

eCleancare

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## eCleancare; Housekeeping Cleaning Procedures

Education & staff development program



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## Objectives



This eCleancare training program will help you to:

- Comply with safe workplace practices and relevant standards;
- Understand the basic principles of cleaning - "The 5 Factors of Cleaning";
- Make your job easier and more effective;
- Enhance guest and/or resident satisfaction.

## Hand Hygiene



One of the most important aspects of cleaning is hand hygiene. A clean premises starts with clean hands.

You must wash your hands:

- Before the start of each shift;
- After removing your gloves;
- Before eating or preparing food;
- After going to the toilet;
- After smoking;
- After contact with any bodily substances;
- Before leaving work.

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## Safety First

It is important that you always take a “Safety First” approach when using cleaning products. There are a few steps you should follow to ensure you are using each cleaning product in the safest possible way.



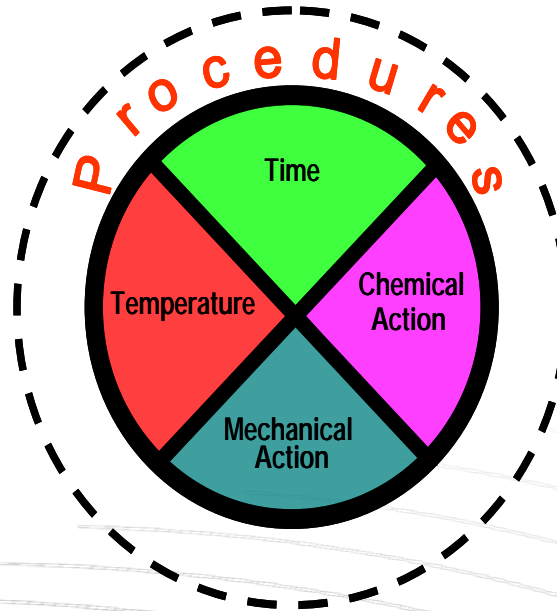
Ask your supervisor or your Ecolab representative about Ecolab's online safety training

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## The 5 Factors of Cleaning

These 5 factors need to be well balanced when cleaning in order to guarantee the best possible results.

1. Time
2. Temperature
3. Mechanical Action
4. Chemical Action
5. Procedures



It is important to note that any reduction in one of these factors must be balanced by an increase in one or more of the remaining factors.

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## Defining “The 5 Factors of Cleaning”

### Time:

The duration of the cleaning task and/or specific steps contained within a cleaning task.

### Temperature:

The temperature can be adjusted when necessary to aid in the cleaning process.

### Mechanical Action:

The mechanical action is performed manually with tools such as brushes and sponges.

### Chemical Action:

The chemical action is performed by Ecolab cleaning products.

### Procedures:

The series of procedures when Room Cleaning have to be executed in the same manner in order to always obtain the same result under the same circumstances.



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## Trolley stocking

Before cleaning rooms remember to stock your trolley with general supplies, including:

- Sponges
- Housekeeping rags
- Bowl brush
- Clean Cloths
- Goggles
- Gloves
- Rubbish bag
- Ecolab cleaning products



Note

Tip



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### Cleaning Applicators

Note

These are the three most commonly used cleaning applicators. Roll over each applicator for more information.

