



AMERICAN MAID SERVICE, LLC

Cleaning Professional (CP) Training Manual

Updated 12/20/23

Welcome to Training! We've picked you to join our Team because we saw something special in you when you applied and you have successfully completed your 2 day temp position.

Over the next couple weeks, you are going to learn more about cleaning than you ever thought possible, but cleaning is only a part of what we do. The American Maid Way is to **improve lives**. We will be known as the superior maid service because of our **unique offerings, impressive customer service, and continuous improvement**.

We will do this by following our Mission Statement: **We pledge to treat each person as if they are the most important one**. That includes you! By following our Core Values - **Understanding, Personal Growth, Intention, Commitment, Communication, and Helping** - we believe that we can be the best part of every Client's day! Can you imagine what a good feeling that is?

It won't be easy, you will have to listen without judgment, change the way you normally respond, do things the right way even when it doesn't seem possible, care about people who you may not even like, commit yourself wholeheartedly, and you will have to talk when you don't want to, or listen when you'd rather talk. But you are going to be amazed at how your life improves! Let's get started!

You will have an assigned Trainer, but you may have additional specialty Trainers working with you as well. While you are in training, it is your responsibility to always maintain sight with your Trainer or someone they appoint. **THIS IS VERY IMPORTANT - it protects you & the company.**

This Training Manual has everything in it that you will need to become a full Cleaning Professional and well on your way to other opportunities. You will need it daily. You will be evaluating yourself and your work over the next couple of weeks on training days, not every day will be a training day. Look it over, get comfortable with the materials.

Inside you will find:

- Our Expectations
- An Overview of Training Schedule
- Our Levels of Service
- Chemical and Equipment Information
- Beginning Your Day
- Bathroom Cleaning Procedure
- Kitchen Cleaning Procedure
- Dusting Procedure
- Vacuuming Procedure
- Floor Procedure
- Vacant Cleaning Procedure
- Deep Cleaning/Initial Procedure
- Self-Evaluations
- Trainer Evaluation
- Quizzes
- Checkoff Sheets
- Final Test

Our Expectations

We do not expect Trainees to perform at the level of Cleaning Professionals while they are in training and you will need to be patient with yourself as you go through the process. You will have milestone moments where you will be able to pull your “full weight” in each of the training areas, but realize that you will then begin training in another area, only to repeat the process. We do expect the following behaviors from all Trainees.

- Arrive on time.
- Arrive with a cheery attitude that says I’m ready to be the best part of everyone’s day!
- Pre-read your Training Manual so that you are prepared for the day’s lessons.
- **Listen to your Trainer and do what he/she recommends. If you have a question, ask it. There are no “dumb” questions**
- Understand that professional cleaning is not like cleaning your own home. We do things differently as professionals for a reason. **If you have a question, ask it.**
- **Use only assigned cleaning products and equipment.** If a client wants you to use their products, you must first contact the office for approval.
- Always smile, be polite, and use good customer service skills.
- Follow safety guidelines as written in your safety manual
- Keep in mind that what is expected of you as a Trainee is different from what is expected of other Cleaning Professionals. Always only use the methods taught to you by your trainer **REGARDLESS** of what other people might tell you. **Do not fall into the trap of doing what someone else does**
- **Ask questions.**

★ STRATEGY AND FLOW

Team Tip: High, Low, around we go - door first, floor last - flow will get you done real fast!

What is FLOW? Right to left & top to bottom

| Kitchen / Utility | 3★ | 4★ | 5★ |
|--|----|----|----|
| Countertops | ● | ✓ | ★ |
| Backsplash | | ● | ★ |
| Small counter appliances | ● | ✓ | ★ |
| Microwave - in and out | ● | ✓ | ★ |
| Stove exterior, burners, etc. | ● | ✓ | ★ |
| Range hood | ● | ✓ | ★ |
| Refrigerator exterior | ● | ✓ | ★ |
| Refrigerator interior- exposed areas, lips and seals | | ● | ● |
| Dishwasher - exterior | ● | ✓ | ★ |
| Trash compactor - exterior | | ✓ | ★ |
| Cabinet exteriors | | ● | ★ |
| Sink, fixtures, and drain | ● | ✓ | ★ |
| Pantry – floor and door | | ✓ | ★ |
| Inside windows over sink & window tracks | | ✓ | ★ |
| Window sills | ● | ✓ | ★ |
| Blinds (dusting only) | | ● | ✓ |
| Cobwebs | | ✓ | ✓ |
| Ceiling fans | | ✓ | ★ |
| Door & window frames | | ✓ | ★ |
| Artwork/light fixtures | | ✓ | ★ |
| Shine plants(non flowering) | | ● | ● |
| Empty trash & inside can | ● | ✓ | ★ |
| Washer and dryer | ● | ✓ | ★ |
| Shake/vacuum rugs | ● | ✓ | ✓ |
| Baseboards and mop boards | | ✓ | ★ |
| Vacuum and mop floors | ● | ✓ | ★ |

| ● | Quick/light clean. Limited movement of items. Primarily horizontal surfaces. No scrubbing. |
|---------------------------|--|
| ✓ | Wash/clean all areas/surfaces. Scrubbing as needed. Limited detail work. |
| ★ | Thorough cleaning to include all surfaces, using brush work, abrasives, and polish as appropriate. |
| LEVELS | |
| 10 | Perfect |
| 9 | Looks Perfect |
| 8 | Looks very clean |
| 7 | Looks lived-in |
| 6 | Looks messy but clean |
| 5 | Looks messy, not clean |
| 4-3 | Pack Rats |
| 2-1 | Hoarders |
| KITCHEN / UTILITY LEXICON | |
| Sills Track Granite | |
| Vinyl Tile Laminate | |
| Wet Work Drain | |
| Utility Room Lint Trap | |
| Trash Stovetop Oven | |
| Range Hood Fridge Seals | |
| Cupboard Fronts Fixtures | |

| Bathrooms | 3★ | 4★ | 5★ |
|---------------------------|----|----|----|
| Countertops | ● | ✓ | ★ |
| Backsplash | ● | ✓ | ★ |
| Tub/shower stall(s) | ● | ✓ | ★ |
| Toilet | ● | ★ | ★ |
| Hard water removal | | ✓ | ★ |
| Sink, fixtures, and drain | ● | ✓ | ★ |
| Items on vanity | | ✓ | ★ |
| Organize and tidy | | ✓ | ★ |
| Lights and mirrors | ● | ✓ | ★ |
| Cabinet exteriors | | ✓ | ★ |
| Window sills | ● | ✓ | ★ |
| Blinds (dusting only) | | ● | ✓ |
| Cobwebs and ceiling fans | | ✓ | ★ |
| Door & window frames | | ✓ | ★ |
| Knobs and switch plates | | ✓ | ★ |
| Artwork and knick-knacks | | ✓ | ★ |
| Towels - fold & replace | | ● | ● |
| Plants (nonflowering) | | ● | ● |
| Empty trash & inside can | ● | ✓ | ★ |
| Shake/vacuum rugs | ● | ✓ | ✓ |
| Baseboards and mop boards | | ✓ | ★ |
| Vacuum and mop floors | ● | ✓ | ★ |
| Window Tracks | | ✓ | ★ |
| | | | |

