

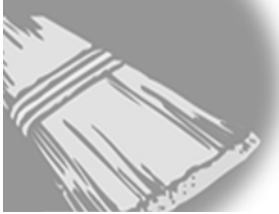
**McBroom's Cleaning Services**  
*"Make a Clean Sweep"*

**TRAINING  
MANUAL**  
for  
*Clean Business  
Environments*

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*Proud Member of the Bolingbrook Area Chamber of Commerce  
Nominee for the 2005 Best of Bolingbrook Businesses – Business to Consumer Award*



# McBroom's Cleaning Services

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## INTRODUCTION

The cleanliness and condition of any business establishment is important for many reasons, among the most critical are the business' appearance and employee health.

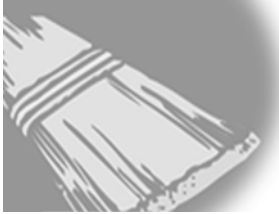
The appearance of a business creates a critical first impression. If it appears dirty, shabby, or disorganized, it implies that you do business in the same fashion. At the very least, it conveys a lack of professionalism.

An equally important reason is related to sanitation. A business that is lacking in cleanliness and sanitation allows for bacteria to be transferred from surfaces, among employees, and to customers. Sick employees mean absenteeism, which reduces productivity and ultimately affects the bottom line. And sick customers mean a loss of business, which again affects the bottom line.

This is true no matter what type of business, and is even more significant when it comes to medical/dental facilities or establishments that handle, serve, or distribute food items.

Regardless of your type of business, a well-prepared cleaning plan will have a positive effect on your employees' health and welfare, and will create a positive impression on your customers. Our goal is to help you improve your bottom line due to less illness-related absenteeism among your employees and increased productivity due to a cleaner, less cluttered, better organized environment.

Preparing a complete cleaning plan is more than just an overnight task. It is the smartest tool you can use to ensure health and safety in your business. Although there is no ironclad technique for preparing a cleaning plan/program, this manual provides you with basic standards for routine cleaning that include what to clean, how to clean it, and what cleaning products to use.



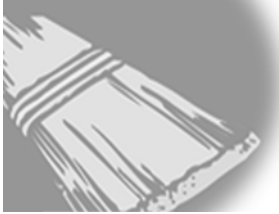
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For your convenience, we also have a cleaning checklist. The cleaning checklist can be used in two ways: first, to evaluate how well your cleaning team is currently cleaning your environment. And second, it can be used as a progress check after changes have been made to your cleaning program.

This checklist should also be used by your cleaning team on an ongoing basis as a guide to make sure they do a thorough and complete job in cleaning your place of business.

The purchase of this manual includes a license to photocopy the enclosed checklist for your use.



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## **TIP:**

*Assume that all sinks in kitchens and break room areas are multi-purpose.*

*This means that any water used for cleaning (in hand and/or floor buckets) must be disposed of elsewhere, such as in a laundry tub, janitor's slop sink, or down a floor drain or toilet.*

## **BATHROOMS**

Bathrooms present specific challenges when it comes to cleaning and sanitation. Because of the nature of their purpose, there is a much higher concentration of bacteria in these areas. That means that there is a much greater need to clean every surface touched by human hands thoroughly and with the appropriate products and equipment. These include:

- |                       |                                   |
|-----------------------|-----------------------------------|
| Door(s)               | Door knob(s)                      |
| Partitions            | Door handle(s)                    |
| Light switch plate(s) | Door push plate(s) or bar(s)      |
| Door frames           | Baby changing table(s)            |
| Soap dispenser(s)     | Paper towel dispenser(s)          |
| Walls                 | Garbage containers (inside & out) |

**SAMPLE PAGE**

You may even need to clean the bathroom(s) more frequently than other areas, depending on the volume of use, possibly even daily or more as needed. Monitoring the condition of the bathroom(s) over time will help you determine an appropriate cleaning schedule. Include this in your cleaning program.

You will need to pay particular attention to the accumulation of trash. Garbage cans and receptacles for the disposal of feminine hygiene products should be emptied as they become full to prevent overflow. Floors should be swept free of any debris frequently between scheduled cleanings.

