts to soil.

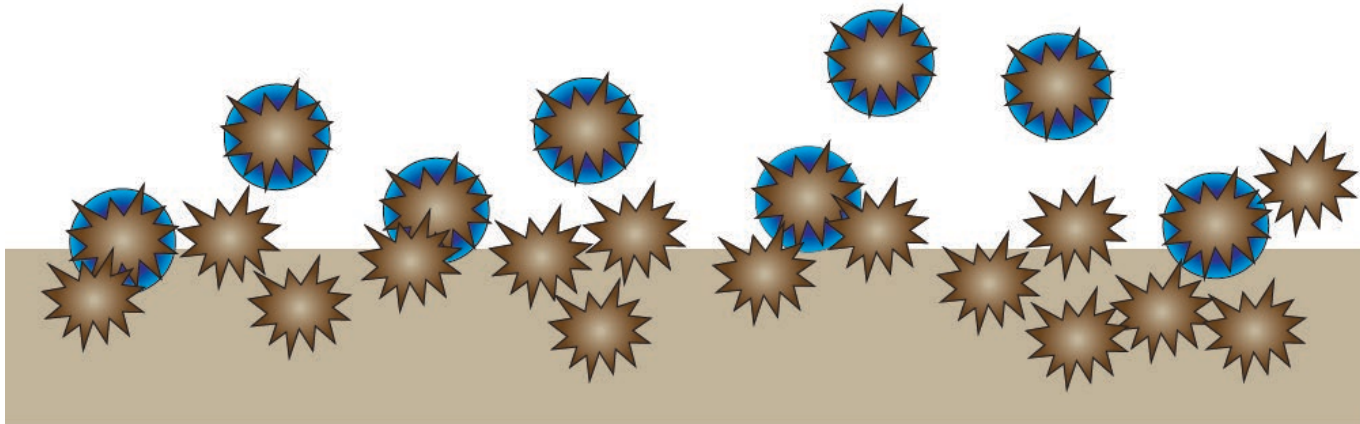
## Detergent and Soil

The Detergent Molecule  
Head Attracted to Water  
Tail Attracted to Soil



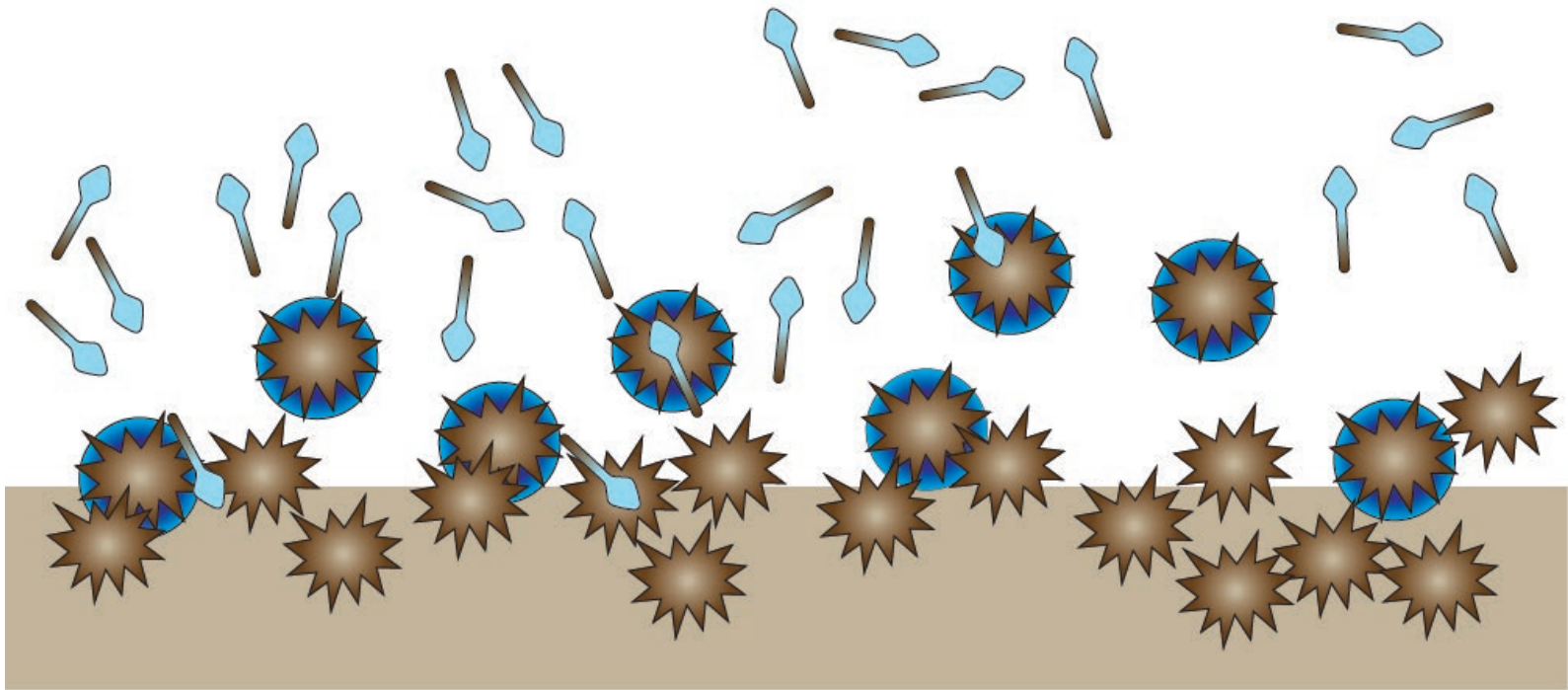
# Surface and Soil

Surface is Exposed to Soiling Conditions  
(Soil Accumulation)



