

Cleaner's Playbook

CONFIDENTIAL





CASTLE KEEPERS BRANCH CLEANING MANUAL

Welcome to Castle Keepers! We've picked you to join our Team because we saw something special in you when you applied. We are very picky and you should be proud you've made the cut – most don't!

This Cleaning Manual has everything in it that you will need to become a successful Cleaning Technician and well on your way to other opportunities. You will need to have it with you every day. You will be evaluating yourself and your work daily on training days, not every day will be a training day. Look it over, get comfortable with the materials.

Inside you will find:

- Our Expectations
- An Overview of Training Camp Schedule
- Company Terms
- Levels of Service
- Chemical and Equipment Information
- Beginning Your Day
- Bathroom Cleaning Procedure
- Kitchen Cleaning Procedure
- Dusting Procedure
- Vacuuming Procedure
- Floor Procedure
- Vacant Cleaning Procedure
- Deep Cleaning Procedure

Our Expectations

We do not expect Trainees to perform at the level of Team Members while they are in training and you will need to be patient with yourself as you go through the process. You will have milestone moments where you will be able to pull your “full weight” in each of the training areas, but realize that you will then begin training in another area, only to repeat the process. We do expect the following behaviors from all Trainees.

Arrive on time. Being on time is the first thing you can do to set yourself up for success.

Arrive with a cheery attitude that says I'm ready to be the best part of everyone's day!

Pre-read your Cleaning Manual so that you are prepared for the day's lessons.

Listen to your Trainer and do what he/she recommends. If you have a question, ask it.

Understand that professional cleaning is not like cleaning your own home. We do things differently as professionals for a reason. If you have a question, ask it.

Use only assigned cleaning products and equipment.

Learn the company terms – the sooner, the better. It will help you fit in more quickly and smoothly.

Always smile, be polite and use good customer service skills.

Follow safety guidelines as written in your safety manual.

Keep in mind that what is expected of you as a Trainee – to learn how to clean according to Castle Keepers' cleaning techniques and procedures. Always follow your training manual unless specifically instructed otherwise by your trainer.

Ask questions.

Training Schedule

Days 1-3: Orientation & Bathrooms

Days 4-6: Dusting & vacuuming

Days 7-8: Kitchens

Days 9-10: Evaluation begins

Day 1 Introduction/Orientation/Equipment/Chemicals/Bathroom Flow

Day 2 Bathroom training – Basics (i.e. Toilet, sink, shower, floors)

Day 3 Bathroom training – Details, Quality and Time

Day 4 Dusting & Vacuuming – Flow and High Dusting, Carpet & Hard Floor vac.

Day 5 Dusting & Floors – Low Dusting and Detail, Mopping

Day 6 Dusting & Floors – Details, Quality and Time

Day 7 Kitchen training – Basic Cleaning

Day 8 Kitchen training – Details, Quality and Time

Day 9 Evaluation – Bathrooms and Floors

Day 10 Evaluation – Kitchens and Dusting

KITCHEN

Wash/clean all areas/surfaces. Scrubbing as needed. Limited detail work.

Countertops
Small counter appliances
Backsplash
Microwave - inside and outside
Stove exterior, burners, etc.
Range hood
Refrigerator exterior
Dishwasher exterior
Trash compactor exterior
Cabinet exterior
Sink, fixtures, and drain
Pantry floor
Inside windows over sink
Window sills
Blinds – dust only
Cobwebs
Ceiling fans
Door & window frames
Artwork / light fixtures
Vacuum and mop floors
Empty trash
Washer and dryer
Shake / vacuum rugs
Baseboards and mopboards

KITCHEN / UTILITY LEXICON

Team Captain
Team Mate
Vinyl
Tile
Laminate
Granite
Wet Work
Drain
Utility Room
Lint Trap
Trash
Stovetop
Oven
Range Hood
Fridge Seals
Cabinet Fronts
Fixtures

BATHROOMS

Wash/clean all areas/surfaces. Scrubbing as needed. Limited detail work.

Countertops
Backsplash
Tub / shower stall(s)
Toilet – inside and outside
Hard water removal
Sink, fixtures, and drain
Items on vanity
Organize and tidy
Lights and mirrors
Cabinet exteriors
Window sills
Blinds – dust only
Cobwebs and ceiling
Door and window frames
Knobs and switch plates
Artwork and knick-knacks
Towels – fold
Vacuum and mop floors
Empty trash
Shake / vacuum rugs
Baseboards and mopboards

BATHROOM LEXICON

Team Captain
Disinfect
Hard Water
Scrub
Wipe
Wet Work
Master Bath
Linens
Full Bath
Half Bath
Powder Room
Trash
Soap Scum
Mildew
Rings
Lines
Tank
Bowl
Knobs
Light Bar
Vinyl
Marble
Build-Up

DRY AREAS

Wash/clean all areas/surfaces. Scrubbing as needed. Limited detail work.

Furniture – dusting
Furniture – vacuuming
Furniture – under and behind
Lamps and shades
Change linens
Blinds – dust only
Straighten and tidy
Artwork and knick-knacks
Cobwebs
Ceiling fans
Light fixtures
Mirrors and glass
Door and window frames
Patio doors – inside and outside
Empty trash
Registers and sills
Baseboards and mopboards
Shake / vacuum rugs
Flooring – vacuum and mop
Carpeting
Carpet edging

DRY AREAS LEXICON

Team Captain
Dry Work
Straighten
Tidy
Wet Work
Master Bath
Linens
Hard Vac
Vac Lines
Trash
Soap Scum
Mildew
Family Room
Living Room
Bonus Room
Panel Door
Sills
Seals
Threshold
Side Lights
Couch
Ottoman
Comforter
Bed Spread
Quilt
Skirt



LEVELS OF CLEAN (also called the CLEAN CODE):

The purpose of the Clean Code is to help you classify in your mind where you are starting when you arrive and the level you need to clean to.