**Flip Top**



**Foaming Trigger**



**General Sprayer**



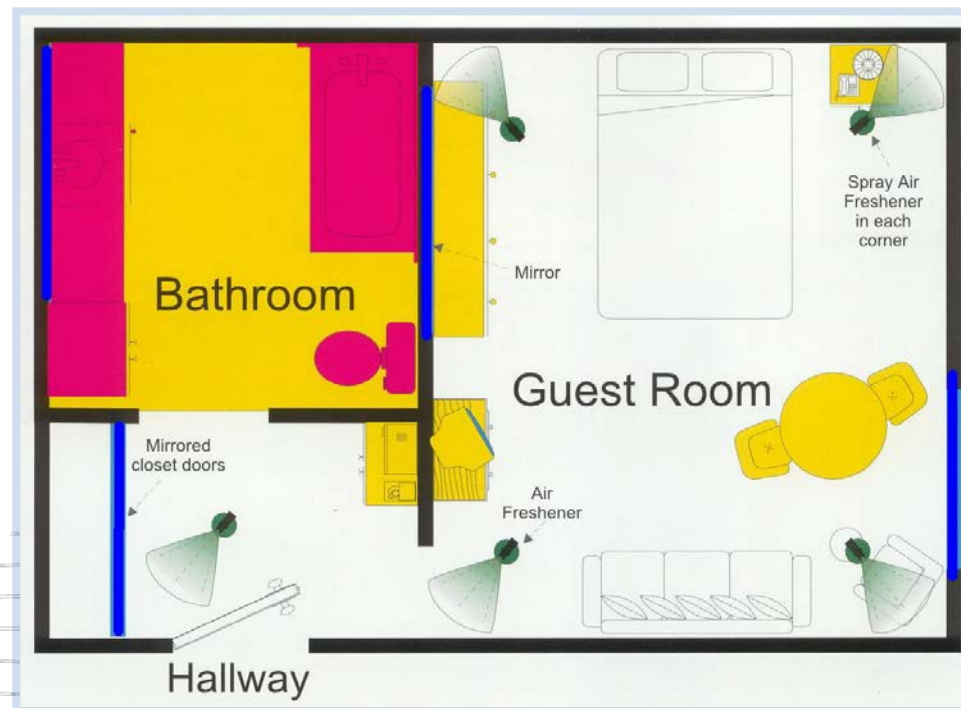


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### Room Cleaning Essentials

These are the key areas to consider when cleaning any room.

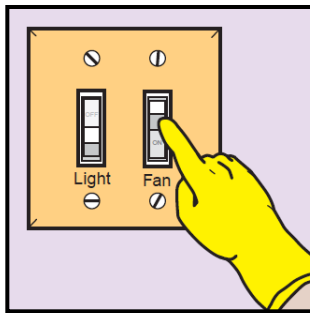
- Bathroom
- Hard Surface
- Glass & Mirrors
- Odour Control



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### Bathroom Cleaning Procedures - Overview

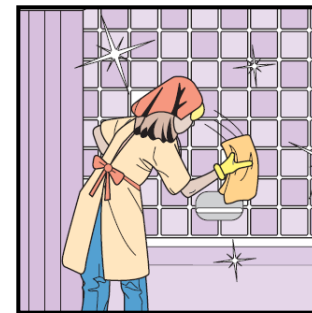
Follow the step by step process below for an overview of bathroom cleaning



1. Turn on all the lights & the exhaust fan.



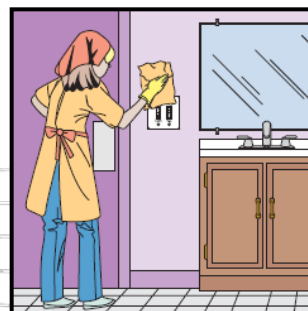
2. Flush the toilet, apply product to bowl & allow to stand.



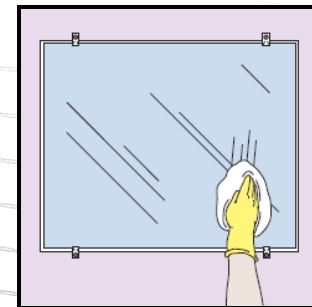
3. Working from high to low, clean bath & shower area.



4. Clean the sink.



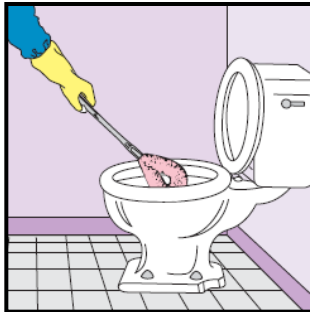
5. Use a clean damp cloth to dust fixtures & fittings around the bathroom.



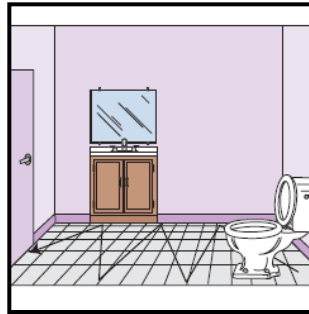
6. Clean & buff the mirror.

