*Standard Operating Procedures*



*Custodial Services*

*Revised 12-2021*

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**INTRODUCTION**

There is no group on campus whose work is more important than yours. We know you take it seriously, and hope that this material will be a help to you in your efforts. We are committed to helping you, and we will do whatever is necessary to keep you informed about new materials and methods that will make things better for the whole group.

The Custodial Staff is committed to quality cleaning through continuous feedback and problem solving. As a result, the information in this document will be updated as methods and equipment change. In an effort to support continuous improvement, we ask for feedback to learn what problems we have, seek the causes of those problems, and eliminate activities and job tasks that are unnecessary and insignificant. Through the on-going assessment of building cleanliness, we hope to find ways to do our work in a more safe and efficient manner, increase the consistency of cleaning methods and improve customer satisfaction.

Your efforts are very important in all of this. We are given good buildings to work with, but the working environment is set by you. Guests in our residence halls are here twenty-four hours a day and many are far from home. Your work in the buildings makes their lives easier and ensures a pleasant stay.

**Mission Statement**

The Custodial Services Department is committed to providing comfortable, clean, well-maintained and affordable residence hall environments where personal development and academic success is encouraged and supported.

**Goals of the Custodial Services Department**

* Provide clean, secure, comfortable, well-maintained, affordable building environments in response to guests' needs.
* Provide a caring, motivated, helpful and well-trained staff that supports the mission and goals of the University.
* Establish an open and diverse environment that promotes the understanding and acceptance of cultural, ethnic, racial, physical, sexual and religious differences.
* Provide facilities and services to the university and Fox Valley communities.

**Beliefs of the Custodial Services Department**

* We value campus building environments which are clean, comfortable, attractive, well-maintained, secure and affordable.
* We value environments which promote leadership development and service to the campus and Oshkosh community.
* We value custodial staff members who are competent, team-oriented, caring, diverse, well-trained and ethical.
* We value an open environment where individual and human differences and diversity of thought are understood, accepted and appreciated.

We believe the University of Wisconsin Oshkosh is an important resource for the city of Oshkosh and the Fox Valley community.

**Human Resources & Workforce Diversity**

**Employee Work Rules**

The following work rules relating to personal conduct are issued by the University of Wisconsin System as part of its responsibility under law to inform all employees of personal conduct considered unacceptable as a University of Wisconsin employee. These rules are established so the University can attain its objectives in an orderly and efficient manner and are not intended to restrict the rights of employees, but rather to advise employees of prohibited conduct. Engaging in one or more of the following forms of prohibited conduct by an employee of the University of Wisconsin System may result in disciplinary action ranging from a reprimand to immediate discharge, depending upon the specific form of conduct and/or the number of infractions, pursuant to s. 230.34, Wis. Stats. and Wis. Adm. Code Section ER 46, or pursuant to existing collective bargaining agreements.

PROHIBITED CONDUCT

**WORK PERFORMANCE**

1. Insubordination, including disobedience, or failure or refusal to carry out assignments or instructions.
2. Loafing, loitering, sleeping or engaging in unauthorized personal business.
3. Unauthorized disclosure of confidential information or records.
4. Falsifying records or giving false information to other state agencies or to employees responsible for recordkeeping.
5. Failure to provide accurate and complete information whenever such information is required by an authorized person.
6. Failure to comply with health, safety and sanitation requirements, rules and regulations.
7. Negligence in performance of assigned duties.

**ATTENDANCE AND PUNCTUALITY**

1. Failure to report promptly at the starting time of a shift or leaving before the scheduled quitting time of a shift without the specific approval of the supervisor.
2. Unexcused or excessive absenteeism.
3. Failure to observe the time limits and scheduling of lunch, rest or wash-up periods.
4. Failure to notify the supervisor promptly of unanticipated absence or tardiness.

**USE OF PROPERTY**

* + 1. Unauthorized or improper use of university prope1ty or equipment including vehicles, telephone or mail service.
		2. Unauthorized possession or removal of university or another person's private property.
		3. Unauthorized posting or removing of notices or signs from bulletin boards.
		4. Unauthorized use, lending, borrowing or duplicating of university keys.
		5. Unauthorized entry to university property, including unauthorized entry outside of assigned hours of work or entry to restricted areas

**PERSONAL ACTIONS AND APPEARANCE**

1. Threatening, attempting, or doing bodily harm to another person.
2. Threatening, intimidating, interfering with, or using abusive language towards others.
3. Unauthorized possession of weapons.
4. Making false or malicious statements concerning other employees, supervisors, students or the University.
5. Use of alcoholic beverages or illegal chugs during working hours.
6. Reporting for work under the influence of alcoholic beverages or illegal drugs.
7. Unauthorized solicitation for any purpose.
8. Inappropriate dress or lack of personal hygiene with adversely affects proper performance of duties or constitutes a health or safety hazard.
9. Unauthorized or improper use or possession of uniforms, identification cards, badges, or permits.
10. Failure to exercise good judgment, or being discourteous, in dealing with fellow employees, students or the general public.
11. These work rules do not constitute the entire list of violations for which employees may be disciplined.

Other rules are provided by statute, by Administrative Code, and by administrative procedures established by management. Violations of these rules can also result in appropriate disciplinary action. Additional work rules may be established by management to meet special requirements of departments or work units or as circumstances require. Questions regarding the above work rules can be directed to UW System Administration, Office of Human Resources (608/263-4390).

**ROUTINES AND SCHEDULES**

**Campus Buildings**

Campus buildings have a variety of spaces in each building. It is important to develop a routine to maintain the areas up to Department standards. The Building Evaluation Form that follows indicates that all the spaces will be checked at regular intervals. Not all tasks will have to be performed with the same frequency. Some duties must be performed daily, others might be needed on a bi-weekly basis, while still others might happen once a week. The goal is to hit on the routine that will have all the areas in good shape at any time.

The Evaluation Form should be looked at as a communication tool for you and your supervisor. It is a good starting point to generate discussion on building cleanliness and customer satisfaction. Please look at this form as a tool to know how our work is perceived by the customer so that changes can be made if there are problems.

The next few pages contain suggested task frequencies for the cleaning of buildings. Some may need to happen more frequently than we have suggested, so these should be considered minimums.

These tasks are very important to the impression we make on our customers, the building occupants. The first image they get in the morning remains with them a long time. The best contribution we can make is to present a facility for guest that facilitates the mission of the University.

**Establishing a Routine**

Each of the buildings is somewhat unique. They are not only different structurally, but the building occupants combine to give each a different character as well. You are a vital component of the mix that characterizes each building.

Our goal must be to maintain a clean, safe, comfortable atmosphere, so that the occupants have the best experience at our university. The living and social areas on campus contribute as much to this as the pure academic spaces.

If you go about your tasks professionally and make an effort to be a positive member of the group, custodial work can be very rewarding.

The building evaluation form attached is the same used in all buildings. There are few things on the sheet that are not applicable to one situation or the other. You will discuss the areas evaluated in your building with your supervisor.

Buildings will be toured on an unannounced schedule and will be discussed by you and a supervisor. The results should not be compared to those of other buildings. The goal of all this is to get all of our buildings operating at a consistently high level.

We are hoping that you will use this process as a tool. In this way you will always know how you are doing in relation to Departmental standards. If we all use this plan, there should be no surprising evaluation results. More importantly, problems should be able to be resolved quickly, as they happen.

All areas of the building entries should be done first thing each day, first impressions last longest. All aspects of the entries should be done first thing each day.

**Task Frequency**

BATHROOMS/SHOWERS:

*Daily-*

Empty waste and trash receptacles, spot clean receptacles.

Stock toilet paper, soap, and paper towel dispensers.

Clean debris from shower drains and troughs.

Clean and disinfect toilets, urinals, and sinks.

Clean mirrors.

Spot clean walls and partitions in shower and bathroom areas.

Sweep and damp mop and sanitize bathroom floors.

Disinfect handles and push plates on all doors and push buttons of hand dryers.

*Once Weekly (Minimum* - *or as needed)* –

Dust tops of lights and partitions.

Foam and disinfect shower areas (curtains, walls, ceilings, floors).

*Monthly (Minimum* - *or as needed)* –

Wipe down partitions.

*Quarterly (Minimum* - *or as needed)* –

Wash all horizontal and vertical surfaces.

Wash light lenses.

Foam and disinfect bathroom areas (walls, ceilings, floors).

HALLWAYS:

*Daily-*

Clean and disinfect drinking fountains.

Clean mirrors.

Check daily, remove trash and debris.

*Three Times Weekly (Minimum* - *or as needed)* –

Vacuum carpet.

*Twice Weekly (Minimum* - *or as needed)* –

Edge sweep carpet.

*Quarterly (Minimum* - *or as needed)* –

Wash all horizontal and vertical surfaces.

Wash light lenses.

Shampoo carpet.

ENTRANCES/DUMPSTER AREAS:

*Daily-*

Unlock all necessary doors.

Check daily, remove trash and debris.

Thoroughly clean all entrance glass, including sidelights.

*Three Times Weekly (Minimum* - *or as needed)* –

Sweep entrances.

Clean entrance mats.

*Quarterly (Minimum* - *or as needed)* –

Wash all horizontal and vertical surfaces.

Wash light lenses.

*As needed-*

Sweep dumpster areas.

Sweep down walls and ceilings.

Wash entrance mats.

Shovel snow.

STAIRWELLS:

*Daily-*

Check daily, remove trash and debris.

*Three Times Weekly (Minimum* - *or as needed)* –

Sweep stairwells.

*Once Weekly (Minimum* - *or as needed)* –

Mop stairwells.

Wipe down railings.

*Quarterly (Minimum* - *or as needed)* -

Fully clean stairwells, wiping walls and scrubbing treads and steps.

Wash all horizontal and vertical surfaces.

*As needed-*

Clean all bright work.

LOUNGES:

*Daily-*

Empty waste and trash receptacles, spot clean receptacles, arrange furniture.

*Three Times Weekly (Minimum* - *or as needed)* –

Wipe down tables.

*Twice Weekly (Minimum* - *or as needed)* –

Vacuum carpet.

*Quarterly (Minimum* - *or as needed)* –

Wash all horizontal and vertical surfaces.

Wash light lenses.

Shampoo furniture.

Shampoo carpet.