# Wetting

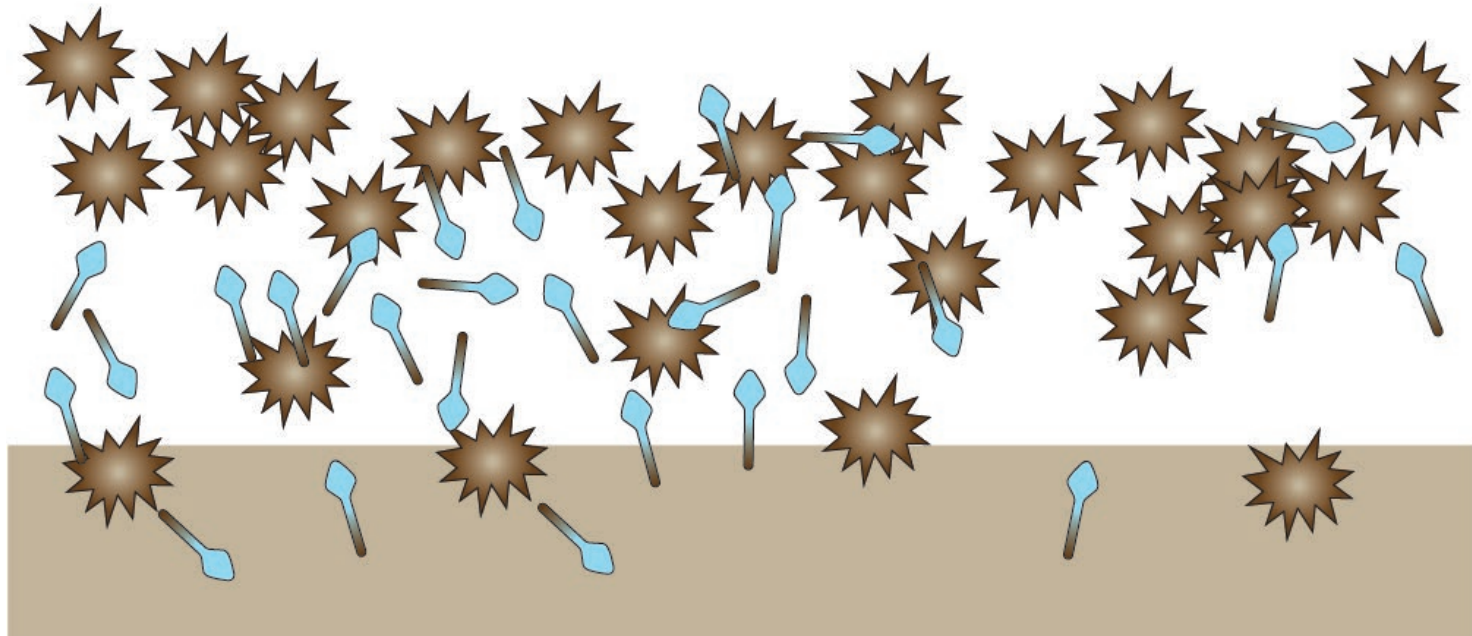
Detergent/Surfactant Breaks Water Tension  
(Wetting)





# Emulsification

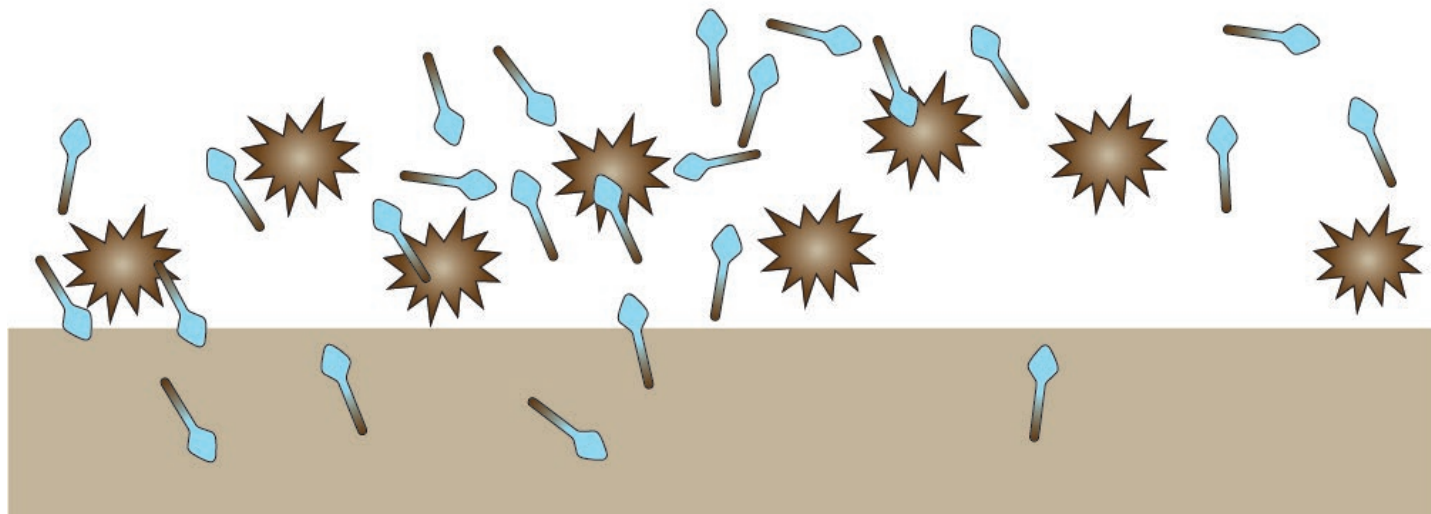
Cleaning Solution Strips Oil and Suspends Soil  
(**Emulsification**)