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| BATHROOM LEXICON | |
| Disinfect Hard H2O Scrub Wipe | |
| Wet Work Primary Bath Trifold | |
| Full Bath Half Bath Powder Rm | |
| Trash Soap Scum Mildew Rings | |
| Lines Tank Bowl Knobs Light Bar | |
| Vinyl Marble Porcelain Ceramic | |

| Dry Areas | 3★ | 4★ | 5★ |
|--|----|----|----|
| Furniture - dusting | ● | ✓ | ★ |
| Furniture - vacuuming | | ✓ | ★ |
| Furniture - under cushions | | ✓ | ★ |
| Furniture- under and behind (20 lbs or less to move) | | ✓ | ★ |
| Change linens (included by request) | | ✓ | ✓ |
| Lamps and shades | | ✓ | ★ |
| Straighten and Tidy | ● | ✓ | ★ |
| Blinds (dusting only) | | ● | ✓ |
| Cobwebs | ● | ✓ | ★ |
| Ceiling fans | | ✓ | ★ |
| Light fixtures | | ✓ | ★ |
| Mirrors and glass | ● | ✓ | ★ |
| Artwork and knick-knacks | | ✓ | ★ |
| Plants | | ● | ● |
| Door and window frames | | ✓ | ★ |
| Patio doors inside and out | | ✓ | ★ |
| Empty trash & inside can | ● | ✓ | ★ |
| Baseboard/radiator heaters | ● | ✓ | ★ |
| Baseboards and mop boards | | ✓ | ★ |
| Shake/vacuum rugs | ● | ✓ | ✓ |
| Flooring - vacuum and mop | ● | ✓ | ★ |
| Carpeting | ● | ✓ | ★ |
| Carpet edging | | ● | ★ |
| Window Tracks | | ✓ | ★ |
| | | | |

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| BATHROOM LEXICON | |
| Dry Work Straighten Tidy Hard Vac | |
| Swivel Vac Lines Family Rm Bonus | |
| Living Rm Baseboards Mop Boards | |
| 6-Panel Door Sills Seals Threshold | |
| Side-Lights Couch Ottoman | |
| Comforter Bedspread Quilt Skirt | |
| Baseboard Heater Vent Covers | |

Levels

- 10** – PERFECT in every way. No noticeable soil. Thorough maintenance done between cleans.
- 9** – Looks perfect. All areas clean, not detailed out. Partial maintenance done between cleans.
- 8** – High standard 4*. Some maintenance between cleans. Looks like a level 9 until you start cleaning.
- 7** – Standard 4*. Little to no maintenance done between cleans.
- 6** – Standard 4*. Cleaned areas look like level 7, others look like level 5.
- 5** – Quick 3*. Cleaned areas look like level 6, others look like level 4.
- 4** – Pack Rat. 3* surfaces only.
- 3** – Pack Rat. Can not clean all areas.
- 2** – Hoarder. Rotten food, human waste, unsanitary.
- 1** – Hoarder. Rodents, dead animals, bugs, unhealthy environment.

Chemicals

Please note that all chemicals are considered unsafe for inhalation or skin contact. Use gloves at all times to prevent skin absorption. When spraying, allow it to settle before beginning to scrub, wipe, or rinse. Keep yourself safe by following all safety guidelines – we are committed to your safety.

A – Ammonia: Do not allow contact with any BLEACH products. Hazardous fumes will result. An alkaline-based chemical most commonly used for removing grease based spots. Safe on most surfaces except unfinished wood.

AP – All Purpose: Very effective for removing grease and soap scum. Commonly used on showers with or without the addition of BK. Is most effective when allowed to saturate the area to be cleaned. May etch plastic if used at full strength.

B – Bleach: Do not allow contact with any AMMONIA products. Used for the removal of excess color and sanitization. Use only in diluted form on porous, plastic and rubber surfaces. Extra care must be exercised around all fabrics.

BK – Bar Keepers Friend: Do not allow contact with any AMMONIA products. Excellent as an abrasive and on porcelain and enamel. Removes rust on non-porous surfaces. Works well in addition to many other chemicals to boost their scrubbing properties. Commonly used on any surfaces where water spots are a problem. Showers, sinks, toilets, and aluminum tracks benefit greatly.

CT – Citrus: An air freshener used in all rooms we clean during the final check. Leaves the home smelling as fresh as it looks for an overall impression of clean. Can also be used to remove sticky residue from surfaces.

DS – Dish soap: May be used on any surface other than tile, stone, grout. Avoid using it on wood floors.

DG – Degreaser: Can be used on heavy grease & soap scum.

ENZ – Enzymatic Cleaner: Used to remove odors. Also use inside toilets. Leave on surfaces to remove urine smell.

Gel Gloss: Follow directions on the back of the can. Used to polish porcelain sinks. Primarily in kitchens but can be used in bathrooms as needed.

G – Glass: Do not allow contact with any BLEACH products. Use it with a squeegee on any surface that is large enough to accommodate one. If a cloth must be used, choose a blue towel. Rub surface in horizontal or vertical swipes only. Any other motion will leave smears.

HD – Heavy Duty: Can be used as a diluted floor cleaner, good for heavier jobs such as that on vinyl or laminate sheeting. Can also be used in tubs/showers.

HP – Hydrogen Peroxide: More heavy-duty cleaner best used in fiberglass and plastic showers. It is a powerful degreaser. Make sure to follow precautions when using this chemical.

ME – Magic Eraser: Melamine wedges used for wiping walls. Excellent for showers, counters, sinks, etc. May harm shiny plastic surfaces. You will be trained in the particulars.

ND – Neutral Disinfectant: Disinfectant used in all areas of the home. Great at removing viruses and disinfecting surfaces such as during a pandemic. Must be left on the surface to fully disinfect.

OC – Oven Cleaner: Used for cleaning ovens, grills, barbeques, etc. DO NOT use it in a self-cleaning oven. Do NOT inhale the fumes – use extreme caution.

O – Oil: Liquid Gold is the cleaner of preference. It does an excellent job cleaning as well as protecting. Do NOT inhale the fumes – use caution.

Plant Shine: Used on non flowering plants. Dust plant and the spray above and allow it to fall onto the plant. Be sure to NOT get in on hard floors. Will make it slippery. DO NOT use fake plants.

S – Shooter: VERY strong limescale remover. Do not allow it to dry or remain on any surface for more than 2 minutes. Must have Trainers approval and instruction to use. Do not use it on glass. Will remove finish from porcelain. Do not use it on any type of stone or tile. May be used on the inside of toilets with caution. Can be used on fiberglass showers, but must be added to your cloth/scrungee, not poured onto the surface. Do not use on gold tone or specialty fixtures.

