

COMMERCIAL CLEANING PROCESS FOR BEGINNERS

General Office Cleaning:

- 1.) When you first walk into a building to clean it, start by donning your PPE, preparing any spray bottles with your cleaning solution, loading your caddy/brute rolling trash can apron, dumping your vacuum bag, and filling up your mop bucket.
- 2.) When you begin to clean you always want to start with a top to bottom, side to side, front to back approach. The very 1st thing you should do is start with your dusting and wiping. When dusting always dust from top to bottom. Dust any and all horizontal surfaces. This includes everything from computer towers, ceiling fans, picture ledges, window sills, fire hydrants, book shelves, and any other surface you can find that can hold dust. As you dust, you will come across counter space. Counter spaces should be wiped every surface with your rag and spray disinfectant. Office desks should also be wiped as needed for dirt, smudges, and fingerprints. While doing the dusting and wiping, you should also be cleaning any glass surfaces included in your agreement.
- 3.) After dusting, you will empty all trash cans. When dumping trash, it would be ideal for you to have one large 60-gallon trash bag that you carry around to dump trash from the cans into. This bag should be inside of your large rolling trash can, but if you can't afford to have one in every location, just carrying the 60-gal bag alone will suffice (as long as you are careful to watch for leaking bags with holes in them). Trash can liners do not need to be changed every service except for the following exceptions: when the liner has stains, gum, rips or tears, or any discoloration. Trash can liners in kitchens, breakrooms, and medical exam rooms should always be changed. Once all trash cans are emptied take trash to the designated collection point or dumpster.
- 4.) Restock any items that need to be restocked. This could include, but not be limited to: paper products in the kitchen/breakroom, paper products in exam rooms, hand sanitizer refills, etc.
- 5.) Vacuum all floor surfaces. Be sure to vacuum under and behind accessible areas. If a small piece of furniture has wheels, move it to vacuum under it, then place it back in its original position.

- 6.) Finally mop your way out of each area. Use wet floor signs at every exit door if the customer will be present on site during the service. If you take your supplies with you from the building from site to site, you can mop your way out of the main exit door. If you leave your supplies on site, be sure to mop your exit path first, so that it will be dry by the time you finish the other areas of the floor, dump your mop water, and proceed to exit the building.

General Restroom Cleaning:

- 1.) Follow the same approach as you would in the office. When high dusting, be sure to include the tops of stall walls, vents, mirror ledges, etc.
- 2.) When cleaning toilets and urinals, use your toilet brush to clean the inside first. Then wipe every part of the outer surface (front, back, top, bottom, sides).
- 3.) Pour fresh water in drains weekly to assist in preventing any lingering odors.
- 4.) In men's restrooms, always leave toilet seats up to show that toilets were cleaned. In women's rooms, you may do the same, but the customer may prefer that you do not.
- 5.) Always restock restrooms adequately and in some cases, customers may prefer that you overstock where possible (especially hand soap and tissue).
- 6.) Place closed signs and wet floor signs at the entry door(s) while you are cleaning the restrooms if the customer will be present during the service.