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1 BASIC PROCEDURES

1.1 ***BEFORE YOU LEAVE THE OFFICE:***

- 1.1.1 PHONE: Check your phone. Make sure it is charged and you know how to work it.
- 1.1.2 NOTEBOOK: The notebook should contain: one pen, one fold-over table card per house, keys to each customer's home (if applicable), and a worksheet for each customer.
- 1.1.3 KEYS: If the Customer Worksheet has a check mark next to "Key" and lists "key" in the *Access* section, make sure a key with a matching customer number is in your pouch.
- 1.1.4 Read each section on each Customer Worksheet. These sections contain important information on each house. If what is important to the customer is not understood and followed, it typically will lead to a complaint.
- 1.1.5 On each Customer Worksheet, check to see if anything is written in *Event Instructions*. These are unique instructions for that specific cleaning date.
- 1.1.6 The supervisor reviews worksheets beforehand and may highlight items on the Customer Worksheet that are important, especially items in the *Event Instructions* and *Special Instructions* sections. Please note anything on your Customer Worksheet that is highlighted, and be aware of them when you are in that house.
- 1.1.7 Always ask your Supervisor any questions you have about any of the instructions on the Customer Worksheets before you leave the office.
- 1.1.8 Look over your supplies and equipment to see that all pieces are present. Ask your Supervisor for any extra equipment listed on the Customer Worksheets under *Additional Equipment*.
- 1.1.9 Ask the office for additional directions if you are not sure where your homes are located.
- 1.1.10 Use proper lifting techniques when loading and unloading equipment to avoid injury.

1.2 ON THE WAY TO THE CUSTOMER:

- 1.2.1 The teammate who is not driving should read the worksheet aloud to the teammate(s) and review which rooms are to be deep cleaned. Note all special instructions.
- 1.2.2 Decide who will be doing wet and dry work. This should rotate in each house but is up to the discretion of the captain.

1.3 ENTRY:

- 1.3.1 Always ring the doorbell (or knock) before you enter. If you have a key, wait a few minutes, and then unlock the door. Please announce "Castle Keepers" before and as you enter the home.
- 1.3.2 Unload equipment and supplies from the car and place everything in a central location, but out of the way, so neither you nor the client trips over them.
- 1.3.3 Check kitchen for payment and notes left by client. If a note is left, read it and make a plan for any changes to the cleaning for that day. If extra services are requested but are not on the worksheet, call the office immediately.
- 1.3.4 If the client is home, spend a few minutes saying "hello" and making polite conversation. Do not, however, spend more than 5 minutes. Use polite phrases like, "Well, I'd better get to it. It was good talking to you," to break from the conversation.
- 1.3.5 Put the check in the pouch. Leave your notebook on kitchen counter where it is available for the teammates to refer to the worksheet, but where you won't forget it.
- 1.3.6 Complete the Castle Keepers fold-over note card and leave in the kitchen.

1.3. GETTING STARTED:

1.3.7 TIPS:

- 1.3.1.1. If there are multiple beds to make, it is more efficient if the team makes them together.

- 1.3.1.2. Always work from top to bottom, back to front, and clockwise around a room. Do it right the first time and try not to backtrack.
- 1.3.1.3. Look for opportunities to use both hands. For example: When dusting, hold the item with one hand to steady it and dust it with the other hand.
- 1.3.1.4. Use the right tools and chemicals for the job. If what you are doing isn't working, switch to a heavier-duty cleaner or tool.
- 1.3.1.5. Items removed from counters while cleaning must be returned to their original areas. Do this by cleaning cluttered areas in sections.
- 1.3.1.6. Pay attention to what you are doing. Slow down in rooms with lots of knickknacks.
- 1.3.1.7. If it is a first time in or an especially dirty/dusty/hairy house, use a vacuum to clean high areas instead of high dusting with polywool duster.
- 1.3.1.8. Use a light touch while cobwebbing around the ceiling and down each wall corner. Be careful not to scratch the walls and ceiling with the polywool duster or plastic edge of vacuum brush.
- 1.3.8 The teammates should tour a new home (or a home where one of the teammates is new) together with the worksheet and note special instructions.
- 1.3.9 Both teammates should put on aprons!! Captains should dispense number of cleaning cloths to teammate according to need in each house and teammate is responsible for keeping up with what she is given.
- 1.3.10 The wet person should take a number of red dusting cloths, orange and green microfiber towels and a trash bag and go to one of the bathrooms on the highest floor of the house with the caddy and small vac. *See Wet Work section.*
- 1.3.11 The dry person needs red cloths, green microfiber towels, and blue microfiber towels from the cloth bag, a trash bag and a bucket. Take

one bottle each of Spic-'N-Span Disinfectant/All Purpose Spray/Glass Cleaner and Guardsman Furniture Polish. Leave towel bag, second bucket & caddy with the wet person. *See Dry Work Section.*