ALL AREAS AS ASSIGNED:

*Daily-*

Empty waste and trash receptacles, spot clean receptacles.

Dust mop smooth and dry hard surface floors.

Sweep wet or rough hard surface floors.

Clean all bright work.

Remove trash.

Report missing items and furniture.

Spot mop spills and lightly soiled hard surface floors.

Spot clean spills and stains on carpet.

Arrange common room furniture to its original floor plan.

Replace burnt out lamps.

Report damage in a timely manner.

Clean and disinfect all assigned equipment at the end of each shift.

Remove graffiti and report on a custodial note.

Comply with safety and security procedures. Restock cleaning cart(s).

Spot clean interior, smooth surfaces such as partitions, mirrors and window glass

Dust exposed horizontal surfaces of buildings, fixtures and furnishings, all ledges, window sills, door casings and bases.

*Three Times Weekly (Minimum* - *or as needed)* –

Clean microwave oven.

*Twice Weekly (Minimum* - *or as needed)* -

Spot clean interior glass, such as mirrors, door glass and side lights.

Spot clean all surfaces of buildings, fixtures and furnishings.

Completely damp mop hard surface floors.

*Once Weekly (Minimum - or as needed) –*

Wipe down machines in laundry room(s).

Dust exposed horizontal surfaces of the building - all ledges, window sills, door casings and bases etc., pay special attention to stairwells.

Clean and polish bright metal surfaces. (No acid based materials should be used on bright metals.) Clean stove and oven in kitchen.

Vacuum elevator door tracks.

Completely damp mop, or automatically scrub, uncarpeted floors.

Vacuum carpeted floors completely.

*Monthly (Minimum* - *or as needed)* –

Foam dumpsters and chute rooms.

Vacuum HVAC grills and register surfaces.

Vacuum upholstered furniture, drapes, blinds and shades.

*Quarterly (Minimum* - *or as needed)* –

Clean blinds.

Extract furniture.

Foam chute and chute room (Scott Hall).

*As Needed-*

Clean and maintain walls.

Vacuum HVAC grills, register surfaces and door grills.

Change lamps.

Replace broken light lenses.

Remove all spots and gum on carpet.

Remove cobwebs.

Refinish VCT floors.

Shampoo carpets.

Replace ironing board covers.

Damp clean and disinfect exercise mats.

Remove graffiti from surfaces.

Wipe and shampoo furniture.

Clean and restock supply areas.

Spray buff floors treated with finish.

Damp clean desk tops, table tops, and other working surfaces in offices if occupants have completely cleared surfaces.

**Personal Conduct and Appearance**

Because we are all in such close contact with our customers and coworkers, it is vital that we present a professional image while going about our business. If the customer perceives that you are involved and care about what you do, they see your work in a better light. Each ofus needs to be responsible for "selling" ourselves a little. Feel free to interact with the guests in your building. A pleasant comment such as "Good morning" or "How are you today?" will go a long way toward building positive relationships.

Personal hygiene is an issue that can drastically affect how you are perceived on campus and can have a great effect on the way people perceive a person and their work. Our buildings are smoke free for practical purposes. Smoking is only allowed during approved break periods and at designated areas outside the buildings.

Your supervisor will always want to hear feedback from you as soon as possible. If we do not know what is going on, there is no way we can respond to a caller until we talk with you. It

is best to contact us as soon as possible so that we can work to remedy the situation.

**Summary**

Our work is very important to the impression we make on our customers. A spotless building tends to disappear into the background, while a dirty building jumps out at the customer. A dirty space detracts from the environment, while a spotless area will enhance it. The best contribution we can make to the University is to make the environment the best that it can be for guests.

**CUSTODIAL METHODS**

The following section contains methods that we feel are necessary to maintain clean areas for residents and guests. This section may seem somewhat simplistic, but it is good to have a guide so that we can better understand what is expected of us.

Performance is the top and bottom line at facilities. We believe that we need to make our expectations very clear, provide a means of evaluating our buildings, and give employees constructive and accurate feedback in a timely manner. This section has been included to provide you with a strong reference base. If you are having problems in an area, check the methods section and compare it with your process. Please check your frequencies against those suggested earlier. We believe that frequency and method, combined with honest effort will resolve any problems we might have.

**General Guidelines**

* Consistency is important. Doing each job task in the same order every time will reinforce the routine and ensure that nothing is missed. At times, you will need to pay attention to detail in order to have a clean environment.
* Look at the whole area instead of focusing only on the items you intend to clean.
* When coming into an area, spot check walls, ceilings and floors for stains or spills and remove them promptly so stains do not set.
* Look around inside toilet stalls for marks or splatters on the stall walls and wipe them clean.
* Wipe the walls below hand d1yers to remove water spots and drips.
* Sweep or vacuum the edging of carpeted areas to prevent the buildup of dust and lint.
* Sweep tile floors frequently to remove debris that will scratch and mar the finish.
* Clean all assigned tools and equipment and stock supplies and carts at the end of each shift

**OVERALL RESTROOM CLEANING PROCEDURES**

**Prepare the area:** Knock on the outside door, open it slightly and announce your intention to enter. If the 1stroom is occupied, wait until it is emptied, then open and prop the door at the bottom. Take cleaning supplies into the restroom.

**Prepare the toilets and urinals:** Flush toilets & urinals. Apply toilet bowl cleaner to toilets and urinals. Follow the instructions printed on the container. Let the cleaner stand while the balance of the restroom is being cleaned.

**High dust:** Remove all dust webs with an extension duster or counter brush. Clean wall vents and tops of doors and partitions.

**Replenish supplies:** Refill all hand soap and toilet tissue. Check the working condition of all dispensers in the restroom.

**Spot clean shower room:** Remove debris from shower drains. Wipe soap dishes and spot clean shower walls and curtains. Spread shower curtains open to prevent mildew growth.

**Mop shower area floor:** Using Alpha HP, mop all shower stalls and dressing area.

**Pick up trash:** Using a broom and dustpan, pick up all paper, hair and trash from the floor. Use a putty knife to remove any gum.

**Empty trash receptacles:** Empty and remove trash can and sanitary box liners. Wipe the interiors and exteriors with Alpha HP. Replace liners.

**Disinfect inside toilets and urinals:** Using a toilet swab, clean the toilet bowls and urinals thoroughly, swabbing inside the bowl and under the rim. Flush; agitate with the swab; flush again, rinsing the swab. **Disinfect exterior of toilets and urinals:** Clean each from top to bottom. Spray the surface with Alpha HP. Wipe the surface dry with a clean cloth. Disinfect all surfaces, pipes, valves, and handles.

**Disinfect sinks:** Clean the interior surfaces of each sink - spray the surface with Alpha HP. Wipe the surface dry with a clean cloth. Clean the exterior of each sink in the same manner - wipe the top, sides, front and underneath.

**Spot clean walls and partitions:** Using Alpha HP, clean shelves, dispensers, receptacles, doors and partitions. Take special care to disinfect knobs, push plates, and handles.

**Clean mirrors and brightwork:** Using Glance, clean mirrors with glass cleaner and clean blue cloth. Move around restroom until all are clean.

**Mop floor:** Beginning at the far end of the restroom, wet mop the floor with Alpha HP. Rinse and wring out the mop when dirt is present.

**Return restroom to service:** Replace all waste receptacles. Remove the door stop. Wash hands and arms carefully to avoid cross contamination.

**Clean up:** Clean up equipment at the conclusion of the shift. Wash and rinse all buckets and wringers. Thoroughly rinse mops and hang them to dry. Replenish any needed supplies on the cart.

**CARPET- CLEANING, WATER EXTRACTION METHOD**

1. MATERIALS

Anti-foam emulsion

PERDiem (to be used only on carpets that have never or seldom been shampooed).

1. EQUIPMENT

Pile-lifter type vacuum Pump sprayer

Water extraction carpet cleaning outfit

1. AREAS WHERE APPLICABLE

Almost any carpeted floor may be cleaned using the water extraction process. Most often, this technique is used intermittently with dry foam shampooing or some other carpet cleaning method. For example, if a carpeted area requires cleaning three times per year, it would be advisable to shampoo it twice and use the water extraction method for the third cleaning.

1. PREPARATION OF EQUIPMENT

If paper dirt bags are used in the vacuum, a clean bag should be installed. If a permanent bag is used, it should be emptied and replaced. The water extraction outfit should be assembled according to the manufacturer's directions. Some models must be hooked directly to a water source, while others have a tank on the machine which must be filled. Some manufacturers recommend the use of hot water with their equipment, others cold water, and others provide a heating element in the solution tank. Although hot water may react more quickly with shampoo residue in the carpet, cold water will generally provide adequate cleaning without risks of shrinkage, color bleeding, or damage to the carpet backing that may result from excessive use of hot water.

1. PREPARATION OF MATERIALS

Add the proper amount of carpet cleaner solution to the pump sprayer, only if the carpet has never been shampooed. If the carpet has been shampooed several times, there will be sufficient residue in the carpet for effective cleaning. Add clear water to the extractor tank. Add the proper amount of anti-foam emulsion to the recovery tank and follow any specific directions given by the manufacturer of the emulsion.

1. PREPARATION OF THE AREA

Remove all furnishings from the area. Thoroughly vacuum the entire area with the pile lifter vacuum. Pre-spray the entire area using the pump sprayer. Isolated stains and high-traffic areas may require extra attention.

1. INSTRUCTIONS

Begin in a comer of the area. Stand next to one wall while facing another wall. Stand far enough back so that a comfortable reach will place the spray vacuum head against the base board (usually about three feet away). Activate the spray system while pulling the spray vacuum head away from the wall in a straight line. Shut off the spray about six inches away from the end of the stroke. If the spray vacuum head can be pushed easily, push it back to the wall, over the same path with the spray shut off. If the spray vacuum head cannot be pushed easily, but can only be pulled, lift it at the end of the stroke, return it to the spot where the pass began, and pull over the same area with the spray shut off. This technique gives each area a minimum of two passes, one with the spray and vacuum, and one with the vacuum only.

After making the two passes described above, move the head and repeat the process.

The degree of overlap, and the speed of the passes depends on how heavily the carpet is soiled. Along walls, baseboards and other areas that receive little or no traffic, the machine can be moved quickly and with as little overlap as possible without leaving streaks. In heavily soiled or high traffic areas, the spray vacuum head should be moved more slowly, and the passes should overlap fifty percent.

