



# DOMESTIC AND HOUSEKEEPERS CLEANING

## CLEANING INSTRUCTION CARDS



Name:

### **Cleaning Instruction Cards for Domestic & Housekeepers**

Copyright © 2022 Green's Global Trading Ltd t/a Cleaning Masterclass

All rights reserved. No part of this manual may be resold in any form by any electronic or mechanical means including photocopying, recording, or information storage and retrieval without permission in writing from the author.

**Website:** [www.cleaningmasterclass.com](http://www.cleaningmasterclass.com)

**Email:** [info@cleaningmasterclass.com](mailto:info@cleaningmasterclass.com)

#### **Disclaimer**

The author, publishers and all other persons engaged in the production of this manual including affiliates, will not accept liability for any loss of income in connection with reliance on the information thus provided. The contents are provided for general information, concurrent with generally accepted practice, but it is for the user of the contents to apply the information at their own discretion. No warranty is given as to the accuracy of the information provided, except those warranties which are required to be provided under applicable laws of the country of purchase.

The author, publisher and all persons associated with the production of this handbook would advise that in cases of doubt or dispute that the user obtain professional advice.

# CONTENTS

## Introduction

Important Information .....	4
-----------------------------	---

## Essential Cleaning Principles

Impact of Cleaning .....	6
Quality in Cleaning .....	11
Stages of Cleaning .....	15
Cleaning Standards .....	19
Attention To Detail .....	20
Good Housekeeping Practices - What To Look For .....	22
Good Housekeeping Practices - 6's .....	24

## Essential Cleaning Techniques

Wet Cleaning .....	26
Damp Cleaning .....	28
4-Sides of a Cloth .....	30
Mopping Technique .....	31
Wet Mopping .....	32
Damp Mopping .....	34
Cleaning Laminated & Wooden Floors .....	36
Vacuum Cleaning .....	38
Disinfecting a Surface .....	40
Descaling a Surface .....	42

## Cleaning by Surface

Cleaning Toilets .....	44
Cleaning Sinks and Taps .....	46
Cleaning Showers .....	48
Cleaning Baths .....	50
Cleaning Ovens .....	52
Cleaning Microwave Ovens .....	54
Cleaning Dishwashers .....	56
Cleaning Refrigerators & Freezers .....	58
Cleaning Windows .....	60
Cleaning Small-Paned Windows & Mirrors .....	62
Cleaning Computers, Telephones & Appliances .....	64
Cleaning TV's, Monitors, Displays .....	66
Cleaning Computer Keyboards .....	68
Awareness of Delicate and Antique Surfaces .....	70
Care of Delicate and Antique Wooden Surfaces (Dry) .....	74
Care of Delicate and Antique Wooden Surfaces (Damp) .....	76
Care of Delicate and Antique Stone Surfaces (Dry) .....	78
Removing Chewing Gum .....	80
Removing Graffiti .....	82
Cleaning Mattresses (Wet & Dry) .....	84
Cleaning Sofas & Couches (Wet and Dry) .....	86

## Cleaning by Specific Areas

Cleaning Bathrooms .....	88
Cleaning Bedrooms .....	90
How to Make the Perfect Bed .....	92
Cleaning Living Rooms & Other General Rooms .....	94
Cleaning Kitchens .....	96

## Essential Customer Service

First Impressions Count .....	98
Courtesy and Attitude Matters .....	100
Face-to-Face .....	102
Nonverbal Communication .....	103
It's Ok to Ask Questions .....	104
Listening .....	106
Rapport .....	107
Meeting Customers' Needs .....	108
How to Handle Difficult Customers .....	110
Security and Confidentiality .....	112

## Health & Safety

General Site Safety .....	114
Be Safe! Your Guide To Preventing Slips .....	115
Guidelines for Safe Working Practice .....	116
Guidelines to Prevent Work-Related Injuries .....	118
Guidelines for Safe Manual Handling .....	120
Care & Cleaning of Cleaning Equipment .....	122
Visual Checks of Electrical Equipment .....	123
Electrically powered Equipment Safety Guidance .....	124
Hand Washing Guide .....	125
Personal Hygiene .....	126
Good Practice Guidance for Lone Workers .....	127
Safe use, Handling and Storage of Cleaning Products .....	129
When To Change The Solution .....	130
How To Dilute Cleaning Products .....	131
Dilution Table .....	132