1.3.12 Trash should be collected as each room is cleaned.

1.3.13 The dry person should make the bed as she cleans the bedroom. Change linens if the customer has left fresh linens on foot of bed. Dirty linens should be placed in the utility room.

1.3.14 Work as a team and help each other.

2 REGULAR CLEANINGS

2.1 RC WET WORK - Bathrooms:

2.1.1 RC WW Bathroom TIPS:

2.1.1.1 You must wear shoes, goggles and gloves while cleaning the bathroom.

2.1.1.1. Place dry towel just outside shower/bathtub so you have a dry place to step after cleaning the area.

2.1.1.2. Don't forget to clean the tracks or thresholds of sliding glass shower doors.

2.1.1.3. Turn lights off and let cool for a minute or two before cleaning with damp cloth to avoid bulbs breaking.

2.1.2 Pull up rugs, shake thoroughly or vacuum them on the floor/carpet just outside the bathroom door. If this is not possible, vacuum them in place, then roll or fold them and place them near where they are supposed to go when so it is easy to replace them when finished.

2.1.3 Vacuum the floor with floor tool. While you are vacuuming, don't forget the vents (check ceiling and wall vents). Be careful not to scratch the walls and ceiling with plastic edge of brush. Vacuum the baseboards and edge around the baseboards, again starting at the right of door and working your way around.

2.1.4 Spray the toilet well & swish your toilet brush around in it for a few seconds. Be sure to clean under rim, both sides of seat and where

seat attaches to toilet (use grout brush). Let the cleaner you sprayed in bowl sit until you are ready to finish bowl XXXXX

- 2.1.5 Draw about 3 inches of warm water in a bucket for cleaning. Put just a splash of disinfectant in the warm water.
- 2.1.6 Spray down the shower (walls, floor and soap dish) with shower cleaner and scrub lightly with scrub brush. Let cleaner sit to loosen dirt. (FOR MARBLE SHOWERS USE THE SPIC AND SPAN 3-IN-1 AP DISINFECTANT AND GLASS CLEANER) You will finish shower in step 13.
- 2.1.7 Clean trash can.
- 2.1.8 Start Dry Work: High dust and cobweb with poly wool duster or small vac with small brush (depending on condition). Start at the right side of the door and work your way around the ceiling, dusting down each wall corner when you get to it. Dust tops of curtains and lampshades, tops of doorframes, and light fixtures. Dust the baseboards with the small vac brush.***
- 2.1.9 Start to the right of the door and work your way around the room, top to bottom. Dust window sills, sashes and blinds. Dust picture frames, woodwork, cabinets, towel racks, toilet paper holder, etc. Don't forget to fold the toilet paper end into a triangle. Tri-fold all towels.
- 2.1.10 *Clean top of doorframes and shower stalls.
- 2.1.11 *Clean crevices in door.
- 2.1.12 *Clean light fixtures and bulbs (turn off first and let cool for a minute or two to avoid bulbs breaking). Clean above mirror, medicine cabinet and vanity. Move down to the cabinets and wipe them down well. Always dry sink, vanity and tub. Dry polish all fixtures.
- 2.1.13 Finish bathtub and shower. Scrub walls first top to bottom, then the tub. Clean the jets in Jacuzzi tub. Clean soap dishes, especially recessed areas and ledges (use grout brush). Before you dry out the shower, prepare your half bucket of hot water and chemical which you will use for the floor/baseboards as you leave (if deep clean).