The recovery tank must be watched and emptied whenever the foam gets within two to three inches of the top. If foam or water is allowed to enter the vacuum motor housing it may be damaged seriously.

After the entire carpet has been cleaned, it should be allowed to dry and vacuumed with the pile lifter vacuum. When vacuuming a carpet after it has been wet cleaned, the final passes should always be same direction.

When returning furniture and accessories to a carpeted area which has just been cleaned, pieces of plastic should be placed under the legs and other furniture parts which may leave rust or wood stain marks on the carpet if it is still damp.

1. CLEANUP

The recovery tank should be emptied. Any water remaining in the solution tank should be emptied or may be drawn into the recovery tank with the vacuum head. Both the solution and recovery tanks should be rinsed and wiped dry with a clean cloth. Rinse the vacuum head, hose and wand by running clean water through them. All exterior surfaces of the machine, including the cord, should be wiped clean and dry with a clean cloth. The dirt bag of the pile lifter vacuum should be emptied if it is a permanent bag or replaced.

**CARPET – SPOT CLEANING**

1. MATERIALS

PERDiem in a plastic spray bottle

Gong brush with stiff plastic bristles

Stain removal kit

Water extraction unit

Supply of clean cloths

Aerosol can

Putty knife

1. AREAS WHERE APPLICABLE

Almost any carpeted floor of synthetic pile.

1. PREPARATION OF MATERIALS

Prepare a PERDiem solution in a plastic spray bottle according to the manufacturer's directions.

1. INSTRUCTIONS

Before attempting to spot clean liquid spills, absorb as much of the liquid from the carpet as possible using cloths, paper towels, or a sponge. Apply solution from a spray bottle directly on the spot. Avoid excessive wetting of the carpet. Work from the outside of the spot to the center with a stiff bristled gong brush. This prevents spreading the spot over a larger area. Blot the shampoo solution from the carpet with clean cloths, paper towels, or a sponge. Repeat procedure several times, if necessary, or until the spot has disappeared. If the carpet is stained, and the mat.erial unknown, a stain removal kit may be used. Only designated individuals who are thoroughly familiar with the use of chemicals should attempt to remove stains with a stain removal kit.

For large area spills, a water extraction unit may be used. Refer to the procedure outlining water extraction for proper instructions on the use of this equipment.

Gum or tar-like substances can be removed using compressed gas in an aerosol can and a putty knife. Freeze the substance by spraying the compressed gas directly on the material. Then lift the material from the carpet fibers using the putty knife.

After removing spots from the carpet, allow the area to dry and vacuum to restore the pile to its original condition.

1. CLEANUP

Thoroughly rinse the cloths and sponges, and wring as dry as possible prior to drying for storage. Properly label the spray bottle of shampoo solution if it is to be stored for future use, Refer to the labeling mies by the manufacturer's instruction. Clean and properly store the extraction unit.

**CARPET – VACUUMING**

1. MATERIALS

Commercial upright vacuum (with revolving brush and beater bar)

Pile lifter type vacuum (with revolving brush powered by a separate motor)

Wide area vacuum

Tank vacuum with a wand and carpet tool

**NOTE:** All of these types may not be necessary for maintaining a particular area of carpet.

1. AREAS WHERE APPLICABLE

All carpeted floors require regular vacuuming.

1. PREPARATION OF MATERIALS

Dirt bags should be emptied before any vacuuming is done. (as needed)

Belts, brushes and beater bars should be checked. Make sure parts are revolving in the proper direction.

1. PREPARATION OF THE AREA

Unless only traffic patterns are being vacuumed, create as much open space as possible by moving items such as trash cans, chairs, and portable furniture.

1. INSTRUCTIONS

When using the standard upright vacuum to clean traffic areas, begin at one end of the carpet, and follow the traffic pattern to the other end or as far as the electrical cord will permit without stretching. Return along side and slightly overlap the edge of each previous pass.

This pattern should be repeated two or three times for heavily soiled areas.

When vacuuming the entire area is desired, the standard upright carpet vacuum should be used in the pattern described for the traffic pattern. Sometimes light soil from a hard-to-reach area may be brushed into an accessible area with a stiff brush or whisk broom to be vacuumed with the upright. Do not ignore these areas, as they will make the whole job look bad.

The dirt bag on any vacuum should not be allowed to fill more than halfway. It should be checked and emptied often. When emptying the bag, be careful to avoid spreading dust.

1. CLEANUP

Empty all dirt bags. Wipe dust from the machine and cord with a clean cloth. Wind the cord properly around the hooks provided on the machine. To avoid kinking the cord, wind it starting at the vacuum working toward the plug. Do not wind too tightly or damage may occur to the cord and/or electrical connections. Properly store the machine for future use.

**CHALKBOARD CLEANING**

* 1. MATERIALS

One clean felt eraser

Several, clean dry chamois skin or loosely knit, oft cotton cloth

One damp rag or damp sponge

* 1. AREAS WHERE APPLICABLE

The following mech should b used on all types of chalkboards, slate blackboards as well as synthetic boards in common use. They are not applicable for the new boards designed for use with the liquid crayon type markers.

* 1. PREPARATION OF MATERIALS

Clean the felt eraser and chamois or cloth if necessary. The eraser should be vacuumed, and chamois or cloth shaken to remove dust. Neve wash the chamois.

* 1. PREPARATION OF THE AREA

Collect all erasers and pieces of chalk, and move them to one end of the chalk tray.

* 1. INSTRUCTIONS

Use the felt eraser to erase the entire board, except for areas marked, “save” or “do not erase”. Do not be picky about this – if the exact text isn’t right but the meaning is clear, save the area. After erasing, wipe the entire board with the chamois or cloth. Damp wipe the entire chalk tray with a well wring sponge or rage. Never apply a damp cloth to the board itself. While wiping the chalk tray, collect and discard small pieces of chalk. Do not put felt erasers with the erasing surface down in a damp chalk tray.

* 1. CLEANUP

After the chalkboards in an area have been cleaned, vacuum the felt eraser, shake out the chamois or cloth, and rinse out the rag or sponge that was used to clean out the chalk tray.

**CLEANING GLASS**

* 1. MATERIALS

Glance in a plastic spray bottle.

Several, clean dry cloths or paper towels

Measuring device

* 1. AREAS WHERE APPLICABLE

Any glass surface that is likely to be touched by someone. Glass doors, mirrors, and glass partitions are examples of areas that require frequent spot cleaning.

* 1. PREPARATION OF MATERIALS

Fill the spray bottle with Glance from the Diversey J-Fill station.

* 1. PREPARATION OF THE AREA

If spot cleaning is done on a door in a high traffic area, it may be necessary to prop the door open so that traffic and the cleaning process do not interfere with each other.

* 1. INSTRUCTIONS

Spray visibly soiled areas with a small amount of the cleaning solution. Avoid spraying so much that it begins to drip or run. Wipe the area with a dry cloth or paper towel. Be sure to wipe off any cleaner that may have gotten on frames or other non-glass materials that border the area to be cleaned.

* 1. CLEANUP

Rinse and wring dry any cloths used. If the glass cleaning solution is to be left in the bottle for future use, properly label the bottle. Dispose of any paper toweling used.

**CLEANING WALLS AND FURNISHINGS**

1. MATERIALS

Alpha HPor PERDiem in a plastic spray bottle

Cream or lotion type cleaner

Clean water in a plastic spray bottle

Clean cloths and/or sponges

Measuring device

1. AREAS WHERE APPLICABLE

Non-fabric, above floor surfaces that are frequently touched require cleaning most often. Areas around wall switches, elevator buttons, push plates on doors, and wall areas near telephones require frequent routine cleaning.

1. PREPARATION OF MATERIALS

Dampen a cloth or sponge with clean water and wring it as dry as possible. Fill the spray bottle with Alpha HP or PERDiem from the Diversey J-Fill station.

1. INSTRUCTIONS

If the soiled area is non-electrical, spray the area with a small amount of disinfectant solution and wipe with a damp cloth. Never spray solution directly on a switch, elevator button or other electrical device. Instead, spray a small amount onto the damp cloth, and use the cloth to clean the soiled area.

For stubborn wall stains, it may be necessary to use a cream or lotion cleaner. Place a small amount of cleaner on a damp cloth or sponge and wipe the area. After cleaning, rinse the area with clean water. If non-electrical, spray the area with water from the clean spray bottle and wipe dry with a clean, dry cloth. For electrical areas, spray water on a clean cloth and wipe the area with this cloth.

**NOTE:** Lotion or cream cleaners are abrasive and can dull some finishes. Use only when absolutely necessary, and never on finished wood or smooth plastic surfaces.

1. CLEANUP

Rinse and dry all cloths and sponges. If the disinfectant solution remains in the spray bottle for future use, label it properly as directed in the manufacturer’s instructions.

**CLEANING WATER FOUNTAINS**

1. MATERIALS

Alpha HPin a plastic spray bottle

Supply of clean cloths or sponges

Rubber Gloves

1. AREAS WHERE APPLICABLE

All porcelain and metal water fountains, free standing or built in.

1. PREPARATION OF MATERIALS

Prepare Alpha HP in a plastic spray. Dampen a sponge or cloth with the solution. Always wear rubber gloves when using disinfectant solutions, these chemicals may irritate the skin.

1. INSTRUCTIONS

Spray cleaner disinfectant on all top surfaces of the drinking fountain. Wipe all surfaces with a sponge or cloth dampened with the solution making sure that the sponge or cloth is only used in the water fountain procedure, and not the restroom. If the basin of the fountain is stainless steel, wipe with a clean, dry cloth to prevent water spotting. Rinse the area with clear water and wipe dry. Using a sponge dampened with cleaner disinfectant, wipe the sides and base of the drinking fountain.

1. CLEANUP

Rinse and dry the sponges and cloths used. Properly label the spray bottle before storing it.

**DUSTING BUILDING SURFACES AND FURNISHINGS**

1. MATERIALS

Properly treated dust cloths Short-handled dusting tools

Portable tank vacuum with attachments Whisk broom

1. AREAS WHERE APPLICABLE

Horizontal surfaces include the tops of desks, tables, cabinets, and similar surfaces, ledges, windowsills, decorative moldings, wall-mounted HVAC vents, and horizontal blinds.