# Dispersion

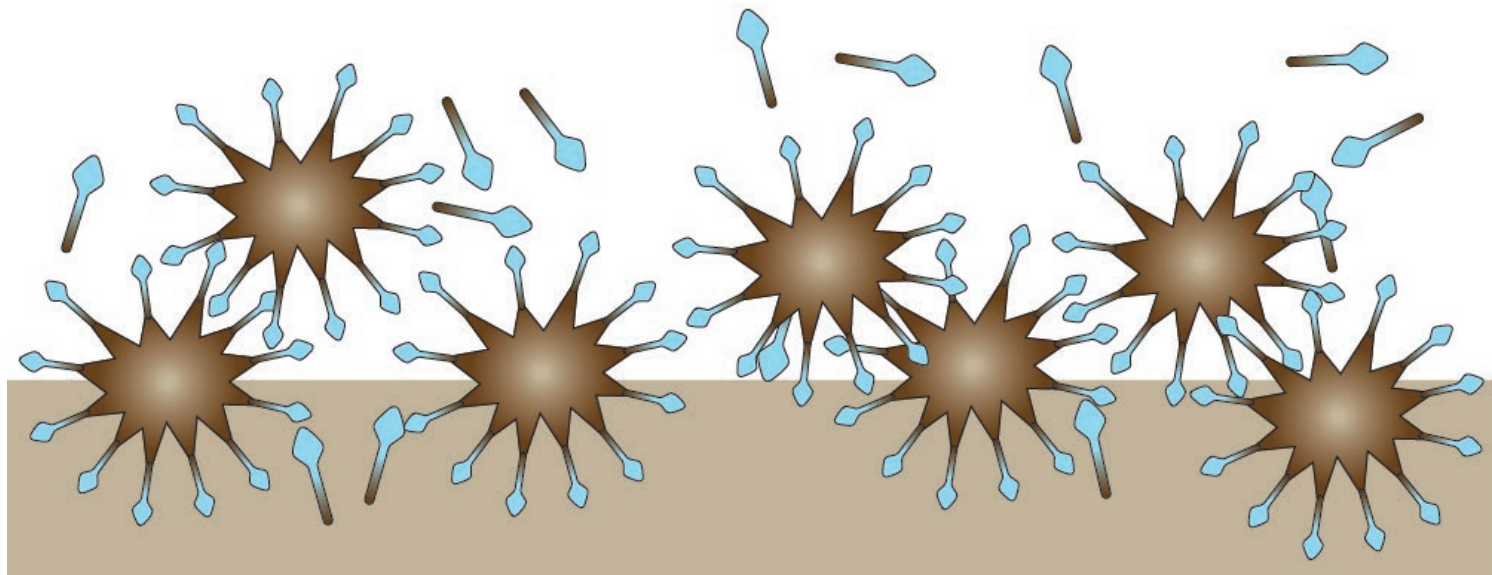
Cleaning Solution Break Up and Separate Soil  
(Dispersion)





# Adsorption

Detergent/Surfactant Molecules Attract Soil  
(**Adsorption**)



# Physical Cleaning Action

**Penetration:** cleaning agents to get into pores

**Suspension:** keeps dirt particles floating in the cleaning solution

**Viscosity:** rate at which a cleaning agent flows. Thicker = higher viscosity



# The pH Scale

H<sup>+</sup> Ion Concentration

pH Value

Examples of Solutions

$10^0$	0	Hydrochloric acid
$10^{-1}$	1	
$10^{-2}$	2	Stomach acid, lemon juice
$10^{-3}$	3	Vinegar, cola, beer
$10^{-4}$	4	Tomatoes
$10^{-5}$	5	Black coffee
$10^{-6}$	6	Urine
$10^{-7}$	7	Pure water
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$10^{-9}$	9	Baking soda
$10^{-10}$	10	Great Salt Lake
$10^{-11}$	11	Household ammonia
$10^{-12}$	12	
$10^{-13}$	13	Household bleach
$10^{-14}$	14	Sodium hydroxide