- 2.1.14 Finish the toilet. Wipe down top, sides and front of tank. Wipe outside of bowl, with special attention to back and base of bowl where knobs are.
- 2.1.15 Start a white plastic bag to be used as a towel bag for the dirty red cloths. Put the blue and green dirty cloths in the white mesh bag. *Never carry used cloths from the bathroom into any other room, especially the kitchen.*
- 2.1.16 Vacuum again if needed.
- 2.1.17 Using the fresh bucket you prepared, start in the far corner of the bathroom and mop your way out of the bathroom with a microfiber mop, or on your hands and knees if it is a small bathroom. Wash both baseboards and floors on every visit. Be sure to clean corners.
- 2.1.18 Take bucket of dirty water to next bathroom; make sure there are no towels in bucket. Flush toilet in next bathroom and pour dirty water in toilet while water level in toilet is at its lowest point (this way the toilet will not overflow). If all bathrooms have been cleaned dispose of dirty water outside in drain or dump in last toilet and re-clean toilet.
- 2.1.19 Replace rugs, trashcans and anything else removed from room when floor is dry.

2.2 RC WET WORK - Utility Room:

- 2.2.1 Follow wet room procedure.
- 2.2.2 Pull up rugs, shake thoroughly or vacuum them on the carpet. Fold them up and set aside.
- 2.2.3 Wipe down top, front and sides of washer and dryer and sink (if present). Open washer door and clean inside edge.
- 2.2.4 Use poly wool duster to get behind and around washer and dryer as far as you can get. Floors and baseboards by dryer get very dusty from dryer lint.

2.3 RC WET WORK - Kitchen:

- 2.3.1 Pick up, straighten. Prepare your bucket

- 2.3.2 Cobweb kitchen with the poly wool duster or port-a-vac and upholstery brush (depending on condition of kitchen). Start at the right side of the sink and work your way around the ceiling, dusting or vacuuming (with a light touch) down each wall corner when you get to it. Be careful not to scratch the walls and ceiling with plastic edge of brush. Vacuum the baseboards and edge around the baseboards and shoe molding, using the crevice tool, again starting at the right of entrance and working your way around. Pay special attention to soil that collects under base of counters and vent at bottom of refrigerator.
- 2.3.3 Dust ceiling fans and light fixtures.
- 2.3.4 Dust or vacuum tops of curtains and lampshades. Vacuum baseboards and edge.
- 2.3.5 Starting at the right side of entrance, clean the cabinets and drawers by going around the room, working top to bottom. Pay attention to the handle areas, the top edges of cabinets, and the cabinet below the sink.
- 2.3.6 As you move around the room from top to bottom, clean the counter tops and small appliances from back to front. Make sure you move things forward to clean behind them, then replace them back in their original position. Small appliances include: microwave (in and out), coffee maker, blender, toaster (remove crumbs from crumb tray), toaster oven (remove crumbs from crumb tray and clean glass door in and out), etc. Spill out old coffee and grinds unless otherwise noted on worksheet.
- 2.3.7 As you come to them on your way around the room, clean the outside of all the large appliances.
- 2.3.8 Clean the front, sides, and top of refrigerator and vent (usually on bottom) of the refrigerator. Wash ice/water area in fridge door and open the fridge door to clean gasket and sides of door. Be sure to clean handles.
- 2.3.9 Clean the outside of the oven, the stovetop, and vent over stovetop. On an electric range, pull out coil burners, open the top and clean under the drip pans. Open the oven and clean the sides and top of door.

- 2.3.10 Clean the outside of the dishwasher. Open the dishwasher and clean the sides and top of door.
- 2.3.11 As you work your way around the room, dust (or wash, depending on conditions) the doorframes, doors, shelves, table, chairs, furniture. Dust objects on tables, shelves, etc. Move chairs to clean floor beneath.
- 2.3.12 Clean both sides of glass doors leading to outside.
- 2.3.13 Fill bucket with fresh water and chemical (for use as you mop).
- 2.3.14 Clean the inside of the window above the sink. Scrub down the sink; dry polish the drain, sink, and faucet. Pour deodorizer down drain.
- 2.3.15 As you go around room, wash out trash can – clean inside and out and replace trash bag. If trash can is inside a cabinet, make sure the floor around the can is clean.
- 2.3.16 Mop floor with your new bucket of water/cleaner. Work your way out of the kitchen.

2.4 DRY WORK:

2.4.1 DW TIPS:

- 2.4.1.1 When mopping wood floors, mop in the direction of the wood planks. When mopping other hard surface floors, it is easier to mop in a “Z” pattern across the room from one end to another in strips.
- 2.4.1.2 Microfiber mop pads should always be squeezed as dry as possible to better clean floors and avoid streaks.
- 2.4.1.3 Never spray glass cleaner directly on picture glass, television screens, computer monitors, or any other item. Always spray into cleaning cloth instead and then wipe clean.
- 2.4.1.4 Do not use a wet cloth on wood furniture.