10 – PERFECT in every way. No noticeable soil. Client performs thorough maintenance (tiding and cleaning) between visits by Castle Keepers. Must work hard to make a difference.

9 – Looks perfect. All areas clean, but not detailed out. Minimal soil buildup. Client performs partial maintenance between visits by Castle Keepers. An example would be a weekly customer. Must work hard to make a difference.

8 – High standard. Clients do a better job tidying and cleaning up after themselves than in 7, and some areas are better than others.

7 – Standard. Full house, busy family with pets. Clients manage to pick up and clean up after themselves to a basic extent between visits from Castle Keepers' visits.

6 – Standard. Full house, busy family with pets. Inconsistent cleaning and tidying between Castle Keepers' visits.

5 – Common. Full house, busy family with pets. No cleaning or tidying up between Castle Keepers' visits.

4 – Pack Rat. Cluttered. Lots of things to clean. May even be a collector and relatively organized.

3 – Pack Rat. Has piles of books or boxes throughout house. Surfaces are cluttered. Cannot clean all areas.

2 – Hoarder. Rotten food, human waste, unsanitary. Outside of our Scope of Work.

1 – Hoarder. Rodents, dead animals, bugs, unhealthy environment. Only able to walk in paths between piles of junk. Outside of our Scope of Work.

Chemicals

Please note that all chemicals are considered unsafe for inhalation or skin contact. Use gloves at all times to prevent skin absorption. When spraying, allow spray to settle before beginning to scrub, wipe, or rinse so you don't inhale droplets. Keep yourself safe by following all safety guidelines – we are committed to your safety.

A ALL JOBS

D DEEP CLEAN

S SPECIAL REQUESTS

BC – Clorox Greenworks Bathroom Cleaner: Very effective for hard water build up and soap scum. Most effective when allowed to saturate and dwell on the area to be cleaned. Unsafe on wood. May etch plastic if used full strength. Designed for use on many surfaces: tile, fiberglass, porcelain, enamel and cultured marble, including counters, chrome, sinks and toilet. **DO NOT USE ON NATURAL MARBLE OR GRANITE. or OTHER TYPES OF STONE.**

A



GP – Clorox Greenworks General Purpose Cleaner: works on multiple hard surfaces throughout the home.

A



NF – Clorox Greenworks Neutral Floor Cleaner: Designed to be safe and effective on all hard surface floors, including wood floors, quarry tile floors and laminate surfaces

A



DI - DI Water (or Deionized Water): Regular tap water with ions (minerals like Calcium, Magnesium, Sodium, Potassium, etc.) removed. Used with microfiber cloths for chemical-free general purpose cleaning.

A



CA – Cream Abrasive (Maxim Crème Cleanser): Mild abrasive, alkaline cleaner safe on all surface types. Can be used to clean glass cook top stoves. A little goes a long way, so use sparingly. RINSE WELL.

A



HS – Hand Sanitizer

A



Peroxy Cleaner – A peroxide-based cleaner for use in tubs/showers where a stronger chemical than the shower cleaner is required. Used for Deep Cleans and First-Time-Ins.

D

OC – Oven Cleaner: Used for cleaning ovens, grills, barbeques, etc. when part of additional services asked for by client. Ask your Captain before using in a self-cleaning oven. Do NOT inhale the fumes – use extreme caution.

S



Urine Odor Enzyme – Cleans and deodorizes urine odors on bathroom surfaces and reduces the need for harsh chemicals.

S

Murphy's Oil Soap –

S



Clorox Bleach Pen –For use on mold/mildew stains in bathroom and kitchen. Gloves and goggles are required. Shake well before use. Unscrew cap on chosen tip. Squeeze and apply only to stained area. Rub with tip. Rinse clean promptly after use. Be sure to replace cap immediately after use. Do not use on silver. Avoid prolonged use on plastic laminate countertops and metal surfaces. Not for use on rust or permanent inks and dyes.

S



Tools

A

ALL JOBS

D

DEEP CLEAN

S

SPECIAL REQUESTS

Blue Microfiber Cloth: To be used as General Purpose cloths throughout the home except the bathroom. This cloth will capture much more soil than a cotton cloth.

A



Blue Mop Pad – Used for mopping all non-bathroom floors.

A



Orange Microfiber Cloth: Only to be used in bathrooms. Used for dusting and general cleaning. This cloth will capture much more soil than a cotton cloth.

A



Orange Mop Pads: For use on bathroom floors only

A



Polishing Cloth: Thin, tight weave towel used primarily for polishing metals.

A



ME – Magic Eraser: Melamine wedges. Excellent for showers, counters, sinks, shower doors, etc. Will harm shiny plastic surfaces, wood cabinets, and gloss paint. You will be trained in the particulars.

A



Scrub Brush: A stiff brush with shorter bristles for cleaning solid surfaces, especially in tubs and showers.

A



Grout Brush: The smallest brush we use – very similar in size to a toothbrush. For cleaning grout lines and general all-purpose cleaning.

