



Clean premises and equipment

D2.TTO.CL4.03

Trainee Manual



Clean premises and equipment

D2.TTO.CL4.03

Trainee Manual



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality

Project Base

William Angliss Institute of TAFE

555 La Trobe Street

Melbourne 3000 Victoria

Telephone:

(03) 9606 2111

Facsimile:

(03) 9670 1330

Acknowledgements

Project Director:	Wayne Crosbie
Project Manager:	Jim Irwin
Chief Writer:	Alan Hickman
Subject Writer:	Alan Hickman
Editor:	Jim Irwin
DTP/Production:	Daniel Chee, Mai Vu, Cindy Curran

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.

The ASEAN Secretariat is based in Jakarta, Indonesia.

General Information on ASEAN appears online at the ASEAN Website: www.asean.org.

All text is produced by William Angliss Institute of TAFE for the ASEAN Project on “Toolbox Development for Front Office, Food and Beverage Services and Food Production Divisions”.

This publication is supported by the Australian Government’s aid program through the ASEAN-Australia Development Cooperation Program Phase II (AADCP II).

Copyright: Association of Southeast Asian Nations (ASEAN) 2015.

All rights reserved.

Disclaimer

Every effort has been made to ensure that this publication is free from errors or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this book. The ASEAN Secretariat and William Angliss Institute of TAFE are not responsible for any injury, loss or damage as a result of material included or omitted from this course. Information in this module is current at the time of publication. Time of publication is indicated in the date stamp at the bottom of each page.

Some images appearing in this resource have been purchased from stock photography suppliers Shutterstock and iStockphoto and other third party copyright owners and as such are non-transferable and non-exclusive. Clip arts, font images and illustrations used are from the Microsoft Office Clip Art and Media Library. Some images have been provided by and are the property of William Angliss Institute.

Additional images have been sourced from Flickr and SXC and are used under Creative Commons licence: <http://creativecommons.org/licenses/by/2.0/deed.en>

File name: TM_Clean premises and equipment_280115



Table of contents

Introduction to trainee manual.....	1
Unit descriptor.....	3
Assessment matrix.....	5
Glossary.....	7
Element 1: Prepare to clean.....	9
Element 2: Apply wet area cleaning techniques	27
Element 3: Apply dry area cleaning techniques.....	51
Element 4: Apply pressure washing techniques	67
Element 5: Apply ceilings, surfaces and fittings cleaning techniques.....	83
Presentation of written work.....	103
Recommended reading.....	105
Trainee evaluation sheet.....	107
Trainee self-assessment checklist.....	109

Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainee chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Clean premises and equipment

This unit deals with the skills and knowledge required to Clean premises and equipment in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D2.TTO.CL4.03

Nominal Hours:

25 hours

Element 1: Prepare to clean

Performance Criteria

- 1.1 Select the cleaning equipment to be used
- 1.2 Select the cleaning agents to be used
- 1.3 Select the protective clothing to be used
- 1.4 Check operation and safety of equipment that has been selected

Element 2: Apply wet area cleaning techniques

Performance Criteria

- 2.1 Assess areas to be cleaned
- 2.2 Prepare worksite
- 2.3 Clean wet areas
- 2.4 Tidy worksite
- 2.5 Clean, check and store equipment and chemicals

Element 3: Apply dry area cleaning techniques

Performance Criteria

- 3.1 Assess areas to be cleaned
- 3.2 Prepare worksite
- 3.3 Clean dry areas
- 3.4 Tidy worksite
- 3.5 Clean, check and store equipment and chemicals

Element 4: Apply pressure washing techniques

Performance Criteria

- 4.1 Assess area to be pressure washed
- 4.2 Prepare worksite
- 4.3 Clean areas using pressure washer
- 4.4 Tidy worksite
- 4.5 Clean, check and store equipment and chemicals

Element 5: Apply ceilings, surfaces and fittings cleaning techniques

Performance Criteria

- 5.1 Assess ceilings, surfaces and fittings to be cleaned
- 5.2 Select appropriate equipment and chemicals
- 5.3 Prepare worksite
- 5.4 Clean ceilings, surfaces and fittings
- 5.5 Tidy worksite
- 5.6 Clean, check and store equipment and chemicals

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

The Assessment Matrix indicates three of the most common assessment activities your Assessor may use to assess your understanding of the content of this manual and your performance - Work Projects, Written Questions and Oral Questions. It also indicates where you can find the subject content related to these assessment activities in the Trainee Manual (i.e. under which element or performance criteria). As explained in the Introduction, however, the assessors are free to choose which assessment activities are most suitable to best capture evidence of competency as they deem appropriate for individual students.

		Work Projects	Written Questions	Oral Questions
Element 1: Prepare to clean				
1.1	Select the cleaning equipment to be used	1.1	1, 2, 3	1
1.2	Select the cleaning agents to be used	1.2	4, 5, 6, 7	2
1.3	Select the protective clothing to be used	1.3	8	3
1.4	Check operation and safety of equipment that has been selected	1.4	9	4
Element 2: Apply wet area cleaning techniques				
2.1	Assess areas to be cleaned	2,1, 2.2	10, 11	5
2.2	Prepare worksite	2,1, 2.2	12	6
2.3	Clean wet areas	2,1, 2.2	13	7
2.4	Tidy worksite	2,1, 2.2	14	8
2.5	Clean, check and store equipment and chemicals	2,1, 2.2	15	9

		Work Projects	Written Questions	Oral Questions
Element 3: Apply dry area cleaning techniques				
3.1	Assess areas to be cleaned	3.1, 3.2, 3.3	10, 11	10
3.2	Prepare worksite	3.1, 3.2, 3.3	12	11
3.3	Clean dry areas	3.1, 3.2, 3.3	16	12
3.4	Tidy worksite	3.1, 3.2, 3.3	14	13
3.5	Clean, check and store equipment and chemicals	3.1, 3.2, 3.3	17	14
Element 4: Apply pressure washing techniques				
4.1	Assess area to be pressure washed	4.1	10, 11	15
4.2	Prepare worksite	4.1	12	16
4.3	Clean areas using pressure washer	4.1	18, 19	17
4.4	Tidy worksite	4.1	14	18
4.5	Clean, check and store equipment and chemicals	4.1	20	19
Element 5: Apply ceilings, surfaces and fittings cleaning techniques				
5.1	Assess ceilings, surfaces and fittings to be cleaned	5.1, 5.2, 5.3	10, 11	20
5.2	Select appropriate equipment and chemicals	5.1, 5.2, 5.3	1 – 7	21
5.3	Prepare worksite	5.1, 5.2, 5.3	12	22
5.4	Clean ceilings, surfaces and fittings	5.1, 5.2, 5.3	21	23
5.5	Tidy worksite	5.1, 5.2, 5.3	14	24
5.6	Clean, check and store equipment and chemicals	5.1, 5.2, 5.3	20	25

Glossary

Term	Explanation
Bio-waste	Human waste
Buffer	Low-speed multi-purpose machine which can be used for stripping, scrubbing and low-speed buffing
Buffing	Polishing
Burnisher	High-speed floor polisher for providing high gloss finishes to vinyl floors
Cleaning schedule	List identifying when nominated items/areas must be cleaned
Consumables	Items which are consumed/used as part of a process (and will need to be replenished)
Elbow grease	Effort; hard work
MSDS	Material Safety Data Sheet
PPE	Personal Protective Equipment (and Clothing)
pH	Level of acidity or alkalinity: 7 is neutral; 7 – 14 is alkaline; below 7 is acidic
RCD	Residual Current Device
SOP	Standard Operating Procedure
Stripping a floor	Removing wax (and dirt) from floor in preparation to re-sealing it
WI	Work Instruction

Element 1: Prepare to clean

1.1 Select the cleaning equipment to be used

Introduction



All cleaning tasks require the selection of the right equipment to complete the job.

This section identifies a range of cleaning equipment and provides an indication of use and some relevant detail.

Overview

The type of cleaning equipment found in businesses will vary.

Some have just the basics – many will have only ‘domestic’ cleaning equipment (that is, suitable/designed for homes) rather than *commercial* or *industrial* cleaning equipment.

Generally, commercial or industrial equipment is better because it is:

- Sturdier
- Larger capacity
- Fitted with larger electric motors (where applicable).

Other places boast an extensive range of the latest cleaning equipment with the ‘correct’ item for every cleaning job that needs doing.

The cleaning storeroom

Cleaning equipment is usually kept in a dedicated storage area – this may be a purpose-built cleaning storeroom where equipment, utensils, cleaning chemicals and protective clothing is kept.

Alternatively, equipment may be kept in an assortment of cupboards or other locations around the premises as space allows.

There are often legislated requirements applying to the storage of cleaning chemicals.



Large equipment

Vacuum cleaners

Whatever the shape, size or style of vacuum cleaners, their job is to suck up dust and dirt off floor surfaces and drapes.



Most vacuum cleaners have a variety of attachments designed for specific purposes (such as crevice nozzles, extensions, brushes).

Dry vacuum cleaners can only be used on dry surfaces and to suck up dry material and not liquids/water.

Wet vacuum cleaners are designed to suck up liquid spills and can be used for wet cleaning of carpets.

Double-check the vacuum cleaner to verify it is designated as a 'wet' vacuum cleaner before using it on liquids: some vacuum cleaners are dual-purpose and can be used on wet or dry surfaces

'Back pack' vacuum cleaners are used in many situations where it would be difficult or time-consuming to use a machine that is pulled along the floor – such as when vacuuming between tables and chairs. A backpack style cleaner also reduces tripping hazards (although the cord still presents a hazard unless a battery-powered unit is being used).

Some companies refer to vacuum cleaners as 'extractors'.

Have a look at different vacuum cleaner options at:

<http://www.powervac.biz/>

<http://www.powersweep.com.au/>

<http://www.gepro.com.au/ics/profile.asp>

<http://www.nilfisk-advance.com.au/>

Carpet shampoo machines

Carpet shampoo machines can also come in a variety of shapes, sizes and styles.

As their name suggests they are used to shampoo, dry-clean and/or steam clean carpeted surfaces. They may also be referred to as 'extractors'.

Remember carpets may be damp or wet after being shampooed (or steamed), so this needs to be taken into consideration before cleaning high traffic areas, both in terms of how the area will look and smell, and from a safety viewpoint.

All carpet shampoo machines must be used in accordance with the manufacturer's instructions.

Companies selling vacuum cleaners usually also supply carpet shampooers so check out the sites for 'vacuum cleaners' listed above as well as:

<http://www.cleanfreak.com/>

www.machines4u.com.au

www.cleancare.com.au/

Polishers

Polishing a floor helps resist scratching and enhances appearance. Polishers may be:

- Buffers – these are low-speed machines (the pads revolve at relatively low speeds) suitable for multiple purposes such as stripping a floor, scrubbing and low-speed polishing
- Burnishers – these are high-speed machines (pads revolve at relatively high speeds) and they are used to provide the high-gloss finishes to vinyl floors.

See examples at:

www.totalsupplysolutions.com.au/cleaning

www.pacvac.com/commercial-floor-polisher



Pads

Polishers will use different pads depending on the type of job being done, and the weight and speed of the machine.

Each manufacturer can have their own colour-coding system for pads so check with the manufacturer to see what applies. As an indicator:

- Black pads and green pads may be used for stripping
- Red pads, brown pads and blue pads may be used for scrubbing
- White pads and grey pads may be used for buffing.

Floor machines

Many machines are available that combine the functions of different machines. These can be referred to as 'floor machines'.

The one machine may, then, have the capacity to:

- Scrub
- Polish
- Strip
- Shampoo.

See:

<http://www.floormachinesaustralia.com/do/t/floor%20scrubber>

These combination machines tend to be used in smaller businesses where there is no justification in buying a separate machine for each separate job.

Sweepers

Sweepers are mechanical items used for sweeping/removing litter and loose debris from large areas. They are available in a variety of shapes, sizes and styles.

Walk-behind (or 'pedestrian') machines may be electrically powered while ride-on and drive models may be battery, gas or petrol-driven.



See:

<http://www.australiansweeper.com.au/>

www.sweeper.com.au/Sweepers

Scrubbers

These are motorised ride-on or walk-behind pieces of equipment used to scrub hard surfaces to remove marks/dirt.

Some machines combine scrubbing and sweeping

Pressure washers

Pressure washers are used for high-pressure water cleaning of surfaces. They are commonly used:

- In kitchens to clean floors and help clean various items of equipment
- Outside to clean public areas such as driveways, car parks and building exteriors
- To clean exteriors of vehicles.



Visit the following to see examples of types and models available:

<http://www.auswaterblasters.com.au/>

www.aatachservice.com/

Small equipment

Mops

Mops are generally made from cotton or cotton/polyester blends.

The three main types of mops are:

- Dusting mops – to clean skirting boards and polished surfaces
- Polishing mops – for buffing and polishing
- Washing mops – to wash floor surfaces or apply sealant to floors that have been stripped and need to be re-sealed.

Brooms and brushes

Brooms and brushes can be made from a variety of materials, ranging from straw to a synthetic coarse bristle-like material. Their purpose is to remove dust, dirt and grime from surfaces.

They can come in all sizes and shapes.

They should be sufficient in number and variety as required for the cleaning task or as dictated by the establishment: they must be clean, and sufficiently bristled.

The most common types of brooms and brushes are:

- Scrubbing brush
- Sink brush
- Wall brush
- Soft broom
- Speciality brushes
- Cobweb brush
- Vehicle wash brooms
- Gong brush
- Floor brooms
- Yard broom – stiff bristles for exterior use.



Not all businesses will require all types of brooms – it will depend on the facilities and areas to be cleaned.

A standard item is a dust pan and brush set for cleaning up small spills –some will use a small/portable, re-chargeable vacuum cleaner for this.

Have a look at:

<http://www.cleancare.com.au/dusters-brushes-brooms-handles/w1/i1002536/>

<http://www.unoclean.com/Commercial-Janitorial-Brooms-Brushes-Accessories.aspx>

Cloths and sponges



Cloths and sponges are used to clean a variety of surfaces.

Sponges are used for damp cleaning needs and cloths are used for cleaning, polishing and dusting.

They can be made from a variety of materials, but are generally lint-free.

They are used with a cleaning agent.

Some cloths are made from material and some are disposable/paper-based.

Buckets

Buckets are available in a variety of shapes, sizes and styles and are generally made from either galvanised steel or plastic.

Some buckets have wheels/castors for ease of mobility: others only have a handle. Buckets are used to hold water and cleaning agents.

Mop buckets feature rollers to remove excess water from the mop head prior to use.

Visit:



<http://www.masteraustralia.com.au/> and click on 'Buckets' in the left-hand side 'Browse Catalogue' – this site can be used to look at many other items of cleaning equipment mentioned in these notes. It is worth bookmarking for future reference.

Garbage receptacles

Nearly all cleaning tasks will require gathering and disposing of debris, rubbish and waste so most cleaning tasks will necessitate the use of some form of waste receptacle.

A receptacle maybe:

- A solid item such as a bin
- A disposable plastic bag
- A bin liner placed inside a garbage receptacle that is built into a cleaning trolley/cart.



Warning signs

These are safety signs used when a public area is being cleaned (to warn customers of the danger) or when nominated back-of-house areas are being cleaned (to warn staff, delivery drivers, repair people who are on the premises).

It may be standard procedures that they are displayed whenever cleaning duties are being undertaken, regardless of location and regardless of the type of cleaning.

Examples of these can be seen at:

www.hostdirect.com.au/listProduct/Cleaning/Floor+Signs.

Ancillary items

There may also be a need to use some or all of the following;

- Electrical extension cords
- Keys or cards – for accessing areas
- Communication devices – so others can advise of relevant information or new jobs
- Trolleys, caddies, carry-alls and baskets – for holding and transporting cleaning requisites to and from jobs
- Door stops – to keep doors open
- Scouring pads and scrapers
- Spray bottles – for dispensing cleaning chemicals and agents
- Step ladders – for high level cleaning
- Towels and rags.