SG – Simple Green: Non-toxic, Multi-purpose cleaner, degreaser and deodorizer. Removes grease, oil, coffee, etc. Can be used on most surfaces. Caution if you need to use it on wood. Ask a Trainer first.

V – Vinegar: A neutralizing cleaner used primarily for flooring, but may also be used full strength on hard water stains. For hard water, a minimum soak time of 30 minutes is required. Will also neutralize suds.

Equipment

Brushes

Deck Brush: Large heavy-duty brush. Attach to your broom handle to use. Use in dimpled flooring or large tiled areas that need heavy scrubbing.

Drain Brush: Usually round or rectangle head used primarily for kitchen drains and floor work.

Grout Brush: A stiff brush with shorter bristles for cleaning grout.

Metal Brush: Perfect tool for metal shower tracks & metal drains. Primarily used for hard water removal. Lay the brush flat on its side to use. Do NOT attempt to use the top bristles – lay on side only! Will scratch – use judiciously. Use only when wet.

Nylon Brush: The smallest brush we use – very similar in size to a toothbrush. General all-purpose cleaning.

Cloths, Pads and Towels

Abrasive Pads: There are 2 types. The white scrubby is lighter-duty and will rarely scratch. Particularly useful when used with BK on porcelain sinks to remove hard water build up. The scrungee will scratch unless used properly. DO NOT used scrungee on porcelain. Use according to training.

Microfiber Cloth: Used for dusting and general cleaning. This cloth will capture much more soil than a cotton cloth, do not use it on hairy areas.

Mop Pad: Use on mop to mop & dry floors. Can also be used when cleaning walls

Oil Cloth: A thin red cloth that is used to apply oil when needed. This cloth must remain separate from all other cloths

Towel: Blue cotton towels with no holes or ragged edges. These are NOT rags. To be used for soaking up large quantities of water or to dry surfaces in wet areas.

Other

Cobwebbers: are used for cobwebs as well as high dusting. Can also be used to lightly dust baseboards & trim.

Crocs: These shoes are to be worn inside the Clients' homes ONLY. They will leave footprints on wet surfaces so remop if needed. These MUST be worn the entire time, every time while working.

Gloves: are nitrile recommended for all work inside the Fans' homes. Use 100% of the time when using chemicals – your hands must NOT come into contact with anything other than water or lotion. If a hole develops, throw the glove away and wash hands thoroughly before re-gloving.

Mop: Used to mop & dry floors

Mop Bucket: used in conjunction with all mopping types.

Net Bags: You should always have 3. One for clean towels, one for dirty blue towels & one for dirty microfiber cloths and mop pads.

Pumice Stone: A scouring stick safe on porcelain and some other surfaces. Get input from the trainer for anything other than toilets or white sinks. Will scratch and cause permanent damage if not used correctly. Most marks created by pumice can be removed with BK. Used for removing rings & lines in toilets.

Razor Blade: Each employee is checked out with a razor blade. You will be expected to have it daily or be charged a \$5.00 replacement fee. You may exchange it at any time for a sharper blade. Use the supply request form.

Screwdrivers: We have Phillips and flat heads on all caddies. Used for removing faucets on Initial cleans and also for repairing the Oreck or hard vac.

Sponge: Our yellow and green sponges will scratch many surfaces. They are to be used on toilets only.

Step Stool:

Vacuums

Attachments: Attachments are used for edging, lamp shades, and other small spaces

Floor Piece: Can be used for vacuuming all hard floors & getting under furniture on hard floors. Must be used with the adapter.

Vacuum:



Deck Brush



**Drain Brush
Grout Brush
Metal Brush
Nylon Brush**



**White Scrubby
Scrumgee**



**Mop Pad
Oil Cloth
Blue Towel
Microfiber**



Cobwebber



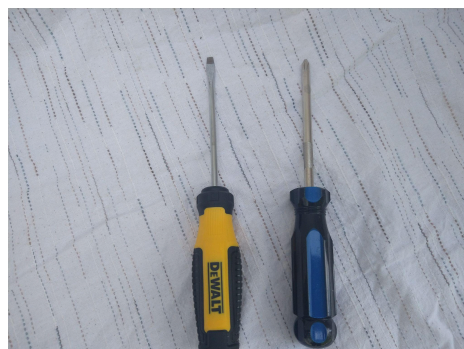
Mop



Net Bags



**Razor Blade
Pumice Stone**



Screwdrivers



Caddy



Tough Stuff Caddy



Mop Bucket



Sponge



Gloves



Crocs



Floor Piece

Attachments



Step Stool



Vacuum

Arriving at the House

- ★ Park on the street unless you know the Client is not home and your car doesn't leak any type of fluid.
- ★ Before you enter the house read the Job Instructions. Know the Clients' name and all the pets' names. Be prepared to keep doors closely guarded if pets live in the home.
- ★ Before you enter the house check your appearance and smell. Make sure to spray yourself (with CT) if you have smoked even if you cannot detect any odor.
- ★ Gather your supplies, making sure you have everything from your vehicle that you need to complete your job. More trips in and out of the Clients' home to retrieve supplies and equipment reduces production rates and wastes time.
- ★ When entering the Clients' home, always knock before entering. If no one answers, let yourself in using the method given on the entry in the job description. Announce yourself immediately upon entering. "American Maid"
- ★ Go directly to your work area and begin working.
- ★ If you come upon a Client further into the cleaning, smile and introduce yourself. Be polite and make chit-chat. You are the best part of this person's day, enjoy that feeling. Think about how you can treat this person as if he/she is the most important one to you right at that moment.

General Cleaning Tips

Remember that the Clients pay your wage. They do that because we are providing them with a service they can't get anywhere else. Make sure you put your best effort into being the best part of their day and treating each Client like they are the most important one.

- ★ **Follow Flow:** Work around the room once working top to bottom and left to right. Don't backtrack. Have your equipment and supplies with you before you begin cleaning.

- ★ ***Know what level of cleaning and what star level you are cleaning to BEFORE you start.*** If you aren't sure, the chances are good that you will either over or under clean causing a problem for either the Client or the Company.
- ★ ***Use the right tools:*** The correct tools will cut your time to pieces. Make sure your caddy is stocked
- ★ ***If it isn't dirty, don't over-clean it:*** For example, vertical surfaces are almost never as dirty as horizontal surfaces. Upper shelves and molding have less dust than lower ones. Clean all areas, but don't over wipe.
- ★ ***Don't rinse a surface before it's clean:*** Learn to check as you're cleaning by "seeing through" the solution to the surface below. Dirt *feels* different than clean if you are feeling for it. Then you can tell when it's dislodged and ready to be rinsed...*once!* Touch up missed spots as needed.
- ★ ***Be careful what you throw away:*** Many bags, boxes, etc. can look like garbage when they aren't. If it isn't inside a trash can, do not throw it away. If you feel certain it is garbage, leave a note explaining why you didn't take it.
- ★ ***Be prepared to shift quickly to a heavier-duty cleaner or tool.*** Start with the mildest cleaner and tools you believe can get the job done. If what you are using is working too slowly, move to the next stronger items as quickly as possible.
- ★ ***Make it a habit to keep your supplies and equipment where they belong and in good working order.*** Dull razors scratch-they don't clean. Dirty vacuums look bad to the Clients and
- ★ don't work as well. Learn the habit of putting your chemicals where they belong in the caddy and make it a habit to do so every time you use them. DO NOT empty your vacuum inside a Clients home or in their trash. Empty into one of your trash bags and throw it away.
- ★ ***Keep track of your time. Practice being efficient and making time in every area that you clean in.***
- ★ ***Use both hands.*** Your workforce is half idle if one hand is doing all the work. Finish one step with one hand and start the next step with the other. Or, wipe with one hand while the other steadies the object.
- ★ ***Look, feel, and smell.*** A surface isn't clean until it looks, feels, and smells clean. Remember to check in all 3 ways, especially in areas that are especially dirty or fragrant.