A



Toilet Brush: Longer handle brush with stiff bristles used to clean inside toilet and under rim inside of toilet.

A



Caddy: Organized for efficiency and safety, take care to put items back where they belong.

A



Cobwebbers are used for cobwebs as well as high dusting.

A



Blue Mesh Bag with Shoulder Strap: Used for carrying equipment such as vacuum attachments.

A



Gloves are nitrile recommended for all work inside the Clients' homes. Use 100% of the time when using chemicals – your hands must NOT come into contact with anything other than water or lotion. If a hole develops, throw glove away and wash hands thoroughly before re-gloving.

A



Pumice Stone: A scouring stick safe on porcelain and some other surfaces. Get input from team lead for anything other than toilets or white sinks. Will scratch and cause permanent damage if not used correctly. Most marks created by pumice can be removed with BK.

A



Yellow or White Mesh Bag: Used for carrying cleaning cloths. Take care to keep clean and dirty cloths separate.

A



Whisk Broom: For tight spaces where the vacuum can't fit, and for removing hair from dry surfaces before cleaning

A



Safety Glasses: To be worn when cleaning ovens and any other time when caustic chemicals are used

A



2-Step ladder: To reach high areas such as tops of mirrors, cabinets, etc.

A



Plastic Scrapers – Good for scratch-free scraping of grease and other residue from smooth surfaces like tile and ceramic cook tops without damaging the surface. Apply water or cleaning chemical to surface and scrape at a 30- to 45-degree angle to surface using mild pressure. Make sure plastic blade is in good shape and is not dented or marred before using. Not for cutting.

A



White Scrubby: Will scratch some surfaces when combined with Crème – mainly faucets. **Bucket:** Used in conjunction with all mopping types.

A



Bucket: Used in conjunction with all mopping types.

A



Rags: Hole-y cloths that are used only for throw away work like ovens. Never to be used for routine cleaning.

A



Squeegee: For use on all glass items of 12 inches or more—EXCEPT framed art

A



Backpack Vacuum: For use on all floor types

A



Apron:

A



Red Oil Cloth: A thin red cloth that is used to apply oil when needed.
This cloth must remain separate from all other cloths

S



Plastic Razor Blade: Part of the Deep Clean kit – this blade must be attached to the Captain's apron at all time – even when in use.

S



BATHROOM CLEANING

Estimated Time: Master Bath – 45 minutes, Regular – 20, with glass doors – 30, Half – 15, Powder - 12

HOT SPOTS

Back splash edge	Urine odor	Rings in sinks & toilets
Mirror streaks & spots	Shower tracks	Water spots on shower door
Behind the door	Floor edges	Not moving things

Bathroom Overview:

1. Put on gloves and goggles– they are required for cleaning bathrooms
2. Before turning on the lights clean light bulbs and fixtures. Make sure they are cool or they will pop.
3. Remove rugs and trash to the nearest area
4. Cobweb ceiling, blinds, and Corners
5. Make a bucket with General Purpose cleaner
6. If any buildup is present, pour Bathroom Cleaner on an orange microfiber towel and wipe onto tub/shower surface, working from bottom to top.
7. Begin at the door and clean around the room from left to right, bringing your bucket with you.
8. Clean areas as they occur from top to bottom and back to front.
9. Clean all towel racks, light fixtures, TP holders, knick-knacks etc. with General Purpose cleaner
10. Dust blinds when you come to them.
11. Refold and hang towels as needed.

SHOWER AREA: Work from top to bottom unless pre-sprayed, then work bottom to top.

1. Remove all items.
2. Clean outside of shower using Bathroom Cleaner
3. Clean inside of shower with chemicals & a scrubby, ME, or scrungee depending on conditions.
4. Clean and polish shower head and fixtures
5. Squeegee dry

SHOWER AREA: Work from top to bottom unless pre-sprayed, then work bottom to top.

6. Remove all items.
7. Clean outside of shower using Bathroom Cleaner
8. Clean inside of shower with chemicals & a scrubby, ME, or scrungee depending on conditions.
9. Clean and polish shower head and fixtures
10. Squeegee dry



Make sure to get all the following areas

- Faucets and spouts
- Bottles
- Corners
- Tracks
- Soap dishes
- Floor – may need extra scrubbing

TUB AREA: Work from top to bottom unless pre-sprayed, then work bottom to top

1. Remove all items from Tub
2. Clean rim of tub and any wall tile picking up, cleaning and returning items
3. Clean inside of tub with ME, Crème, Bathroom Cleaner as needed
4. Clean fixtures, brush around drain and polish dry
5. Clean outside of tub wall
6. Return items to their original place with labels facing forward
7. **LEAVE ALL DRAINS OPEN WHEN FINISHED CLEANING**

BEFORE



AFTER



All items are removed, toys, shampoo bottles, soap dish, and bath mats.



Wipe this upper lip

This area behind the wash cloth needs extra scrubbing usually.

Fixtures cleaned and buffed dry.

Towels folded and returned to correct location

TOILET AREA:

1. Scrub interior of bowl with bathroom cleaner and use pumice if needed
2. Clean entire exterior to include the following:
 - Tank lid
 - Tank and handle
 - Both sides of toilet seat
 - Upper rim of bowl, taking care around lid attachments. Use brush.
 - Entire outside of and under bowl
 - Base and bolt covers
3. Clean baseboards, floor and cabinet walls around toilet by hand.
4. Step back and review your work making sure toilet is completely clean – look for hair and urine.