1.2 Select the cleaning agents to be used

Introduction

As well as selecting the correct cleaning items/equipment for the job there is also a need to select the appropriate cleaning agents.

This section identifies the range of cleaning agents available and gives an overview of their use.

General information

Chemicals may be provided in:

- Liquid form – used for most detergents, cleaners, sanitisers, and disinfectants
- Powder form – some detergents come in this dry form
- Aerosol form – many pesticides and deodorisers are supplied in this way
- Paste form – commonly used for polishes.

Liquid chemicals may be:

- Provided in small plastic bottles/containers (say, 500mls)
- Supplied in bulk (say, 20 – 25 litres) and hooked up to a sealed system where product is de-canted into smaller containers (such as spray bottles).

Business may elect to use:

- Products bought commonly at the supermarket and intended for domestic use
- 'Commercial' or 'industrial' chemicals – which are usually stronger (they have more and/or different 'active ingredients') and are far cheaper.

Where a 'full clean' of an area (carpet, fabric, wall, upholstery) is not required, 'spot cleaning' may be applied using a 'spotter' (spot cleaning agent) or simply wiping the affected area.

Cleaning chemicals

Cleaning agents may include:



Detergents

Detergents are chemical-based and can vary in strength so it is important to follow the correct dilution instructions when using this type of cleaning agent.

Detergents have different pH scales and it is the pH level of the detergent that informs the user of the type of surface it is best used on.

General purpose detergents

General purpose detergents are used in every business and as their name indicates can be used on a wide variety of surfaces and for a range of cleaning tasks.

A pH of 7 is a neutral pH level and these types of detergents are useful for general cleaning.

Acidic detergents

Acidic detergents (graded as having a pH of 1 to 6) should be used for cleaning ceramic surfaces.

Alkaline detergents

Alkaline detergents (graded as having a pH of 8 to 14) should be used only for specialist tasks, as they can be corrosive and have the ability to damage a surface.

High alkaline detergents should be used only as directed and only on surfaces they were designed to clean. The surface they are used to clean should also be rinsed thoroughly to remove any harmful residue.

Remember high alkaline detergents can be harmful to the skin: they should be treated with care. Spillage should be avoided at all times – protective clothing should be worn when using high alkaline detergents.

Specialist detergents

Cleaning chemicals have been developed to address specific cleaning tasks – check what is available in the workplace/cleaning store and use them where appropriate.

These ‘specialty’ products have been developed for:

- A range of floor and carpet cleaning needs – specific for different surface types (tile, linoleum, vinyl, carpet, wood) and specific stains, dirt or types of damage.
 - These include stripping and re-sealing products for hard floor surfaces
 - Windows and glass
 - Stainless steel
 - Leather
 - Aluminium
 - Toilets
 - Various laundry uses – for washing clothes and linen
- Cleaning specific equipment and areas – such as rubbish bins, smokehouses, vehicles, furniture polishes.



Solvents

Solvent-based detergents will dissolve heavy grease and oil.

It is most important to realise not all surfaces can be cleaned with solvent detergents.

For example, it would not be appropriate to remove oil spilt onto a lounge suite with a solvent detergent, however a metal surface could remain unharmed if cleaned with a solvent detergent.

Again, refer to the manufacturer’s instructions when using such a cleaning product.

Remember solvent-based detergents may be harmful to the skin. They should be treated with care and spillage should be avoided at all times.

Surfaces cleaned with solvents must be rinsed thoroughly to remove any harmful residue.

Polishes

Polish protects surfaces and forms a barrier against liquids which may harm the surface.

Spirit-based polishes are generally used for metal surfaces as well as windows and mirrors.

Oil-based polishes are generally used for leather, wood, synthetic flooring, linoleum and tiles.

Surfaces can be slippery after they have been polished, so polish should be used with this in mind.



Abrasives

Abrasive cleaning agents are available in powder, cream or paste forms.

They are used for scouring and cleaning ceramic or enamel surfaces.

An example of such a surface is the toilet bowl or the shower basin: abrasive cleaners must not be used on surfaces that scratch easily.

Abrasives can be hard to rinse away, so it is important to wipe and rinse as soon as possible after application: if they are left to dry, abrasives can be much harder to rinse and clean away, and may leave behind a harmful residue.

Other chemicals

Depending on the job to be done, the following may be required:

Disinfectants

These:

- Are cleaning agents which destroy disease-carrying micro-organisms
- Should be diluted according to manufacturer's instructions: if it is diluted too much the disinfectant will become ineffective
- Have a strong scent and so are not suitable for use in a kitchen or any food area
- Should be used only in the toilet, bathroom and change areas.



Deodorisers

Deodorisers are used to mask or eliminate unpleasant smells:

- They are commonly in aerosol form and should be sprayed sparingly to achieve their aim but not dominate or over-power
- Urinal blocks are also used to mask smells in gents' toilets: when using them follow the recommended dosage rate – do not simply throw handfuls of them into the trough/urinal! They are expensive and on their own they do not provide any cleaning function.
 - There is still a need to clean the urinal even where these blocks are used.

Pesticides

These are used to:

- Kill flies and insects
- Deter flies and insects.



Sanitisers

Sanitisers are used to kill bacteria/micro-organisms and/or reduce their numbers to a safe level.

Surfaces should be cleaned with a detergent before a sanitiser is applied.

There may be a need for the sanitiser to remain in contact with the surface for a nominated period (X seconds) before it is removed/rinsed off.

Chemical company websites

Visit the following to see the products available:

www.agar.com.au/

www.cleaningshop.com.au/

Material Safety Data Sheets



Material Safety Data Sheets must be available for every cleaning chemical or agent used. Learn where these sheets are kept and read and understood them for all the products used.

Employers are also required to ensure all chemicals used in the workplace are accompanied by a Material Safety Data Sheet. They must be kept near the chemicals and they cover issues such as:

- Product classification
 - Storage requirements
 - Transportation regulations
 - Safe handling procedures
- First aid.

Suppliers of chemicals are obliged to provide MSDS for all chemicals purchased from them.

See the following for more information:

<http://www.msds.com.au/>

<https://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/material-safety-data-sheets>

General rules for dealing with chemicals

It is important to adhere to the following when handling/using chemicals:

- Always follow the manufacturer's instructions – this the Golden Rule when handling, using or otherwise dealing with chemicals or cleaning agents
- Never mix chemicals together – doing this can cause them to be ineffective, can cause them to give off toxic fumes, and can cause them to explode!
- Read the labels for all products
- Never apply chemicals directly to the surface unless the directions specifically recommend/advise this
- Dilute chemicals according to manufacturer's instructions – most chemicals will require some degree of dilution
- Contact the supplier or supervisor if unsure about any aspect of using or dealing with any chemical
- Never store chemicals with food – it is illegal to do so
- Avoid contact between bare skin, eyes, mouth and any chemical – this applies to direct contact, as well as indirect contact
- Follow the specific advice on the relevant MSDS if chemical is swallowed, or makes contact with eyes or skin
- Work in ventilated conditions when using chemicals
- Avoid contact between food items and chemicals
- Always wear/use the personal protective clothing or equipment provided by the employer when dealing with chemicals – see Section 1.3
- Do not handle chemicals until appropriate training has been provided either from a supervisor, an experienced staff member or a representative from the company that supplies the chemicals
- Only use the designated items to measure/weigh chemicals to be used – never use jugs or containers that could then be inadvertently used elsewhere in the property for food preparation/service purposes
- Treat the handling of chemicals with the seriousness it deserves – focus on the chemical handling task at hand; do not become distracted; no skylarking
- Some chemicals are flammable – so keep all chemicals away from heat or a naked flame
- Wash hands after using chemicals and after all cleaning duties – to remove chemicals, residue: this applies even when wearing protective gloves.



See also 'A step by step guide for managing chemicals in the workplace' at

https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0018/60075/Managing_chemicals_in_Workplace.pdf.

1.3 Select the protective clothing to be used

Introduction

Use of cleaning chemicals and/or cleaning equipment often means there is a need to use and/or wear personal protective equipment and clothing.

This section identifies the items available in this regard and presents basic requirements in relation to their provision and use.

Protective items

PPE may include:

- Overalls and jackets – which may be the standard ‘cleaning uniform’ or provided specially for use at designated times/for nominated cleaning tasks
- Aprons – which may include material aprons, leather aprons and PVC aprons
- Gloves – either thick rubber gloves, PVC gloves or longer and stronger gauntlets
- Cotton glove inserts
- Breathing apparatus
- Waterproof clothing and footwear/rubber boots
- Eye protection, goggles, safety glasses and face masks
- Ear/hearing protection
- Enclosed shoes and steel-capped boots
- Safety hats/hard hats, headwear and helmets – food handlers also use hairnets and beard nets
- High-visibility vests
- Uniform to be worn – which can include long trousers and long-sleeved shirts.



Where staff are required to work outside in the elements, PPE can include sun hats/broad brimmed hats, sun glasses and sun protection as well as rain coats, warm clothing.

Useful websites

Take a look at the following to get an idea of what is available by visiting:

<http://www.safetysafetyequipment.net.au/>

<http://www2.protectoralsafe.com.au/>

<http://www.seton.net.au/>

Safety documents

It is possible to obtain information/direction to assist with identifying the PPE to be used (and *how* it is to be used) in cleaning processes.

Options include:

- Checking to see if chemical supplier has a 'PPE Matrix' – this is a list or poster identifying all their chemicals and cross-referencing them to all the necessary PPE which should be used
- Referring to internal Work Instructions or SOPs which set out not only the *procedure* to be followed and the *equipment and supplies* to be used, when undertaking cleaning tasks but also list the PPE for each job.

Provision and use of PPE

The following requirements apply to personal protective equipment and clothing:

- Employers are required to provide necessary items and maintain them in safe, working condition
- Items must fit the person using/wearing them properly
- Items must be 'fit for purpose'
- Employers must provide training in how to use the items
- Must wear/use items exactly the way shown/trained
- Must always wear/use items when directed to do – without exception: the use of PPE is not optional, it is mandatory.



1.4 Check operation and safety of equipment that has been selected

Introduction

Before using any item of cleaning equipment it must be standard practice to check to make sure the item is safe to use, and is in a clean and fully operational condition.

This section addresses considerations in this respect.

Need for the checks

Checking is important for a number of reasons:

- To avoid mixing chemicals from one item of equipment to another – which may damage not only equipment but the surfaces the chemicals are being applied to
- To avoid transferring dirt or grime from one surface to another – it is a standard requirement all cleaning items must themselves be cleaned
- To stop transportation of bacteria from one surface to another – the cleaning items (such as mops) used in food areas will not only need to be washed but will also need to be sanitised as well
- To avoid accident and injury arising from the use of unsafe equipment.

Conducting checks

Overview

The checks will depend on the item being checked. Manufacturer's instructions and User Manuals/Operator Books for equipment will provide the basis for the checks which need to be made of individual items.

The checks outlined below must be done **every time** an item of equipment is selected for use, without exception.

The checking process

The checking process must focus on:

- Communicating with other staff – to learn about problems with items and to identify equipment which is 'Out Of Service'
- Being alert to tags on machines which have been attached because the item has been assessed as dangerous and has been taken 'Out Of Service'
- Reading internal Communication Books which advise of machine/equipment problems and/or unavailability
- Being advised by supervisors at staff briefings
- Visually inspecting items – and:
 - Looking for problems and worn parts
 - Checking all parts/components are in place and looking normal



- Turning equipment 'on' (where appropriate) – to conduct test runs:
- Listening to mechanical and electrical equipment – to determine:
 - If there any unusual noises indicating a problem (such as grinding noises, sparking, loose components)
 - Whether equipment is working as expected/anticipated
- Looking to detect problems:
 - Smoke or sparks
 - Vacuum bags which may not inflate
- Using sense of touch to determine:
 - If there are unusual or unacceptable vibrations
 - If unusual or unacceptable heat is being generated
- Using sense of smell to determine:
 - Smoke
 - Burning electrical or rubber odour.



Examples of basic checks

The following is indicative of checks to be made:

- Equipment does not have any jagged parts or sharp edges – which can cause injury
- Damage/normal 'wear and tear' to equipment has not affected its operational safety
- Check and clean the exterior of cleaning equipment – to enhance presentation and project a positive image for the company when seen by patrons: cleaning equipment must be clean
- Ensure mop head looks presentable – customers will be able to see these when working in public areas and may infer a lack of cleanliness in other parts of the establishment
- Buckets should be free of leaks, not smelly and have secure handles
- Check and clear around the rollers on mop buckets to avoid the build up of debris and fibres from the mop
- Items to be used need to sufficient in number – there needs to be enough cleaning cloths, disposable gloves or other resources to get the job done
- Items must be appropriate for task – many instances of damage or injury have resulted from trying to complete a cleaning job without the right tools
- Make sure all necessary attachments (for vacuum cleaners, polishers, washers) are taken before leaving the cleaning store to enable all planned task to be completed – this saves time and effort
- All electrically-powered and battery-powered items must be used strictly in accordance with manufacturer's instructions – if this is unknown read the instructions or ask an experienced staff member to explain/demonstrate what to do
- A standard check with any piece of electrical equipment is to ensure the electrical cord is safe to use – not frayed or broken and with no wires exposed
- Make sure battery-operated equipment is adequately charged before using it – low battery power can adversely affect cleaning performance and causes time loss when the job has to be interrupted to remedy the situation.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 Prepare a comprehensive list of small and large cleaning equipment which may be found in an industry business and identify what each item may be used for.
 - 1.2. Identify the chemicals you would use to:
 - Clean service counters
 - Polish wooden furniture
 - Deodorise the air in a room
 - Clean windows
 - Kill flies and insects
 - Kill bacteria.
 - 1.3. List the PPE and clothing which may be needed by staff undertaking a wide range of 'wet', 'dry' and 'pressure washing' cleaning duties in a business.
 - 1.4. Identify one item of electrically-powered cleaning equipment and prepare a set of sample directions, instructions or guidelines which could be used by staff to check its operation and safety.
-

Summary

Prepare to clean

When preparing to clean:

- Select the required small and large equipment
- Use industrial/commercial items where possible
- Attach the right pad to a polisher for the work to be done
- Consider loading a cleaning cart/trolley to carry the equipment/items
- Make sure there are rubbish containers for disposal of collected dirt/garbage
- Obtain necessary warning signs, ancillary equipment and PPE
- Select the required chemicals and cleaning agents
- Refer to Product Usage Charts, SOPs or WIs to identify chemicals required
- Know where the MSDS are located and what they contain
- Handle chemicals safely and with care
- Check all equipment is safe to use/operate
- Never use unsafe equipment/items.

Element 2:

Apply wet area cleaning techniques

2.1 Assess areas to be cleaned

Introduction

All areas to be cleaned must be assessed before cleaning activities begin.

This section discusses the assessment stage of a cleaning job.

Assessing the job

Overview of the process

Assessment of the task is part of 'planning and preparation' for the job.

Assessment is undertaken through a combination of the following three activities:

- Looking at the area/job – visually inspecting the area
- Talking to people who have input to make about the area/items to be cleaned – or who have responsibility for the area
- Using personal knowledge and experience as key reference points for determining and evaluating what needs to be done.

Specifics of each job

When assessing the task/area considerations are:

- Determine the *extent* of the work to be done – for example:
 - Is a full clean required or just spot cleaning?
 - Is the area very dirty?
 - Is there graffiti damage?
 - What sort of dirt/soil needs to be removed?
 - Is it a big area or a small space?
 - Are there any obvious problems/difficulties with the job?
- Work out *how long* the job will take – in order to:
 - Plan other work
 - Integrate this job with other work to be done
 - Arrange for other staff to assist if necessary
- Allow *discussion with 'relevant others'* in relation to the job – this can mean speaking with area supervisors to ascertain their particular requirements:
 - Are there are things they want concentrated on?
 - Are there areas which need to done first or finished by a certain time?