# Dilution Control

- Strength of cleaning agents are affected by dilution.
- Concentrated chemical must be diluted per manufacturer specification





# Dilution Ratio

Ratio	Amount of chemical used per gallon* of water
1:4	32 ounces (1 quart)
1:8	16 ounces (1 pint)
1:10	13 ounces
1:12	11 ounces
1:16	8 ounces (1 cup)
1:20	6 ounces
1:26	5 ounces
1:30	4 ounces
1:40	3 ounces
1:64	2 ounces
1:128	1 ounce
1:200	2/3 ounces
1:256	1/2 ounces

*\*1 gallon = 128 ounces*

- 1:X
  - X= units of water
  - 1 = one part chemical
- Do not estimate volume, always follow manufacturer labels



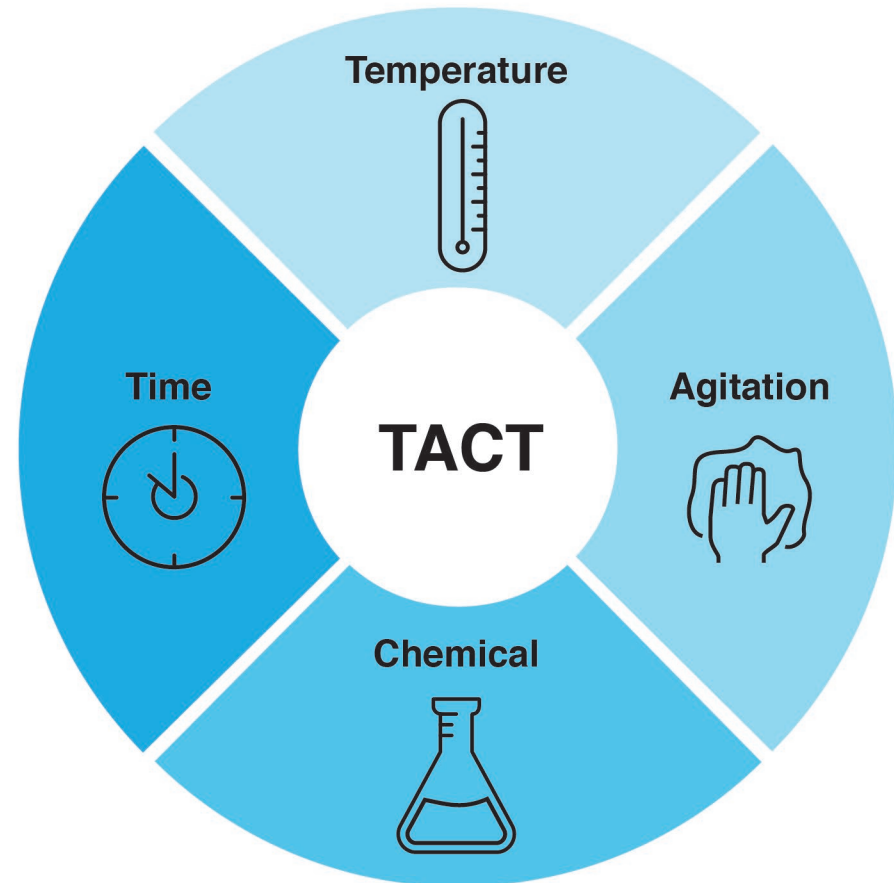
# T.A.C.T

**T**emperature

**A**gitation

**C**hemical

**T**ime





# Cleaning & Disinfecting

Cleaning

Sanitization

Disinfection

Sterilization



# Practices for Disinfecting



- Begin by cleaning
- Apply disinfectant and adhere to dwell time
- Recover excess disinfectant
- Rinse or wipe



# Types of Disinfectants

- Natural Pine
- Iodine
- Iodophors
- Sodium hypochlorite
- Synthetic phenols
- Quaternary ammonium compounds
- Peroxide
- Hypochlorous acid
- Silver
- Chlorine dioxide



# Disinfecting Devices

- Ultraviolet (UV)
- Fogging Devices
- Pressurized Sprayers
- Electrostatic Sprayers





# Defining Hazardous and Infectious Waste

One or combination of substances that can increase the following:

- Mortality rates
- Health problems
- Serious, irreversible illnesses
- Environmental damage

# Labeling



- All chemical containers must have manufacturer labels
- If chemicals are dispensed into other containers, they must be labeled
- Storage cabinets must be identified as containing hazardous materials

# Handling & Moving

- Open containers must be tightly sealed
- Residual chemicals put into appropriate containers
- Before transport, check for leaks
- Toxic must be packed separately from others
- Packing containers should be closed
- Contact info for emergency contact marked on containers
- Clearly labeled



# Hazardous Materials Communication

1. Identification
2. Hazard Identification
3. Composition
4. First-Aid Measures
5. Firefighting Measures
6. Accidental Release Measures
7. Handling & Storage
8. Exposure Controls
9. Physical & Chemical Properties
10. Stability and Reactivity
11. Toxicological Information
12. Ecological Information
13. Disposal Considerations
14. Transport Information
15. Regulatory Information
16. Other



# Basic Cleaning of Above-Floor Surfaces

Cleaning above-floor surfaces is an important part of a custodial technician's daily responsibilities.