Vertical surfaces include sides of desks, tables, cabinets, furniture legs, picture frames, doors, moldings, and vertical blinds.

1. INSTRUCTIONS

Dust furniture surfaces using the treated dust cloth or short- handled dusting tool. Personal items which appear to be fragile should be avoided. Papers, books and other work material left on tops of furniture should not be moved. Never read or look through paperwork left on furniture.

A short-handled dusting tool should be used to dust most low surfaces and wall surfaces up to a height that you can reach.

Move the treated cloth or dusting tool over the surface so that the dust particles are trapped in the fibers. Avoid snapping, flicking or shaking the dust cloth or tool, which would redistribute the dust to other surfaces.

To dust decorative moldings, blinds, upholstered furniture and other irregular surfaces, use a portable tank vacuum equipped with a soft brush attachment. Use a whisk broom to remove soil from crevices in upholstered furniture.

1. CLEANUP

Vacuum dusting tool heads after use. If dusting cloths or tools become soiled and lose their effectiveness, launder them. If a cloth is no longer usable, discard it properly.

**FURNITRE POLISHING**

1. MATERIALS

Furniture polish

Several clean, soft cloths

1. AREAS WHERE APPLICABLE

Good quality furniture polish may be used on almost any non-fabric surface. Wood, metal, vinyl, plastic etc. No pianos or computers.

1. PREPARATION OF THE AREA

On desks, tables and other work surfaces, move all items to one side unless instruction have been given to leave items alone.

1. INSTRUCTIONS

Unless directions on the product differ, hold the can about eight inches from a clean, soft

cloth and spray it lightly. Wipe immediately - do not allow the spray to dry before wiping. On narrow surfaces where much of the spray may be wasted, such as arm chairs, or on areas where the spray may wet and damage papers, spray the cloth, wipe the area, and wipe again with a clean cloth. After the exposed part of the surface has been completed, move the

materials to the other side and repeat the procedure.

1. CLEANUP

Rinse all the cloths in warm water, wring them so that they do not drip, and hang to dry.

**HARD FLOOR – APPLYING WAX OR SYNTHETIC FLOOR FINISH**

1. MATERIALS

Wax or floor finish

* 1. EQUIPMENT

Mop bucket Wringer

Mop handle, reaching from the floor to approximately eye level of the user

Fine strand, rayon mop head, 24 ounce (lighter or heavier mop head may be used if it better suits the physical characteristics of the user)

"Wet Floor-Caution" signs

* 1. AREAS WHERE APPLICABLE

Wax or synthetic finish may be successfully applied to any resilient floor or terrazzo.

* 1. PREPARATION OF EQUIPMENT

Properly attach the mop head to the handle. Since absolute cleanliness of the mop head is essential, it is better to use a new mop that has been soaked overnight, washed in detergent solution and thoroughly rinsed. The mop should not be allowed to dry completely, since a dry mop does not absorb certain types of floor finish quickly. Wash and thoroughly rinse the bucket and wringer.

* 1. PREPARATION OF MATERIALS

Pour a small amount of wax or finish into the bucket. Never return any product that is not used to the container, since it will contaminate what is left. One gallon of product normally provides one coat for about 1,200 square feet. It is better to begin with too little and have to return for more, than to waste excess product.

* 1. PREPARATION OF THE AREA

The floor should have been stripped, rinsed with a neutral cleaner, allowed to dry thoroughly, and protected from any traffic before the product is applied. Overnight drying is desired, depending on drying conditions and floor composition.

* 1. INSTRUCTIONS

Place the "Wet Floor-Caution" signs at the edges or entrances of the area.

Dip the mop into the floor finish until it is saturated, then place it in the wringer and press down until it does not drip when lifted from the wringer. Begin in a comer, and pull the mop slowly along, but not quite touching the baseboard. After the baseboards and edges have been "striped", use a figure-eight stroke to apply a thin coat of finish to the remainder of the floor. Each time the mop is soaked with finish, press it in the wringer until excess finish is removed. No finish should drip from the mop when it is lifted from the wringer, nor should an excessive amount of finish be put down when the mop first touches the floor.

Allow the floor to dry at least one-half hour before applying a second coat of finish. High humidity slows drying time.

Apply a second coat of finish only to the open areas of the floor. Do not apply a second coat immediately next to baseboards and other areas that obviously receive little or no traffic. Use the figure eight stroke to apply the second coat. If the size and shape of the area permit, the pattern used to apply the second coat should be perpendicular to the first coat.

After the second coat has dried, a third coat may be added to high traffic areas.

**NOTE:** Although good quality floor finish dries to a shine without buffing, some improvement will result if the new finish is buffed after drying for twenty-four hours.

* 1. RESTRICTIONS ON USE OF THE AREA

Do not remove "Wet Floor-Caution" signs, replace furnishings, or allow traffic in the area until the floor is completely dry (at least one hour after the final coat). If the new finish is to be buffed, limit traffic until after the buffing operation.

* 1. CLEANUP

Wash the mop head in detergent solution, rinse it thoroughly, wring it as dry as possible, and hang it in the proper tool holder head down, with the strings off the floor. The mop used for applying floor finish should be designated in the storage area, and not used for other cleaning tasks. Dispose of floor finish remaining in the bucket and wash the bucket and wringer thoroughly.

**HARD FLOOR – AUTOMATIC SCRUBBING**

1. MATERIALS

Prominence neutral floor cleaner Auto scrubber

Mop bucket

Mop handle, reaching from the floor to approximately eye level of the user.

Mop head

"Wet Floor-Caution" signs Putty knife

Hand scouring pad, must not be steel wool Measuring device

1. AREAS WHERE APPLICABLE

Any non-carpeted floors except raised floors in computer rooms, cork floors, unsealed wooden floors and badly worn linoleum may be cleaned with an automatic scrubber. However, it takes time to prepare and put away the machine and it is difficult to maneuver in congested areas. For these reasons, the auto scrubber is most effective in large, open areas.

Large lobbies, galleries, exhibition areas and long corridors are areas where an automatic scrubber can be most effective.

1. PREPARATION OF MATERIALS

Check the squeegee to see that it is properly attached, and does not have any cuts or breaks. See that the valves for emptying the solution and pickup tanks are properly closed. Fill the solution tank with Prominence from the Diversey J-Fill station.

1. PREPARATION OF THE AREA

Create as much open space as possible by removing such items as chairs, trash cans, and portable furniture. Loose soil should be removed by sweeping or dust mopping before auto scrubbing begins.

1. INSTRUCTIONS

Place the "Wet Floor-Caution" signs at the edges and entrances to the area.

Move the machine into the far corner of the area to be scrubbed. Always keep the brushes and squeegee in the up position when the machine is being moved and is not scrubbing. Plan a pattern the allows the longest passes and fewest turns.

Lower the brushes and squeegee, turn on the solution, and begin scrubbing along a wall or edge of the area. Scrub close to the walls, but remember, it is better to leave a small area un-scrubbed than to damage the machine or walls.

Continue scrubbing in as straight a line as possible to the end of the area. Approximately six feet before the end of the pass, the solution should be turned off. The machine should be turned as quickly as possible, and the solution turned on again at the end of the turn. Scrub

parallel to the previous pass, overlapping it by one to three inches.

Continue this back and forth pattern until all the open area has been scrubbed. Even with an effective vacuum and squeegee system, it is impossible to pick up all the solution. After an area has been scrubbed, any remaining spots of water may be picked up with a mop and wrung into the bucket. sometimes it possible to place the mop head on a towel on top of the scrubber with the mop handle pointed safely away from the operator or passers-by. Then, any puddles left by the machine may be conveniently picked up by the operator, and the mop wrung when the pattern takes the machine by the bucket. Some areas are too large to be scrubbed with one tank of solution. Whenever the solution tank is refilled, the pickup tank should be emptied in the same operation

1. RESTRICTIONS ON USE OF THE AREA

After an area has been scrubbed, do not remove the "Wet Floor-Caution" signs or replace furniture and fixtures until the floor is dry.

1. CLEANUP

Drain both the solution and pickup tanks of the scrubber and flush each tank thoroughly with clean, hot water. rinse the brushes, brush cover, and squeegee. Wipe the squeegee and exterior of the machine with a clean cloth. rinse the mop head thoroughly, wring as dry as possible, and hang in the proper tool holder, head down, with the strings off the floor. Wash the wringer and bucket, inside and outside.

**HARD FLOOR – DAMP MOPPING**

1. MATERIALS

Prominence neutral floor cleaner Mop bucket

Wringer

Mop handle, reaching from the floor to approximately eye level of the user "Wet Floor-caution" signs

Putty knife

Hand scouring pad, must not be steel wool Measuring device

1. AREAS WHERE APPLICABLE

Non-carpeted floors that have been soiled by general traffic but are not dirty enough to require wet mopping. Corridors, exhibit areas, and lobbies are examples of areas that may require damp mopping as a part of a routine floor care program.

1. PREPARATION OF MATERIALS

Properly attach the mop head to the handle. Fill the mop bucket approximately half full of Prominence neutral floor cleaner from the Diversey J-Fill dispenser.

1. PREPARATION OF THE AREA

Loose soil should be removed by sweeping or dust mopping before spot mopping begins.

1. INSTRUCTIONS

Place the "Wet Floor-Caution" signs at the edges and the entrances to the area.

Dip the mop in the solution and agitate it slowly to mix the solution and saturate the mop head. Use a figure eight stroke to mop all open areas, particularly traffic patterns. Tum the mop over after every four or five strokes. Re-soak and wring the mop whenever it collects a noticeable amount of soil. Stains and scuffs that are not removed through the normal mopping action should be rubbed with the heel of the mop. If this method is not effective, use the scouring pad or putty knife. Change the solution in the bucket when it becomes too dirty to be an effective cleaning agent.

1. RESTRICTIONS ON USE OF THE AREA

Traffic should be avoided in the area until the floor is completely dry.

1. CLEANUP

Rinse the mop head and the scouring pad. Wring the mop head as dry as possible and hang it in the proper tool holder, head down, but with all the strings off the floor. Wash the wringer and buckets, inside and outside. Wipe the putty knife clean.

**HARD FLOOR – DUST MOPPING**

1. MATERIALS

Dust mop assembly

Dust mop head

Counter brush

Dust pan

Putty knife

**NOTE:** The size of the dust mop head will depend on the situation. An 18 to 24" size is best for offices and other congested areas, while a 36", or wider mop should be used for corridors, gym floors, or other wide-open areas.

