KILLERMONT CLEANING

TRAINING OVERVIEW
&
GOLDEN RULES!

Training Overview

- **PRESENTATION & PROFESSIONALISM**
- **BATHROOMS & KITCHENS**
- **DUSTING & FLOORS**
- **FINISHING TOUCHES – WOW!**
- **GOLDEN RULES!**

PRESENTATION & PROFESSIONALISM

First & Lasting Impressions!

- Arrive 5 minutes before the start of your shift.
- Be presentable! Uniform, Badge, Smile & introduce yourself!
- Phone on SILENT (don't take calls when you are working)
- No smoking/ Vaping in clients premises.
- Speak with enthusiasm – positivity goes a long way.
- Don't speak about other clients.
- Don't leave early – there's always something to do!
- Check if clients want you to remove your shoes. Be prepared with slippers or shoe coverings.
- Imagine every premises has cameras! Don't do anything you wouldn't want to be seen doing when clients look over their footage!

BATHROOMS & KITCHENS

- 2 of the most important rooms. – Clients notice!
- That grout brush is for using! Use cream cleaner along grout lines to keep them white.
- Grout brush is perfect for scrubbing the hard to reaches areas of the shower cubicle. We won't forget to check these areas on monthly client checks!!
- Oh yes! – Monthly checks! – Every clients property is Standard checked once per month at random.
- Inside of toothbrush holders needs cleaned too.
- Use cream cleaner and a green pad on the inside of baths and shower screens to give a sparkling clean.
- Toilet cleaner to be brushed around the toilet. Don't flush away.
- We are Magpies!! – We love shiny things! Everything shiny MUST shine! Don't forget towel rails, toilet roll holders, taps (all angles) and tops of shower heads and soap dishes.
- Use a microfiber with polish to give a perfect shine to shower screens and mirrors. Cloth MUST be dry to work perfectly.
- Clean out the drains of hair & soap scum.

KITCHENS

- High Gloss kitchen cabinets will be marked. Check where light falls & spot clean with polish.
- Tops of cooker hoods. If greasy, use cream cleaner & pad.
- Don't ever use a green pad on brushed steel, (normally found on cookers, microwave doors)
- Clean the inside of microwaves (switch plug off)
- Shine, Shine, Shine all chrome, kettles, toasters, door handles, taps.
- The window behind the sink needs spot cleaned of water splashes.
- Crumbs always under the microwave & toaster, move all appliances out.
- Bar stools normally have chrome & need shining.
- Kitchen chairs need to be pulled & cleared of crumbs
- Lights switches in all rooms should be cleaned with a little polish (not a damp cloth!)
- *Did you know….When you spray disinfectant on to worktops – you need to leave it to sit for approx. 3 minutes to enable it to kill microbes. Don't wipe straight away.*
- Clean the sink drain of food. Dry off & shine.

DUSTING & FLOORS

- Work from top of a room to bottom. Pulling all dust down.
- Skirting boards, tops of doors & door edging needs to be dusted. Not with the mop or hoover nozzle!
- Lift ornaments to clean under them – Be Careful!
- Hold mirrors & pictures whilst dusting.
- Leather coaches need to be dusted.
- Remove coach cushions to hoover & dust under.
- Rugs need to be vacuumed and rolled up to clean under.
- BEWARE WOODEN FLOORING! Always put brushes down on vacuum when cleaning hard flooring.
- Use a damp mop only – not wet on wooden flooring.

- Steam cleaners damage wooden flooring & some laminates. Advise client not to use them.
- Mopping should be the very last thing you do as you leave a property – not before.
- Head boards gather dust too! - Forever forgotten!
- Be very careful with TV screens. The smallest amount of polish on a clean cloth.

FINISHING TOUCHES

- Create that WOW factor!
- Check every room before you leave the property. Its easy to miss a tiny hair on a white sink.
- Plump up cusions & throws & leave presentable.
- Bedding should be presented correctly on beds.
- Everything shiny should SHINE! – no dust or marks.
- When clients heating is on, spray a little air freshner on to the top of the radiator to make the room smell lovely before leaving.
- Straighten towels and leave shampoo bottles & ornaments in a neat manner.
- Toilet paper should be put in a point.
- All bins should be emptied & taken to outside bins.

Lastly – Always imagine it was your property. Would you be happy to return to the standard of cleaning?

7 GOLDEN RULES!

1 Don’t be late for your clients.

2 Speak & act professionally

3 Don’t smoke or vape in clients premises.

4 Never leave a job early & claim hours not worked.

5 Do not take anyone with you that’s not authorized to work with KC.

6 Always keep clients keys in a secure location.

7 Never speak about any client. We have clients that are known to the public. Client confidentiality is paramount.