*Courtesy of Rubbermaid Commercial Products*

# Learning Objectives

- Identify the tools and equipment used for cleaning above-floor surfaces.
- Identify materials used for cleaning above-floor surfaces.
- Identify consumable supplies used for cleaning above-floor surfaces.
- Learn basic cleaning procedures for above-floor surface.

# Tools and Equipment for Basic Above-Floor Cleaning

- To extend the life of your tools and equipment, be sure to follow the manufacturer's instructions for use.
- Use equipment only as recommended for both effectiveness and safety.



# Custodial Carts

**Custodial carts help transport cleaning tools, equipment, and supplies.**

**The ideal cart is sturdy, maneuverable, and easy to maintain.**

- For restroom and shower maintenance, carts address three basic needs:
  1. Transportation of cleaning tools, equipment , and supplies.
  2. Distribution of refillable supplies.
  3. Collection of trash.



# Four Types of Carts

## 1. Full Service Carts

Large carts.

Transport the routine cleaning supplies used for hard floor care, restroom and shower care, and trash collection.

Have storage space for many items





# Four Types of Carts

## 2. Compact carts

Small and have limited storage.

Designed for quick, easy use in confined areas.

Often equipped for restroom cleaning only.



# Four Types of Carts

## 3. Room Service Carts

Used in hotels to carry linens, towels and guest room supplies.

Have space for soiled linens, towels and trash.

Have space for cleaning tools and supplies





# Four Types of Carts

## 4. Trash and Laundry Carts

Have built in receptacles for collecting trash and soiled linens.





# Trash Collection Receptacles

- To transport trash from work areas to central disposal site.
- Size and capacity determined by the amount of trash collected





# Utility Aprons and Belts

- Both help reduce repeated trips to the custodial closet.
- Heavy-duty utility aprons are good for carrying tools and equipment, using pockets for storage.
- Utility belts allow you to carry additional supplies.



# Trigger Sprayers

- Used to dispense a variety of chemicals.
- Volume is usually 24 or 32 ounces.
- Avoid clogging by selecting the proper sprayer and nozzle for each solution.
- Never use a sprayer that is not labeled.



# Vacuum Cleaners

## Handheld Duster Vacuum

- clean up small messes quickly



## Tank or Canister Vacuum

- canister on wheels with long intake hose and multiple attachments



# Vacuum Cleaners

## Backpack Vacuums

- can easily be taken up and down ladders into hard-to reach areas



## Upright Vacuums

- designed for seamless transitions when cleaning surfaces





# Hand dusters

## Lambswool dusters

- 20 to 45 inches long
- Hold dust using static electricity

## Microfiber dusters

- Enable faster and more effective dry dusting
  - Both oil and water attracting
  - Ideal for lifting dust and dirt
- 
- Many have extending handles for high, hard-to-reach areas
  - All come in a variety of colors

# Cloth Wipes

## Dry untreated wipes

- Turkish toweling
- Cotton cloths

## Treated wipes

- Chemically treated to attract dry soils
- Never use on windows or mirrors

## Microfiber

- Unique design allows it to attract both water and oils for more effective cleanup





# Supplies for Above-Floor Cleaning

- General purpose detergents
- Window and Glass Cleaners
- Wood, Furniture, and Metal Polishes
- Trash Liners and Bags
- Disposable Wipers

# Basic Cleaning Procedures for Above-Floor Surfaces

## Trash removal

- Ashtrays
- Sand Urns
- Pencil Sharpeners





# Basic Cleaning Procedures for Above-Floor Surfaces

## Dusting

- Duster or Cloth
- Vacuum Dusting



Feather



Lambswool



Synthetic



Microfiber



# Cleaning and Polishing of Above-Floor Surfaces

- **Wood**
- **Plastic**
- **Metal**
- **Marble and Natural Stone**
- **Glass**

# Basic Cleaning of Hard Floor Surfaces

Well-maintained floor surfaces are essential to the efficiency of any organization that occupies the building you clean.



*Courtesy of Rubbermaid Commercial Products*



# Learning Objectives

- Identify equipment used for cleaning hard floor surfaces
- Identify materials used for cleaning hard floor surfaces
- Identify consumable supplies used for cleaning hard floor surfaces
- Learn basic cleaning procedures for hard floor surfaces



# Hard Floor Categories

- Natural-Stone Flooring
- Concrete Flooring
- Ceramic/Clay Flooring
- Wood Flooring
- Resilient Flooring
- Specialty Flooring



# Hard Floor Classifications

- **Ceramic/Clay Flooring**
- **Stone Flooring**
- **Concrete Flooring**
- **Specialty Flooring**
- **Wood Flooring**
- **Resilient Flooring**



# Ceramic/Clay Flooring





# Stone Flooring





# Concrete Flooring





# Specialty Flooring





# Wood Flooring





# Resilient Flooring





# Entrance Mats

Why are entrance mats a crucial step in hard floor maintenance?