Remove all items from on and around the toilet area.

Flower tissue and fold TP



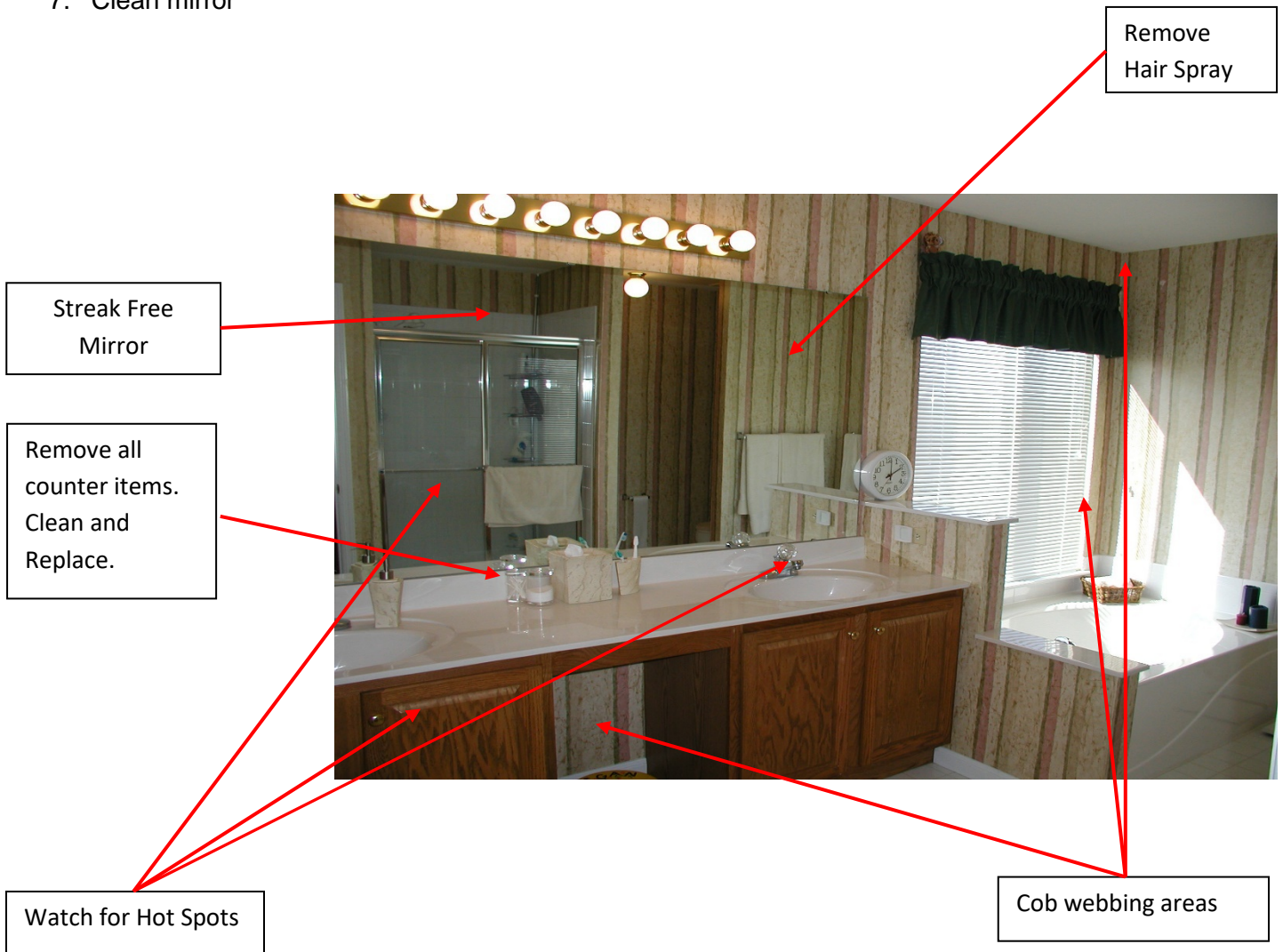
Clean wall pipes, base and bolt covers.

Clean baseboards during toilet cleanings.

Leave toilet seats down when finished. Courtesy flush.

SINK AREA:

1. Clean light fixtures
2. Remove and Clean items on the vanity including:
 - Soap dishes
 - Toothbrush holders
 - Drinking glasses
 - Makeup trays
3. Clean top of counter – extra care with cultured marble
4. Clean fixtures and polish dry.
5. Clean white cabinet doors and sides as needed. Always clean side close to toilet.
6. Clean and return items to their original position.
7. Clean mirror



FLOOR

1. Clean floor by hand if 6x6 or smaller using a bathroom microfiber cloth. Mop if larger
2. Remember to clean behind the door.

CHECK YOUR WORK:

1. Close the door, sit on the toilet and check these things.
 - a. Toilet paper holder – clean, full, and folded?
 - b. Floor edges and corners – no debris? Behind the door clean?
 - c. Counter tops – clean, no smears?
 - d. Mirrors – no toothpaste, streaks, and smears?
 - e. Presentation – is everything where it belongs? Towels folded?
2. Stand at the sink and check these things:
 - a. Mirror – clean and streak free?
 - b. Sink – no hair, residue, or hard water visible?
 - c. Faucets – shiny and polished on all sides? No hard water?
 - d. Light fixtures and bulbs – clean and shiny
3. Stand in front of the toilet and check these things:
 - a. Is the entire toilet hair free?
 - b. Are all rings and stripes removed?
 - c. Is the lid down?
 - d. Are the hinges clean and all moisture removed?
 - e. Is the base of the toilet clean of all urine?
 - f. Are the knobs and hoses behind the toilet clean?
4. Stand in front of the shower/tub and check these things:
 - a. Walls - Is the top ledge clean? Corners?
 - b. Walls – shiny with no residue or streaks?
 - c. Floor – clean with no residue?
 - d. Bottles – facing forward and clean?
 - e. Tracks – clean, dry, and shiny? Hard water removed?