- Are there problems/dangers they need to communicate?
- Gauge *level of customer traffic/usage* – to determine:
 - Should cleaning be delayed until a quieter/later time?
 - Barriers and warning signs which need to be put in place
- Determine *complexity* of the job – to work out:
 - If help with the work is required
 - If specialist equipment or techniques are required
- Identify most appropriate and effective cleaning techniques to apply to clean the area as required – which will be a prime determinant of the resources required
- Work out the resources required – in terms of:
 - Cleaning equipment and ancillary items
 - Cleaning chemicals and agents
- Check condition of equipment in and condition of area to be cleaned – so any damage can be noted/reported before starting
- Inspect vehicles to be cleaned – to check them for pre-existing damage, level of interior and exterior dirt and any service-related issues which may need to be reported so appropriate maintenance can be provided
- Factor in weather conditions – should:
 - Planned cleaning be delayed until the weather changes/improves?
 - Special requirements apply because of the weather at the time?
- Determine:
 - Start and finish points for the job
 - Location of cleaning equipment and resources during the job.



2.2 Prepare worksite

Introduction

It is important to prepare worksites for cleaning before commencing actual cleaning duties.

This section identifies activities in preparing worksites for cleaning and presents considerations for interacting with customers/guests as part of cleaning activities.

Preparation activities – prior to moving to the work area

Before arriving at the worksite there may/will need to:

- Obtain work order from supervisor – not all cleaning jobs will require a work order but some businesses use them to organise and allocate work to staff. Work orders will indicate:
 - The areas/locations to be cleaned/serviced
 - Sequence of work – to ensure work is completed in priority order and finished when required
 - Special jobs – such as indication where (for example) special cleaning or action is required
- Load cleaning cart/trolley – not all businesses will use a cleaning trolley but they are a useful way of moving cleaning requisites and keeping them handy.
 - Where they are used they may need to be loaded/stocked with:
 - Tools and equipment – to undertake the allocated job
 - Caddies and baskets – to hold items which need to be carried into an area: the cleaning trolley will not be able to be taken into all areas where cleaning has to be performed because it may be too large or it may create an unacceptable obstacle
 - Cleaning chemicals and agents
 - Personal protective equipment and clothing
 - Replacement items – needed to re-stock/re-supply the area being serviced or cleaned. Items may include:
 - Soap and towels
 - Ashtrays
 - Toilet paper
 - Light globes
 - Promotional materials.



On arrival at work area

When arriving at a location to be cleaned, the following activities are standard before cleaning begins:

- Notifying 'required' persons in the area – cleaning is about to start.
 - These persons may include:
 - Area supervisor
 - Staff in the area
 - Customers/guests.
 - Many cleaning tasks which have to be completed are often a balancing act – needing to balance:
 - Getting the job done as
 - Completing the task within the allocated time and/or by a given time
 - Cooperating with other employees to minimise interruption to their work
 - Avoiding/limiting annoyance to customers/guests
- Emptying ashtrays – into designated containers.
 - Be alert to smouldering butts which can cause a fire.
- Cleaning, wiping and polishing ashtrays as required to optimise appearance – this applies to free-standing ash trays, table-based ashtrays and in-vehicle ash trays.
 - Remove and/or replace table-based ashtrays which are damaged.
- Picking up loose litter – this means walking the area with a rubbish bag and physically picking up items which are lying on the floor or other surfaces in the area.
 - Loose litter items may include:
 - Discarded items which have been used by a customer
 - Newspapers
 - Wrapping materials and food packaging
 - Cigarette butts
 - Soft drink containers
- Picking up 'lost and found' items – the nature of what is determined to be 'lost and found' items will vary between businesses but the following is indicative:
 - Personal clothing
 - Personal items – such as bags and wallets
 - Personal papers and documents.
 - All 'lost and found' items must be processed according to house rules/policies.
- Emptying rubbish containers – important aspects are:
 - Do not overload rubbish bins or bags
 - Be careful/be alert to the potential for injury from broken glass and syringes



- Clean/polish bins after they have been emptied, as appropriate
- Re-fit bins with bin liners according to standard house practices
- Erecting appropriate warning signs in the location being cleaned – these may include:
 - ‘Wet floor’ signs/cones
 - ‘Cleaning in progress’ signs/cones.
 - These signs should be placed in plain view of customers/guests, which may mean they are positioned:
 - Near entrances/doors
 - Near lifts/elevators.
 - In some cases there may be a requirement to close the area so no-one can enter while working – this may mean closing and locking doors, or erecting physical barricades/tape.
- Moving and removing furniture and fittings – as required, so:
 - Easier access to other areas/items is obtained
 - Damage to them as a result of cleaning is avoided.
 - Sometimes there will be a need to cover equipment, stock, facilities and items with protective material and/or drop cloths to avoid contact from water and/or cleaning agents, dust or other contamination.
- Moving a vehicle which has to be cleaned to a safe location or designated cleaning/washing bay. This may be needed to:
 - Enable easier access to specialist vehicle cleaning tools and materials
 - Avoid obstruction to other vehicles and customers/guests
 - Prevent ‘drift’ to others when washing the exterior of the vehicle.
- Understanding organisation-specific directions/instructions applicable to the job – these may be:
 - SOPs
 - Work Instructions
 - Relevant internal standards and criteria
- Putting on and/or using necessary PPE and clothing for the job which is about to be done.



How to interact with customers/guests

When servicing/cleaning an area there is always the potential for customers/guests to be present. It is important to interact appropriately with them, which may include:

- Greeting them when meeting them – with an appropriate verbal greeting and smile
- Informing of the service/cleaning about to be undertaken
- Asking for permission to clean the area/items – as necessary/if appropriate
- Cleaning another area if customers/guests are present – and returning at a later time
- Providing responses to requests and queries
- Referring customers to management if they make a request which falls outside personal scope of authority to deal with
- Moving aside to allow customers/guests to pass – giving them right-of-way
- Keeping noise and inconvenience to a minimum.



2.3 Clean wet areas

Introduction

The need to clean wet areas is a common requirement in all businesses.

This section defines 'wet areas' and presents advice in performing wet area cleaning.

'Wet areas' – defined

'Wet areas' are:

- Areas where there is normally liquid or water present – toilets, bathrooms, shower areas, pool-sides
- Most outside areas which are open to the weather
- Areas which can be cleaned using wet cleaning techniques especially wet mopping.

General wet area procedures

It is always necessary to treat every cleaning job on its merits – that is, the approach to cleaning and the techniques, equipment and chemicals used must always reflect the circumstances and individual nature of the job. This said cleaning wet areas may include:

- Removing loose dust – this is a basic first step:
 - Picking up loose rubbish, litter and debris
 - Sweeping the area
 - Dry/dust mopping the area
- Treating heavy soil – which may mean:
 - Using spot cleaning chemicals and techniques
 - Scraping away built-up material
- Treating graffiti – this may require:
 - Use of nominated graffiti wipes, paint removers, gels or solvents
 - Surface restoration – such as painting
 - Pressure washing – see Element 4
 - Application of anti-graffiti coatings
 - Engagement of professional cleaning company specialising in graffiti removal
- Mopping – in terms of:
 - Dry mopping to remove loose dust and debris
 - Wet mopping (see below) to clean the area



- Hosing – which can involve:
 - Use of a standard water hose with nozzle to:
 - Pre-spray/pre-wet an area prior to application of chemicals or cleaning activity
 - Remove dirt and debris
 - Rinse
- Scrubbing – which can involve the use of:
 - Scrubbing brushes, water and detergent
 - Abrasive pads
- Wet wiping – which is the use of damp cloths (wetted with water or detergent/cleaning agent) to clean a surface.



Organisational directions/requirements

Many enterprises have protocols to follow when undertaking certain cleaning tasks.

These may be referred to as:

- Standard Operating Procedures (SOPs)
- Work Instructions (WIs).

Where these are in place:

- Appropriate training will be provided as part of the on-the-job training
- They will have been developed for use with equipment and chemicals used by the business
- They must be followed.

SOPs/WIs are provided to guide the action of staff when cleaning public areas, rooms or individual items/areas.

They are provided to ensure:

- Work is completed to a set standard/level of quality
- Work is completed safely
- Work is completed in the most efficient manner in terms of cost and time.

Where they are provided, they must be adhered to – there is no choice in this: they must be followed.

They:

- Are **very** prescriptive
- Identify hazards associated with the task and prescribe action to minimise danger to workers and customers
- Specify the supplies, tools, equipment and chemicals/cleaning agents to be used – and how to use them.



The following is an example of what may be available

Wet mopping

'Wet mopping' is also referred to as 'damp mopping'.

The following represents instructions a business may provide and are presented only as being indicative of what may apply in a workplace. Where the employer has different directions, their specifications must be adhered to.



Wet Mopping SOP**Prepared by:****Date:**

Step	Hazard Type (and Rating)	Actions/precautions required
Prepare the area	Physical – slips and trips (Low)	Set up 'Cleaning in progress' signs Pick up loose rubbish Move items that present obstacles Sweep the floor
Prepare equipment and materials	Chemical (Low)	Put on safety gloves and glasses Fill mop bucket with warm water Add 250 mls XYZ detergent – use 'red' measuring jug
Mop the floor	Chemical and Physical (Medium)	Move mop and bucket to area to be mopped Put mop in bucket to wet it thoroughly Use rollers to wring mop until damp Apply mop to floor – use '8'-pattern, smooth but firm strokes on open surfaces and straight strokes against walls Rinse mop and repeat until finished Empty bucket into gully trap and rinse mop and bucket Fill mop bucket with warm water Add 250 mls XYZ disinfectant – use 'yellow' measuring jug Apply as above Allow to dry – set up 'Wet floors' signs where appropriate Return moved items
Clean up	Chemical and Physical (Low)	Remove and dispose of rubbish picked up during preparation – external dumper Wash mop and bucket Dispose of protective gloves Return equipment and chemicals to storage Wash hands

Work Instruction Number 22 – Wet Mopping

Prior to Work:

- Erect 'wet floor' cones in area to be mopped
- Remove loose rubbish and debris – use dust pan and brush and wear protective gauntlets and dust mask
- Use scraper to remove gum and other material where necessary
- Remove furniture and obstacles from area to be mopped
- Take correct size, clean dust mop and wet mop to area to be mopped
- Fill mop bucket with water (at temperature of 20°) and add ABC mls of XYZ detergent to water – wear safety goggles when handling detergent

Activity – Wet mopping

- Dust mop the area before starting to wet mop – see Work Instruction 21[see section 3.3]
- Commence wet mopping:
 - Immerse mop in mop bucket
 - Wring out until mop is damp (not 'wet'/dripping)
 - Mop area against skirting boards first
 - Next mop surface area using large 'S' shaped strokes
 - Do not stand in mopped area
 - Rinse the mop head frequently and re-load as described above
 - Change water and detergent regularly – use common sense and visual appraisal to determine when this is necessary: adhere to all safety precautions
 - Complete job.

After activity (During shift)

- Return dust mop to trolley.

After activity – End-of-shift

- Clean dust mop in store room – dust mask must be worn
- Wash and sanitise wet mop in sink outside store room
- Brush out and shake mop head – use bristle brush
- Inspect and replace heads where necessary
- Return mops to cleaning store – hang on hook with head away from wall
- Wash hands when finished.

Cleaning toilets and urinals

The cleaning of toilets and urinals is a common wet area cleaning task.

The following gives direction as to how it may be undertaken.

SOP – Cleaning Toilets and Urinals		
Prepared by:		
Date:		
Step	Hazard Type (and Rating)	Actions/precautions required
Prepare the area	Physical – slips and trips (Low)	<ul style="list-style-type: none"> • Set up 'Cleaning in progress – Do Not Use' signs: place tape across main entry door • Turn exhaust fans on and leave exit doors open • Put on safety gloves and glasses • Pick up loose rubbish – beware of potential for syringes • Empty bins – fit new bin liners: beware of potential for syringes • Replace toilet paper and soap • Sweep the floor
Prepare equipment and materials	Chemical (Low)	<ul style="list-style-type: none"> • Fill trigger spray bottle – ABC Brand disinfectant • Obtain 1 litre ABC Brand disinfectant • Obtain 1 litre XYZ Brand toilet bowl cleaner • Obtain pest aerosol spray • Obtain toilet blocks •
Clean the toilet and urinal	Chemical and Physical (Medium)	<ul style="list-style-type: none"> • Flush toilets and urinals • Apply undiluted XYZ Brand toilet bowl cleaner directly into toilet bowl and urinal - leave to soak • Use spray bottle of XYZ Brand toilet bowl cleaner to spray seat, hinges and hardware of toilet, fittings and urinal fittings • Use designated toilet brush and bowl mop to clean urinal and toilet bowl – clean splashback, return areas, under flushing rim • Clean exterior of bowls and top and bottom of seat - rinse • Flush • Apply disinfectant to bowls and urinals and allow to stand – add blocks to urinal (1 block per unit; 1 block per metre)

		<ul style="list-style-type: none"> • Check for damage • Spot clean walls • Mop floors • Flush toilets and urinals • Dry mop/allow to air dry
Clean up	Chemical and Physical (Low)	<ul style="list-style-type: none"> • Turn off exhaust fans • Remove safety/warning signs • Remove and dispose of rubbish picked up during preparation – external dumper • Clean toilet brush and bowl mop • Dispose of protective gloves • Return equipment and chemicals to storage • Wash hands

Cleaning mirrors and glass surfaces

Steps may include:

- Wetting mirror or glass surface with damp sponge dipped in hot water to remove any obvious marks
- Spraying with mirror/glass cleaner – cleaning with clean, damp sponge: this step may need to be repeated depending on condition/dirt
- Using razor with safety handle to remove hard spots
- Using squeegee to remove excess water – use overlapping strokes and wipe rubber blade clean/dry at end of each stroke
- Drying off with cloth or paper towel
- Inspecting/checking work – and remedy problems (smudges and watermarks) as identified
- Noting damage to mirrors and glass (cracks, need for re-silvering, rust stains) – and reporting to supervisor/area manager or duty manager.



Using wet vacuum cleaner

Wet vacuum cleaners are used to clean up liquid/water spills or flooded areas on hard or soft floor surfaces.

Only vacuum cleaners designated as 'wet' machines can be used for this work – there may be a requirement to use a dedicated 'wet' (only) machine or a wet/dry unit which can be switched between 'dry' and 'wet' vacuuming.

When using these machines follow the directions contained in the User Manual/Operating Instructions for the individual device being used – the following is indicative of what may be required but there are differences between models and makes:



- Remove bag (if unit is a wet/dry machine)
- Connect required attachments as appropriate for the job
- Select appropriate 'wet' function
- Commence soaking/sucking up the liquid
- Move unit using the handle and not by pulling on the vacuum hose
- Keep the electrical cord out of water
- Monitor capacity of vacuum tank – to ensure it does not over-fill
- Remove unit to drainage area when tank is full and/or when job is finished to drain the tank.

Online videos

The following provide demonstrations on wet cleaning techniques:

http://www.youtube.com/watch?v=MgN_rsWOtCl – Floor Tech Wet Mopping: 4 mins 34 secs

<http://www.youtube.com/watch?v=3eF0whKP6EY> – How to damp mop floors: 3 mins 54 secs

<http://www.youtube.com/watch?v=KI9X07UGyu0> – How to mop: 3 mins 9 secs

<http://www.youtube.com/watch?v=RJo8HzhHNCY> – How to clean a commercial restroom: 21 mins 4 secs

<http://www.youtube.com/watch?v=r3vGCUaimsw> – Restroom cleaning simple techniques: 10 mins 50 secs

<http://www.youtube.com/watch?v=fjCWhrGis8> – Washroom cleaning training video: 8 mins 3 secs

2.4 Tidy worksite

Introduction

After cleaning has been completed there is a need to return the area (or vehicle) to service.