# Mop Buckets

- Metal
- Hot-dipped galvanized metal
- Seamless stainless-steel
- Seamed stainless-steel
- Plastic



*Courtesy of Rubbermaid Commercial Products*



# Mop Wringers



Side Press  
(plastic)



Side  
Press  
(metal)



Conical  
Sieve  
(plastic)



Down-  
Press  
(metal)



Down-Press  
(plastic)



# Mopping Systems

**Flat-Mopping**

**Wet Mops**

**Sponge Mops**

**Dust Mops**





# Mop Holders



Threaded



Clamp



Stirrup



Stirrup



Quick  
Release  
(Stirrup)



Side Release  
(Stirrup)

# Mop Handles

- Wood Handles (with metal or plastic clamp)
- Aluminum Handles
- Vinyl-covered aluminum handles
- Fiberglass handles

**"The Wet Mop"**





# Helpful Tools for Floors

## Putty Knives

- Remove chewing gum and other sticky substances from floors



## Dustpans

- Metal or plastic to gather soil from sweeping or dust-mopping operations
- Use a counter brush or broom with your dustpan
- Always store the pan by hanging it up





# Vacuums for Hard Surface Floors

**Upright vacuums**

**Portable tank-type and backpack-type vacuums**

**Wet/Dry vacuums**





# Pressure-Based Cleaning Systems

- "No touch" cleaning systems
- Commonly used in commercial cleaning industry
- Systems can be high flow or low flow, with or without vacuum recovery



Courtesy of Kärcher



# Hard Floor Machines

- Rotary Floor Machines
- Conventional Electric Machines
- High-Speed Electric Machines
- Ultra-High Speed Electric Machines
- Propane-Powered Machines



*Courtesy of Sunbelt Rentals*

# Automatic Scrubbing Machines

**Auto scrubbers can accomplish the following in a single pass:**

- Dispense cleaning solution over the entire scrub path width
- Agitate with brushes
- Remove soiled solution with a squeegee and wet vacuum





# Materials for Basic Hard Floor Cleaning

- Brooms and Brushes
- Wet-Mop Heads
- Dust-Mop Heads
- Floor-Machine Pads
- Floor-Machine Brushes
- Vacuums

# Brooms and Brushes

- Are designed to be used for special functions in certain circumstances.
- Brooms should only be used on the surfaces they are intended for
- Proper broom care is very important



Corn



Angle



Push



# Wet-Mop Heads

3 basic fiber types or blends of these types are used for wet mops:

- Cotton
- Rayon
- Synthetics (including microfiber)
- Blended Yarns



# Size, Weight, and Color-Coding

- Wet mops should be sized to the mop wringer and weighted appropriately for the person using it
- Color-coding minimized cross-contamination when various chemicals or cleaning solutions are being used

# Dust-Mop Heads

- Like wet-mops, dust mops can have cut-end or looped-end construction
- May be disposable or laundered based
- Disposable: discarded when no longer effective
- Laundered: can withstand repeated harsh treatment from commercial washing machines



# Floor-Machine Pads and Brushes

## Pad Color

General rule is the darker the pad color, the more abrasive the pad

## Floor Machine Brushes

Helpful for uneven or rough floors because bristles can reach into cracks, crevices, and grout lines





# Vacuum Bags

## **Cloth vacuum bags**

Reusable

Must be emptied and cleaned

## **Paper filter vacuum bags**

Standard in most upright, backpack, and canister vacuums



# Chemicals for Basic Floor Types

## **Resilient floors:**

For regular cleaning, use a neutral-pH, all-purpose cleaning mixed with cool water

## **Masonry (Non-resilient) floors:**

For regular cleaning use a neutral-pH, all-purpose cleaner

High-pH alkaline cleaners may be used for grease or fat stains and should be rinsed promptly

Low-pH acid cleaners may be used for lime or mineral buildup

## **Wood floors:**

Use neutral-pH cleaners only



# Disinfectants on Floors

## **Resilient floors:**

Usually do not need to be disinfected unless in health care facilities, food service areas, or restrooms

## **Hard (non-resilient) ceramic-tile surfaces:**

Most can withstand any disinfectant

## **Natural stone/terrazzo floors:**

Neutral-pH disinfectants only



# Chemical Treatments for Dust Mops

## Oil Treatments

- Normally apply to dust mops the day before to allow the oil to penetrate the fibers
- **NEVER** leave oil-treatment containers overnight in custodial closets as they are flammable

## Wax Treatments

- Compatible with floor finishes and usually water based
- They leave no residue and do not cause discoloration

# Supplies for Basic Hard Floor Cleaning

## Gum removers

- Solvent gum removers
- Freezing gum removers

## Volatile Solvents

## Floor-Finish Restorers

## Spray Buffing

## Mop-on restorers





# Basic Cleaning Procedures for Hard Floor Surfaces

- Floor Safety Treatments
- Incoming Soil Control
- Sweeping
- Dust Mopping
- Dry Vacuuming