★ **STRATEGY AND CHEMICALS QUIZ** – see quizzes at the end of the Training Manual

BATHROOM CLEANING

Team Tip: Edges, tracks, rings and pee, these are what our clients will see!

Estimated Time: Primary Bath – 45 minutes, Regular – 25, with glass doors – 30, Half – 15

Flow for bathroom: From the door to the toilet, go back to the door and go the other way back to the toilet. Clean toilet, then floor last.

| HOT SPOTS | | |
|-----------------------------------|----------------------|-------------------------------------|
| <i>Backsplash edge</i> | <i>Urine smell</i> | <i>Rings in sinks & toilets</i> |
| <i>Mirror streaks & spots</i> | <i>Shower tracks</i> | <i>Water spots on shower door</i> |
| <i>Behind the door</i> | <i>Floor edges</i> | <i>Not moving things</i> |

Bathroom Overview:

1. Put on glove(s) – they are required for cleaning bathrooms
2. Before turning on the lights, clean light bulbs. Make sure they are cool or they will pop.
3. Remove rugs and trash to the nearest area. Clean trash can inside & out
4. Cobweb ceiling, vents, and fans
5. Apply chemicals on the shower if needed working from bottom to top. DO NOT allow chemicals to drip.
6. Begin at the door and clean to the toilet. All dusting in the bathroom should be done with a wet microfiber and ND.
7. Clean as areas occur from top to bottom and moving left to right.
8. Clean all towel racks, light fixtures, TP holders, knick-knacks etc. with AP.
9. Dust blinds
10. Refold and hang towels as needed.
11. Return to the door and clean in the other direction to the toilet.
12. Oil showers doors & fixtures if needed.
13. Clean the toilet.
14. Hand clean floor unless it is BIGGER than 5'x5'. Around and behind the toilet are ALWAYS cleaned by hand. Sweeping gets the hair up the fastest.

5* - clean all the bottles including the little lines on lids. Remove ALL hard water. Tracks and fixtures must shine like brand new. Remember curtain rod if there is one.

SHOWER AREA: Work from top to bottom unless pre-applied, then work bottom to top.

1. Remove all items.
2. Clean outside of the shower using G.
3. Clean inside of the shower (start with AP or DS for routine) and a scrubby, ME, or scrungee depending on conditions. Pink & orange stuff is mold. Be sure it is removed. Use bleach if needed for moldy caulking & grout.
4. If the shower curtain is plastic, clean it in a 4* & 5*
5. Clean and polish shower head and fixtures.
6. Feel surfaces with an ungloved hand to be sure all hard water (feels scratchy) & soap scum (feels sticky) have been removed.
7. Scrub shower floor with a scrungee or brush & BK.
8. Dry or squeegee based on *level.
9. **Hot spots** are top ledge, under bottles, soap dishes, shower curtain, shower head.
10. **BE SURE SHOWER HEAD IS FACING THE CORRECT DIRECTION WHEN FINISHED**
11. Close curtain



Make sure to get all the following areas depending on * level.

- Faucets and spouts
- Bottles
- Corners
- Tracks
- Soap dishes
- Floor – may need extra scrubbing

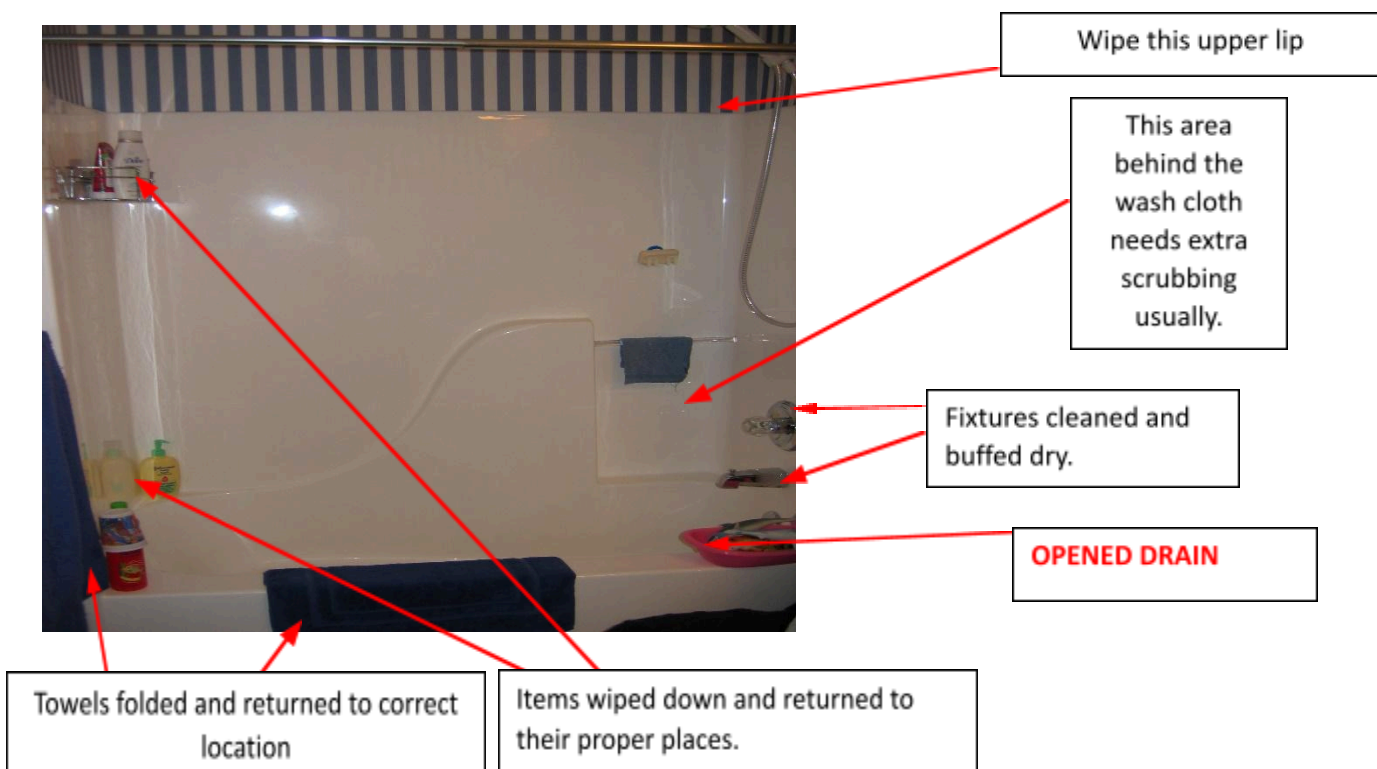
TUB AREA: Work from top to bottom unless pre-applied, then work bottom to top