This section lists the basic activities in this phase of the job.

Finishing activities

The exact nature of finishing activities required will depend on:

- The preparation activities which were done – there is a general need to ‘undo’ what has been ‘done’ in terms of preparation work
- Whether the business is open or closed – which influences (for example) items needing to be turned ‘on’ or ‘off, and whether or not doors are opened, closed, locked or unlocked.



Each cleaning task is potentially unique so the following is *indicative* of what may be needed, rather than prescriptive:

- Tidying the area – which may involve:
 - Removing drop sheets and protective cloths/materials placed over items as part of the preparation process
 - Arranging/re-arranging the furniture – this may require taking a photo of things before work starts (perhaps on a cell phone)
 - Placing items in designated/assigned areas – as described in a floor plan/layout for the room, space or area
 - Returning excess items (items which are in the wrong place) to other/storage areas or to their correct location
 - Removing warning signs/cones and other barriers or tapes which were put in place
 - Removing cleaning equipment, carts, materials and chemicals and other requisites
 - Performing ‘touch-ups’ – which may involve:
 - Spot cleaning – of areas not fully clean
 - Drying – of wet spots
- Finalising the work – such as (if and as appropriate to the area):
 - Placement of products – books, magazines, promotional materials, give-aways
 - Re-stocking of essential requisites – soap, toilet paper, tissues, towels
 - Spraying room freshener/deodorant
- Inspecting the area – this should be a visual inspection which may use a checklist to guide and record actions. The inspection should:
 - Cover the entire area – which has been cleaned

- Note other issues which require attention – this may be additional/different cleaning as well as repairs/maintenance
- Be undertaken in a structured manner – such as inspecting ‘from left to right’ or ‘in a clockwise direction’
- Returning the area to operational status – which may involve:
 - Unlocking doors which were locked during the preparation stage
 - Locking doors which were unlocked as part of the cleaning process
 - Turning equipment ‘on’ or ‘off’ as required – lights, heaters or coolers, vending machines, music systems
 - Notifying supervisor cleaning has been completed – and area is ready for service
- Disposing of soil and waste – this may require:
 - Collection of soil and waste
 - Disposal into a bag or container/bin
 - Removal to an external bin/container.
 - All disposal must comply with local environmental requirements which may necessitate:
 - Not disposing of soil/waste into storm water drains
 - Separation of nominated waste/rubbish
 - Recycling of items
 - Control of odours and vermin
 - Regular cleaning of waste bins/containers
- Returning vehicles to designated locations – which may require:
 - Completion of vehicle log
 - Locking doors of vehicle
 - Hand-over of keys to designated person/supervisor
 - Parking in a specific manner – such as reverse park, or nose-in
- Recording completion of cleaning – this may require:
 - Filling in a ‘work schedule’ to record work completed at the end of the shift
 - Complete an area-specific time sheet – indicating:
 - When the area was cleaned/serviced
 - Who did the cleaning/servicing
- Dealing with lost and found items – this may require:
 - Handing found items in to the designated lost and found area/facility
 - Completing a lost and found entry in the Lost and Found Register – or providing relevant details so such an entry can be made, addressing:
 - Description of the item
 - Where it was found
 - When it was found.



2.5 Clean, check and store equipment and chemicals

Introduction

The final tasks when finishing a cleaning job are the cleaning, checking and storing of equipment and chemicals which were used.

This section identifies activities and issues involved.

Cleaning the equipment used

Individual businesses may have SOPs to guide the cleaning of equipment which has been used. The following is indicative and may be used where no alternative exists.

Check what applies in the workplace and where these differ to what is provided, adhere to house requirements. If in doubt, ask the supervisor.

Cleaning locations

Cleaning of cleaning items/equipment may be undertaken:

- In the cleaning store room
- In a designated cleaning room
- In nominated outside locations.

Need to clean items

Equipment needs to be cleaned after use so as to:

- Prevent odour problems
- Maintain a high level of appearance
- Maximise operational effectiveness
- Leave the items ready for use next time they are needed.

Mops

Dusting mops

After use:

- Shake thoroughly in appropriate location (outside)
- Wash in hot soapy water
- Hang out to air dry

Washing mops

On a regular basis mops should be:

- Washed in hot soapy water and rinsed thoroughly
- Squeeze-dried



- Hung up to air dry
- Sanitising may be required.

Dusters

Cleaning of dusters involves:

- Shake clean regularly in an appropriate outside area
- Wash in accordance with the manufacturer's instructions.

Brooms and brushes

Cleaning of brooms and brushes involves:

- Shake clean
- Wash in hot soapy water
- Rinse
- Air dry.

Cloths and sponges

These should be:

- Cleaned on a regular basis using hot soapy water
- Left to air dry.

Buckets

Cleaning involves:

- Tipping out the dirty water into the sink/gully trap identified for this purpose – buckets should not be emptied in public areas
- Removing or rinsing out any dirt/material
- Washing with designated detergent – some businesses will also require sanitising
- Checking wringers and rollers of mop buckets and removing debris as required – clean rollers with cloth
- Turning upside down and leaving to air dry.

- **Wet vacuum cleaners**

All vacuum cleaners must be cleaned in accordance with manufacturer's instructions – generic requirements include:

- Clean out at the end of each shift
- Drain and dry
- Dry filters (and baskets)
- Wipe clean attachments
- Wrap/stow power cord and hose correctly and safely.



Carpet shampoo machines

Requirements include:

- Clean after each use
- Wipe clean
- Empty/drain and flush – unit and hose
- Clean head
- Dry
- Stow cord and hose.



All cleaning of carpet shampoo machines must be done in accordance with manufacturer's instructions.

Cleaning PPE

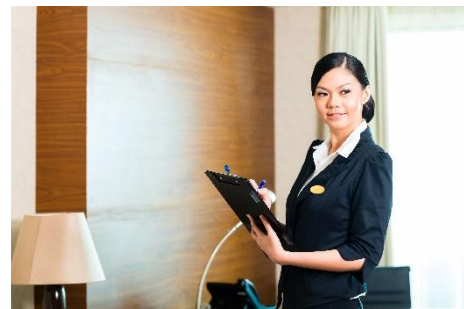
Cleaning personal protective equipment and clothing should entail:

- Following manufacturer's instructions for each item in every instance
- Discarding items no longer suitable for use
- Reporting and/or replacing worn or damaged items or articles
- Wiping down with detergent and sanitiser – as appropriate for individual items
- Maintaining as required – such as replacing filters on masks/respirators
- Checking for rips and tears to gloves and aprons
- Checking for holes/leaks in safety shoes/boots
- Verifying the integrity of safety glasses.

Conducting safety checks

Safety checks must be undertaken on all equipment as part of their cleaning and storing. Activities include:

- Reporting problems/issues identified during cleaning processes
- Removing unsafe items from use
- Following manufacturer's instructions regarding regular inspections and checks
- Checking all attachments and cords.



Undertaking preventative maintenance and repairs

Only **basic** maintenance and repairs will be required. Other maintenance and service must be performed by suitable qualified technicians.

What is classified as *basic* maintenance and repairs can vary between businesses and vary with the equipment being used but may include:

- Adding fuel to petrol and diesel-driven units

- Greasing and oiling parts
- Emptying items – basic maintenance for items such as vacuum cleaners and other items that incorporate a vacuuming function must be emptied as a routine maintenance activity
- Changing filters and bags – in vacuum cleaners
- Changing pads – on polishers
- Changing belts – on belt-driven items
- Recharging batteries for battery-powered units.

Maintenance requests

Where further work needs to be done to equipment these situations must be reported. Reports may need to be made verbally or in writing.

Most businesses will use a 'Maintenance Request Form' which contains space to record:

- Type of maintenance issue – such as 'pump not working', 'filter requires replacement' or 'plug needs re-wiring'
- Location of item/area requiring maintenance – by room number, office or other location
- Urgency associated with the request/need for attention
- Personal name and contact details
- Date and time.



Storing equipment

- All equipment must be stored after cleaning.
- Requirements include:

Storing chemicals

- All chemicals must be stored after use in accordance with legislated requirements and enterprise requirements – these may include:
 - Never disposing of left-over chemicals in undiluted form down a sink or gully trap. Chemicals should only be poured down drains fitted to chemical traps – never assume a drain leads to a chemical trap.
 - Local laws address may address environmental concerns requiring safe disposal of chemicals by requiring them to be:
 - Taken to designated collection sites
 - Collected by specially licensed collection businesses.
 - Wearing appropriate PPE when storing chemicals
 - Returning chemicals to designated locations – as opposed to storing in random locations
 - Storing chemicals with labels facing the front – for ease of identification/reading the label



- Checking each bottle/container stored to ensure:
 - No leaks or damage
 - Lids/seals are tight
- Visually checking *other chemicals and containers* in the store at the same time – to identify leaks, spills or dangers/issues
- When spilt, chemicals should be initially soaked up with sand, earth or some kind of designated absorbent material – see/follow relevant MSDS
- Leaving already de-canted chemicals in spray bottles – rather than returning them to larger drums/containers
- Securing the chemical store – to prevent unauthorised use of the chemicals
- Disposing of any chemicals which have been diluted – as they will have lost the cleaning power of their active ingredients by the next time they are used
- Never storing chemicals with foodstuffs, beverages or containers which will be used to serve/hold food or drinks
- Never storing chemicals in food containers
- Never eating, drinking or smoking when handling/storing chemicals
- Always washing hands after storing chemicals at the completion of cleaning.



Replenishing consumables

One of the last tasks required at the end of a shift is to check supplies in the cleaning or chemical store so supplies can be ordered or replenished.

Experience coupled with management guidelines (relating to the levels of stock) will assist in determining whether consumables need to be ordered.

When requesting supplies a requisition form may have to be completed. The requisition form is an internal stock ordering form and will identify:

- Person requesting the items
- Items needed – by type and brand name
- Quantity of units required
- Size of each unit/container
- Date.

Requisition forms completed and forwarded to the appropriate person at the end of shift today, should result in the supplies ordered (or 'requisitioned') being supplied to the cleaning store later in the day or early the next day before the next shift starts work.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 2.1 Provide video, photographic, real-time or other acceptable evidence you have wet mopped an area providing evidence you have:
 - Assessed the area to be cleaned
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.

 - 2.2. Provide video, photographic, real-time or other acceptable evidence you have used a wet vacuum cleaner addressing all the following points:
 - Assessed the area to be cleaned
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.
-

Summary

Apply wet area cleaning techniques

When applying wet area cleaning techniques:

- Talk to relevant people about the work
- Use personal knowledge and experience as key reference points for determining and evaluating what needs to be done
- Assess the work and determine what needs to be done and what resources will be required
- Identify the time required and the techniques to be used
- Cover items and use drop-cloths as necessary
- Maintain positive customer relations
- Use appropriate techniques for the work to be done
- Ensure vacuum cleaners used for wet work are designated 'wet vacuum cleaners'
- Balance need to clean with customer satisfaction and comfort
- Implement safety signage and/or barriers
- Follow internal SOPs and WIs
- Wear/use designated PPE
- Undertake clearing and pick-up of loose items and litter as a basic first step
- Tidy worksite before returning it to service
- Clean, check and store cleaning equipment and PPE after completion of task/s
- Take action to replace/replenish used items.

Element 3:

Apply dry area cleaning techniques

3.1 Assess areas to be cleaned

Introduction

In the same way areas to be 'wet' cleaned need to be assessed prior to cleaning, so too do areas which will be cleaned using 'dry' cleaning techniques.

This section discusses the assessment stage of a cleaning job and reproduces much of the information presented in section 2.1.

Assessing the job

Overview of the process

Assessment of the task is part of 'planning and preparation' for the job and involves:

- Looking at the area/job – visually inspecting the area
- Talking to people who have input to make or responsibility for the area
- Using knowledge and experience as key reference points.



Specifics of each job

When assessing the task/area:

- Determine the extent of the work to be done
- Work out how long the job will take
- Allow discussion with 'relevant others' in relation to the job
- Gauge level of customer traffic/usage
- Determine complexity of the job
- Identify most appropriate and effective cleaning techniques to apply to clean the area as required
- Work out the resources required
- Check condition of equipment in and condition of area to be cleaned
- Inspect vehicles to be cleaned
- Factor in weather conditions
- Plan the job.

3.2 Prepare worksite

Introduction

Before dry cleaning commences the worksite must be suitably prepared.

This section reproduces information contained in 'Prepare worksite' from section 2.2.

Preparation activities – prior to moving to the work area

Before arriving at the worksite there may/will be a need to:

- Obtain work order from supervisor
- Load cleaning trolley

On arrival at work area

The following activities are standard before cleaning begins:

- Notifying 'required' persons cleaning is about to start
- Emptying ashtrays
- Cleaning, wiping and polishing ashtrays as required to optimise appearance
- Picking up loose litter
- Picking up 'lost and found' items
- Emptying rubbish containers
- Erecting appropriate warning signs in the location being cleaned
- Moving and removing furniture and fittings as required
- Moving a vehicle which has to be cleaned to a safe location or designated cleaning/washing bay
- Understanding organisation-specific directions/instructions applicable to the job
- Putting on and/or using necessary PPE and clothing for the job to be done.



3.3 Clean dry areas

Introduction

The use of 'dry' cleaning is the most widespread type of cleaning used in businesses.

This section discusses differences and links between 'wet' and 'dry' cleaning and describes a range of techniques commonly applied.

Differences and links between 'dry' and 'wet' cleaning

It is important to understand:

- Many 'dry' cleaning techniques are pre-requisites for 'wet' cleaning techniques – for example sweeping and dry mopping will often precede wet mopping
- 'Dry' cleaning involves techniques where there is little or no use/application of water or liquids as part of the cleaning process – it does not mean the approach is necessarily completely dry: it means the liquid/water used is not used to such an extent it is allowed to penetrate fabrics or surfaces it is used on
- 'Dry' cleaning techniques are basic and straight-forward requiring fewer/no chemicals and a simpler range of equipment
- 'Dry' cleaning techniques are often used more frequently than 'wet' cleaning techniques
- 'Dry' cleaning can often be undertaken even where there are customers/guests present because it is generally less intrusive, requires less equipment, and of shorter duration
- 'Dry' cleaning commonly requires less PPE – often there is no need for any PPE
- The same staff will be required to undertake both forms of cleaning
- Customer/guest safety and comfort must remain a priority when performing any cleaning.



General dry area procedures

It is always necessary to treat every cleaning job on its merits – the approach to cleaning and the techniques, equipment and chemicals used must always reflect the circumstances and nature of the job. This said 'dry' cleaning includes:

- Dusting and polishing
- Dry mopping
- Vacuum cleaning
- Sweeping
- Floor polishing.

Dusting and polishing



The main purpose of dusting is to collect small particles of dust.

The main purpose of polishing is to clean the item and leave a shiny, reflecting finish.

Dusting may be done with a duster or a damp lint-free cloth.

It is important to use common sense when choosing which cloth/article to dust with: do not use a damp cloth if the moisture could ruin the object being cleaned, and remember to change the cloth when soiled.

On-the-job training – which will probably include being teamed up with an experienced room attendant for a couple of days – will provide guidance in this regard.

When polishing an item, make sure to:

- Spray the cleaning agent onto the cloth – not onto the surface to be cleaned
- Buff the surface after cleaning to remove any streaks.
- When dusting and polishing a room, it is best to start in one spot and work around the room, say, in a clockwise direction – this routine should be followed in every room.
- Some small items may need to be picked up in order to dust or polish underneath.