FINAL STEPS:

1. Return rugs
2. Turn off lights
3. Close the door

KITCHEN CLEANING

Estimated Time: 60 Minutes

HOT SPOTS

Faucets	Finger prints	Marks in sinks
Sink drain not cleaned	Gritty residue	Floor not clean enough
Top of fridge	Refrigerator shelves	Counters gritty

Kitchen Overview:

1. Cobweb ceiling, blinds, ledges, lights, and fans
2. Put on gloves – they are required for cleaning kitchens
3. Place caddy on the floor by the sink and prepare bucket with General Purpose Cleaner.
4. Remove rugs and trash to the nearest adjacent area
5. If any buildup is present on stovetop, apply Maxim Crème and allow to dwell.
6. Begin at the natural door opening and clean around the room from left to right, top to bottom, back to front.
7. Clean all counters, appliances, shelves, knick-knacks, and cabinet fronts
8. Refold and hang towels as needed.
9. Empty the trash, wipe out trash can and replace bag
10. Vacuum and mop the floor. Dry as needed.



COUNTERS/CABINETS:

1. Use DI Water to clean counters and everything on counters
2. Work from back to front, moving items to clean under and behind them.
 - When moving items on the counter, move straight forward (or pick up) far enough to wipe the counter behind them.
 - Before you put the items back, make sure to wipe or dust them off. Such as salt & pepper shakers, canisters, etc. Everything that stays on the counter should be cleaned.

Spot wash cabinets for finger prints and food spills.



Clean counter backsplash and "lip"

Move (or pick up) all counter décor, wipe down and replace.

Clean edge of counters.

MICROWAVE:

1. Clean inside and out of microwave removing any food. This includes the top and doors.
2. Move microwave out to clean under and behind if possible.
3. Remove the plate, clean it and put it back. If there is a lot of food buildup you may need to spray it and let it soak.
4. If the entire microwave is very dirty put a cup of water inside and turn on for 2 minutes. Allow to set for an additional 5 minutes and soil will easily wipe away.

TIP: Be careful the plates are slippery when wet and break easily.



Areas easily forgotten:

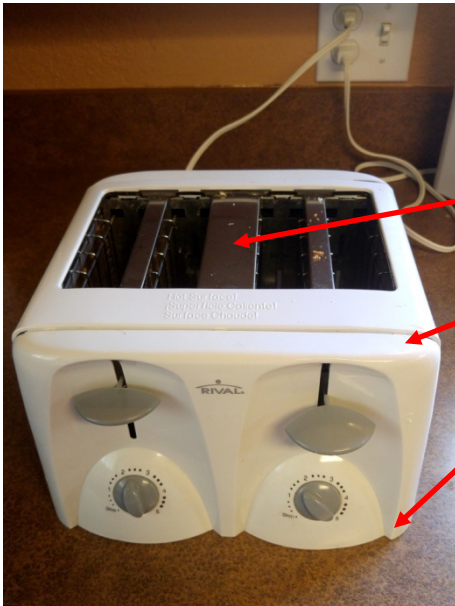
Vents

Tops (inside and out)

Doors

TOASTER:

1. Use Creme and a microfiber or scrungee on the top metal portion – remove ALL soil
2. Thoroughly wipe down the entire toaster including the back with General Purpose
3. Remove crumb tray and clean



Creme and a microfiber or scrungee on the top – remove ALL soil

Cloth only on the outside – no ME

Remove crumb tray and clean

COFFEE POT:



Remove coffee filter and discard.

Empty old coffee

Thoroughly clean decanter and coffee pot – if broken during cleaning, tell your Captain immediately.

STOVE TOP: Clean all backsplashes and hoods with General Purpose

Gas/Stainless:

Remove all grates and scrub

Clean stainless WITH the grain, no abrasives, allow to soak when needed





Flat Top:

Use Creme and a scrubby. You may need to use a razor blade for cooked on areas around burners.



Electric:

Remove rings and pans. Soak.

Replace or cover any that cannot be cleaned well.

OVEN:

Use oven cleaner on regular ovens only – do not clean Continuous Clean ovens and run the self-clean feature when available:

1. Wear long rubber gloves and eye protection while using oven cleaner (OC)
2. Preheat oven to NOT over 200F, then turn oven off before applying oven cleaner (temperatures above 200F will cause foam to smoke and dry too fast).
3. Spread a heavy layer of newspaper or rags under oven door and on surrounding surfaces to protect floor and counter tops while spraying and cleaning. Cover the vents that lead to the front glass.
4. SHAKE CAN WELL BEFORE SPRAYING. Hold can upright, POINTED AWAY FROM FACE. Spray oven surface from a distance of 9"-12". Align spray nozzle with black dot. Spray top of oven first then spray sides and bottom. Oven racks last.
5. Wipe off any over-spray and close oven door tightly.
6. Allow foam to work 15-30 minutes. Wearing gloves, wipe clean with a wet cloth, rinsing often. After drying, re-wipe with clean sponge or cloth. Rinse racks and broiler pan in sink. Carefully rinse spray nozzle with warm water, replace safety cap. Wash hands thoroughly.