1. Remove all items from Tub
2. Clean rim of tub and any wall tile picking up, cleaning and returning items
3. Clean the inside of the tub. Talk to the trainer about what to use for each type of surface/build up.
4. Clean fixtures, brush around drain and polish dry
5. Clean outside of tub wall
6. Return items to their original place with labels facing forward
7. **LEAVE ALL DRAINS OPEN WHEN DONE CLEANING**

BEFORE



AFTER



TOILET AREA:

1. Scrub interior of bowl with ND & H2 Orange and a toilet sponge. Use pumice on 4* **and** 5* to remove rings & lines. DO NOT use DS.
2. Clean entire exterior to include the following, 3* is inside the bowl & seat ONLY.
 - Tank lid
 - Tank and handle
 - Both sides of toilet seat
 - Upper rim of bowl, taking care around lid attachments.
 - Entire outside of and under bowl
 - Base and bolt covers
 - Use grout or nylon brush to get around the caps & base
3. Use H2 Orange around the base of the toilet and under the rim.
4. Clean baseboards, water hoses, floor and cabinet walls around & behind the toilet.
5. **Hot spots** for the toilet are around the knobs, the front, along the base at the floor, tubing behind it.
6. Step back and review your work making sure the toilet is completely clean – look for hair and urine.



SINK AREA:

1. Dust light fixtures
2. Remove and Clean items on the vanity including:
 - Soap dishes
 - Toothbrush holders
 - Drinking glasses
 - Makeup trays
3. Clean top of counter – extra care with cultured marble. **Hot spots** are feeling smooth to the touch and the backsplash.
4. Clean fixtures and polish dry.
5. Clean white cabinet doors and sides as needed. Always clean the side close to the toilet.
6. Clean and return items to their original position.
7. Clean mirror – hot spots are toothpaste splatter, streaks, and the bottom 12 inches.
8. Corian countertops/sinks CANNOT be pumiced
9. Brushed copper cannot have ANY abrasives used on it - AT ALL!!!
10. Use Gel Gloss on porcelain sinks as needed.
11. Use BK to remove rust spots. DO NOT use a metal brush.



FLOOR

1. Clean the floor by hand if 5'x5' or smaller using a blue towel. Get all edges by hand, even if mopping. Mop if larger. Sweep to get up hair. Use AP or A to remove hairspray buildup
2. Remember to close the door when doing bathroom floors. **Hot spots** are edges, under the shower curtain, and behind the door.

CHECK YOUR WORK:

1. Close the door, sit on the toilet and check these things.
 - a. Toilet paper holder – clean, full, and folded?
 - b. Floor edges and corners – no debris? Behind the door clean?
 - c. Countertops – clean, no smears?
 - d. Mirrors – no toothpaste, streaks, and smears?
 - e. Presentation – is everything where it belongs? Towels folded?
2. Stand at the sink and check these things:
 - a. Mirror – clean and streak free?
 - b. Sink – no hair, residue, or hard water visible?
 - c. Faucets – shiny and polished on all sides? No hard water?
 - d. Light fixtures and bulbs – clean and shiny
3. Stand in front of the toilet and check these things:
 - a. Is the entire toilet hair free?
 - b. Are all rings and stripes removed?
 - c. Is the lid down?
 - d. Are the hinges clean and all moisture removed?
 - e. Is the base of the toilet clean of all urine?
 - f. Are the knobs and hoses behind the toilet clean?
4. Stand in front of the shower/tub and check these things:
 - a. Walls - Is the top ledge clean? Corners?
 - b. Walls – shiny with no residue or streaks?
 - c. Floor – clean with no residue?
 - d. Bottles – facing forward and clean?
 - e. Tracks – clean, dry, and shiny? Hard water removed?

FINAL STEP: Return rugs

KITCHEN CLEANING

Team Tip: *Faucets and sinks must sparkle and shine - at American Maid, we check every time!*

Estimated Time: 60 minutes

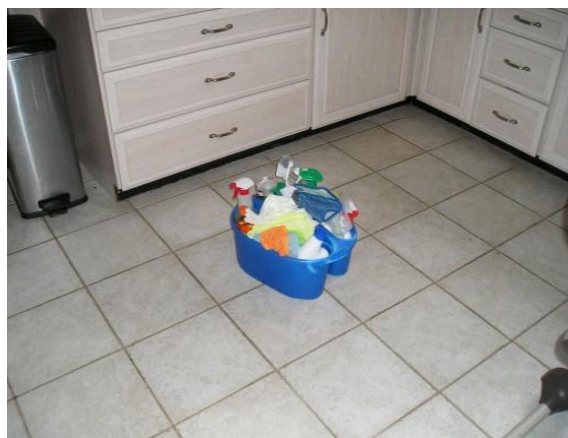
Flow for kitchen: *Door to sink, back to the door go opposite way to the sink. Clean sink last.*

| HOT SPOTS | | |
|-------------------------------|-----------------------------|-------------------------------|
| <i>Faucets</i> | <i>Finger prints</i> | <i>Marks in sinks</i> |
| <i>Sink drain not cleaned</i> | <i>Taking sink plug</i> | <i>Floor not clean enough</i> |
| <i>Top of fridge</i> | <i>Refrigerator shelves</i> | <i>Counters gritty</i> |

Kitchen Overview:

1. Put on glove(s) – they are required for cleaning kitchens
2. Place the caddy on the floor ONLY – Do not set on counters.
3. Remove rugs and trash to the nearest area
4. Cobweb ceiling, curtain rods, ledges, lights, and fans
5. Spray the stove top if needed working from back to front.
6. Begin at the door opening and clean to the sink.
7. Clean as areas occur from top to bottom and moving left to right or right to left, complete a rotation.
8. Clean all counters, appliances, shelves, knick knacks, and cupboard fronts as is appropriate for * level. Every tool may be used on stainless depending on stainless and location.
9. Refold and hang towels as needed.
10. Return to the door and clean in the other direction to the sink.
11. Empty the trash, replace the bag. Clean the wall behind the can. Clean inside & out of can on 4* & 5*
12. Vacuum and mop the floor. Only unplug our own equipment, never anything the Client has plugged in. If you need an outlet, find an empty one. Dry as needed.

5* - Clean everything on all counters to include all detail work. Clean entire cupboard fronts – do all with brushes, sticks, etc. Remove ALL hard water and black marks from everything. Fixtures, appliances, and sink must shine like brand new.