- 2.4.1.5 If vacuuming high areas, use vacuum release on handle to avoid using full strength vacuum. This will protect delicate curtains and drapes.
- 2.4.1.6 Clean brass & silver items (ex: candleholder) with a clean green cloth (no chemicals).
- 2.4.1.7 Don't forget to clean the tracks or thresholds of sliding glass doors.
- 2.4.2 In the dry work areas, start by making a visual inspection of the room. Pick up and straighten and make beds (change linens as indicated). Close all dresser drawers.
- 2.4.3 Use the poly wool duster to cobweb around the room where the walls meet ceiling and down corners of wall. Use poly wool duster to reach hard-to-reach areas while you have it in your hands (Behind headboards or in corners behind furniture). Or use the port-a-vac and vacuum cobwebs around ceilings and down corners of walls and the tops of curtains if it is a really dusty house (use upholstery tool - be careful not to scratch ceilings and walls with plastic edge of upholstery brush). Vacuum all wall and ceiling air conditioning vents. Vacuum tops of curtains and lampshades.
- 2.4.4 Dust ceiling fans by hand using two-step ladder in the deep clean rooms. Dust ceiling fans with poly wool duster if you are following the general cleaning procedures. If a deep clean room – wash these areas.
- 2.4.5 Always start the dusting from the door. Work top to bottom in three- to four-foot sections, left to right around the room, working your way back to your starting point (door). Dust and clean all door frames, light-switch plates, picture frames, glass, mirrors, woodwork, furniture, lamp shades. Dust exterior of TV and electronics, etc., as far back as you can reach with the poly wool duster. Avoid moving wires, however.
- 2.4.6 Clean mirrors and glass as you work your way around the room.
- 2.4.7 Check under all beds and furniture before vacuuming. Vacuum under all furniture including beds using big vac with floor attachment. Vacuum open areas of floor under bed and in closets (when closet doors are open).

- 2.4.8 Vacuum the upholstery of all furniture every visit (cushions and all sides). Vacuum under the cushions of all furniture every visit. Once cushions are removed, use your knee to push down base of furniture and use crevice tool on big vac to vacuum all crumbs that get down between the base and back and sides of furniture. Leave anything of value found on table next to furniture.
- 2.4.9 Don't forget to dust all windowsills, sashes/frames, blinds, and shutters (interior windowsills are extra). Clean glass on the inside and outside of any sliding glass doors or French doors, and don't forget the tracks or thresholds of the door.
- 2.4.10 Empty all wastepaper baskets if not done already. Wash inside and out.
- 2.4.11 If not a deep-clean room, dust baseboards. If a deep clean room, wash baseboards.
- 2.4.12 At this point check your work. Does everything look great?
- 2.4.13 Vacuum and professionally groom the carpet. This includes straightening fringes and vacuuming in a "W" pattern.
- 2.4.14 Clean hard surface floors by vacuuming first, then mopping with the microfiber mop. Clean on hands and knees where needed (scuffs, dried food or sticky stuff on floors).

3 FIRST TIME IN

- 3.1.1 When Castle Keepers goes to a customer's home for the first time, we wash all baseboards throughout the house. This includes washing the baseboards behind movable furniture.
- 3.1.2 The deep clean rooms on a first visit are usually the kitchen and the family room, but check worksheet to be sure.
- 3.1.3 Vacuum all wall & ceiling air conditioning vents.
- 3.1.4 First impressions are very important! "YOU NEVER GET A SECOND CHANCE TO MAKE A GOOD FIRST IMPRESSION."

4 DEEP CLEANING

4.1 DC WET WORK - Bathrooms:

- 4.1.1 Follow General/Regular Cleaning Procedures, plus:
- 4.1.2 Wash any light fixtures and/or ceiling fans you can reach on a two-step ladder.
- 4.1.3 Wash any bathroom tile walls outside of tub and shower.
- 4.1.4 Wash all blinds, louvers, and shutters (slat by slat). Lampshades and pleated lampshades are to be vacuumed.
- 4.1.5 Wash all woodwork: cabinets, windowsills, sashes/frames, blinds or shutters, door frames and doors, baseboards and chair moldings (if present).
- 4.1.6 Wash baseboards.