# Incoming Soil Control

- Sweeping
- Mopping
- Vacuuming
- Carpet Care
- Entrance Mats





# Daily Hard Floor Maintenance

## **Sweeping**

First step for all hard surface floor care

## **Dust Mopping**

Helps to prevent other floor maintenance from becoming tedious

## **Dry Vacuuming**

Move forward continuously without backtracking



# Damp Mopping, Wet Mopping, and Wet Vacuuming

## Damp mopping

Done with a mop that is soaked in solution and then tightly rung out

## Wet Mopping

Use a soaked mop to spread cleaning solution over the floor

## Wet Vacuuming

Can be used in wet-mopping operations to remove cleaning solution from floors



*Courtesy of Sunbelt Rentals*



# Mopping

## Single-Bucket Wet & Damp Mopping

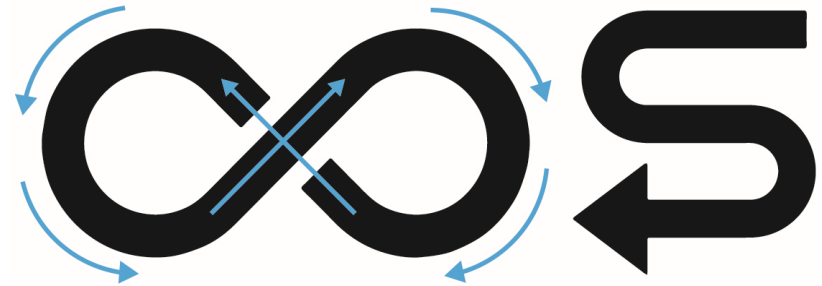
- Clean mop bucket, single mop, chemical cleaning solution

## Double Bucket Wet and Damp Mopping

- One bucket for chemical solution and one for dirty water

## Mopping Technique

- Figure 8 or S curve



## Cleaning baseboards

- Baseboards and corners should be cleaned every time the floor is mopped



# Finish Restoration

- Spray Buffering
- Mop-on Restorers
- Dry Burnishing

# Basic Cleaning of Carpeted Floor Surfaces

Well-maintained floor surfaces are essential to the efficiency of any business or organization that occupies the building you clean.



*Courtesy of Pro Team*



# Learning Objectives

- Identify equipment used for cleaning carpeted floors
- Identify materials used for cleaning carpeted floors
- Identify consumable supplies used for cleaning carpeted floors
- Learn basic cleaning procedures for carpeted floors
- Identify measures used to control soil in carpeted floor areas.



# Equipment for Basic Carpeted Floor Cleaning

## Entrance Mats

- Grass Mats
- Rubber Mats
- Coco Mats
- Vinyl-loop (or pile) mats
- Carpet Mats



# Vacuums

Upright  
Single or Dual Motor



# Vacuums



Backpack



Area

Portable Tank-Type, Canister

# Carpet Extractors



# Spotting Extractors





# Materials for Basic Carpeted Floor Cleaning

- Cloth Vacuum bags
- Paper Vacuum bags
- Belts and Brushes
- Bagless vacuums-includes cyclonic systems



# Supplies for Basic Carpeted Floor Cleaning

**Carpet Spotting kit should include the following items and chemicals:**

- Carrying case or box to hold contents
- Soft- or medium-bristle brush
- Cloth Towels
- Putty Knife
- Double-sided Sponge
- White Vinegar

# Spotting Kit

- Non-butyl, solvent-based degreaser; a flip-top cap is recommended
- Neutral (pH of 7-7.5) all-purpose cleaner
- Volatile solvent
- Rust Remover
- Litmus-paper kit
- Distilled Water



# Basic Cleaning Procedures for Carpeted Floors



## Incoming Soil Control

- Entrance Mat Guidelines

# Vacuuming

- Congested Areas
- Open Areas
- Stairways and Landings
- Guidelines





# Spotting Carpets

## How to Identify Spots and Stains

- Shape
- Thickness or Depth
- Traffic Pattern
- Reflective Brilliance
- Location
- Wicking Action
- Texture
- Odor
- Acidity or Alkalinity



# Spotting Carpets

- Spotting Safety
- General Procedures
- Supplemental Spotting Solutions
- Use of the Spotting Chart



# Basic Cleaning of Restrooms and Shower Rooms

Clean restrooms help protect the health and morale of building occupants and visitors. When not cared for properly, restrooms and shower rooms cause more complaints than any of the other building areas you clean and maintain.



*Courtesy of Rubbermaid Commercial Products*



# Learning Objectives

- Identify equipment used
- Identify materials used
- Identify consumable supplies used
- Learn basic cleaning procedures



# Equipment for Restroom and Shower Room Maintenance

## Custodial Carts

- Full-Service
- Compact
- Room-service
- Trash- and Laundry-Collection



# Sprayers



- Trigger
- Pump-up

# Equipment

- Pressure-Based Systems
- Steam Vapor
- Floor Squeegee
- Mop Buckets
- Wringers
- Flat-Mopping Systems
- Wet Mops
- Sponge Mops





# Materials for Restroom and Shower Room Maintenance



- Gloves
- Sponges
- Bowl Mops
- Wipes/Rags/Cloths
- Wet-Mop Heads

# Chemicals for Restroom and Shower Room Maintenance

- Multipurpose Cleaners
- Acids
- Bowl Cleaners
- Drain Openers
- Window and Glass Cleaners
- Metal Polishes
- Deodorizers
- Mineral-Deposit Removers