COUNTERS/CABINETS:

1. Use AP to clean counters and everything on counters. NO chemicals (especially DS) on stone counters. Watch grout for buildup.
2. Work from back to front, moving items to clean under and behind them.
 - When moving items on the counter, move straight forward (or pick up) far enough to wipe the counter behind them.
 - Before you put the items back, make sure to wipe or dust them off. Such as salt & pepper shakers, canisters, etc. Everything that stays on the counter should be cleaned.
 - Use a squeegee whenever possible.

Spot wash cabinets for finger prints and food spills.



Clean counter backsplash and "lip" – the backsplash is part of the counter!

Move (or pick up) all counter décor, wipe down and replace.

Clean edge of counters.

MICROWAVE:

1. Clean inside and out of the microwave removing any food. This includes the top and doors.
2. Move the microwave out to clean under and behind if possible.
3. Remove the plate, clean it and put it back. If there is a lot of food build up you may need to spray it and let it soak.
4. If the entire microwave is very dirty put a cup of water inside and turn on for 2 minutes. Allow to set for an additional 5 minutes and soil will easily wipe away.

TIP: Be careful the plates are slippery when wet and break easily. They typically cost over \$50.00!



Areas easily forgotten:

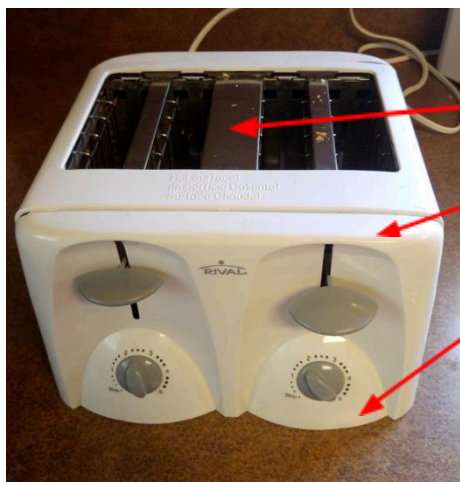
Vents

Tops (inside and out)

Doors

TOASTER/TOASTER OVEN:

1. Use ME or scrungee on the top of toaster – remove ALL soil
2. Thoroughly wipe down the entire toaster including the back.
3. Remove crumb tray and clean
4. Clean both sides of glass on toaster oven and dump crumb tray on 4 and 5*



ME or scrungee on the top – remove ALL soil

Cloth only on the outside – no ME

Remove crumb tray and clean

COFFEE POT:

Remove coffee filter and discard.

Empty old coffee if cold or Fan is not home to ask

Thoroughly clean decanter and coffee pot

STOVE TOP: Clean all backsplashes and hoods with DG or AP. **Hot spots** are vents, edges, smears, baked on soil. Remove knobs to clean them and behind them. Check exhaust fan filter for buildup – remove and soak as needed.

***Gas/Stainless:***

Remove all grates. Clean the grates with white scrubby and BK.

Clean stainless **WITH** the grain

***Flat Top:***

Use BK and a scrubby. You may need to use a razor blade for cooked on areas around burners.

BK on stainless only under certain conditions

***Electric:***

Remove rings and pans. Soak. Scrub away baked on soil on rings and pans with a scrungie and BK.

Replace or cover any that cannot be cleaned well. Choose chemical based on severity of soil on stove top.

OVEN:

To be cleaned upon special request only. Use oven cleaner on regular ovens only – do not clean Continuous Clean ovens and run the self-clean feature when available:

1. MUST wear gloves and eye protection while using oven cleaner (OC). Make sure to bring in your eye wash station when using OC.
2. Spread a heavy layer of newspaper or rags under the oven door and on surrounding surfaces to protect floor and countertops while applying OC and cleaning. Cover the vents that lead to the front glass.
3. Pour a small amount of OC on a white scrubby and spread over the interior. Apply on the bottom of the oven and work your way up. Apply on racks last and put back in the oven.
4. Close the oven door tightly.
5. Allow to work 15-30 minutes. Wearing gloves scrub the interior and racks with scrungee. Wipe clean with a wet cloth, rinsing often. After drying, re-wipe with a clean sponge or cloth. Rinse racks and broiler pan in sink. Wash hands thoroughly.

NOTE: Use in a well-ventilated area. Open kitchen windows and doors if weather permits.

REFRIGERATOR: Stainless fridges need to use microfiber and water to be washed first, then polish with O if needed after drying with a clean, dry microfiber with the grain. DO NOT polish fake stainless fridges.



Tops must be washed, not dusted

Handles washed and ME

Ice/water dispensers.

Make sure to get under drip tray.

Remove everything on Initial only.

Brush out the vents

Inside under milk and seals

SINKS:

1. Remove items from in and around the sink area. Wash any dirty dishes by hand, set them on a paper towel, or in a dish drainer if one is available. Do not use their hand towels for setting dishes on (unless instructed in job instructions to do so). Use the Clients' sink plug to fill with water, return to where you found it when done.
2. Clean sink using BK.
3. Faucets use any neutral cleaner. Use caution. All faucets will scratch over time. Rinse and buff well. Remove all hard water. Be sure to clean the underside of the faucet where buildup is most likely to occur. Use O when trying to WOW the Client for some reason.
4. Clean where the sink meets the counter for any build up with nylon brush.
5. Fold Clients' dish cloth neatly and place it in the center area between the sinks.



Stainless:

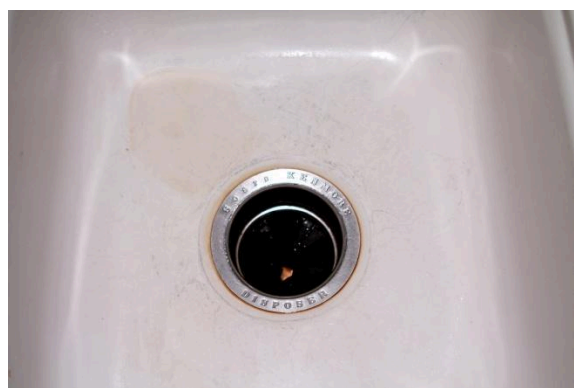
Clean with the grain using BK and a scrubby – scrungee for large build up.

Use Drain brush to clean **all the way** down the drain

Remove rings around drains and faucets

Use O to finish

Shooter may be used **ONLY** in stainless sinks and **ONLY** to remove rust stains



Porcelain:

Use BK and scrubby – no scrungee. All black marks should come out of the sink

All rust should come out with nylon brush and BK

Use Gel Gloss as needed



WASH all table tops, do not dust. Make sure to get the edges well.

Thoroughly wipe down chairs, especially if there are kids in the home.

Wipe table legs as needed and always remove hair and debris from under legs.



High chairs must be washed thoroughly – and they can get GRIMY – may be easier to moisten first, allow to dwell, and then clean.

MOPPING

1. Mopping will require you to vacuum the surface well first. Mop floors according to the type of flooring. Normally you will use AP on all vinyl and laminate flooring.
2. Rinse the floor and dry well to pass the paper towel test.