The following areas will need either dusting or polishing. Some will need cleaning on a daily basis, while others may only need to be cleaned weekly:

- Air conditioning vents
- Doors – including top ledge and handles
- Picture frames – facing glass as well as frame
- Mirrors – frame and mirror
- Skirting boards
- Furniture – including:
 - Seat furniture – remove cushions and check sides, legs, back and underneath
 - Lamps – clean bases, shades and cords
 - General items including built-in and free-standing items – with attention required to top, sides, legs, and underneath each item; do not forget to clean inside the drawers
- Vehicles – interiors only (exteriors will require wet cleaning) and (perhaps) polishing
- Windows – glass and frames, and window sills
- Walls – check for cobwebs and marks
- Telephone – main unit and hand receiver
- Outside/balcony areas – furniture, ash trays.



Dry mopping

Dry mopping is also known as 'dust mopping'.

The following represents instructions an organisation may provide for staff in relation to Dry/Dust Mopping.

Work Instruction Number 21 – Dust Mopping

Prior to Work:

- Remove loose rubbish and debris
 - Dust pan and brush
 - Protected hand (gauntlets)
- Take correct size, clean dust mop to area to be mopped
- Wear dust mask and protective gauntlets.

Activity – Dust mopping

- Ensure mop is appropriate size for area to be mopped
- Start at one end (far end) of area to be mopped & work towards door/exit
- Hold mop at angle of approx 45° while mopping for ergonomics and efficiency
- Mop the hard surface
- Frequently shake the mop to remove/unload dust – over un-mopped area or outside
- Walk with mop in front for one complete 'pass'/section of floor
- Turn at the end of a pass and mop in the opposite direction for another 'pass'/section of the floor ensuring each pass overlaps approx 4 – 5cms.

After activity (During shift)

- Return dust mop to trolley.

After activity – End-of-shift

- Clean dust mop in store room – dust mask must be worn
- Brush out and shake mop head – use bristle brush
- Inspect and replace head where necessary
- Return dust mop to cleaning store – hang on hook with head away from wall
- Wash hands when finished.

Vacuumping

Dry vacuum cleaning is generally not undertaken in exterior/outside areas.

General vacuuming protocols

When vacuuming carpets and floors:

- Vacuuming should occur after dusting and other cleaning has been finished – vacuuming is one of the last jobs to do
- Before starting to vacuum a floor/carpet, walk over it – and pick up any items likely to cause damage to the machine or block the vacuum hose: these items may be relatively large pieces of paper, pins, bottle tops. Use common sense about what the vacuum cleaner can effectively pick up and what it cannot
- Use the appropriate cleaning tool for the surface to be cleaned/vacuumed: see the User/Operator manual for more detail – different machines have different tools for different carpet types and different surface types so a machine may feature:
 - A single head (a ‘variable head’) which can be adjusted for different surfaces – bristles down for hard surfaces, bristles retracted for carpets/rugs
 - One head which may be suitable for all surfaces
 - Crevice tools/nozzles – for reaching hard-to-reach/clean areas/corners of rooms and furniture
 - Extensions to the handle – to give the machine extra length/reach for cleaning high areas
- Start vacuuming from the farthest point from the door and work backwards towards the door
- Use smooth movements – overlap each stroke: work backwards and forwards moving towards the door of the room
- If required to clean/vacuum a set of stairs, start at the top and work towards the bottom
- If the vacuum cleaner has a long electrical cord – hold the cord or place it over the shoulder to help avoid running over it
- Use the vacuum cleaner with care – this means making a conscious effort to make sure the head (or the machine itself) does not hit walls, furniture, fixtures and fittings
- Empty the vacuum cleaner (or bag) on a regular basis – the fuller the bag/cleaner, the less effectively it works
- Be alert to unusual noises, vibrations and smells that can indicate an operational problem with the machine.
 - If there is a fault with the machine:
 - Stop work immediately
 - Return the machine to the store or Maintenance area – make sure it is tagged as ‘Unsafe – Do not use’
 - Obtain a safe, fully-operational machine and resume work



- Take time to do the job properly – this can mean:
 - Making sure all areas are vacuumed – not just the areas that look dirty
 - Cleaning into the corners of rooms
- Cleaning behind doors – this often means opening/closing the door and vacuuming the floor/carpet when the door is both open and closed
- Moving small pieces of equipment/furniture and vacuuming under them – as opposed to just vacuuming around them
- Only use machines classified as wet vacuum cleaners for cleaning wet floors.

Stains

When vacuuming:

- Pay attention to the need to identify stains
- Remove stains as soon as possible using appropriate stain removal method/s (relating specifically to the type of carpet, active ingredients of the chemical and the type of stain)
- Report stains which cannot be removed due to difficulty or time factors.

Areas to use the vacuum cleaner on – not just floors!

The vacuum cleaner can be used to:

- Clean upholstered furniture
- Remove cobwebs
- Clean the ceiling and ceiling-mounted items
- Remove dust and flies/insects from window sills.

Sweeping

Sweeping is done to remove dust and other debris.

In some cases 'sweeping' may be the entire cleaning job needing to be done but in many cases sweeping is a preparatory task for wet mopping or stripping a floor for re-sealing.

When sweeping:

- Pick up loose litter and debris by hand first
- Choose the right broom for the job – softer brooms for internal work and brooms with stiffer bristles for outside work
- Consider dust mopping as an alternative
- Be mindful of the potential for raised dust – and work to minimise it: slower strokes results in less dust
- Sweep in a structured/planned manner:
 - Push or pull the broom as most appropriate
 - Work systematically through the area to be cleaned
 - Overlap strokes of the broom to obtain proper coverage
 - Clean behind doors
- Avoid damage to walls, skirting boards, furniture and other items

- Clean under items as required – be prepared to move small items
- Sweep up the collected dust/debris using a dustpan and brush.

Sweeping driveways and parking lots

A standard outdoor servicing requirement is to sweep driveways and parking lots.

The cleaning of driveways and car parks should also embrace the cleaning of footpaths as well as servicing external walkways within the business.

The cleaning of driveways and parking lots is often a continuous job, combined with the cleaning of other outdoor areas. That is, the one person/crew may do nothing else for an entire shift but clean/service these areas.

Cleaning options

The cleaning of driveways, parking lots and walkways/paths will depend to a great extent on the size of the areas to be cleaned. In practice:

- The smaller the area, the greater the use of hand equipment/tools
- The bigger the area, the greater the reliance on power equipment and/or motorised equipment.

Cleaning these areas may require:

- Picking up and removal of loose litter and large items by hand
- Using/pushing a 'yard broom' to sweep the area – for smaller areas
- Using a manual 'push sweeper' or walk-behind vacuum sweeper (see <http://www.sweepex.com.au/industrial-sweepers.htm>) – for larger surfaces
- Spot-cleaning/removal of:
 - Chewing gum
 - Oil spots/marks
 - Spills
- Using high-pressure hose to (pressure) wash surfaces and remove dirt – see next section
- Applying degreasers – to assist in the cleaning process
- Using mechanical scrubbers on problem areas
- Using ride on/motorised sweepers – especially on very large area sites.



Floor polishing

A floor polishing machine/burnisher may be used to polish floors.

Keys in using a floor polisher are:

- Pre-clean the floor first – pick up loose litter and sweep
- Fit correct polishing pad
- Adjust handle of machine to correct height for individual operator – this is a comfortable position which gives control over the unit: waist/thigh height is recommended
- Place electric cord over the shoulder – to keep it out of the way/danger
- Control the direction of the machine using ‘raising’ and ‘lowering’ techniques – this means using the rotation of the pad to direct the way the machine moves:
 - **Gently** raising the handle to send the machine to the right
 - **Gently** lowering the handle to send the machine to the left.
- The only way to gain competence in operating these machines is experience/practice – expect ‘loss of control’ to begin with so practice in areas free from objects which may be damaged by accidental contact/impact.
- Check the following video for further information:
- <http://www.youtube.com/watch?v=6pNSaWtR9fs> – Floor Buffer Demonstration, 3 minutes



3.4 Tidy worksite

Introduction

When 'dry' cleaning has been completed the work area will need to be tidied and returned to service.

This section reinforces information contained in section 2.4.

Finishing activities

The exact nature of finishing activities required will depend on the preparation activities which were done and may require:

- Tidying the area:
 - Removing drop sheets and protective cloths/materials
 - Arranging/re-arranging the furniture
 - Placing items in designated/assigned areas
 - Returning excess items to other/storage areas or to their correct location
 - Removing warning signs/cones and other barriers or tapes
 - Removing cleaning equipment, carts, materials and cleaning chemicals
 - Performing final 'touch-ups'
- Finalising the job – such as placement of products, re-stocking of essential requisites, spraying room freshener/deodorant
- Inspecting the area
- Returning the area to operational status
- Disposing of soil and waste
- Returning vehicles to designated locations
- Recording completion of cleaning
- Dealing with lost and found items.



3.5 Clean, check and store equipment and chemicals

Introduction

Following completion of cleaning tasks the standard need to clean, check and store equipment and chemicals remains.

Generally speaking less cleaning of equipment and fewer checks are required following 'dry' cleaning.

This section highlights previously presented information in this regard.

Cleaning the equipment used

Cleaning locations

Cleaning of items may be undertaken:

- In the cleaning store room
- In a designated cleaning room
- In nominated outside locations.

Need to clean items

Equipment needs to be cleaned after use so as to:

- Prevent odour problems
- Maintain a high level of appearance
- Maximise operational effectiveness
- Leave the items ready for use next time they are needed.

Mops

Dusting mops

After use:

- Shake thoroughly in appropriate location (outside)
- Wash in hot soapy water
- Hang out to air dry.



Dusters

Cleaning of dusters involves:

- Shake clean regularly in the appropriate location (outside)
- Wash in accordance with the manufacturer's instructions.



Brooms and brushes

Cleaning of brooms and brushes involves:

- Shake clean
- Wash in hot soapy water
- Air dry.



Cloths and sponges

These should be:

- Cleaned on a regular basis using hot soapy water
- Left to air dry.

Conducting safety checks

Safety checks must be undertaken as part of cleaning items and storing them. Activities include:

- Reporting problems/issues identified during cleaning processes
- Removing unsafe items from use
- Following manufacturer's instructions regarding regular inspections and checks
- Checking all attachments and cords.

Undertaking preventative maintenance and repairs

Only basic maintenance and repairs will be required:

- Adding fuel to petrol and diesel-driven units
- Greasing and oiling parts.
- Emptying items
- Changing filters and bags
- Changing pads
- Changing belts
- Recharging batteries for battery-powered units.

Maintenance requests

Where further work needs to be done to equipment these situations must be reported.

Reports may need to be made verbally or in writing.

Storing equipment

- Requirements include:
- Storing/stowing in accordance with enterprise requirements
- Locating all items in their designated places
- Ensuring items are easy for the next person to access/use
- Making sure all attachments are stowed with the equipment
- Completing any internal logs/registers required.



Storing chemicals

All chemicals must be stored after use:

- Never disposing of left-over chemicals in undiluted form down a sink or gully trap
- Wearing appropriate PPE when storing chemicals
- Returning chemicals to designated locations
- Storing chemicals with labels facing to the front
- Checking each bottle/container to ensure no leaks/damage and lids/seals are tight
- Visually checking other chemicals and containers in the store at the same time
- When spilt, chemicals should be initially soaked up with sand, earth or some kind of designated absorbent material
- Leaving already de-canted chemicals in spray bottles
- Securing the chemical store to prevent unauthorised use of the chemicals
- Disposing of any chemicals which have been diluted
- Never storing chemicals with foodstuffs, beverages or containers which will be used to serve/hold food or drinks
- Never storing chemicals in food containers
- Never eating, drinking or smoking when handling/storing chemicals
- Always washing hands after storing chemicals at the completion of cleaning.



Replenishing consumables

Experience coupled with management guidelines (relating to the levels of stock) will assist in determining whether consumables need to be ordered.

An internal requisition is commonly used to order replacement materials from a central store.

Requisition forms completed and forwarded to the appropriate person at the end of shift today, should result in the supplies ordered (or 'requisitioned') being supplied to the cleaning store later in the day or early the next day before the next shift starts work.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

3.1 Provide video, photographic, real-time or other acceptable evidence you have swept an area providing evidence you have:

- Assessed the area to be cleaned
- Prepared the worksite/job
- Applied appropriate techniques
- Tidied and returned the area to service
- Cleaned, checked and stored the equipment which was used

3.2. Provide video, photographic, real-time or other acceptable evidence you have dry vacuumed an area providing evidence you have:

- Assessed the area to be cleaned
- Prepared the worksite/job
- Applied appropriate techniques
- Tidied and returned the area to service
- Cleaned, checked and stored the equipment which was used

3.3. Provide video, photographic, real-time or other acceptable evidence you have dusted an area providing evidence you have:

- Assessed the area to be cleaned
- Prepared the worksite/job
- Applied appropriate techniques
- Tidied and returned the area to service
- Cleaned, checked and stored the equipment which was used.

Summary

Apply dry area cleaning techniques

When applying dry area cleaning techniques:

- Assess the job and work to be done
- Plan the work
- Prepare the job/worksite
- Apply appropriate techniques depending on the job to be done
- Adhere to internal SOPs/WIs
- Wear/use designated PPE
- Undertake clearing and pick-up of loose items and litter as a basic first step
- Tidy worksite before returning it to service
- Clean, check and store cleaning equipment and PPE after completion of task/s
- Take action to replace/replenish used items.

Element 4:

Apply pressure washing techniques

4.1 Assess area to be pressure washed

Introduction

Before pressure washing any area it is standard procedure to first assess the job.

This section describes considerations in this regard.



Assessing the area to be cleaned

Activities involved in assessing areas to be pressure washed are similar, but slightly different to, those required when assessing areas to be 'wet' or 'dry' cleaned.

Most locations where pressure washing is suitable for use will be *external* locations, but some internal areas (such as kitchens, toilets) are also pressure cleaned by some operators.

There may be a need to:

- Identify areas to be pressure washed – through:
 - Written/printed work order, work allocation or scheduled cleaning list
 - Talking to supervisor and being directed by them
 - Being contacted by personnel responsible for, or working in, the area and being notified of a cleaning need
- Confirming suitability for cleaning the area using pressure washing techniques – other people who do not have experience/competency with pressure washing can believe pressure washing is needed when it is a totally inappropriate, ineffective, dangerous and/or potentially damaging technique.
 - Rely on personal expertise to determine if an area/job is genuinely a pressure washing job.
- Identify soil type – there is a need to determine (where/if possible) the type of dirt needing to be cleaned/removed
 - This is important because it may influence the chemicals used to complete the work.
 - Soil type may be identified by:
 - Use of the senses – looking at it, smelling it and/or feeling it (rubbing it between the fingers)
 - Talking to anyone who may have caused the problem – to ask what happened and what the soil is

- Identify vehicle/s to be pressure washed – where the task requires vehicle cleaning it is necessary to determine:
 - Type of vehicle – bus/coach, four-wheel drive, sedan: this affects time required and may impact degree and type of dirt
 - Specific identifier for the vehicle – such as registration number or organisational numbering code – to ensure the correct vehicle is cleaned
- Identify surface type to be cleaned – common surfaces suitable for pressure washer cleaning are:
 - Brick structures and brick-finished walls and floor surfaces
 - Car parks – made from asphalt or concrete
 - Concrete floors – such as those in storage areas
 - Entertainment seating – in outdoor arenas/areas
 - External walls and roofs – made from hard materials
 - Gutters and fascia boards
 - Awnings and facades
 - Painted surfaces
 - Steps and stairwells
- Confirming condition of equipment in the area to be cleaned, and the condition of the surfaces to be cleaned – which may require:
 - Visual checking to ensure no danger or damage will result from the process
 - Following guidance provided in a site, area or equipment-specific inspection checklist – which will need to be completed (tick boxes checked; signed and dated; issues noted) as part of the process.