NOTE: Use in a well-ventilated area. Open kitchen windows and doors if weather permitting.

REFRIGERATOR: Stainless fridges need to use microfiber and DI water only if there are children or pets.



Tops must be washed, not dusted

Handles washed and ME

Ice/water dispensers.

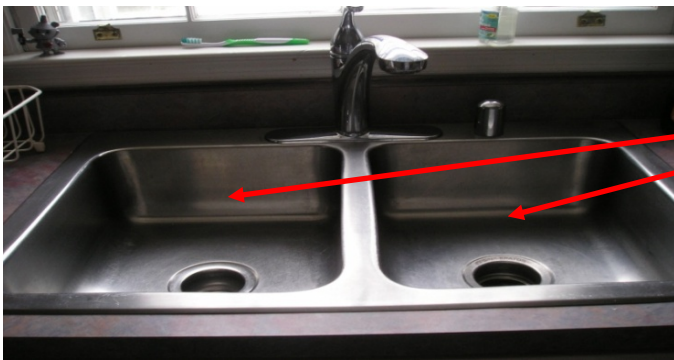
Make sure to get under drip tray.

Remove everything on Initial only.

Brush out the vents

SINKS:

1. Remove items from in and around sink area. Load into dishwasher if empty, otherwise wash by hand.
2. Clean sink using Creme.
3. Faucets use DI water. Rinse and buff well. Remove all hard water.
4. Clean where sink meets counter for any build up with nylon brush.



Stainless:

Clean with the grain using Crème and a scrubby – scrungee for large build up.

Use white scrubby to clean down the drain

Remove rings around drains and faucets

Use green polishing cloth and DI to finish/polish



Porcelain:

Use Crème and scrubby – no scrungee. All black marks will come out of the sink

All rust will come out with nylon brush and Creme



MOPPING

1. Mopping will require you to vacuum the surface well first using the Hard floor attachment. Mop floors according to the type of flooring. Normally you will use Neutral Floor Cleaner on all vinyl and laminate flooring.
2. Rinse the floor and dry well to pass the paper towel test.

CHECK YOUR WORK:

1. Stand at the entrance to the room and check these things
 - Things put back where they belong?
 - Is the floor clean and streak free?
 - Are the faucets straight?
2. Look at waist level to check these things:
 - Counter – smooth and shiny
 - Stove top clean and shiny?
 - Cabinets drip and spot free?

FINAL STEPS:

4. Return rugs
5. Turn off lights

Utility Room

Estimated Time: 12 Minutes

HOT SPOTS

Inside washer ledge	Between machines	Vents
---------------------	------------------	-------

Utility Room Overview:

1. Put on gloves – they are required for cleaning utility rooms
2. Place caddy on the floor
3. Cobweb ceiling, blinds, ledges, lights, and fans
4. Begin at the door opening and clean to the sink.
5. Clean as areas occur from top to bottom and moving left to right.

6. Clean all counters, appliances, shelves, knickknacks, and cabinet fronts
7. Clean inside the washer all around the upper ledge
8. Return to the door and clean in the other direction to the sink.
9. Empty the trash, replace bag
10. Vacuum and mop the floor. Dry as needed

Dusting and Vacuuming

Estimated Time: Master Bedroom – 17 minutes, Regular – 12, Office – 12, Hallway – 5, Entry - 7, Living Room – 15, Family Room/Bonus – 22, Stairs – 10 per set

HOT SPOTS

Vacuum lines	Putting things back	Presentation
Perfect beds	Slow appearance	Couches vacuumed
Ceiling fans	Tables washed, not dusted	Under items cleaned well

General Overview:

1. Apply all products to cloth rather than the surface to be cleaned.
2. Remove rugs and trash to the nearest adjacent area
3. Cobweb ceiling, blinds, and fans
4. Start at one spot and work your way around the room, working from top to bottom. Make only one trip around the room, doing the furniture in the center first . You should start with the door then move systematically to the right. Make sure you gather your supplies and keep them close to you. This is so you do not forget your products in a client's home.
5. Dust blinds (front and back) in every room, every visit. Do NOT beat blinds as they can break easily.
6. Dust any exposed ledges on windows and sills.
7. Dust all electronics without moving – tipping is allowed. Use lightly damp microfiber on electronics.
8. Dust lampshades and light bulbs.
9. Dust all surfaces: tops, sides, fronts, legs, trim etc.
10. Dust dense areas without moving items. Dust exposed wood.
11. Do not open cabinets unless instructed – clean the cabinet itself thoroughly.
12. Vacuum last.

COUCHES

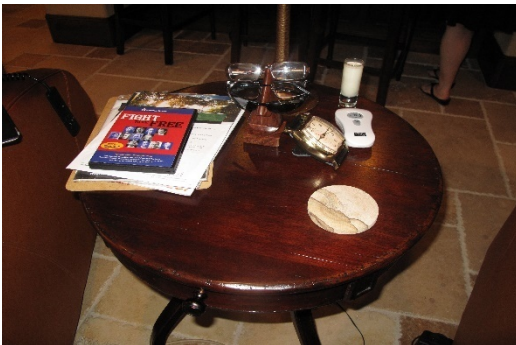
1. Remove throw pillows
2. Lift chair cushions and vacuum under them
3. Vacuum the couch if appropriate.
4. Plump all cushions and return throw pillows decoratively.