- **Cleaning Product:** any multi-surface solution labeled "disinfectant" or "anti-bacterial", in a spray/pump container for small surfaces and in liquid form for the floors, mildly abrasive cleanser with bleach for sinks, toilet bowl cleaner
- **Cleaning Tools:** paper towels or soft cross contamination-free cloth (alternative: pre-treated disposable anti-bacterial wipes), mop and bucket, toilet brush, squeegee





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## Cleaning Checklist

<i>Item</i>	<i>Reception Area/Lobby</i>	<i>Conference Room</i>	<i>Office #1</i>	<i>Office #2</i>	<i>Office #3</i>	<i>Other</i>	<b>Explanation</b>
<b>Disinfect:</b>							
Telephones							
Computer keyboards							
Computer mouse							
Doorknobs							
Push bars							
Door frames							
Remotes							
Office chair arms							
Typewriters							
Desk drawer handles							
Cabinet handles							
Staplers							
Tape dispensers							
Hole punches							
Paper cutter							
Pencil sharpener							
Calculator							
Computer disk holders							
Toys							
Other							
Other							

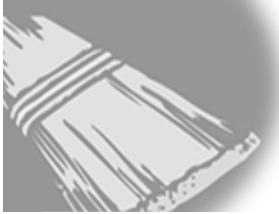
**Y = Work is completed; N = Work is not completed**

### Products Used:

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## **CONSULTING SERVICES**

In addition to this manual, McBroom's Cleaning Services also provides consulting services to commercial clients.

If you already have a cleaning service or in-house cleaning team, we can help evaluate their performance to ensure that the health and well-being of your employees and customers have been adequately addressed and appropriate cleaning standards have been met.

If it is determined that there are areas in need of improvement, we can provide training customized to your needs, and then provide a follow-up evaluation to make sure the training has been sufficient.

If you are seeking new cleaning services, we would be happy to evaluate your facility's cleaning needs, develop a cleaning program, and then either provide you with the cleaning services ourselves or train your employees to perform the cleaning properly. We would then provide a follow-up evaluation as a progress check.

If you are interested in any of our services, please contact us for a complimentary initial consultation.



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## EVALUATION FORM

### CLIENT INFORMATION:

Location \_\_\_\_\_

Address \_\_\_\_\_

Contact \_\_\_\_\_

Phone \_\_\_\_\_ Date \_\_\_\_\_

### PRE-EVALUATION:

1. What are your needs? \_\_\_\_\_

2.  Yes  No Do you have a contract? What are the terms? \_\_\_\_\_

3. Who is responsible for resolving any issues? \_\_\_\_\_

4. How often are your premises cleaned? \_\_\_\_\_

5.  Yes  No Are there areas that are cleaned on a rotating basis? Specify: \_\_\_\_\_

6.  Yes  No Do you have productivity issues? Specify: \_\_\_\_\_

7.  Yes  No Do you or your employees have allergic reactions to environmental conditions (i.e. mold, pollen, etc.) or to cleaning solutions?

Specify: \_\_\_\_\_

8. What hermetic issues do you have? \_\_\_\_\_



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## **POST-EVALUATION:**

**Date:** \_\_\_\_\_

**Hot Spots:**

**Additional Findings:**

**SAMPLE PAGE**

**Suggestions for Improvement:**

**Other Comments:**



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## To Order Additional Cleaning Manuals:

You may order additional manuals online using a credit card or Paypal by visiting our website at: [www.mcbroomscleaning.com](http://www.mcbroomscleaning.com).

If paying by check, please complete the form below and mail it to us.

Name \_\_\_\_\_

Company \_\_\_\_\_

Street Address \_\_\_\_\_

Suite # / Floor # \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

### Shipping Address *(if different from above):*

Company \_\_\_\_\_

Street Address \_\_\_\_\_

Suite # / Floor # \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Quantity	Price EA	Extended
	\$20.00	
<b>S&amp;H (ea)</b>	\$4.50	
	<b>Total</b>	\$

### Payment Information:

[ ] Check enclosed (check # \_\_\_\_\_)

Mail to:

**McBroom's Cleaning Services**

224 S. Palmer Drive

Bolingbrook, IL 60490