Avoiding damaged surfaces

Equipment/surfaces which are damaged may need to be cleaned using another technique as pressure washing will readily cause more damage to already damaged surfaces.

‘Already damaged surfaces’ which may need to be avoided can include:

- Any surface of any construction which is chipped, cracked or split
- Coatings/paint which is ‘lifting’ or peeling.

4.2 Prepare worksite

Introduction

Worksites needing to be pressure washed will need to be prepared.

This section explains pressure washing, discusses timing of pressure cleaning and identifies the preparation required.



What is pressure washing?

Pressure washing is a process where water is sprayed at high pressure against a surface to clean it – some refer to this as ‘water blasting’.

Features of the process are:

- The water may have detergent fed into it by an injector system incorporated into the washer
- The water may be hot or cold – depending on the surface being cleaned, the chemical being used and the soil being removed
- A trigger spray/gun (‘wand’) controls the spray – applying it in a pattern/concentration depending on the nozzle selected for the job to be done.
 - Different nozzles direct the water in different ‘degrees’ of spray – 0° being the most concentrated spray for heavy cleaning, through 15°, 25° (suitable for general-purpose cleaning nozzles), 40° and the widest 60-65°.
 - Nozzles may be colour-coded for ease of identification to indicate their use/type
- A pump within the machine generates the pressure which forces the water out at high pressure.

Types of machines

Pressure washers may be:

- Electrically-powered – operating from a power point
- Gas, petrol or diesel-powered – which normally produce a higher-pressure spray (and hence increased risk of danger) and are most commonly used for outside areas.

Danger

It is vital those who are required to use pressure washers receive proper training before they use the equipment, and also receive suitable supervision when initially operating them.

Pressure washers have the potential to be very dangerous and can cause severe injury (removing flesh) if operated incorrectly.

Preparing to pressure wash

Timing of pressure washing

Preparation for pressure washing is different to preparation for other cleaning because of the presence of water under pressure which will be part of cleaning process.

Certain 'wet' or 'dry' cleaning may be able to be undertaken when customers are present/in the area, but this is generally not the case when pressure washing.

This usually means pressure washing is undertaken:

- When the business is closed
- When areas requiring cleaning are closed to the public.

Other preparations

Before starting pressure washing the following may be required:

- Secure the area – so members of the public cannot gain access:
 - Close and lock doors and gates
 - Erect safety chains and barricades
- Put necessary signage in place – such as:
 - 'Wet surfaces'
 - 'Cleaning in Progress – Do Not Enter'
- Pre-clean the area to be washed – by:
 - Picking up loose litter
 - Spot cleaning obvious problem areas
- Physically check the area – to ensure:
 - No members of the public are present
 - Any items requiring attention are suitably addressed – which may necessitate:
 - Covering/protecting items
 - Putting items away or re-locating them for the duration of the cleaning process – so they do not get wet/damaged
 - Turning certain electrical items 'off'
- Talking to staff/supervisors in the area to be cleaned – to:
 - Obtain approval to proceed
 - Determine special cleaning requirements
 - Identify necessary cleaning parameters – when area needs to be returned to service
- Determine work flow – in terms of:
 - Start point
 - Progress through job
 - Finishing point
 - Water flow to waste



- Obtain pressure washing machine and other requisites – depending on the job/area to be cleaned there may be a need to obtain:
 - Broom
 - Wet mop
 - Squeegee
 - Nozzles
 - Wands/spray guns/lances
 - Hose and reels
 - Rotary floor surface cleaners.
 - Cleaning of vehicles may also require obtaining:
 - Polish
 - Rags/cloths
 - Detailing kits/gear
- Obtain chemicals – taking into account:
 - Type of dirt to be cleaned – refer Chemical Usage Chart as provided by chemical supplier
 - Sufficient quantity based on estimation of requirements for the job
 - Organisational Work Instructions or directions/SOPs
- Obtain necessary PPE – which must include water-proof garments and boots as well as safety goggles/protective eye wear
- Set the machine up – connect, as required:
 - Water
 - Chemicals
 - Hose
 - Gun and nozzle
- Position the unit – and allow for free travel/movement of machine to the best extent possible to enable the required cleaning to be completed.



4.3 Clean areas using pressure washer

Introduction

The operation of a pressure washer requires concentration and competency.

This section discusses general pre-requisites for operating a pressure washer, presents practical pressure washing operational advice and identifies ancillary work commonly required as part of an overall pressure washing task, especially when cleaning vehicles.

Important requirements prior to operating a pressure washer

Using pressure washers effectively and efficiently is a skill demanding three key pre-requisites:

- Initial training – including:
 - Theory – which should cover:
 - How the unit works
 - Names of parts
 - Details of what it can be used on and what it must not be used on
 - Attachments and their use – especially nozzles
 - Safety – which must emphasise never pointing the gun at anyone, or animals and never using any machine with broken/defective parts
 - Practical aspects – which must cover demonstrations of:
 - Moving the unit – never use the hose to ‘pull’ the machine: only move the equipment using the handle
 - Connecting up the unit to water and chemicals (for example detergents and disinfectant)
 - Connecting attachments – always double-check to ensure connections are properly made
 - Activating the unit – turning it ‘on’ and ‘off’
 - Cleaning – using the unit to clean a variety of surfaces
- Practice supervised/overseen by an experienced operator – when first operating/using the unit in order to:
 - Prevent injury
 - Prevent damage
 - Confirm operational techniques
 - Impart expertise based on their knowledge and experience
- Provision of safe equipment – which is regularly serviced and maintained and certified safe to operate.



Practical operational advice

Important points

When pressure washing:

- Always follow internal protocols – which include:
 - WIs and SOPs
 - Techniques shown in training
 - Normal ways of doing things
 - Manufacturer instructions and warnings
- Always use common sense – be alert to unique situations which make it necessary to vary normal/standard approaches to accommodate a different set of factors
- Do not play with the equipment – pressure washers are not toys:
 - Never point the jet at anyone
 - Do not direct strong streams towards glass doors or windows
 - Be careful of directing a concentrated stream in the one place for ‘too long’ – as the jet can cause damage
 - Stay focused – concentrate on the work to be done
 - Maintain situational awareness – pay attention to surroundings.
- Never use a pressure washer when standing on a ladder – seek an alternative cleaning solution
- When using an electrically-operated machine pay special attention to ensuring the power cord is controlled so it is kept out of standing water – to reduce the potential for electric shock/electrocution.
 - Standard practice is to ensure these machines are connected only to power outlets fitted with Residual Current Devices.

General instructions

When operating a pressure washer:

- Follow manufacturer’s instructions and organisational training
- Never be afraid to ask for advice or help if faced with a difficult or unique situation
- Make sure items not being pressure washed are protected/covered to:
 - Protect them from getting wet or becoming damaged
 - Stop them moving/toppling when struck by the water stream
- Move items which cannot be covered to protect them from damage – this may include living plants, small items, equipment, furniture and/or stock
- Pick up all loose/large items of litter/rubbish



- Connect to water
- Flush the system prior to using it
- Ensure most appropriate/correct nozzle is fitted – according to requirements of the job
- Pre-spray areas to be cleaned – to pre-wet/soak them as part of the cleaning process. If using detergents or chemicals there may be a need to allow contact time (five to ten minutes) before doing further cleaning work or rinsing.
 - Follow manufacturer’s instructions regarding all chemical use.
- Pressure wash the area to be cleaned – using the following as general advice and ensuring enterprise procedures and manufacturer’s instructions are followed where they differ from the following:
 - Hold the tip of the lance/the nozzle approximately 60cms to one metre from the surface to begin with – the standard technique is start ‘further away’ and ‘move closer’ as required to remove soil
 - Spray at about a 45^o angle – this will help move the water and debris away, and avoid damage through direct/vertical contact between the jet of water and the surface
 - Move the spray in a gentle and rhythmical sideways motion – moving the spray from side-to-side
 - Vary pressure, water flow, detergent, angle, distance, duration and nozzle setting as required to achieve optimum results – high level results are not always the result of ‘set and forget’. Not all pressure washing requires use of ‘maximum’ settings.
 - Work from top to bottom – on vertical surfaces
 - Spray wooden surfaces in a downward arc – as opposed to spraying directly into/onto the surface of the wood
 - Avoid spraying cracked/damaged surfaces – as pressure may cause further damage
- Supplement pressure washing with other techniques, as required, to achieve the required level of cleaning – this can require:
 - Detailing
 - Hand washing
 - Scraping
- Rinse after cleaning with detergent has occurred – this:
 - May require rinsing of the surface which has been cleaned
 - Will require rinsing/flushing of the unit
- When cleaning vehicles – ensure:
 - Designated cleaning/washing bays are used – as they will usually have all the necessary equipment, facilities and drainage
 - Removal of all dirt and mud from the underneath of vehicles



Online videos

See the following for extra information:

<http://www.youtube.com/watch?v=kRQ3QilQtJA> – Pressure Washing Basics (2 mins 38 secs)

<http://www.youtube.com/watch?v=LllkO78BdUM> – How to use a pressure washer (6 mins 21 secs)

http://www.youtube.com/watch?v=wNsR8KWL_08 – Power-washing a drive-way (2 mins 41 secs)

<http://www.youtube.com/watch?v=zV5mHlhZdYw> – Pressure cleaning by King of Pressure (1 min 13 secs)

<http://www.youtube.com/watch?v=Fz297bTbRRM> – How to use and maintain a pressure washer (3 mins 6 secs)

4.4 Tidy worksite

Introduction

In the same way the worksite needs to be returned to service after performing 'wet' and 'dry' cleaning, so too is there a need to do so after pressure washing.

This section identifies the requirements for this.

Finishing activities

The exact nature of finishing activities required will depend on the preparation activities which were done.

An important difference in returning a worksite back to service that has been pressure washed is the common need for the area to be dry.

Specific actions may include:

- Cleaning drainage holes/grates – to remove debris/dirt which has accumulated there as part of the cleaning process: there may be a requirement to add deodorant
- Conducting a final visual inspection of the job – and undertaking any follow-up cleaning as required
- Drying the area with mops or clothes – or allowing it to air dry
- Removing any protective cloths or similar which were installed to keep areas/products dry during the pressure washing process
- Returning any items which were removed back to their original position
- Turning 'on' any items which were turned 'off' – as/if required
- Advising staff and supervisors (as required) the cleaning job is complete
- Opening the area up – unlocking/opening doors and gates, taking down chains and removing barricades
- Taking away safety signage which was put in place
- Returning vehicles to designated locations
- Recording completion of cleaning
- Dealing with lost and found items.



4.5 Clean, check and store equipment and chemicals

Introduction

Cleaning and checking and storing activities need to be undertaken after pressure washing have been completed.

This section addresses the usual requirements in this regard.

Cleaning locations

Cleaning of pressure washers may be undertaken:

- In the cleaning store room
- In a designated cleaning room
- In nominated outside locations.

Need to clean items

Equipment needs to be cleaned after use so as to:

- Prevent odour problems
- Maintain a high level of appearance
- Maximise operational effectiveness
- Leave the items ready for use next time they are needed.



Cleaning the pressure washer

Always make sure there is compliance with the specific cleaning instructions for the unit as prescribed in the User/Operator Instructions contained in the Manual for the machine.

Indicative actions include:

- Turn machine 'off'
- Turn water supply off
- Release pressure and residual water from machine by activating trigger/gun
- Disconnect from power and water
- Disconnect wand/trigger gun/spray
- Drain, flush and rinse water feed hose
- Drain, flush and rinse detergent/chemical feed hose
- Drain the tank
- Flush the nozzle with clean water:
 - Never stow/store the machine without flushing it
 - Use a nozzle cleaner to dislodge material which clogs the hole



- Flush again after cleaning nozzle
- Ensuring nozzles are clear and clean is an important aspect of maintaining a pressure washer in peak operating condition.
- Remove and clean the inlet filter – a small brush should be used to gently scrub this; rinse afterwards and re-fit (or replace if necessary)
- Clean the tank of dirt – paying special attention to keeping the outlet free of debris
- Dry the tank
- Remove debris from air/cooling vents
- Clean exterior of machine including operator controls.

Conducting safety checks

Safety checks must be undertaken on all equipment as part of cleaning items and storing them.

Activities include:

- Reporting problems/issues identified during cleaning processes
- Removing unsafe items from use
- Following manufacturer's instructions regarding regular inspections and checks
- Checking all attachments and cords.



Undertaking preventative maintenance and repairs

Only **basic** maintenance and repairs will be needed as other maintenance and service must be performed by suitable qualified technicians.

What is classified as *basic* maintenance and repairs can vary between businesses and vary with the make, model and type of pressure washer:

- Adding fuel to petrol and diesel-driven units
- Adding oil
- Greasing and oiling parts
- Replacing user-serviceable parts as/where appropriate (depending on make, model and type) – for example, spark plugs, air filter.



Maintenance requests

Maintenance reports/requests may need to be made verbally or in writing.

Most businesses will use a standard 'Maintenance Request Form' to record:

- Type of maintenance issue – such as 'pump not working', 'filter requires replacement', 'plug needs re-wiring', 'leak from crankcase', 'insufficient pressure'
- Location of the unit requiring maintenance – by room or store name
- Urgency associated with the request/need for attention
- Personal name and contact details
- Date and time.

Storing equipment

- All equipment must be stored after cleaning and inspecting it.
- Requirements include:
 - Storing/stowing in accordance with enterprise requirements
 - Locating all items in their designated places
 - Ensuring items are easy for the next person to access/use
 - Making sure all attachments are stowed with the equipment
 - Completing any internal logs/registers required.



Storing chemicals

All chemicals must be stored after use in accordance with legislated requirements and enterprise requirements – these may include:

- Left-over chemicals in undiluted form must never be disposed of down a sink or a gully trap
- Wearing appropriate PPE when storing chemicals
- Returning chemicals to designated locations in the store
- Storing chemicals with labels facing to the front
- Checking each bottle/container stored to ensure no leaks/damage and lids/seals are tight
- Visually checking other chemicals and containers in the store at the same time
- When spilt, chemicals should be initially soaked up with sand, earth or some kind of designated absorbent material
- Leaving already de-canted chemicals in spray bottles
- Securing the chemical store to prevent unauthorised use of the chemicals
- Disposing of any chemicals which have been diluted
- Never storing chemicals with foodstuffs, beverages or containers which will be used to serve/hold food or drinks
- Never storing chemicals in food containers
- Never eat, drink or smoke when handling/storing chemicals
- Always wash hands after storing chemicals at the completion of cleaning.



Replenishing consumables

Experience coupled with management guidelines (relating to the levels of stock) will assist in determining whether consumables need to be ordered.

An internal requisition is commonly used to order replacement materials from a central store.

Requisition forms completed and forwarded to the appropriate person at the end of shift today, should result in the supplies ordered (or 'requisitioned') being supplied to the cleaning store later in the day or early the next day before the next shift starts work.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

4.1 Provide video, photographic, real-time or other acceptable evidence you have used a pressure washer to clean an area providing evidence you have:

- Assessed the area to be cleaned
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.
-

Summary

Apply pressure washing techniques

When applying pressure washing techniques:

- Assess the job and work to be done
- Plan the work
- Prepare the job/worksite and ensure no members of the public are present
- Wear/use designated PPE
- Be aware of the dangers inherent in using pressure washers
- Never point the spray/jet at anyone – no skylarking
- Obtain training and supervised practice
- Follow SOPs/WIs and manufacturer's instructions
- Fit the correct nozzle for the work to be done
- Check connections before using the machine
- Take care not to damage surfaces onto which the spray/jet is applied
- Avoid pressure washing already damaged surfaces
- Tidy worksite before returning it to service
- Clean, check and store cleaning equipment and PPE after completion of task/s
- Take action to replace/replenish used items.