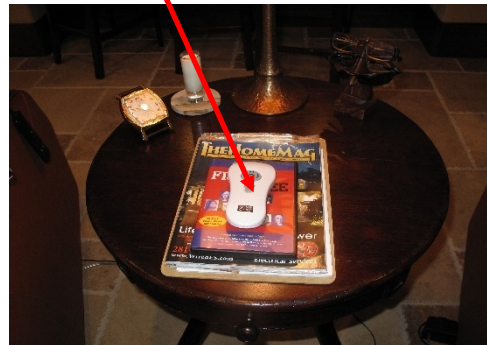
TABLES

1. Pick up each item – dust the item, dust below it, and return it to the table – NEVER slide anything. You may opt to remove all items as the first step, making sure to dust each item as it is removed if it is easier.
2. Dust the table with a slightly damp dusting cloth, watching for sticky spots and rings that may require more moisture.
3. Return all items to an organized position on the table.

BEFORE

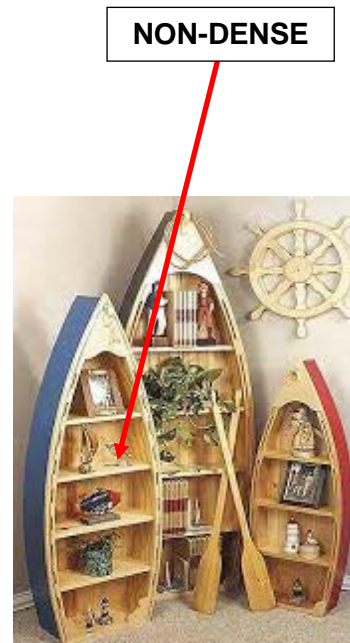
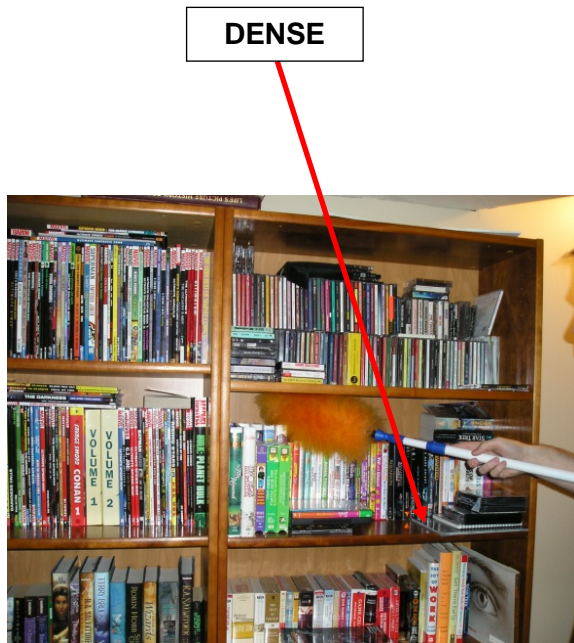


AFTER



SHELVES

1. Evaluate each shelf for denseness.
2. Pick up each item – dust the item, dust below it, and return the item to non-dense shelves
3. Dust tops and around items on dense shelves.
4. Assure that shelves are neat and tidy when finished



PICTURES, CLOCKS, VALUABLES, ETC.

1. Hold each item sturdily (against the wall if applicable) with your non-dominant hand.
2. Gently but thoroughly clean the item taking care not to use too much moisture or pressure. Do not change any settings or otherwise interfere with the proper functioning of the item being cleaned.
3. Do not TOUCH any non-framed artwork.



Use a cloth or feather duster. Dusting delicate or expensive items cannot be done quickly or without thinking. Slow down, take your time, do not rush.

CHECK YOUR WORK:

Stand at the entrance to the room and check these things

- Things put back where they belong?
- Pillows and blankets straight and tidy?
- Blinds and curtains in correct position? (as the Client left them)
- Vacuum lines done according to pattern?
- All equipment and supplies removed from the room?

FINAL STEPS:

1. Return rugs
2. Turn off lights

BEDROOMS:

General Overview:

1. Remove rugs and trash to the nearest adjacent area – hallway etc..
2. Make the bed if unmade. If linens are left on the bed, put dirty linens in the utility room and put fresh linens on the bed taking care to make it correctly. Ascertain that beds are appropriately charged for.
3. Cobweb the room getting corners of the ceilings and baseboards, removing any dust or cobwebs. Dust blinds, ledges, ceiling fans, lights and vents.
4. Dust and/or polish all furniture, dressers, nightstand, TV's and all knick-knacks. Move ALL objects to dust. VERY IMPORTANT. Pick them up dust under and around. Also make sure to dust the object and put back. TV screens get wiped unless it's Plasma.
5. Clean mirrors and tops of all picture frames, do not clean unframed artwork.
6. Wipe light switch plate covers.
7. Vacuum entire room, backing out of the room as you go, leaving no footprints. **All closets get vacuumed open the door and get inside, picking up items as well.**

BEDS:

Making beds is extremely important to do correctly. Watch to make sure all linens are even on both sides, with the same amount hanging over. Top sheets are put on printed side down and go all the way to the top of the bed and get folded over the comforter. Different types of bed will be made differently depending on the linens and the bed style. Pay attention to the detail of the bed before you begin making it. Take a picture if necessary. Follow these directions for the basics of a well made bed.