1. AREAS WHERE APPLICABLE

Any smooth non-carpeted floor that is not wet or heavily soiled may be dust mopped. Rough floors such as brick, unsealed concrete, stone or brick pavers should not be dust mopped.

1. PREPARATIONOFTHEAREA

Heavy soil should be removed by sweeping before dust mopping.

1. INSTRUCTIONS

For open areas, place the dust mop head against the wall, and push it in a straight line as far as possible. At the end of each pass, turn the dust mop without lifting it from the floor and return, overlapping the previous pass by one or two inches. Continue this pattern until the entire area has been dust mopped, or visible soil begins to accumulate at the front edge of the mop. If gum or sticky substances are encountered while dust mopping, remove them with the putty knife. If light objects such as trash cans are encountered, hold the mop in place in one hand and move the object aside with the other. Push the mop over the area where the object was, and repeat the procedure, replacing the object.

For small, congested areas, such as offices, begin at the door or entrance to the area and push the mop around the outside of the area. It is usually best to follow a counter-clockwise pattern with the last pass sweeping the center of the area, and then moving back out the door. After an area has been dust mopped, or when visible soil begins to accumulate at the front of the mop, the soil must be collected and the mop head cleaned.

To remove the soil that does not cling to the mop, carefully lift the mop head off the floor, and lean the mop against the prevent spreading dust.

To remove soil from the mop head, either vacuum the head, or clean soil from the mop head while holding it over or in a waste receptacle.

Never use a dust mop immediately after treating. Treat the day before using.

1. CLEANUP

Remove the dust mop head from the mop assembly and place it in the proper receptacle. If it is to be laundered and treated on the premises or collected and replaced by a dust mop service, it should be placed at the proper collection location. If the mop head is disposable, and of no further use, place it in a waste receptacle. The dust mop assembly should be properly hung in a tool holder. Wipe the dustpan and putty knife clean.

**HARD FLOOR – MANUAL SWEEPING**

1. MATERIALS

Push broom with handle that reaches approximately eye level when the broom is resting on the floor with the handle straight up.

Counter brush

Putty knife

Dust pan

Waste container

1. AREAS WHERE APPLICABLE

Smooth floors that are wet or heavily soiled, usually around entrances, heavily used lobbies, vending and dining areas.

1. PREPARATION OF MATERIALS

Check broom handle to make sure that it is properly and securely fitted into the brush.

1. PREPARATION OF THE AREA

Create as much open space as possible by moving lightweight items such as chairs, trash receptacles etc.

1. INSTRUCTIONS

Beginning in a comer, place the broom flush against the baseboard, and pull the soil approximately three feet from the wall. Go around all walls, or approximately twenty to thirty feet of each wall of a corridor. After the soil has been pulled away from the walls and congested areas, push it to a central area for pickup. Push the soil with short strokes of two to four feet. Strokes that are too short require excessive effort, while strokes that are too long make it difficult to control the soil. Use the putty knife to loosen gum or other sticky material. Push the soil onto the dust pan with the counter brush. Dump the soil into a waste receptacle. Hold the pan deep inside the receptacle to avoid spreading soil and dust.

If no other cleaning is to follow, replace items that were moved.

1. CLEANUP

Return all equipment to the proper storage area. Wipe the dust pan and putty knife clean. Hang broom and counter brush in the proper tool holder.

**HARD FLOOR – SCRUBBING WAXED OR FINISHED FLOORS**

1. MATERIALS

Prominence neutral floor cleaner

1. EQUIPMENT

Two mop buckets 2 wringers

Two mop handles, reaching from the floor to approximately eye level of the user

"Wet Floor-caution" signs

Putty knife

Hand scouring pad, must not be steel wool

Measuring device

Wet vacuum

Floor scrub machine

1. AREAS WHERE APPLICABLE

Any non-carpeted floors other than raised computer room floors, cork floors, unsealed wood floors and badly worn linoleum floors may be machine scrubbed. Rest rooms and locker rooms are frequently machine scrubbed.

1. PREPARATION OF EQUIPMENT

Properly attach the mop heads to the handles. Fill one bucket approximately half full of clean, hot water. Properly attach the driving block to the floor machine. Then attach and center the scrub brush or scrubbing pad.

1. PREPARATION OF MATERIALS

Add the proper amount of Prominence neutral floor cleaner.

1. PREPARATION OF THE AREA

Create as much open space as possible by moving items such as trash receptacles, chairs, and portable furniture. Remove all loose soil by sweeping or dust mopping before scrubbing.

1. INSTRUCTIONS

Place the "Wet Floor-Caution" signs at the edges and entrances of the area.

Dip the mop into the solution and slowly agitate to mix the solution and saturate the mop head. Place the mop head in the wringer and squeeze down gently. Apply solution to the edges of the area by pulling the mop slowly along, but not touching, the baseboard.

After the solution has been applied to the edges of the area, use a figure eight stroke to apply solution to the open area of the floor. Do not flood the floor. Tum the mop after every four or five strokes. Re-soak the mop head when it begins to leave too little solution on the floor.

Allow the solution to stand for four or five minutes.

Following the same pattern in which the solution was put down, go over the entire area with the floor machine, overlap each previous arc by approximately one-half the diameter of the pad.

After scrubbing the area, use a wet vacuum to absorb the solution. After several passes with the mop, place the head in the wringer of the empty bucket, and wring as dry as possible.

If the floor is heavily soiled, dump and rinse the solution bucket and fill it with clean water. Rinse one of the mops thoroughly. Rinse the scrubbed floor by damp mopping with this clean water. The use of a neutral cleaner added to the clean rinse water.

1. RESTRICTIONS ON USE OF THE AREA

Do not remove "Wet Floor-Caution" signs, replace furnishings, or allow traffic until the floor is completely dry.

1. CLEANUP

Rinse the mop heads and scouring pads thoroughly. Wring the mops as dry as possible and hang them in the proper tool holder, heads down, with the strings off the floor. Wash the wringers and buckets inside and outside. Wipe the hand scraper clean. Remove the scrub brush or scrubbing pad from the floor machine and clean it thoroughly. Wipe the exterior of the floor machine and its cord dry and clean with a clean cloth. Store it in the proper

position with its cord correctly wound around the hooks on the machine. If a wet/dry vacuum was used, empty and rinse it thoroughly. Remember to rinse the wand, hose, and floor tool.

**HARD FLOOR – SPOT MOPPING**

1. MATERIALS

Prominence neutral floor cleaner

Mop bucket

Wringer

Mop handle, reaching from the floor to approximately eye level of the user

"Wet Floor-caution" signs

Putty knife

Hand scouring pad, must not be steel wool

Measuring device

1. AREAS WHERE APPLICABLE

Non-carpeted floors that are subject to soiling from sources other than traffic. Lounges, dining areas and laboratories that are frequently soiled by spills are examples of this type of area. Spot mopping may also be used where isolated soil occurs from leaks in equipment such as water fountains, radiators, vending machines etc.

1. PREPARATIONOFMATERIALS

Properly attach the mop head to the handle. Fill the mop bucket approximately half full of Prominence neutral floor cleaner.

1. PREPARATION OF THE AREA

Loose soil should be removed by sweeping or dust mopping before spot mopping begins.

1. INSTRUCTIONS

Dip the mop into the mop solution and agitate it slowly in order to mix the solution and saturate the mop head. Place the mop in the wringer and wring it nearly dry. Mop the soiled area until all visible soil is removed. Stains and scuffs that are not removed by normal mopping should be rubbed with the heel of the mop. If this method is not effective, the putty knife or scouring pad should be used. After each spot of obvious soil has been cleaned, dip, agitate, and wring the mop before moving on to the next soiled area.

1. RESTRICTIONS ON USE OF THE AREA

Avoid walking on the spots that have been mopped until they are completely dry.

1. CLEANUP

Rinse the mop head and the scouring pad completely. Wring the mop head as dry as possible and hang it in the proper tool holder, head down, but with all the strings off the floor. Wash the wringer and buckets, inside and outside. Wipe the putty knife clean.

**HARD FLOOR – SPRAY BUFFING**

1. MATERIALS

Suitable, polymer floor finish

High speed floor machine

Thick spray buffing pad (open weave)

Driving block or pad holder

Pistol-grip spray bottle (or spray buffing machine attachment)

Hand scouring pad, must not be steel wool

Measuring device

* 1. AREAS WHERE APPLICABLE

Any floor coated with a synthetic polymer finish specifically developed for spry buffing (or any polymer floor finish that tests show holds up under spray buffing) can be spray buffed. However, spray buffing is less successful in heavily soiled, uneven, or extremely congested areas. Traffic patterns, places under desks and tables where people urb their feet on the floor, and areas just inside doors, where people turn after entering a room or building are areas where spray buffing can be particularly helpful.

* 1. PREPARATION OF MATERIALS

Be sure that the electric cord on the floor machine is in good condition. Gently lean the

machine back on the handle, check the driving block for proper installation and condition,

and center the buffing pad on the driving lock. Prepare the spray buff solution according to manufacturer's directions.

* 1. PREPARATION OF THE AREA

Remove as much soil as possible by sweeping, dust mopping, spot mopping, or damp

mopping before spray buffing. If possible, move tables, desks, and other pieces of furniture that may obstruct worn areas.

* 1. INSTRUCTIONS

Begin spray buffing by spraying a small amount of solution onto the floor in front of the

floor machine. avoid spraying too much solution onto the floor as the pad will become too wet, and begin to grab. Buff back and forth across the area that has been sprayed allowing

each arc to overlap the previous one by approximately one half the width of the pad.

Repeating these steps, work forward until the entire area desired has been spray buffed.

Do not spray areas that cannot be buffed because they are too close to a wall or other

obstruction. Do not spray solution onto parts of the floor where people do not walk. Spraying onto these areas will cause an undesirable build up of floor finish, and cause the floor to require stripping earlier than would otherwise be necessary.

When stains or scuffs are not removed by normal spray buffing, spray the spot with a small amount of solution, and rub it with the scouring pad. Before the solution dries, buff the spot with the floor machine until the stain is removed and the finish restored.

After an area has been spray buffed, dust mop the floor completely to remove floor finish

dust that may have been generated during the spray buffing. Other horizontal surfaces must also be checked. Door casings, window ledges, door lights, heating unit covers and similar surfaces are likely to collect dust from floor finishes.