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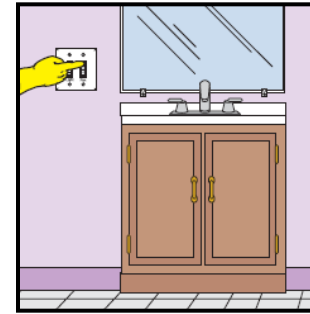
## Bathroom Cleaning Procedures - Overview



7. Complete the toilet cleaning process.



8. Clean floor by starting at the corner of the room & finish at the door.



9. Turn off the exhaust fan & all of the lights.

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## Bathroom Cleaning Procedures - Toilets

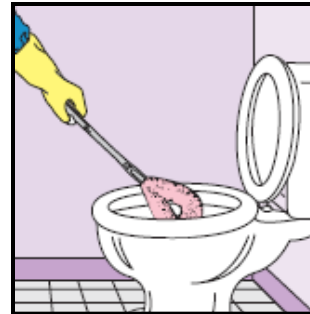
Follow the step by step process below for cleaning toilets.

**Tip**

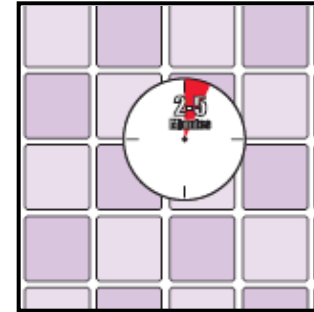
1. Flush the toilet.



2. Apply product to the bowl and under the rim.



3. Loosen soils with the toilet bowl brush.



4. Allow product time to work 2 -4 minutes while performing other duties.



5. Scrub toilet with the bowl brush & flush.



6. Apply product to the seat & outside surfaces, then wipe.



7. Rinse with water & dry.

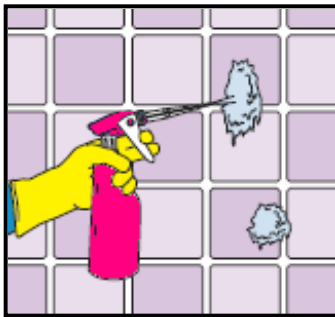
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## Bathroom Cleaning Procedures - Bathtub & Shower

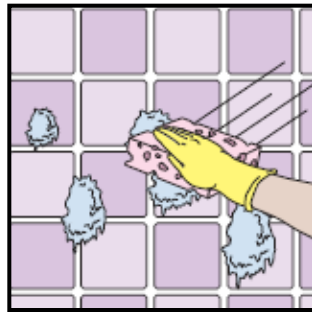
Follow the step by step process below for cleaning bathtubs and showers.

Note

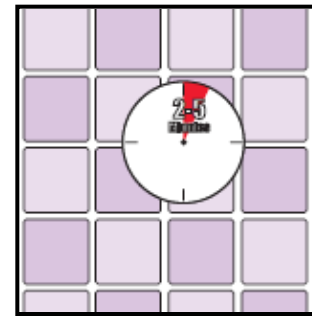
Tip



1. Apply product to walls of the shower & bathtub. Adjust nozzle so product is foamed on the surface.



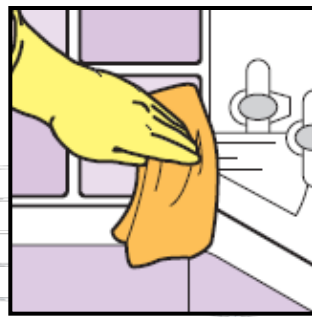
2. Scrub with a clean wet sponge, as you spread the product evenly across the surface.



3. Allow product to work for 2-4 minutes while performing other duties. However, do not allow the foam to dry.



4. Rinse with clean water. Always rinse from top to bottom.



5. Wipe the bathtub & all fixtures clean.

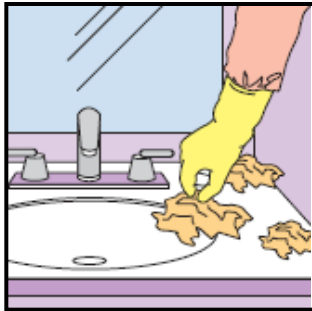


6. Dry with a clean rag for a shiny finish.

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## Bathroom Cleaning Procedures - Sinks & Fixtures

Follow the step by step process below for cleaning sinks and fixtures.