1. Starting at the top of the bed, fold back blankets and quilts/comforters/duvets etc. until they are completely off the bed – keep them in the correct order.
2. Remove dirty linens and place in the utility room baskets if available or on top of washer.
3. Straighten any pads that may be under the sheets.
4. Apply the fitted sheet taking care that it is on correctly – all corners should be equally snug. If they aren't, rotate the sheet ¼ turn. Smooth out all wrinkles.
5. Apply the top sheet pattern side toward the bed. Make sure the top border is at the top edge of the mattress – it is wider than any other borders. Stand at the foot of the bed and make sure the same amount of sheet is hanging on both sides. Tuck the remaining sheet in at the foot of the bed.
6. Fold hospital corners and tuck top sheet in ¾ of the way up the side of the bed, removing all wrinkles as you go.
7. Put blankets back on the bed in the correct order one at a time, making sure to tuck them into the foot of the bed, make hospital corners, and tuck.
8. Put quilts/comforters/duvets on last. Check to make sure that they are hanging even on all sides.
9. Fold the top sheet along with blankets and comforter down so that the pattern of the top sheet (if there is one) is now showing – approximately the width of 1 pillow.

10. Fluff all pillows and place on the bed in this order. European pillows with shams (26"x26") against the headboard, next – the bed pillows with open ends out, standard pillows with shams, decorative pillows last.
11. Fold any throw blankets into a long strop and place on the end of the bed – or corner.
12. Final check that all sides are even and bed skirt is arranged correctly (it can get accidentally tucked in with blankets and sheets.)



CARPETS:

General Overview:

1. Plug the vacuum into the plug closest to where you will exit the room – preferably just outside the doorway.
2. Vacuum beginning at the furthest area from the exit point.
3. Choose your pattern based on the size and shape of the room.
4. Lift or move anything under 20 pounds.
5. If there is currently a pattern, vacuum a new pattern into the carpet.
6. Do not vacuum over loose fibers or large items such as bobby pins, paper, rubber bands etc.

BLOCK PATTERN

STRAIGHT PATTERN

COMBO BLOCK AND RAINBOW PATTERN



RUGS:

General Overview:

1. Vacuum all rugs with very low pile or that are about 3 feet long.
2. Be careful NOT TO VACUUM FRINGE – it must be combed out by hand.
3. Do not vacuum over loose fibers or large items such as bobby pins, paper, rubber bands etc.
4. Make sure to put rugs back where they belong tidily.

FRINGE BEFORE



FRINGE AFTER



Flooring

Team Tip: None

Estimated Time: 40-60% of the total room time – Kitchens & Bathrooms – 10-20%

HOT SPOTS

Edges	Streaks	Build Up
Leftover food spots	Dog drool	No damage – DRY them

General Overview:

1. Vacuum all floors before mopping.
2. Use a brush to clean all edging every time
3. Use appropriate mop and product dependent on the floor needs.
4. Mop in straight lines AGAINST the grain to better see smears and soil.
5. Make sure that solution and all equipment remain clean. Rinse well or change mop pads often.
6. Dry all floors (except vinyl) that have had water added to them.
7. Do not walk on freshly mopped floors – re-polish if necessary.

Two (2) General Floor Cleaning Methods

1. Bucket with Neutral Floor cleaner – 1-2 gallons hot water, 1-2 oz. Neutral Floor cleaner. Allow to dwell to cut through deep soil.
 - a. Vinyl
 - b. Laminate sheeting – do not allow moisture to dwell.
 - c. Granite/Slate
2. Mop with water only – get the mop head damp and rinse thoroughly or replace as mopping.
 - a. Marble
 - b. Terrazzo

Deep Clean/ Initial Clean

Team Tip: None

Estimated Time: 2-3 times routine cleaning

HOT SPOTS

Wood work washed	Fridge seals	Grease build up removed
	Under appliances without moving	

General Overview:

1. All rooms will be cleaned to a higher standard – see details below
2. Dusting will all be done with damp cloth.
3. All glass including picture frames washed by hand (never spray anything onto a frame)
4. All hard water is typically removed **WHEREVER NOTED**
5. Move all furniture other than desks and curio/china cabinets, anything weighing over 40 lbs.
6. Clean under all couch cushions

KITCHENS:

- Full cabinet fronts – top to bottom
- Full clean between appliances and cabinets
- Remove all hard water from fridge water tray



In addition to basic service – as requested only:

- Tops of cabinets
- Clean under and behind large appliances – including utility
- All shelves in the fridge and the seals
- Hand scrub floor – tile

BATHROOMS:

In addition to basic service – as requested:

- Hand sanitize all wood work in bathroom including doors, baseboards, and outside of cabinet doors.
- Remove ALL hard water stains from toilets, sinks, shower, and shower head
- Thoroughly scrub flooring including all edges

THROUGHOUT THE HOME:

In addition to basic service :

- Hand wash all reachable light fixtures and ceiling fans
- Disinfect entire light switch plates for finger prints.
- Hand wash woodwork including baseboards, doors, banisters, and exterior of cabinets with GP. Make sure to get in grooves of woodwork. You will need several cloths for this job. A bucket is recommended vs. a bottle to save time.
- Vacuum and edge all carpeted areas and rugs using your tools on the vacuum if needed.
- Vacuum, sweep, and mop all hard floors. (refer to flooring care above)