# Restroom Disinfection

## Restroom Germ Control

- Sanitization
- Disinfection

## Types of Restroom Disinfectants

- Iodine
- Sodium hypochlorite
- Quaternary Ammonium Compounds, "Quats"

## Restroom Disinfecting Devices

- Fogging devices
- Pressurized Sprayer
- Electrostatic Sprayer

# Supplies for Restroom and Shower Room Maintenance

- Trash Liners and Bags
- Toilet Tissue
- Hand Towels and Dryers
  - Paper
  - Linen
  - Electric





- Toilet Seat Covers
- Sanitary Napkin and Condom Dispensers
- Hand Soap
  - Bar Soap
  - Powdered Soap
  - Liquid Soap



# Daily Cleaning Procedure

1. Protect Yourself
2. "Knock and Block"
3. Preclean toilets and Urinals
4. Clean and Disinfect
5. Apply a bowl treatment for mineral buildup
6. Dust
7. Refill Dispensers
8. Wash Walls and Stalls
9. Polish
10. Wipe Mirrors
11. Clean Floor Drains
12. Final Disinfection steps
13. Mop
14. Inspect



# Damp Mopping, Wet Mopping, and Wet Vacuuming

- Prepare and Use Solutions
- Mopping and Wet Vacuuming
  - Safety
  - Equipment Care
  
- Cleaning Baseboards





# Pressure Based Systems

- Equipment and Supplies needed for Pressure Based System
- Use of Pressure Washer





# Steam Vapor Cleaning

- Equipment and Supplies
- Use of Steam Vapor Systems



# Menstrual Hygiene Disposal Best Practices

- Discrepancies with Handling Blood
- ISSA-Approved Guidelines
- OSHA Standard under Review



*Courtesy of Getty Images*

# Customer Service

Custodial technicians and other facility maintenance personnel are often some of the most visible workers in a facility. Because of this, learning to provide excellent customer service is extremely important.

# Learning Objectives

- Understand how your behavior, attire, attitude, and social interactions affect your job performance, environment, and ones around you
- Learn to handle conflicts or issues that may arise and your role in creating a satisfying workplace

# Who is the Customer?

- Building owner and operator
- Contract Manager
- Quality management officers
- Building occupants
- Visitors
- Teammates



# Body Language and Personal Image

## Body Language

- Each body part has a nonverbal way of communicating
- Ex: head, shoulders, midsection, arms, hands

## Personal Image

- Smile
- Use direct eye contact
- Adhere proper dress code
- Practice good personal hygiene



# Understanding Customer Complaints

## **Safety Concerns**

Ex: wet floors, improper chemical usage, fire hazards

## **Short-Term Issues**

Ex: coffee spills, unemptied trash, excess dirt tracked into the building

## **Mid-Range Issues**

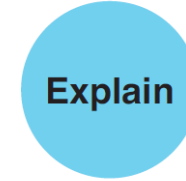
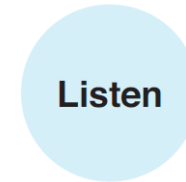
Ex: difficult spots on carpets, floor damage, burned out light bulbs

## **Long-Term Issues**

Ex: Flooring Damage, ceiling water stains, pervasive mold or mildew stains

# Communication

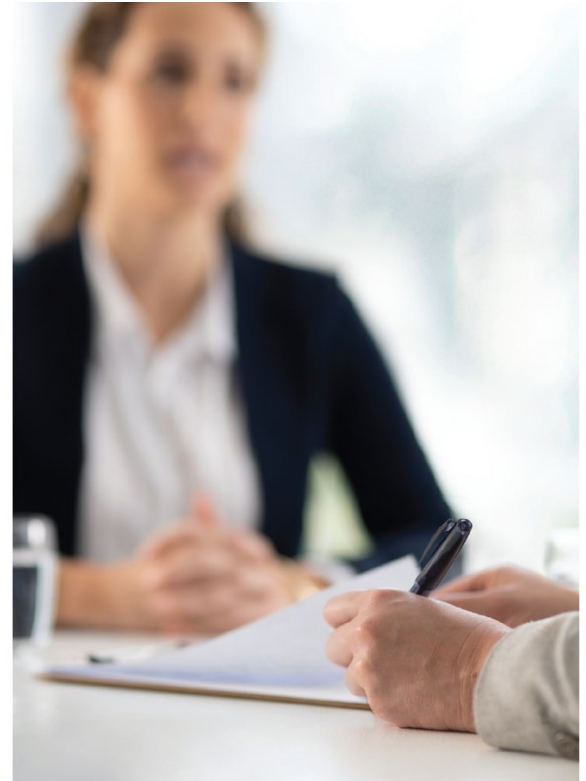
1. Listen
2. Assess the Situation
3. Explain the Issue to the Customer
4. Take action
5. Thank the Customer





# Conflict in the Workplace

- Handling Conflict
- Preventing Workplace Harassment and Discrimination
- Reporting Workplace Harassment
- Record Keeping





EDUCATE | CERTIFY | EMPOWER