* 1. CLEANUP

Pour the remaining floor finish solution from the spray bottle into a clean, closed top container for future use. Rinse the inside of the spray bottle, and fill it with warm water. Spray this water in order to clean the nozzle. Remove the pad, brush it with another piece of spray buff pad, and wash it out under cold water. Wipe the cord and exterior of the machine with a clean cloth. Store the machine in the proper position with the cord properly wound around the handles or hooks provided on the machine.

**HARD FLOOR – STRIPPING WAXED OR FINISHED FLOORS**

1. MATERIALS

An appropriate floor stripping concentrate.

1. EQUIPMENT

Two mop buckets

Two wringers

Two mop handles, reaching from the floor to approximately eye level of the user

Two rayon mop heads, (a lighter or heavier head may be used if it better suits the physical characteristics of the user)

"Wet Floor-Caution" signs

Putty knife

Scouring pad, must not be steel wool

Measuring device

Single disc floor machine with a stripping pad

Wet/dry vacuum

1. AREAS WHERE APPLICABLE

All floors coated with conventional water emulsion floor finishes or waxes.

1. PREPARATION OF EQUIPMENT

Assemble all equipment in the area to be stripped. See that buckets, wringers and mop heads are thoroughly clean. Properly attach the mop heads to the handles. Fill each bucket with about five gallons of clean, hot water.

1. PREPARATION OF MATERIALS

Add the proper amount of stripper to one bucket.

1. PREPARATION OF THE AREA

All loosed soil should be removed by thorough sweeping or dust mopping before stripping.

Gum or other sticky substances should be removed with the putty knife or scouring pad.

Remove furnishings from the area.

1. INSTRUCTIONS

Place "Wet Floor-Caution" signs at the edges or entrances of the area.

Dip the mop into the solution bucket and lay it gently in the wringer. Beginning in a corner of the area, draw the mop slowly along, but not touching the baseboard. After the edges of the area have been "striped", apply stripper to the open areas of the floor using a figure-eight stroke with the mop. Apply a liberal amount of solution to all area, but do not flood the floor. Allow the solution to stand for four or five minutes. Beginning in a corner, use the floor machine with stripping pad to go over the entire area in overlapping arcs.

Pickup all solution with a wet/dry vacuum. If any areas appear to be drying before getting picked up with the vacuum, apply additional solution to these spots.

Using the clean mop, and following the pattern in which the solution was put down, apply clean water from the second bucket to the entire floor. Pick up this rinse water with a wet/dry vacuum.

Do not attempt to strip an area greater than 8 ft by 8 ft.

Never allow stripping solution to dry on floor.

Always make sure you have power supply to wet vacuum and floor machine prior to stripping procedure.

**NOTE:** If a wet/dry vacuum is not available, solution and rinse water may be picked up using a mop, wringer, and bucket instead. When using this technique, it will be necessary to rinse the floor two or three times, rinsing the mop and changing the rinse water frequently.

1. RESTRICTIONS ON USE OF THE AREA

Do not remove "Wet Floor-Caution" signs, replace furnishings, or allow traffic in the area until the new finish has been applied to the floor and allowed to dry.

1. CLEANUP

Rinse the mop heads thoroughly. Wring the mops as dry as possible and hang them in proper tool holders, head down, with the strings off the floor. Wash the wringers and mop buckets inside and outside. Empty and thoroughly rinse the wet/dry vacuum, including the hose, wand and floor tool. Remove and thoroughly wash the stripping pad. Wipe the exteriors of the vacuum and floor machine with a clean cloth. Store the machines in the proper position with the cords properly wound around the hooks on the machine.

**HARD FLOOR – WET MOPPING**

1. MATERIALS

Prominence neutral floor cleaner

Mop bucket buckets

Wringers

Mop handle, reaching from the floor to approximately eye level of the user

"Wet Floor-caution" signs

Putty knife

Hand scouring pad, must not be steel wool

Measuring device

1. AREAS WHERE APPLICABLE

Almost all non-carpeted floors require wet mopping at some time. Entrances, vending and dining areas, biological and medial labs, and rest rooms must be wet mopped frequently. Raised floors in computer rooms, cork floors, wooden floors that are not sealed, and badly worn linoleum floors should never be wet mopped.

1. PREPARATION OF MATERIALS

Properly attach the mop head to the handle. Fill the mop buckets approximately half full of Prominence neutral floor cleaner.

1. PREPARATION OF THE AREA

Loose soil should be removed by sweeping or dust mopping before spot mopping begins. Create as much open area as possible by moving items such as trash receptacles, chairs and portable furniture.

1. INSTRUCTIONS

Place the "Wet Floor-Caution" signs at the edges and entrances of the area.

Dip the mop in the solution and agitate slowly to mix the solution and saturate the mop head. Place the mop in the wringer and squeeze until the solution quits dripping from the mop head. Beginning in a corner of the area to be mopped, place the mop head as near the base board as possible without actually touching it. Pull the mop along the edges of congested areas until an area of about 200 sq. ft. has been "framed". If too large an area is mopped at one time, the solution will dry before it can be rinsed. Carefully apply solution to hard to reach areas. Then use a figure eight stroke to spread solution onto the open area, just overlapping the "framed" around the edges. tum the mop over every four or five strokes. Rinse, wring, and re-soak the mop whenever it starts spreading soil, or whenever it does not appear to be leaving enough solution on the floor.

Stains and scuff marks should be removed by using the heel of the mop. If this method is not effective, use the putty knife or scouring pad. Change the cleaner solution whenever either becomes dirty. If an area is large enough to require mopping in sections, overlap each previously mopped section by about a foot.

1. RESTRICTIONS ON USE OF THE AREA

After an area has been wet mopped, do not remove signs or replace furnishings until the floor is completely dry.

1. CLEANUP

Rinse the mop head and scouring pad thoroughly. Wring the mop as dry as possible and hang it in the proper too holder, head down, with the strings of the floor. Wash the wringers and buckets, inside and outside. Wipe the putty knife clean.

**METAL CLEANING**

1. MATERIALS

Glance solution in a plastic spray bottle

Lotion or cream type cleaner

Clean cloths

Measuring device

1. AREAS WHERE APPLICABLE

Any exposed interior metal surface (structural or decorative). Metal parts of doors, railings, and other surfaces frequently touched require regular cleaning.

1. PREPARATION OF MATERIALS

Fill the spray bottle with Glance from the Diversey J-Fill station.

1. PREPARATION OF THE AREA

If metal to be cleaned is on a door in a high traffic area, it may be necessary to prop it open so that the traffic and cleaning process do not interfere with each other.

1. INSTRUCTIONS

Spray the metal lightly with the mixed solution. Wipe the area dry with a soft,

clean cloth. For stubborn soil, it may be necessary to use the lotion or cream-type cleaner. Put a small amount of the cleanser on a clean, damp cloth, and wipe the area clean.

NOTE: Lotion and cream-type cleaners are abrasive and should be used only if a particular soil does not respond to the neutral detergent solution. Never use lotion or creams on highly polished metals.

1. CLEANUP

Rinse and wring dry any cloths used. If the detergent solution is left in the plastic spray bottle for future use, properly label the bottle according to the manufacturer's instructions prior to use.

**RESTROOMS – CLEANING SINKS**

1. MATERIALS

Alpha HP Multi-Surface Disinfectant Cleaner in a spray bottle

Sponge

Clean, dry cloths

Rubber gloves

1. AREAS WHERE APPLICABLE

All restroom facilities: clean fixtures in these areas thoroughly and properly every day.

1. PREPARATION OF THE AREA

The door to the rest room should be propped open and a sign posted, or some other indication given, that the area is being serviced.

1. INSTRUCTIONS

Clean the interior surfaces of each sink - using the Alpha HP, spray the surface to be cleaned. Wipe the surface dry with a clean cloth. Clean the exterior of each sink in the same manner - wipe the top, sides, front and underneath. Wipe the hardware also. Wipe the plug and rim of the drain. Wipe the hardware with a clean cloth or paper towel to prevent spotting. The bottoms of sinks and basins, and the pipes and valves do not need to be cleaned every time the tops are done. However, do not neglect these areas. Wipe them with a dampened sponge or rag every third or fourth time the basins are done, more often if needed.

1. CLEANUP

Wring the sponges and cloths as dry as possible and store them so that they will not become soiled, or used for other restroom fixtures. Make sure to use different colors for these rags from those used later on commodes and urinals.

**RESTROOMS – CLEANING TOILETS**

1. MATERIALS

Alpha HP Multi-Surface Disinfectant Cleaner in a spray bottle

Acid-type bowl cleaner

Sponge or micro-fiber rag Bowl mop & holder Rubber gloves

Safety goggles

1. AREAS WHERE APPLICABLE

All restroom facilities: clean fixtures in these areas thoroughly and properly every day.

1. PREPARATION OF THE AREA

The door to the rest room should be propped open or locked, and a sign posted, or some other indication given, that the area is being serviced, and is not to be used.

1. INSTRUCTIONS

Put your safety goggles on to protect your eyes. Begin the cleaning by flushing all the fixtures. Because of buildup due to minerals in the water, it will be necessary to use an acid bowl cleaner to clean the interior of the commode. To use the acid cleaner, first wet the bowl mop, and then pour the cleaner onto the mop over the bowl. Do not leave the commode unattended at this point for safety reasons. Scrub vigorously under the flushing rim and at the water level to remove all buildup, rust and scale. Flush the fixture and follow the water line as it goes down with the bowl mop, scrubbing in a circular motion. Flush the fixture one more time to remove acid from all surfaces and rinse the bowl mop. **Note:** If an acid based cleaner comes in contact with the eyes, immediately flush with clean water for fifteen minutes, and seek medical attention.

Using the Alpha HP, spray the top of the toilet seat. Wipe the surface dry with a clean sponge or cloth. Spray seat hinges and all the hardware on the toilet or urinal, including flush handles, pipes, and the walls surrounding the toilet. Wipe these areas with a sponge or rag used solely for cleaning toilets.

Raise the seat and spray the underside and wipe it with the damp cloth or sponge. Spray and wipe the entire outside and bottom surfaces of the fixture.