Element 5:

Apply ceilings, surfaces and fittings cleaning techniques

5.1 Assess ceilings, surfaces and fittings to be cleaned

Introduction

The need to assess the work to be done extends to the cleaning of ceilings, surfaces and fittings.

This section provides detail of the generic activities required.

Assessing the work to be done

The keys to identifying work to be done include:

- Visiting and inspecting the areas – to identify work needing to be done on the basis of personal experience, and enterprise knowledge regarding standards of cleanliness and presentation
- Following programmed cleaning schedules – which dictate the frequency with which items/areas must be cleaned'
- Talking to other people – who may include customers, staff and supervisors.

Types of ceilings

- Ceiling types which may require cleaning can include:
- Flat ceilings – the standard, level/horizontal ceiling common to the majority of rooms
- Suspended ceilings – common in many locations where a space is created between the ceiling and the floor above it, from which it is 'suspended'/hung.
- The space may allow a lower ceiling to give ambience, or provide a space for cabling, wiring and similar.
- Raked ceilings – an interior ceiling which angled, usually reflecting the angle of the exterior roof
- Vehicles – such as the inside of a bus/coach, four wheel drive or sedan.



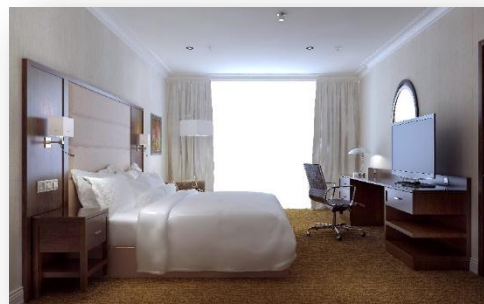
Types of surfaces

- Surface types to be cleaned may be:
- Painted surfaces
- Wood surfaces
- Brick surfaces
- Metal surfaces
- Upholstery or material in vehicles.



Examples of fittings

- There is a very wide range of items/fittings which may need to be cleaned, such as (but not limited to):
- Security cameras
- Ceiling fans
- Lights
- Smoke detectors
- Speakers
- Sprinkling systems
- Televisions
- Vents and grilles
- Interiors of vehicles.



Soil types

- Common soil types which may need to be cleaned can cover:
- Dirt and dust
- Smoke
- Water
- Food
- Blood
- Oil and grease.

5.2 Select appropriate equipment and chemicals

Introduction

For each job to be completed, the correct equipment and chemicals must be selected.

This section presents criteria for choosing what is needed and gives an overview of equipment and chemicals which may need to be used.

Criteria for determining what is needed

Determining equipment and chemicals required for cleaning ceilings, surfaces and fittings is achieved through a combination of:

- Undertaking activities involved in assessing/identifying the work to be done – see previous section
- Reading and applying the specifications as described in the SOPs/WIs for the business.

Equipment which may be required

Having a well-equipped cart/trolley is vital to efficiently and effectively cleaning ceilings, surfaces and fittings.

Items to be prepared and/or loaded onto carts/trolleys will include cleaning supplies and tools as well as required supplies/amenities.

These can include:

- Vacuum cleaner – this must be checked to see it is empty at the start of the shift, spare bags are available (where appropriate), the machine is fully functional and there are no frayed cords or other safety problems: a check should also be made to ensure all the vacuum machine tools/accessories to be used are available.
 - The vacuum cleaner is (often) not loaded on to the trolley but taken alongside the trolley: some trolley designs allow a vacuum cleaner to be included to the cart
- Mops – ensure the mop head looks presentable and has been sanitised to kill bacteria and stop them being transferred from place to place.
 - Mops may include wet mops for washing floors and/or dry mops for polishing and dust mops for dusting skirting boards and hard floors
- Brooms and brushes – common types of brooms and brushes are:
 - Carpet brush
 - Scrubbing brush
 - Sink brush
 - Silk brush
 - Toilet brush
 - Wall brush
 - Cobweb broom



- Soft broom
- Tooth brush.
- Not *all* types will be required – it will depend on the facilities to be cleaned.
- All carts/trolleys should have a dust pan and brush set.
- Buckets – these should be fully operational, not leaking, easy to operate, and not smelly. Buckets may be required for wet mopping
- Protective gloves – a good supply of disposable gloves should be on each cart/trolley: specific house requirements in relation to workplace health, safety and welfare issues may require other, more substantial protective clothing (including gloves) be worn
- Cloths – used for cleaning, polishing and dusting, every cart/trolley will need to have lots of these. Some are made from material and some are disposable/paper-based
- Ancillary items such as door stops, extension cords, scouring pads, sponges and step ladders
- Warning signs – these are safety signs used when a public area (lobby, public toilets) is being cleaned as part of the overall preparation process
- Rubbish bag – for stowing rubbish collected: this may be ‘built into’ one end of the cart/trolley
- Linen bag – a cloth or calico bag for placing dirty/used linen into: this too may be ‘built into’ the ‘other’ end of the cart/trolley
- Clean linen and towels – as/if required for the area/s to be cleaned/serviced
- Replacement/replenishment items – such as toilet amenities, stationery, advertising materials, give-away items, light globes, ash trays, rubbish bags/bin liners.



Chemicals which may be required

Chemicals which may be needed may include:

- Cleaning agents and other chemicals – to perform various tasks and clean various surfaces. Depending on what is in each room there may be a requirement to have:
 - Polishes – such as furniture polish
 - Detergents – a wide range is available such as:
 - Glass cleaner – for use with glass surfaces, windows and mirrors
 - Multi-purpose/all-purpose/general-purpose cleaners – suitable for use on a wide range of surfaces including plastics, glass, walls and floors
 - Metal cleaners – for cleaning metals such as stainless steel, brass and aluminium.
 - Metal-specific polishes/cleaners may be required for hand rails, fixtures and fittings
 - Leather cleaners – many manufacturer’s of leather items will insist only nominated leather cleaning chemicals (or ‘systems’) they provide are used for cleaning their products
 - Failure to use their items may jeopardise warranties for lounge suites, chairs and similar

- Shampoos and purpose-built cleaners – for certain fabrics.
- Porcelain and ceramic cleaners – for cleaning tiles
- Toilet and urinal cleaners
- Sanitisers
- Disinfectants
- Deodorisers and air sprays
- Pest control sprays and similar.

Usage Charts

Suppliers of cleaning products, chemicals and agents will provide advice and information about how to use their products.

Commonly, suppliers provide 'Usage Charts' for their chemicals which will identify the chemicals they provide and describe how they must be used.

The following two examples are taken from a Johnson Diversey Usage Chart:

Sparkle JFLEX – Glass cleaner

- Fill applicator bottle with Sparkle from the dispenser
- Apply Sparkle to clean cloth or directly onto mirror, windows and any glass or chrome surface
- Polish off with lint free cloth.



Taski R1 Plus – Concentrated toilet cleaner

- Two doses in water filled bottle
- Flush toilet bowl or urinal
- Gently squeeze bottle directing jet under rim and around bowl
- Allow 10 minutes contact time
- Flush to rinse.

5.3 Prepare worksite

Introduction

Before cleaning ceilings, surfaces and fittings commences the worksite must be suitably prepared.

This section introduces the concept of 'periodic cleaning' and reinforces information from section 3.2.

Periodic cleaning

Not all aspects of every room/area will need to be cleaned every day.

Some aspects are only cleaned on a periodic bases (in addition to being undertaken 'when needed').

These cleaning tasks are often scheduled on a rotational basis and listed on an internal 'cleaning schedule'.

Examples of periodic cleaning include:

- High-level dusting – such as:
 - Ceilings
 - Tops of doors
 - Fire sensors/detectors
 - Architraves
 - Picture frames
- Carpet cleaning – as opposed to vacuum cleaning of carpets
- Wall cleaning – full wall cleaning (top to bottom) as opposed to spot cleaning
- Stain removal – from:
 - Carpets
 - Furniture
 - Drapes
- Cleaning of chandeliers and light fittings and fixtures
- Hard floor maintenance – which can require:
 - Stripping
 - Re-sealing
- Cleaning ceiling fans and air conditioning outlets/vents
- Vacuuming inside furniture
- 'Deep cleaning' (that is, a much more detailed cleaning covering every aspect of the item) of nominated appliances and furniture.



Preparation activities – prior to moving to the work area

Before arriving at the worksite there may/will be a need to:

- Obtain work order from supervisor
- Load cleaning cart/trolley.

On arrival at work area

The following activities are standard before cleaning begins:

- Notifying 'required' persons cleaning is about to start
- Emptying ashtrays
- Cleaning, wiping and polishing ashtrays as required to optimise appearance
- Picking up loose litter
- Picking up 'lost and found' items
- Emptying rubbish containers
- Erecting appropriate warning signs in the location being cleaned
- Moving and removing furniture and fittings as required
- Moving a vehicle which has to be cleaned to a safe location or designated cleaning/washing bay
- Understanding organisation-specific directions/instructions applicable to the job
- Putting on and/or using necessary PPE and clothing for the job to be done.



5.4 Clean ceilings, surfaces and fittings

Introduction

When the work to be done has been assessed and the required equipment and chemicals have been selected cleaning can begin.

This section talks about 'efficient work', highlights several important safety aspects and presents cleaning directions for a range of ceilings, surfaces and fittings.

Working efficiently

Efficient work demands:

- Proper training – this is key to ensuring work can be performed in the way required by the organisation and produce an 'end product' meeting required standards
- Use of the correct items (and chemicals) for each job – as identified by the training
- Adherence to a nominated sequence for completing each job – every job can be most efficiently completed by following an established order of work which has emerged at each business over time based on the individual layout of areas/spaces, standards required, and equipment available/used
- Focus on the job to be done – cleaners need to move quickly and not dawdle: there is an ongoing need to concentrate on the work which has to be completed.

Techniques to assist with efficient work

The following strategies have emerged to assist cleaners work most efficiently:

- Move through a room/work in one direction – either clockwise or counter-clockwise direction to:
 - Avoid re-tracing steps
 - Work in a structured way which helps eliminate the possibility of tasks being overlooked
- Work from top to bottom – this allows dust/debris to fall to floor or lower levels (or flat surfaces) which will subsequently be cleaned after higher items
- Do two things at once – such as checking the condition of items (lights, lamps, switches, TVs and other items in the room/area/space) at the same time as cleaning them/tidying them
- Pre-soak items which need washing – before attempting to clean them
 - Only apply cleaning solutions direct to surfaces only in accordance with manufacturer's instructions in advance of actual cleaning to assist with final cleaning.
- Use the head to save the feet – this means 'thinking' to save effort/trips to the cart/trolley
 - For example, any trip to the trolley can nearly always serve two purposes – if something is taken to the trolley (used cleaning materials, dirty linen, rubbish – Purpose 1), thought should be paid to what can be taken back (fresh linen, chemicals, cleaning tools, replacement items – Purpose 2) to save time and effort
- Put items in the same place every time – whether on the cart/trolley or in a space/area – this saves time searching for those items.

Safety guidelines

When cleaning the following must be observed:

- Never put hands inside rubbish containers – there is always the possibility of broken glass, syringes and other objects which can cause cuts, pricks and other injury.
 - Always empty the container by holding it upside down into a waste/garbage bag – do not scoop out the rubbish and move it by hand into the waste/garbage bag.
- Never put hands down the back of chairs or sofas – once again there is the potential for cuts and needle-stick injuries
- Always use/wear the designated personal protective clothing and/or equipment for the job – when undertaking certain jobs and the use of these is not optional: where these have been identified as being necessary they are mandatory
- Use only designated devices (steps, ladders, scissor-lifts) for reaching high locations – it is never acceptable to use tables or chairs to stand on to reach these places
- Push the cart/trolley from area to area – to see possible risks/obstructions
- Never over-load the trolley – go back to the storeroom for re-supply as necessary rather than weigh it down and/or load it to the extent it is too heavy and/or unstable
- Never over-load the cleaning caddy when carrying it – as this can cause musculo-skeletal damage/injury
- Never use linen items or uniforms for cleaning and/or drying fixtures and fittings – only use designated cloths for each individual purpose as identified by the business
- Never use bathroom/washroom items (bath towels, face towels, face washers, bath mats) for cleaning, washing or drying floors, walls, fixtures and fittings
- Keep dirty (soiled or ‘used’) items separate from clean/unused items – it is never acceptable to mix the two together, and it is never acceptable to stack clean items on top of dirty ones or stow/store them together
- Ensure clean hands when handling clean linen – it is important to make sure clean items from the laundry are not made to look dirty as a result of being handled by unclean hands: to avoid this problem use disposable gloves and wash hands regularly
- Use colour-coded cloths in accordance with house rules to assist in preventing the spread of germs/bacteria when undertaking nominated cleaning tasks.
 - For example, only red cloths can be used for the toilet and/or bidet or toilet/closet area; only green cloths can be used in the kitchenette/food area; yellow cloths for other public areas.
- Follow proper procedures for disposing of hazardous items – these will be guidelines/checklists for dealing with (for example) needles, blood-stained items and other specified items. Possible action can include:
 - Placing all items contaminated with body waste/fluids into a red-coloured bio-hazard bag, as opposed to placing these items into the ‘normal’ garbage bag



- Putting all needles into a hard container, purpose-built for the containment of needles to guard against needle-stick injuries
- Using designated chemicals and cleaning practices to clean and sanitise areas affected by body fluids and/or faeces.
- All body fluids must be treated as 'hazardous material' – never get complacent about dealing with body fluids: they are dangerous and can kill
- Dry hands before touching power switches and/or using electrical appliances – water and electricity do not mix: one mistake can kill
- Avoid rushing – work hard without wasting time but rushing is a sure way of having an accident. Never run in the workplace.
- Follow manufacturer's instructions when using chemicals and when operating appliances
- Do not over-stretch or over-reach when handling items or undertaking cleaning tasks – re-position to a safer base/starting point
- Be prepared to make two trips to the trolley/cart to obtain items/materials rather than trying to carry too-much at the one time – and risking strains, trips or other injury.

Cleaning furniture

Activities in cleaning furniture:

- Pick up loose litter from chairs and tables – and dispose of appropriately
- Wipe polished wooden surfaces with a damp cloth – or a cloth moistened with a designated cleaning agent
- Wipe nominated upholstered surfaces with a damp cloth – or a cloth moistened with a designated cleaning agent
- Polish designated areas with a dry cloth – to remove any wetness, remove smears and buff the surface
- Re-position items on tables – to create an attractive presentation (books, magazines, promotional materials, flower arrangements, ash trays)
- Check under cushions – for lost property be alert to the possible presence of sharp objects/needles
- Move small items of furniture – so they can be vacuumed underneath
- Re-position items of furniture which may have been moved/re-located by staff – to their normal/designated location.



Polishing metal

Polishing metal is a standard practice remaining essentially the same regardless of the metal to be polished.

The two things which change between different metals are:

- The polish used – by type and brand name
- The cloths used to apply and remove the polish – these need to be non-abrasive.

Polishing will involve:

- Wearing protective gloves
- Selecting the correct polish for the metal to be polished and the job to be done
- Reading/knowing the manufacturer's instructions for each polish used
- Spreading the polish (for example, brass or silver) over the entire surface to be clean with the appropriate cloth – this can be one used to apply the same polish type to a previous surface: there is no need for a clean application cloth for each new item/surface
- Rubbing the surface with a fresh cloth (one that has not been used on anything else or for anything else) while the polish is still moist – unless manufacturer's instructions specify otherwise.
 - Attention must be paid to:
 - Removing polish from nooks and crannies – so the polish does not accumulate, dry and look unattractive
 - Removing all the polish
 - Using a circular motion – as opposed to an 'up and down' or side to side' action
 - Achieving the required level of shine and gloss.