CHECK YOUR WORK:

1. Stand at the entrance to the room and check these things
 - Things put back where they belong?
 - Is the floor clean and streak free?
 - Are the faucets straight?
2. Look at eye level to check these things:
 - Counter – smooth and shiny
 - Stove top clean and shiny?
 - Cabinets drip and spot free?

FINAL STEP: Return rugs

Utility Room

Estimated Time: 12 Minutes

Flow for Utility Room: Door to sink, back to the door go opposite way to the sink. Clean sink last.

| HOT SPOTS | | |
|---------------------|------------------|-------|
| Inside washer ledge | Between machines | Vents |

Utility Room Overview:

1. Put on glove(s) – they are required for cleaning utility rooms
2. Place caddy on the floor
3. Cobweb ceiling, curtain rod, vent, ledges, lights, and fans
4. Begin at the door opening and clean the sink.
5. Clean as areas occur from top to bottom and moving left to right (if left handed) or right to left (if right handed).
6. Clean all counters, appliances, shelves, knick knacks, and cupboard fronts
7. Clean inside the washer all around the upper ledge
8. Clean the lint trap in the dryer
9. Return to the door and clean in the other direction to the sink.
10. Empty the trash, replace the bag. Clean can inside & out on 4* & 5*
11. Vacuum and mop the floor. Dry as needed

★ **KITCHEN / UTILITY ROOM QUIZ** – see quizzes at the end of the Play Book

Dusting and Vacuuming

Team Tip: Trash, rugs, and plants we spray - along with webs we do these each day!

Estimated Time: Master Bedroom – 17 minutes, Regular – 12, Office – 12, Hallway – 5, Entry - 7, Living Room – 15, Family Room/Bonus – 20, Stairs – 10 per set (vac only) or 15 for FC with railing

| HOT SPOTS | | |
|---------------------|----------------------------------|---------------------------------|
| <i>Vacuum lines</i> | <i>Putting things back</i> | <i>Presentation</i> |
| <i>Perfect beds</i> | <i>Slow appearance</i> | <i>Couches vacuumed</i> |
| <i>Ceiling Fans</i> | <i>Tables washed, not dusted</i> | <i>Under items cleaned well</i> |

General Overview:

1. Remove rugs and trash to the nearest area. Clean can inside & out on 4* & 5*
2. Cobweb ceiling, curtain rods, vents, and fans. Cobweb by hand with a microfiber if you do not have a cobwebber.
3. Start at one spot and work your way around the room, working from top to bottom. Make only one trip around the room, doing the furniture in the center last. You should start with the door then move systematically to the right. Make sure you gather your supplies and keep them close to you. This is so you do not forget your products in a customer's house.
4. Dust blinds – side to side, top to bottom and down the strings (front on 4* and both front and back on 5*) in every room, every visit. Do NOT beat blinds as they can break easily.
5. Dust any exposed ledges on windows (track & lock included) and sills. Done in every dusting room.
6. Dust all electronics without moving – tipping is allowed. Do NOT use chemicals on electronics.
7. Dust lampshades (best way is with a small brush) and light bulbs.
8. Dust all surfaces: tops, sides, fronts, legs, trim etc.
9. Dust dense areas without moving items. Polish exposed wood.
10. Do not open cabinets unless instructed or if the Client leaves open for us – clean the cabinet itself thoroughly.
11. Ensure the 4 things done in every dusting room were not missed – cobwebbing, window sills/ledges, ceiling lights/fans, baseboards.
12. Vacuum last.

5* - Move and clean everything including dense areas - use brushes to fine detail all sides of every item

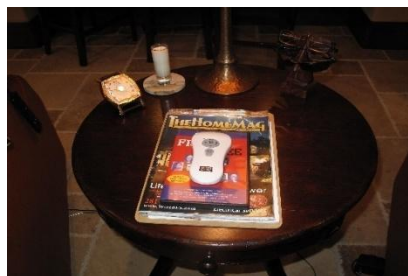
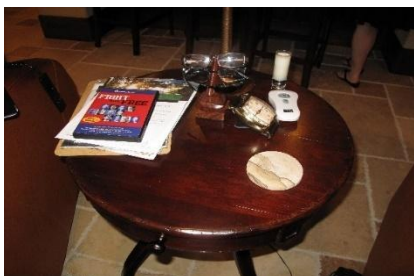
COUCHES

1. Remove throw pillows
2. Lift cushions on couches & chairs and vacuum under them in 4* and 5*, or with children/pets in the home.
3. Vacuum the exterior of couch in 4* and 5*
4. Plump all cushions and return throw pillows decoratively.
5. Throw blankets are to be folded and rolled up and put on couches/chairs neatly.



TABLES

1. Pick up each item – dust the item, dust below it, and return it to the table – NEVER slide anything. You may opt to remove all items as the first step, making sure to dust each item as it is removed if it is easier.
2. Dust the table with a slightly damp dusting cloth, watching for sticky spots and rings that may require more moisture.
3. Return all items to an organized position on the table.



PICTURES, CLOCKS, VALUABLES, ETC.

1. Hold each item sturdily (against the wall if applicable) with your non-dominant hand.
2. Gently but thoroughly clean the item taking care not to use too much moisture or pressure. Do not change any settings or otherwise interfere with the proper functioning of the item being cleaned.



Use a cloth, a small brush, or a microfiber Swiffer to dust with. Dusting delicate or expensive items cannot be done quickly or without thinking. Slow down, take your time, do not rush.

SHELVES

1. Evaluate each shelf for denseness.
2. Pick up each item – dust the item, dust below it, and return the item on non-dense shelves
3. Dust tops and around items on dense shelves (70% of the surface covered or more, straighten these more dense shelves, DO NOT just ignore them)
4. Assure that shelves are neat and tidy when finished



CHECK YOUR WORK:

Stand at the entrance to the room and check these things

- Things put back where they belong?
- Pillows and blankets straight and tidy?
- Blinds and curtains in the correct position? (as the Client left them)
- Vacuum lines done according to pattern?
- All equipment and supplies removed from the room?
- Check for previous Client complaints

FINAL STEP: Return rugs

BEDROOMS:

General Overview:

1. Remove rugs and trash to the nearest communal area – hallway etc..
2. Make the bed if unmade. If linens are left on the bed, put dirty linens in the utility room and put fresh linens on the bed taking care to make it correctly.
3. Cobweb the room, getting corners of the ceilings and baseboards, removing any dust or cobwebs.
4. Dust blinds, ledges, ceiling fans, lights and vents

5. Dust and/or polish (when requested) all furniture, dressers, nightstand, TV's and all knickknacks. Move ALL objects to dust. VERY IMPORTANT. Pick them up dust under and around. Also make sure to dust the object and put it back. TV screens get wiped (no chemicals) unless it's Plasma.
6. Full clean mirrors and tops of all picture frames
7. Remove any trash, replace liners if needed.
8. Vacuum the entire room, backing out of the room as you go, leaving no footprints. **Primary bedroom closets get vacuumed. Open the door and get inside, picking up items as well.**
9. Wipe light switch plate covers.