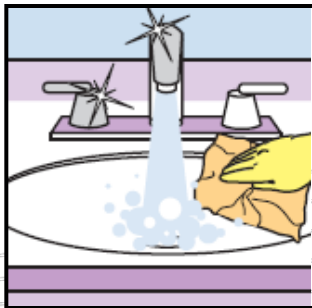
1. Remove all rubbish.



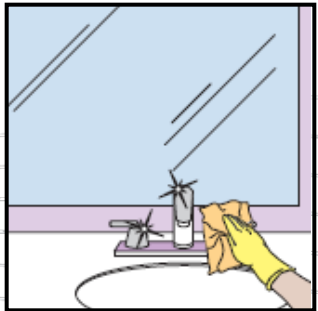
2. Apply product to the surface. Adjust the nozzle so product is foamed on the surface.



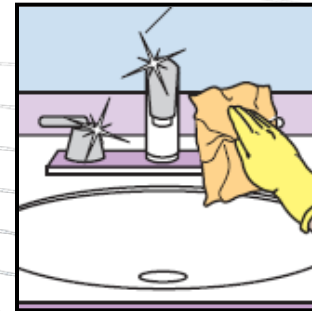
3. Use a damp sponge to loosen all soils, then wipe clean.



4. Rinse with clean water.



5. Wipe the sink with a clean rag.



6. Dry & polish chrome taps & spouts with a clean rag.

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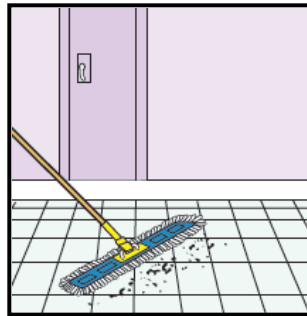
## Bathroom Cleaning Procedures - Floors

Note

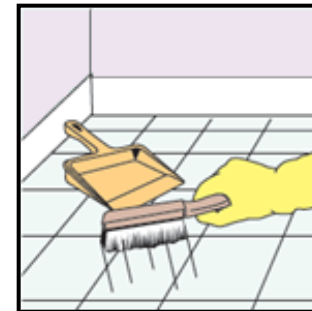
Follow the step by step process below for cleaning bathroom floors.



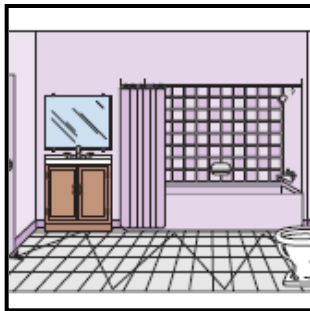
1. Remove all items from floor.



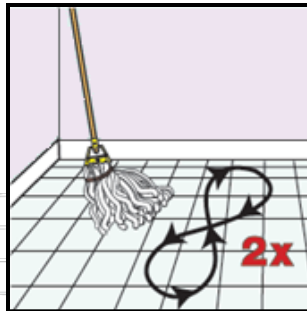
2. Use a broom or dust mop to sweep the floor.



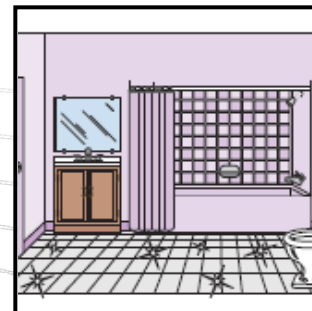
3. Use a dust pan and brush for corners & to remove sweepings.



4. Clean the floor with a mop and bucket, microfibre or cleaning rag.



5. Clean the floor and the base boards, when moping use a "Figure 8" pattern with two strokes over each area.

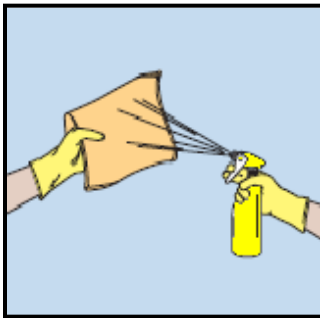


6. Allow floors to dry.

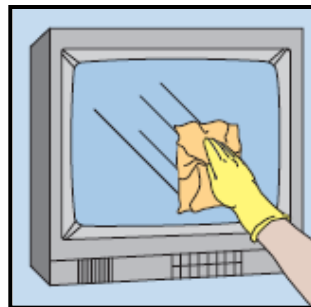
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## Hard Surface Cleaning Procedures - Damp Dusting

Follow the step by step process below for damp dusting; furniture & fixtures.