After cleaning each commode, damp wipe all surfaces of the partitions, including the tops. Remove any writing or drawing on the partition surfaces, wipe any handles or latches and the areas around those handles/latches as thoroughly as possible.

1. CLEANUP

Spray bowl mop liberally and rinse it thoroughly. Spray and rinse all sponges and cloths. Wring sponges and cloths as dry as possible and store so that they will be easily recognized by their color as materials dedicated to toilet fixture cleaning.

**RESTROOMS – CLEANING TUBS AND SHOWERS**

1. MATERIALS

Crew Shower, Tub & Tile Cleaner

Lotion or cream cleanser

White Doodlebug pad with handle Sponge

Clean, dry cloths

Deck brush with handle Squeegee with handle

Rubber gloves

Safety glasses

1. AREAS WHERE APPLICABLE

All shower and restrooms in residence halls, locker rooms and athletic areas. Clean the fixtures in these areas thoroughly and properly every day.

1. PREPARATION OF THE AREA

The door to the shower, locker, or restroom should be propped open with a sign or some other indication that cleaning is in progress and the area is not to be used.

1. INSTRUCTIONS

Before cleaning, pick up all bits of soap from the dishes, floor, gutter and drain areas.

Remove hair and other debris from the drains. Using the Crew RTD Spray, completely cover wall surfaces of the shower or tub area with cleaner solution. Agitate the cleaner using a white doodlebug pad. Use a sponge dampened with cleaner solution to reach places that the deck brush cannot get, such as soap dishes, comers, chrome fixtures etc. A small amount of lotion cleanser may be used to remove built up soap from the soap dishes. Again, using the Crew RTD Spray, completely cover the floor of the shower or tub area with cleaner solution. Agitate the cleaner solution with a deck brush; use a sponge in the bottom of a tub.

Check the drain for scum or mineral buildup. If buildup is present, use a small amount lotion or cream cleanser on a sponge to remove it. If drains in shower rooms and locker rooms are not used for long periods, pour water into the drains at frequent intervals to keep the traps full so that sewer gas does not leak into the room.

Using a squeegee, remove excess solution from the wall and floor surfaces. If the shower area or tub has a shower curtain, thoroughly wipe with a sponge dampened with the cleaner disinfectant. **Note:** Always use eye protection, as shower cleaners are acid based.

1. CLEANUP

Rinse all sponges and cloths. Wring all cloths and sponges as dry as possible and store for subsequent use in cleaning showers and tubs. If shower stall cleaner has been used, thoroughly rinse all equipment in clear water, including foaming gun, deck brushes, sponges, and cloths.

**RESTROOMS – URINALS**

1. MATERIALS

Alpha HP Multi-Surface Disinfectant Cleaner in a spray bottle

Acid-type bowl cleaner

Sponge or micro-fiber rag

Bowl mop & holder

Rubber gloves

Safety goggles

1. AREAS WHERE APPLICABLE

All restroom facilities, locker and athletic areas with toilet facilities. Clean these areas thoroughly and properly every day.

1. PREPARATION OF THE AREA

The door to the rest room should be propped open and a sign posted, or some other indication given, that the area is being serviced, and is not to be used.

1. INSTRUCTIONS

Put your safety goggles on to protect your eyes. After cleaning commodes and partitions, urinals should be cleaned with a method similar to that used for cleaning commodes. First the fixture should be flushed, and any waste that does not flush, removed.

It is periodically necessary to clean the fixtures with an acid type bowl cleaner. Begin by flushing the fixture and wetting the bowl mop. Pour the acid cleaner on the mop head while holding it over the bowl of the urinal. Do not leave the urinal unattended at this point for safety reasons. If an acid-based cleaner comes in contact with the eyes, immediately flush with clean water for fifteen minutes, and seek medical attention. Scrub the interior of the urinal thoroughly with the mop, especially around the edges and under the upper flushing rim. Scrub until all buildup, scale and rust is removed. Flush the fixture and scrub the lower part of the bowl as the water level decreases. Flush the fixture one more time to remove acid

from surfaces.

Using the Alpha HP, spray the top and sides of the urinal. Spray all the hardware on the urinal, including flush handles, pipes, and the walls surrounding the toilet. Spray and damp wipe all exterior surfaces of the urinal, including the base and areas underneath the urinal. If there are partitions between the urinals, spray partitions with the Alpha HP and wipe with a damp sponge. Pipes, valves and other hardware associated with the urinal should be damp wiped with the sponge and dried with a clean cloth to prevent water spotting.

1. RESTRICTIONS ON USE OF THE AREA

No traffic should be allowed until all restroom cleaning is complete.

1. CLEANUP

Spray bowl mop liberally with cleaner disinfectant solution and rinse it thoroughly. Spray and rinse all sponges and cloths. Wring sponges and cloths as dry as possible and store so that they will be easily recognized by their color as materials dedicated to toilet fixture cleaning. If the cleaner disinfectant is to be used later, make sure that is properly labeled as specified by the manufacturer instructions before storing it.

**TRASH & RECYCLING RECEPTACLES - EMPTYING**

1. MATERIALS

Custodial cart with trash collection receptacle attached

Clean rags and sponges

Supply of plastic trash can liners

1. PREPARATIONOFMATERIALS

Dampen a rag or sponge and keep another rag clean and dry.

1. INSTRUCTIONS

Empty the trash receptacle into the trash collection bag on the cart. Do not reach into the waste basket, but carefully dump the contents into the bag.

If the plastic liner in the can is tom, soiled or wet, replace it from the supply on the cart.

If the inside of the wastebasket itself is soiled or wet, damp wipe the inside using a sponge or rag. Damp wipe the outside of the basket to remove soil and smudges.

When the trash collection bag is full, remove it and place it at the designated pickup location. Do not place trash bags on carpeted floors as liquids may seep out and stain the carpeting. If necessary, use an additional plastic liner under the collection bag to catch any spills that may occur.

**WALL AND CEILING WASHING**

1. MATERIALS

PERDiem from the Diversey J-Fill station

1. EQUIPMENT

Ladder

2 Buckets

2 Sponges or soft cloths

Vacuum or triangular dust mop

Large drop cloth (if needed)

1. PREPARATION OF MATERIALS

Make a PERDiem solution in one bucket of clear, warm water. Fill second bucket with clear, warm rinse water. Rinse water must be changed frequently.

1. PREPARATION OF THE AREA

Remove all furniture, pictures and other objects from the area to be cleaned. Remove all excess dust and cobwebs from wall and ceiling with vacuum or dust mop. Work from bottom to top to catch cobwebs.

1. INSTRUCTIONS

Spread drop cloth to control spillages and move it as you progress.

Be sure that ceiling is washable, these techniques do not work with soft ceiling tiles or spray acoustic materials. Begin at one comer of the ceiling. Apply the PERDiem solution onto an area of about four feet square. Use the same stroke each time. Apply the rinse solution to the same area, then squeeze dry and pick up the rinse water. Continue across the ceiling in this manner until finished. Begin at the top of the wall, and work toward the bottom, following the same washing and rinsing technique used on the ceiling. Try not to let the solution run down the wall. Wash adjacent woodwork and baseboards using the same methods.

1. CLEANUP

Clean all equipment and return to custodial equipment storage area.

**BUILDING ASSESSMENT**

Inspection Plan

This program has been developed so that your supervisor can give you feedback on your area. We are intending this charting to be a tool for you, as well as for your supervisor. It is our hope that you will use this information to see which areas need more attention so that they can rank as highly as your other areas. This will be a record that can be used to our mutual benefit when it comes time for performance evaluations. This form is certainly not the sole basis for reviews, but it can be a very useful component. The form itself is relatively easy to understand. The frequency of the tasks necessary to keep these areas in good shape is noted in the previous section of this manual. These frequencies are not locked in stone and may be adjusted from time to time. It is possible that you might have an item that is consistently good for one inspection and not so good the next time through. In that scenario, the frequency should be adjusted so that the task is performed more often. If the problem continues, we will look at the cleaning method. If problems continue, a supervisor may elect to work with you and increase the frequency of inspections. Each item on the form will be reviewed, and the reviewer will provide a written comment whenever possible. Items that need attention should be discussed with the reviewer as soon as possible. It is our hope that this will be a cooperative process. Progress will be noted from one evaluation to the next. If you are having particular trouble with an area, a supervisor will work with you on frequency and methods and go through the process with you. In any case, please look at this as an effort on all our parts to prepare the best product possible for our customers.

The tasks listed below are a guide - the outcome will be the criteria used for inspections of the work.

**BLINDS, VENTS, HEATING UNITS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Dust and spot clean | No dust, cobwebs, dirt or grime. |

**ENTRYWAYS (exterior)**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter, scrape and sweep | No litter, soil, dust, chewing gum.  |
| Power scrub as necessary | No ground-in soil or stains. |

**CARPET (broad areas)**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter | No litter. |
| Vacuum | No surface dirt, fluff or build up around edges, furniture and mats, or in corners |
| Spot clean stains | No stains, chewing gum, or chemical residue resulting from cleaning process. |
| Shampoo | No stains, chewing gum, or chemical residue. Pile lifted, dry before customer use. |

**CARPET (small areas, congested areas, stairs)**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter | No litter. |
| Vacuum | No surface dirt, fluff or build up around edges, furniture and mats, or in corners |
| Spot clean stains | No stains, chewing gum, or chemical residue resulting from cleaning process. |
| Shampoo | No stains, chewing gum, or chemical residue. Pile lifted, dry before customer use. |

**UPHOLSTERY: FABRIC, CLOTH**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Spot clean and vacuum fabric or cloth | No stains, chewing gum, dust, or soil build-up on surfaces, or chemical residue resulting from cleaning process. |
| Clean all other surfaces with suitable chemical | No chewing gum, dust, fingermarks, soil build-up, or chemical residue resulting from cleaning process. Rejuvenated surfaces. |
| Shampoo as necessary | No stains, ground-in soil, or chemical residue resulting from cleaning process. Dry before customer use. |

**UPHOLSTERY: VINYL, PLASTIC, LEATHER**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all vinyl, plastic, leather and metal surfaces with suitable chemical | No chewing gum, dust, fingermarks, soil build-up, or chemical residue resulting from cleaning process. Rejuvenated surfaces. |

**CIGARETTE RECEPTACLES**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Empty and clean cigarette receptacles located externally | Receptacles clean, no cigarette butts or rubbish in the container, no nicotine build-up, no unpleasant odor. |