Visit <http://www.englishcustompolishing.com/index.html> for several interesting hints and facts.

Dusting and tidying

Dusting must be done before vacuuming.

A damp cloth wetted with water and/or general-purpose detergent/cleaner may be used for dusting.

Generic processes are:

- Wipe tops/flat surfaces – polish as required
- Wipe table, desk and chair legs – polish as required
- Position chairs at tables
- Position room furniture – as required by floor plan/use of the space/room
- Dust/clean outside of all sideboards, cupboards and cabinets – spot clean as required: clean inside of drawers



- Check under all cushions in the room – take care; be alert to the possible presence of sharp objects/needles
- Tidy/arrange brochures, advertising materials and magazines – on tables, desks and service counters
- Supply necessary/required organisational advertising and promotional material as required
- Spray, clean and sanitise telephone/s
- Check and adjust clock/s in the area to the correct time
- Clean/dust television screen – clean television unit: polish as required
 - Set TV to nominated channel and volume setting
 - Check batteries in and operation of remote control – locate in nominated position: replace batteries as required
- Wipe/clean light switches – check operation of lights, air conditioning, fans.

Clean fixtures and fittings

Fixtures and fittings may include:

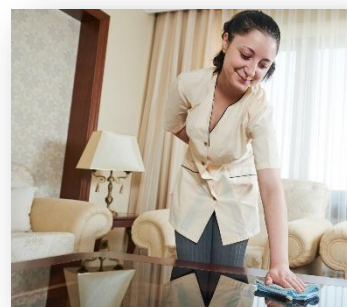
- Picture frames – around pictures in public spaces
- Luggage carts – used to transport customer/guest luggage
- Vases – used for floral decorations and displays
- Telephones
- Stands – on which items are positioned/displayed
- Trash receptacles – the surrounds around the actual trash/rubbish container: the outer portion which makes the rubbish receptacle more visually appealing
- Bollards
- Vending machines.

What is required?

The aim of wiping and polishing fixtures, fittings and accessories is to make sure they are free from dust, stains and marks and to have them 'shine'.

Regular, day-to-day cleaning of accessories may include:

- Dusting – always dust before vacuuming
- Wiping with a damp cloth wetted with designated cleaning agent/chemical or water
- Working from top to bottom
- Cleaning 'as required' as opposed to cleaning 'everything, every time' – use common sense to determine whether items needs to be wiped or polished
- Spraying the item with designated cleaner (from a spray bottle/atomiser) and wiping clean and dry with a cleaning cloth



- Only cleaning electrical appliances when they have been turned off (and disconnected, where possible) – ensure hands are dry before turning item off and disconnecting it: only clean external surfaces
- Wiping and polishing items before the floor is cleaned/washed
- Turning lights off before cleaning them – never clean hot lights/globes:
 - Replace blown globes at the same time (if house policy)
 - Only stand on steps/ladders not a chair from the lounge/public area
- Re-aligning pictures – so they hang correctly.
 - Never spray directly on to pictures, picture glass or picture frames as the chemical may drift on to the wall and, over time, discolour the wall/surface.
 - Spray on to the cloth and then wipe the picture
- Using a sanitiser when wiping/cleaning the handset of public telephones and internal/in-house phones paying special attention to the mouthpieces – and allowing sufficient contact time (according to manufacturer's instructions) before removing the product.
 - Also tidy the area around the telephone – this may involve:
 - Straightening telephone books and note pads
 - Replacing pens, where provided/necessary
 - Removing litter
- Emptying rubbish bins – paying special attention to those which may contain cigarette butts to prevent ignition of other materials: all bins where there is the potential for cigarette butts (including ashtrays) must be emptied into a metal container – not a plastic one, and not into a plastic/garbage bag.
 - This process may also require:
 - Replacing bin bags
 - Cleaning, wiping and/or polishing external surfaces
 - Replacing bins to their designated locations.
- Cleaning bollards – these are often used in public areas to 'fence off' an area or direct foot traffic.
 - Bollards are often made from metal and cleaning them on a day-to-day basis may involve:
 - Polishing/cleaning individual bollards
 - Adjusting the ropes/chains between the bollards to present a standard appearance between bollards
 - Moving bollards, as instructed by management, to meet identified or emerging need
 - Removing bollards and ropes to the storage area where they are no longer needed
 - Re-locating the bollards and rope to an area where they are needed.
- Making sure all fixtures and accessories look clean – do a final visual check and clean/re-clean as or if needed.



High dusting

High dusting involves:

- Concentrating on architraves, air conditioning vents, corners, window frames, window sills and picture frames – these are the places where cobwebs and dust traditionally gather
- Cleaning from dirtiest to cleanest
- Using a damp cloth, or duster, when dusting
- Using a cobweb broom to remove cobwebs
- Using equipment extensions, ladders or scissor lift to reach high places
- Cleaning inside door frames using a damp cloth or duster.



Cleaning walls

Walls may be spot-cleaned daily – a full cleaning of the walls is part of periodic/scheduled cleaning.

Walls are not cleaned unless there are marks on them, or unless it is time for a periodic 'full clean' of the walls.

Points to note include:

- Doors should be regarded as 'walls' – always ensure the area behind the door is cleaned
- Clean from top to bottom where large areas/entire walls need to be cleaned
- Wipe/clean tiles/walls adjacent to sinks/basins – to remove water marks and spots
- Use designated general purpose cleaner sprayed either onto a cloth/sponge or sprayed directly onto wall – according to instructions for individual products/cleaning agents: adhere to requirements for contact time, if applicable
- Rinse and dry – using sponge or paper towel (not loose/running water)
- Wipe clean the light switches and controls for fans and other items – ensure hands are dry
- Wipe power points – turn switches to the 'off' position: ensure hands are dry.

Online videos

Watch the following for more advice:

http://www.youtube.com/watch?v=aEj6LDC_y7A – Housekeeping Training Video for Professional Cleaners (5 mins 3 secs)

<http://www.youtube.com/watch?v=fjCWhrGis8> – Washroom cleaning training video (8 mins 2 secs)

<http://www.youtube.com/watch?v=f3VVFUJmmWs> – Fairfield Inn and Suites by Marriott Housekeeping Training (10 mins 29 secs)

<http://video.about.com/housekeeping/How-to-Clean-a-Ceiling-Fan.htm> - How clean a ceiling fan (2 mins 49 secs)

<http://video.about.com/housekeeping/How-to-Clean-Ceiling-Vents.htm> - How to clean ceiling vents (1 min 27 secs).

5.5 Tidy worksite

Introduction

Areas need to be returned to service when they have had their ceilings, surfaces and fittings cleaned.

This section repeats the information provided in section 3.4 'Tidy workstation' after 'dry' cleaning techniques have been applied.

Finishing activities

The exact nature of finishing activities required will depend on the preparation activities which were done and may require:

- Tidying the area:
 - Removing drop sheets and protective cloths/materials
 - Arranging/re-arranging the furniture
 - Placing items in designated/assigned areas
 - Returning excess items to other/storage areas or to their correct location
 - Removing warning signs/cones and other barriers or tapes
 - Removing cleaning equipment, carts, materials and cleaning chemicals
 - Performing final 'touch-ups'
- Finalising the job – such as placement of products, re-stocking of essential requisites, spraying room freshener/deodorant
- Inspecting the area
- Returning the area to operational status
- Disposing of soil and waste
- Returning vehicles to designated locations
- Recording completion of cleaning
- Dealing with lost and found items.



5.6 Clean, check and store equipment and chemicals

Introduction

Following completion of cleaning tasks the standard need to clean, check and store equipment and chemicals remains.

Generally speaking less cleaning of equipment and fewer checks are required following 'dry' cleaning.

This section highlights previously presented information in this regard.

Cleaning the equipment used

Cleaning locations

Cleaning of items may be undertaken:

- In the cleaning store room
- In a designated cleaning room
- In nominated outside locations.

Need to clean items

Equipment needs to be cleaned after use so as to:

- Prevent odour problems
- Maintain a high level of appearance
- Maximise operational effectiveness
- Leave the items ready for use next time they are needed.



Mops

Dusting mops

After use:

- Shake thoroughly in appropriate location (outside)
- Wash in hot soapy water
- Hang out to air dry

Dusters

Cleaning of dusters involves:

- Shake clean regularly in the appropriate location (outside)
- Wash in accordance with the manufacturer's instructions.



Brooms and brushes

Cleaning of brooms and brushes involves:

- Shake clean
- Wash in hot soapy water
- Air dry.

Cloths and sponges

These should be:

- Cleaned on a regular basis using hot soapy water
- Left to air dry.



Conducting safety checks

Safety checks must be undertaken as part of cleaning items and storing them. Activities include:

- Reporting problems/issues identified during cleaning processes
- Removing unsafe items from use
- Following manufacturer's instructions regarding regular inspections and checks
- Checking all attachments and cords.



Undertaking preventative maintenance and repairs

Only basic maintenance and repairs will be required:

- Adding fuel to petrol and diesel-driven units
- Greasing and oiling parts.
- Emptying items
- Changing filters and bags
- Changing pads
- Changing belts
- Recharging batteries for battery-powered units.

Maintenance requests

Where further work needs to be done to equipment these situations must be reported.

Reports may need to be made verbally or in writing.

Storing equipment

- Requirements include:
- Storing/stowing in accordance with enterprise requirements
- Locating all items in their designated places
- Ensuring items are easy for the next person to access/use
- Making sure all attachments are stowed with the equipment
- Completing any internal logs/registers required.



Storing chemicals

All chemicals must be stored after use:

- Never disposing of left-over chemicals in undiluted form down a sink or gully trap
- Wearing appropriate PPE when storing chemicals
- Returning chemicals to designated locations
- Storing chemicals with labels facing to the front
- Checking each bottle/container to ensure no leaks/damage and lids/seals are tight
- Visually checking other chemicals and containers in the store at the same time
- When spilt, chemicals should be initially soaked up with sand, earth or some kind of designated absorbent material
- Leaving already de-canted chemicals in spray bottles
- Securing the chemical store to prevent unauthorised use of the chemicals
- Disposing of any chemicals which have been diluted
- Never storing chemicals with foodstuffs, beverages or containers which will be used to serve/hold food or drinks
- Never storing chemicals in food containers
- Never eating, drinking or smoking when handling/storing chemicals
- Always washing hands after storing chemicals at the completion of cleaning.



Replenishing consumables

Experience coupled with management guidelines (relating to the levels of stock) will assist in determining whether consumables need to be ordered.

An internal requisition is commonly used to order replacement materials from a central store.

Requisition forms completed and forwarded to the appropriate person at the end of shift today, should result in the supplies ordered (or 'requisitioned') being supplied to the cleaning store later in the day or early the next day before the next shift starts work.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 5.1 Provide video, photographic, real-time or other acceptable evidence you have cleaned a ceiling providing evidence you have:
- Assessed the area to be cleaned
 - Selected appropriate equipment and chemicals
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.
- 5.2. Provide video, photographic, real-time or other acceptable evidence you have cleaned nominated surfaces providing evidence you have:
- Assessed the area to be cleaned
 - Selected appropriate equipment and chemicals
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.
- 5.3. Provide video, photographic, real-time or other acceptable evidence you have cleaned nominated fittings providing evidence you have:
- Assessed the area to be cleaned
 - Selected appropriate equipment and chemicals
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.
-

Summary

Apply ceilings, surfaces and fittings cleaning techniques

When applying ceilings, surfaces and fittings cleaning techniques::

- Assess the areas and work to be done
- Plan the work
- Prepare the job/worksite
- Select appropriate equipment and cleaning chemicals
- Apply appropriate techniques depending on the job to be done
- Adhere to internal SOPs/WIs
- Clean to internal standards/criteria using appropriate techniques
- Work efficiently but avoid rushing
- Wear/use designated PPE
- Be alert to the dangers posed by cleaning furniture/hidden places
- Maintain positive customer relations
- Undertake clearing and pick-up of loose items and litter as a basic first step
- Tidy worksite before returning it to service
- Clean, check and store cleaning equipment and PPE after completion of task/s
- Take action to replace/replenish used items.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organised. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognise and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

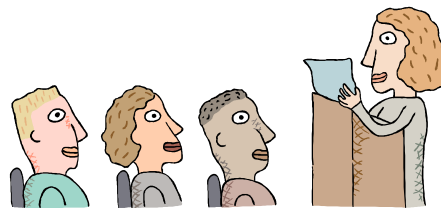
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

Note: all Recommended Reading is sourced from 'Trove: National Library of Australia' at <http://trove.nla.gov.au/>.

Andrews, S., 2006 (3rd reprint), *Hotel Housekeeping Training Manual*, Tata McGraw-Hill, New Delhi

Dukes, R., 2005 (7th ed'n), *Pool surfaces: problems and solutions*, Techlines, Indian Rocks Beach, Florida.

Findley, M. & Formichelli, L., 2005, *The complete idiot's guide to cleaning*, Alpha Books, Indianapolis, In.

Jones, T.J.A, 2007, (5th ed'n), *Professional management of Housekeeping Operations*, John Wiley and Sons, Hoboken, New Jersey

McKenzie, D., 2007, *Housekeeping: student learning guide - Certificate IV in Hospitality (supervision)*, Regency Publishing, Regency Park, South Australia

McKenzie, D., 2007, *Housekeeping: assessment guide - Certificate IV in Hospitality (supervision)*, Regency Publishing, Regency Park, South Australia

Talwar, P., (ed), 2006, *Hotel and Hospitality Management: Housekeeping*, Isha Books, Delhi.

Tamminen, T., 2005, *The ultimate guide to spas and hot tubs*, McGraw-Hill, New York: Maidenhead.

Wiggins, Jane M 2014, *Facilities managers desk reference*, Second edition, Chichester, West Sussex John Wiley & Sons

Trainee evaluation sheet

Clean premises and equipment

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



Trainee self-assessment checklist

As an indicator to your Trainer/Assessor of your readiness for assessment in this unit please complete the following and hand to your Trainer/Assessor.

Clean premises and equipment

		Yes	No*
Element 1: Prepare to clean			
1.1	Select the cleaning equipment to be used	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Select the cleaning agents to be used	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Select the protective clothing to be used	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Check operation and safety of equipment that has been selected	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Apply wet area cleaning techniques			
2.1	Assess areas to be cleaned	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Prepare worksite	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Clean wet areas	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Tidy worksite	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Clean, check and store equipment and chemicals	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Apply dry area cleaning techniques			
3.1	Assess areas to be cleaned	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Prepare worksite	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Clean dry areas	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Tidy worksite	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Clean, check and store equipment and chemicals	<input type="checkbox"/>	<input type="checkbox"/>

		Yes	No*
Element 4: Apply pressure washing techniques			
4.1	Assess area to be pressure washed	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Prepare worksite	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Clean areas using pressure washer	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Tidy worksite	<input type="checkbox"/>	<input type="checkbox"/>
4.5	Clean, check and store equipment and chemicals	<input type="checkbox"/>	<input type="checkbox"/>
Element 5: Apply ceilings, surfaces and fittings cleaning techniques			
5.1	Assess ceilings, surfaces and fittings to be cleaned	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Select appropriate equipment and chemicals	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Prepare worksite	<input type="checkbox"/>	<input type="checkbox"/>
5.4	Clean ceilings, surfaces and fittings	<input type="checkbox"/>	<input type="checkbox"/>
5.5	Tidy worksite	<input type="checkbox"/>	<input type="checkbox"/>
5.6	Clean, check and store equipment and chemicals	<input type="checkbox"/>	<input type="checkbox"/>

Statement by Trainee:

I believe I am ready to be assessed on the following as indicated above:

Signed: _____

Date: _____

Note:

For all boxes where a **No*** is ticked, please provide details of the extra steps or work you need to do to become ready for assessment.

William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid** 