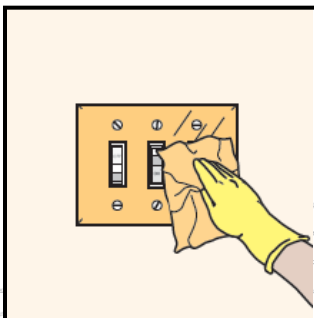
1. Apply product to rag or surface to be cleaned.



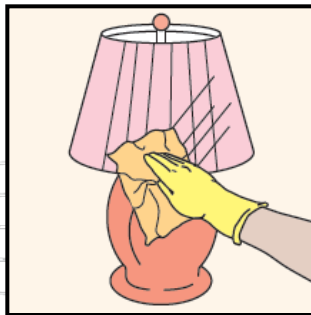
2. When cleaning items such as TV's, always refer to the manufacturer's instructions.



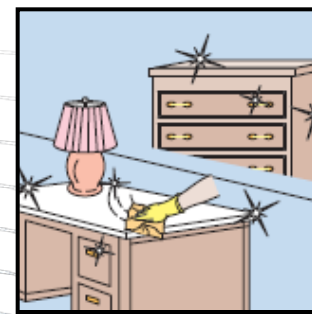
3. Wipe the telephone.



4. Wipe the light switches.



5. Wipe the lamp & lampshade.



6. Wipe all the hard surfaces & furniture.



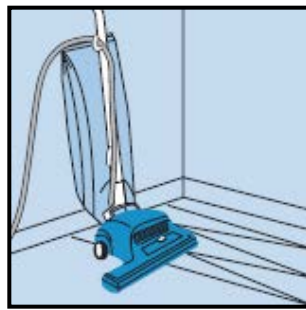
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## Hard Surface Cleaning Procedures - Floor (Carpeted)

Follow the step by step process below for cleaning carpeted floors.



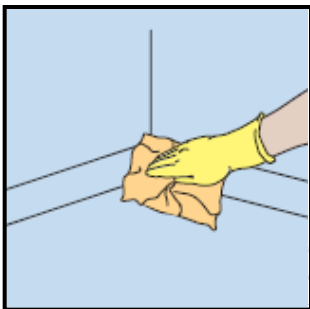
1. Remove large debris



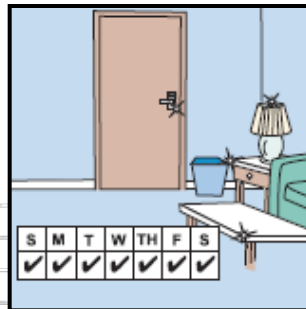
2. Vacuum with overlapping strokes.



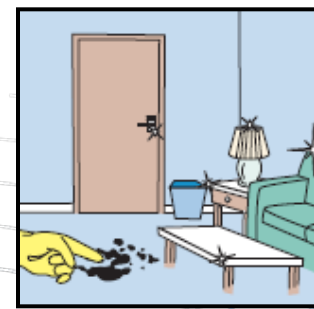
3. Avoid bumping into furniture legs & corners.



4. Use a damp rag to remove dust from corners, walls, around legs & furniture.



5. Vacuum room daily or as required.

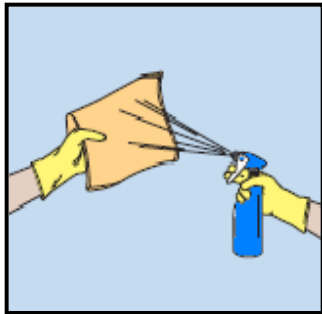


6. If you find carpet stains, refer to your supervisor.

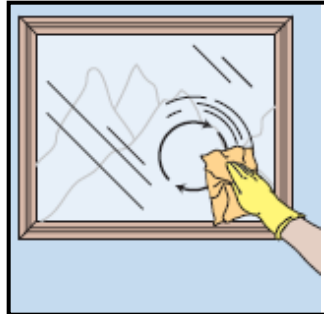
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## Glass Cleaning Procedures

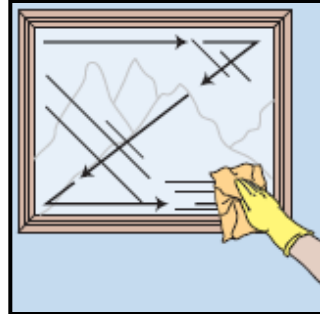
Follow the step by step process below for cleaning glass.