**CONCRETE FLOORS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter and sweep | No litter, fluff, dust, chewing gum. |
| Damp mop | Free of soil and smears, no build up incorners. |
| Power scrub as necessary | No ground-in soil or stains. |

**DRINKING FOUNTAINS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all surfaces with an approved cloth and chemical / germicide cleanser | Clean, bright finish, no dust, cobwebs, soil, fingermarks or body fluids. |

**FLOOR GRATES**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Lift grates, remove rubbish, food scraps etc. | No rubbish, food scraps etc. under grates, drains are clean and clear. |
| Clean all surfaces with approved germicide cleanser | No unpleasant odors, mold, dirt, or soil build-up on surfaces. |

**GLASS, MIRRORS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove stickers, posters, sticky tape, etc. | No stickers, posters, sticky tape or residue. |
| Spot clean | No dirt, streaks, smears, watermarks, or fingermarks. |
| Clean total glass area and surrounding frame. | No dirt, streaks, smears, watermarks, fingermarks, dust or cobwebs. |

**KITCHEN BENCHES, SERVERIES, BARS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all surfaces with an approved cloth and chemical / germicide cleanser | No chewing gum, dust, fingermarks, stains, smears or soil build-up. Rejuvenated surfaces. |

**LINOLEUM FLOORING**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter and sweep and/or vacuum | No litter, fluff, dust, chewing gum. |
| Damp mop | Free of soil and smears, no build up incorners, around/under furniture or mats. |
| Machine buff, restore traffic worn areas, remove scuffmarks | No fluff, dust or build-up of polish, non- slip uniform sheen finish. No build-up of polish on adjoining surfaces. |

**RAILINGS, PAINTED METAL, VINYL**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all surfaces with an approved cloth and chemical | Clean bright finish, no dust, cobwebs, soil, fingermarks or body fat. Rejuvenated surfaces. |

**SAFETY. URETHANE AND NON-SLIP FLOORING**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter and sweep and/or vacuum | No litter, fluff, dust, chewing gum. |
| Damp mop | Free of soil and smears, no build up incorners, around/under furniture or mats. |
| Scrub using a rotary or cylindrical scrubbing machine with approved cleanser and wet vacuum pick up or automatic scrubbing machine. | No stains, mold, chewing gum or soil build-up on floor or adjoining surfaces under furniture or mats. Floor to retain slip-free surface and be dry before customer use. |

**STAINLESS STEEL ITEMS - ELEVATOR DOORS, PANELS, PUSH PLATES, ETC**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all surfaces with an approved cloth and chemical. | No chewing gum, dust, fingermarks, stains, smears or soil build-up. Rejuvenated surfaces. |

**TABLES**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean all surfaces with an approved cloth and chemical | Clean, bright finish, no dust, cobwebs, soil, fingermarks or soil build-up. Rejuvenated surfaces. |

**TERRAZZO, QUARRY, MARBLE TILES (Interior)**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter and sweep and/or vacuum | No litter, fluff, dust, chewing gum. |
| Damp mop with approved germicide cleanser | Free of soil and smears, no build up incorners, around/under furniture or mats. |
| Scrub using a rotary or cylindrical scrubbing machine with approved cleanser and wet vacuum pick up or automatic scrubbing machine. | No stains, mold, chewing gum or soil build-up on floor or adjoining surfaces under furniture or mats. Floor to retain slip-free surface and be dry before customer use. |
| Machine buff, restore traffic worn areas, remove scuffmarks | No fluff, dust or build-up of polish, non- slip uniform sheen finish. No build-up of polish on adjoining surfaces. |
| Strip and apply polish as necessary | Suitable polish thickness to prevent wear to floor surface, No build-up of polish on adjoining surfaces. |

**TOILET FLOORS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter, empty waste bins and replace liners. | No litter, waste bins empty with clean liners. |
| Scrub using a rotary or cylindrical scrubbing machine with approved cleanser and wet vacuum pick up or automatic scrubbing machine. | No unpleasant odors, stain, mold, chewing gum or soil build-up on floor or adjoining surfaces under receptacles. Floor be dry before customer use. |

**RESTROOMS, URINALS, SINKS, SHOWERS, FIXTURES, EXPOSED PIPES, SANITARY BINS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Wash clean all inner (exposed) & outer surfaces with approved germicide. | No unpleasant odors, stains, mold or soil build-up on fixtures/pipes or surrounding surfaces. |
| Clean and polish dry all bright metal surfaces | No build up around fixtures or surrounds. Bright smudge free surfaces/  |
| Replenish paper and/or material towels, soap, and toilet tissues | Consumable materials replenished. Adequate stock of consumables available for next service. |

**TOILET WALLS, PARTITIONS, DOORS, VANITY TOPS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove stickers, posters, sticky tape, etc. | No stickers, posters, sticky tape or residue. |
| Clean all surfaces with approved germicide cleanser | No unpleasant odors, stains, mold, dirt, streaks, smears, watermarks, fingermarks, soil build-up or body fluids on surfaces. |

**VINYL AND WOOD-TYPE FLOORING**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Remove litter and sweep and/or vacuum | No litter, fluff, dust, chewing gum. |
| Damp mop | Free of soil and smears, no build up incorners, around/under furniture or mats. |
| Machine buff, restore traffic worn areas, remove scuffmarks | No fluff, dust or build-up of polish, non- slip uniform sheen finish. No build-up of polish on adjoining surfaces. |
| Strip and apply polish as necessary | Suitable polish thickness to prevent wear to floor surface, non-slip, high sheen finish. No build up of polish on adjacent surfaces. |

**WALLS, CEILINGS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Dust and spot clean | No dust, cobwebs, dirt or grime. |

**WASTE RECEPTACLES**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Empty all receptacles used for waste collection | No rubbish, food scraps, etc. in receptacle. |
| Clean inside and outside surfaces with an approved germicide cleanser; replace plastic liners as necessary | Inside and outside surfaces clean, plastic liner clean. No unpleasant odor from receptacle. |
| Place waste in plastic bags, tied securelyand deposited in the nearest waste collection area | Waste placed in designated area, no spillage from plastic bags. |

**WHITEBOARDS**

|  |  |
| --- | --- |
| **TASK** | **OUTCOME** |
| Clean writing surface, frame and surrounding surfaces, with an approved chemical | Writing surface free from ink residue, no smears. Frame and surrounding surfaces free of dust. |

**Custodial Inspection Report**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Building** |  |  |  | **Inspected by** |  | **Date** |  |
|   |   |   |   |   |   |   |   |   |
|  |  |  |  |  |  |  |  |  |
| **Entrances (Interior)** | Wt. Factor | Level | Score |  | **Public Areas** | Wt. Factor | Level  | Score |
| Floor Mats |   |   |   |  | Water Fountain |   |   |   |
| Sweep Floor |   |   |   |  | Waste/Recycle Receptacles |   |   |   |
| Mop Floor |   |   |   |  | Floors |   |   |   |
| Horizontal Srufaces |   |   |   |  | Walls |   |   |   |
| Walls |   |   |   |  | Ceilings |   |   |   |
| Doors |   |   |   |  | Light Fixtures |   |   |   |
| Lights |   |   |   |  | Doors |   |   |   |
| Windows |   |   |   |  | Furniture |   |   |   |
| Glass |   |   |   |  | Window Treatments |   |   |   |
| Total Point Count |   |   |   |  | Total Point Count |   |   |   |
| Level Score of Area |   |   |   |  | Level Score of Area |   |   |   |
|  |  |  |  |  |  |  |  |  |
| **Entrances (Exterior)** |   |   |   |  | **Offices** |   |   |   |
| Ash Urn |   |   |   |  | Waste/Recycle Receptacles |   |   |   |
| Walkway |   |   |   |  | Walls |   |   |   |
| Overhang |   |   |   |  | Ceilings |   |   |   |
| Walls |   |   |   |  | Light Fixtures |   |   |   |
| Door |   |   |   |  | Floors |   |   |   |
| Door Glass |   |   |   |  | Window Treatments |   |   |   |
| Total Point Count |   |   |   |  | Furniture |   |   |   |
| Level Score of Area |   |   |   |  | Vents |   |   |   |
|  |  |  |  |  | Total Point Count |   |   |   |
| **Bathrooms** |   |   |   |  | Level Score of Area |   |   |   |
| Waste/Recycle Receptacles |   |   |   |  |  |  |  |  |
| Supplies (Soap/Paper) |   |   |   |  | **Stairwell** |   |   |   |
| Shower Stalls |   |   |   |  | Stairs & Landings |   |   |   |
| Dressing Area |   |   |   |  | Treads |   |   |   |
| Toilets |   |   |   |  | Walls |   |   |   |
| Stall Walls |   |   |   |  | Rails |   |   |   |
| Sinks |   |   |   |  | Doors |   |   |   |
| Mirrors |   |   |   |  | Total Point Count |   |   |   |
| Hand Dryers |   |   |   |  | Level Score of Area |   |   |   |
| Walls |   |   |   |  |  |  |  |  |
| Vents |   |   |   |  | **Custodial Closets** |   |   |   |
| Ceiling |   |   |   |  | Floor |   |   |   |
| Light Fixtures |   |   |   |  | Sink |   |   |   |
| Floors |   |   |   |  | Cart |   |   |   |
| Door |   |   |   |  | Equipment |   |   |   |
| Total Point Count |   |   |   |  | Supplies |   |   |   |
| Level Score of Area |   |   |   |  | Door |   |   |   |
|  |  |  |  |  | Walls |   |   |   |
|  |  |  |  |  | Total Point Count |   |   |   |
|  |  |  |  |  | Level Score of Area |   |   |   |
|  |  |  |  |  |  |  |  |  |
| Level 1: All areas free of dust and no visible soil. Area reflects a new appearance. Highest standard. |  |  |  |
|  Level 2: Floors shiny and bright. Light build up of dust. Restrooms clean and odor free. High standard. |  |  |  |
|  Level 3: Floors are clean and schedules being followed. Some dust and soil on surfaces. Meets standard.  |  |  |
| Level 4: Surfaces are soiled and dusty. Floors have build up in corners. Meets some but not all standard.Level 5: Surfaces are dirty with visible signs of spots and stains. Does not meet minimum standard.  |  |  |
|  |  |  |  |