4.2 DC WET WORK - Kitchen:

- 4.2.1 Follow General/Regular Cleaning Procedures, plus:
- 4.2.2 Wash all light fixtures and ceiling fans you can reach on a two-step ladder.
- 4.2.3 Wash any blinds, louvers, or shutters (slat by slat). Lamp shades and pleated lamp shades are to be vacuumed.
- 4.2.4 Wash cabinet fronts and sides.
- 4.2.5 Soak and scrub range drip pans. Clean underneath drip pans on range.
- 4.2.6 Wash baseboards and all woodwork.

4.3 DC DRY WORK:

4.3.1 DC DRY WORK Bedrooms:

- 4.3.1.1 Follow regular cleaning procedures plus:

- 4.3.1.2 Wash blinds, louvers, or shutters (slat by slat).
- 4.3.1.3 Wash any light fixtures or ceiling fans. If light fixtures and ceiling fans are high, use a pro-pole and a poly wool duster to dust.
- 4.3.1.4 Pull out everything from under beds and dust it, vacuum under bed with floor attachment, vacuum baseboards under bed with upholstery brush. If no carpet, wash floors under bed and replace items under bed when floor is dry.
- 4.3.1.5 Wash all baseboards.
- 4.3.1.6 Spray deodorizer lightly in wastebaskets, in corners, and behind doors (on carpet only) after room is vacuumed (if needed).

4.4 DC DRY WORK - Dining Room, Living, Family, and Recreation Rooms:

- 4.4.1 Follow regular cleaning procedures plus:
- 4.4.2 Gently dust chandeliers (arms, crystal prisms, light shades) with poly wool duster.
- 4.4.3 Wash baseboards, all woodwork (windowsills, sashes, door frames, doors, chair molding) and ceiling fans.
- 4.4.4 Wash blinds, shutters, and louvers slat by slat.
- 4.4.5 Wash wood floors (if applicable).
- 4.4.6 Deodorize after vacuuming (if needed).

5 WRAPPING UP

- 5.1.1 Inspect all rooms designated to be cleaned on worksheet, especially the Deep Clean rooms. All cleaned rooms should be initialed by the cleaner. Look at dusting, make sure everything is clean, tidy and smells good. Make sure blinds are straight and turn out all lights upon final inspection of a room.

- 5.1.2 Make sure CK table card is filled out correctly.
- 5.1.3 Make sure the customer's check is in the pouch.
- 5.1.4 Check worksheet and make sure all doors leading to outside that are supposed to be locked are locked.
- 5.1.5 Inventory equipment and count towels. Make sure all equipment and all towels are loaded.
- 5.1.6 MAKE SURE YOU HAVE WORKBOOK WITH YOU AS YOU LEAVE.
- 5.1.7 Lock up as you leave.

6 HELPFUL HINTS

- 6.1.1 Remember, do not directly spray any surfaces with your chemical bottle (except the interior of showers, sinks, toilets and wastebaskets). Spray into your cleaning towel and not on the item's surface. It is also good to work out of your bucket.
- 6.1.2 When cob webbing, use a light touch with the upholstery brush and the polywool duster. Be careful not to scratch ceilings and walls with the plastic edge of the upholstery brush.
- 6.1.3 Use a slightly damp green microfiber towel to clean picture frames and the glass in pictures.
- 6.1.4 In the dry areas, a damp blue microfiber cloth is used when there is an area of heavy buildup or when washing baseboards. Otherwise, your red cloth can be used to dust both wood and painted surfaces.
- 6.1.5 To save time in the bathroom, you can use a slightly damp orange micro fiber cloth to wipe all surfaces (including blinds) on a regular clean. This way you don't have to switch to a red cloth to dust areas such as woodwork (hence the term "clean" instead of "dust" under regular cleaning in bathrooms).
- 6.1.6 Do not leave floors wet. This should not be a problem if microfiber mop head was squeezed adequately to slightly damp. If moisture remains, however, use feet and dry cloth to remove moisture.
- 6.1.7 Vacuuming:

- 6.1.8 When vacuuming stairs, place vacuum one step below where you are standing, and work from the bottom to the top. As you move up one step, move the vacuum up one step to prevent it from falling down the stairs.
- 6.1.9 Do not vacuum the fringe on a carpet.
- 6.1.10 Do not use the power head on wood or hard surface flooring as it may scratch the floor.
- 6.1.11 At all times, take care not to hit furniture and walls with vacuum or power head.