BEDS:

Making beds is extremely important to do correctly. Watch to make sure all linens are even on both sides, with the same amount hanging over. Top sheets are put on the printed side down and go all the way to the top of the bed and get folded over the comforter. Different types of bed will be made differently depending on the linens and the bed style. Pay attention to the detail of the bed before you begin making it. Take a picture if necessary. Follow these directions for the basics of a well made bed.

1. Starting at the top of the bed, fold back blankets and quilts/comforters/duvets etc. until they are completely off the bed – keep them in the correct order.
2. Remove dirty linens and place in the utility room baskets if available or on top of the washer.
3. Straighten any pads that may be under the sheets.
4. Apply the fitted sheet taking care that it is on correctly – all corners should be equally snug. If they aren't, rotate the sheet $\frac{1}{4}$ turn. Smooth out all wrinkles.
5. Apply the top sheet pattern side toward the bed. Make sure the top border is at the top edge of the mattress – it is wider than any other borders. Stand at the foot of the bed and make sure the same amount of sheet is hanging on both sides. Tuck the remaining sheet in at the foot of the bed.
6. Fold hospital corners and tuck top sheet in $\frac{3}{4}$ of the way up the side of the bed, unless requested not to or the client is elderly, removing all wrinkles as you go.
7. Put blankets back on the bed in the correct order one at a time, making sure to tuck them into the foot of the bed, make hospital corners, and tuck. Fold top sheet over the blankets.
8. Put quilts/comforters/duvets on last. Check to make sure that they are hanging even on all sides.
9. Fluff all pillows and place them on the bed in this order. European pillows with shams (26"x26") against the headboard, next – the bed pillows with open ends out, standard pillows with shams, decorative pillows last.
10. Fold any throw blankets into a long strip and place on the end of the bed – or corner.
11. Final check that all sides are even and the bed skirt is arranged correctly (it can get accidentally tucked in with blankets and sheets.)

CARPETS:

General Overview:

1. Plug the vacuum into the plug closest to where you will exit the room – preferably just outside the doorway.
2. Vacuum beginning at the furthest area from the exit point.
3. Choose your pattern based on the size and shape of the room.
4. Lift or move anything under 20 pounds (2 people required for heavier items)
5. If there is currently a pattern, vacuum a new pattern into the carpet.
6. Do not vacuum over loose fibers or large items such as bobby pins, paper, rubber bands etc.



Block Pattern



Straight Pattern



Combo Block and Rainbow

RUGS:

General Overview:

1. Vacuum all rugs with very low pile or that are about 3 feet long.
2. Be careful NOT TO VACUUM FRINGE – it must be combed out by hand.
3. Do not vacuum over loose fibers or large items such as bobby pins, paper, rubber bands etc.
4. Make sure to put rugs back where they belong tidily.



Flooring

Team Tip: None

Estimated Time: 40-60% of the total room time – Kitchens & Bathrooms – 10-20%

| HOT SPOTS | | |
|----------------------------|------------------|-----------------------------|
| <i>Edges</i> | <i>Streaks</i> | <i>Build-up</i> |
| <i>Leftover food spots</i> | <i>Dog Drool</i> | <i>No damage - DRY them</i> |

General Overview:

1. Vacuum all floors before mopping.
2. Use a brush to clean all edging on 4* and 5* cleans.
3. Use appropriate mop and product dependent on the floor needs.
4. Mop in straight lines making sure that solution and all equipment remain clean. Rinse well or change mop pads often. Floors can become streaky because of oily mop pads, build up of product, or dirty floors.
5. Dry all floors (except vinyl) that have had water added to them.
6. Do not walk on freshly mopped floors in Crocs – re-polish if necessary.
7. Never use bleach on floors unless we have the proper PPE and the Fan has signed a waiver.
8. Empty mop buckets gently in the street.

Three (3) General Floor Cleaning Methods

1. Mop bucket with HD – 1-2 gallons hot water, 1-2 oz. HD. Allow A to dwell to cut through deep soil, a scrungee may also be used
 - a. Vinyl
 - b. Laminate sheeting
2. Flat Mop with AP or G to shine, must be dried or polished afterwards.
 - a. Wood/wood laminate – never use waxes or oils on these floors
 - b. Tile
 - c. Granite/Slate
3. Flat mop and water only – get the mop head damp and rinse thoroughly or replace as mopping.
 - a. Marble
 - b. Terrazzo

★ **FLOOR QUIZ** – see quizzes at the end of the Play Book

Deep Clean/ Initial Clean

Team Tip: None

Estimated Time: 2-3 times routine 4* cleaning

| HOT SPOTS | | |
|------------------|-------------------|-------------------------|
| Window tracks | Fridge seals | Grease build-up removed |
| Under everything | Under appliances | Walls spot cleaned |
| Tops of cabinets | Inside appliances | White work washed |

General Overview:

1. All rooms will be cleaned but to a higher standard – see details below. Quality is most important at an initial clean. Time is most important at a CAP job. Initial clean will be done one level higher than routine service unless otherwise instructed. The initial clean is to prep the house for routine service so there are usually fewer specialty items to clean.
2. Dusting will all be done with damp cloth and OW if appropriate
3. All glass including picture frames washed by hand (never spray anything in a frame)
4. All hard water is typically removed WHEREVER NOTED
5. Move all furniture other than desks and curio/china cabinets, anything weighing over 100 lbs.
6. Clean under all couch cushions

5* - Move and clean everything including dense areas - use brushes to fine detail all sides of every item

KITCHENS:

In addition to basic service clean these:

- Tops of cabinets
- Clean under and behind appliances – including utility
- Full cabinet fronts – top to bottom
- Full clean between appliances and cabinets
- All exposed shelves in the fridge and the seals
- Remove all hard water from fridge water tray
- Hand scrub floor – tile – use a grout brush with AP or SG, B as a last resort



BATHROOMS:

In addition to basic service clean these:

- Tops of cabinets
- Hand DISINFECT all wood work in the bathroom including doors, baseboards, and outside of cabinet doors with a wet microfiber and ND.
- Remove ALL hard water from toilets, sinks, shower, and shower head
- Remove faucets to clean if appropriate.
- Thoroughly scrub flooring including all edges

THROUGHOUT THE HOME:

In addition to basic service clean these:

- Tops of cabinets
- Hand wash all reachable light fixtures and ceiling fans
- Spot wash walls (this is, however, done on deep cleans without request) and or wallpaper with a microfiber cloth. Be careful not to remove any paint. Also, you are only spot washing; this should be a quick process. We are not cleaning the entire wall.
- Disinfect entire light switch plates for fingerprints.
- Hand wash woodwork including baseboards, doors, banisters, and exterior of cabinets with AP. Make sure to get in grooves of woodwork. You will need several cloths for this job. A bucket is recommended vs. a bottle to save time.
- Vacuum and edge all carpeted areas and rugs using your tools on the vacuum if needed.
- Vacuum, sweep, and mop all hard floors. (refer to flooring care above)

★ **DEEP CLEAN / INITIAL CLEAN QUIZ** – see quizzes at the end of the Play Book