1. Apply product to rag to avoid overspray and excess product application.



2. Wipe surface in a circular motion to remove soil.



3. Wipe left to right, top to bottom.



4. Buff dry with a clean rag.

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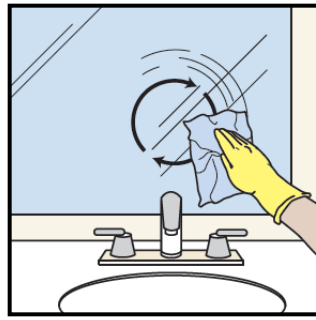
## Mirror Cleaning Procedures

Follow the step by step process below for cleaning mirrors.

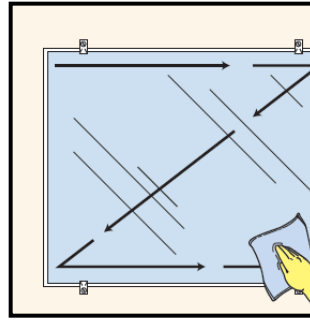
Tip



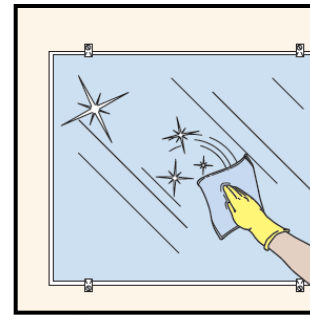
1. Apply product to rag to avoid overspray and excess product application.



2. Wipe surface in a circular motion to remove soil.



3. Wipe left to right, top to bottom.



4. Buff dry with a clean rag.

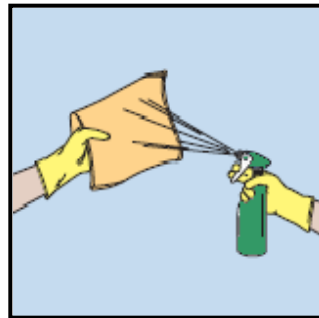
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## Odour Control Procedures

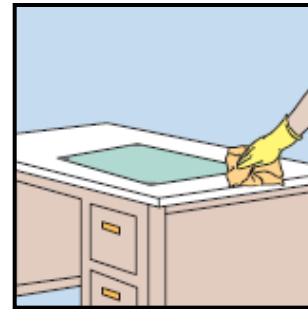
Note

Tip

Dusting

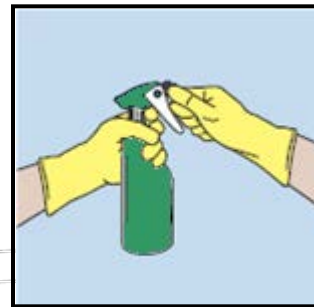


1. Apply product to rag or surface.

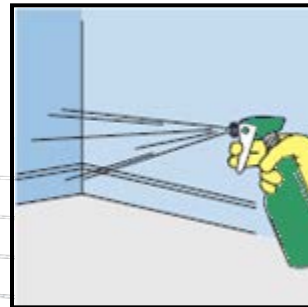


2. Wipe the surface to remove soils and dust.

Air Quality



1. Adjust nozzle on the spray bottle so spray is a fine mist.



2. Spray product into the corners of the room.

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## Remedial Cleaning

Some common examples of remedial cleaning tasks include:

- Removal of tough bathroom soils;
- Mould control;
- Removal of various and unknown stains;
- Carpet spotting/cleaning;
- Removal of stubborn wall marks;
- Cleaning appliances, ashtrays and walls.

Consult your Ecolab representative for details of the specific procedures.



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## Summary

Note

This program has covered the main elements of cleaning, highlighting the importance of good practice.

An important part of your job is to enhance the safety and satisfaction of your customers, residents and co-workers by complying with safe and efficient work place practices. This will in turn make your job easier and more effective.

At all times have a “Safety First” attitude!

If you have any further questions please speak to your supervisor or your Ecolab Territory Manager.



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## Assessment

You have now completed this training session.

You will be asked 20 randomly selected multiple choice questions.

The pass mark is 90%.

Your training supervisor will now provide you with a set of questions.

Good Luck !