

Professional Cleaner

Level – 2

(8th Edition)

TABLE OF CONTENTS

CONTENT	PAGE
Introduction to this training manual	3
General flowchart for cleaning based on team sizes	3
Working with your Team Leader or Supervisor	6
Cleaning packages	7
Collecting the trash	10
Kitchen and Laundry Room	13
Short Dusting	43
Vacuuming	66
Mopping	76
The Keys to a Successful Career	86

Legal Disclaimer

The instructions and comments in this manual do not represent legal advice. The instructions do not include everything you should know as a professional cleaner. This is core training. It is a great foundation to start your journey. As with any profession, you should continue your education throughout your entire career.

Introduction to this Training Manual

Welcome to your Level-2 class. This is the second and final class required to earn your Professional Cleaner Certification. Do not take this class without first completing the Level-1 class and passing the Final Exam for Level-1.

To learn and master these tasks, please revisit this manual until you have mastered every task. You may want to print this manual so that you can make notes in it.

As you read this manual, picture yourself going through the techniques. See them in your mind and how they would work. You should practice these techniques. You can practice these tasks at home. There is no better training ground than your own home.

GENERAL FLOW CHART for CLEANING

Every company has a standard team size, be it 1, 2, 3, or 4 people. Regardless of the standard team size, you will work in teams of varying sizes based on staffing levels, last-minute cancellations, new jobs, job size, and other considerations.

The most common team size is 2 cleaners. The next most common is 3 cleaners, and then the least common is using 4 cleaners, including sending two teams of 2 cleaners.

Regardless of the team size, the general rules are:

- Divide the home as best you can by the number of cleaners on the job
- Everyone keeps working until the job is done.
- One cleaner per room
- Alternate cleaning tasks from home to home

It is difficult to divide the home exactly evenly. Never stop working, even if you think you have finished your portion of the home. **Don't slow your pace just because there are more cleaners on the job than usual. This is a common mistake.** Work at your normal professional pace, and when you finish your area, check in with your Team Leader right away to let them know you're done and where to go next.

Although you clean homes as a team, each cleaner works in each room by themselves. This prevents overlap and collisions. Top to Bottom, Left to Right, is based on one person cleaning the room. Cleaners may work together in a room to help finish, but only toward the end. Always ask the other cleaner where they started so you don't overlap or miss an area.

Alternate cleaning tasks among the cleaners from home to home and from day to day. A cleaner typically does not want to clean just bathrooms all day, every day. The decision of who cleans what could be company policy, or it may be the Team Leader's decision.

How to share duties based on team sizes

2 Person Team - Average Size home (3,500 square feet) or smaller home

The Kitchen and the Master Bathroom require the most time. The flow of cleaning a home starts with these two rooms. You typically alternate between cleaning the Kitchen and the Master Bathroom from home to home. In the following example, the Cleaning Partner is cleaning the kitchen. If you clean the Kitchen, then you complete all the tasks in that column (yellow). If you clean the Master Bathroom, then you clean the rest of the areas in that column (blue). The Green Highlighted areas you do together. The tasks in red are completed by the Team Leader and the orange tasks by the Cleaning Partner.

Team Leader	Cleaning Partner
Team Leader drives the car to the job location. Do not text and drive. Do not use the phone unless hands-free.	Help with navigation, read work-order out loud, answer the phone for the Team Leader if the office calls. Not on personal phone entire time
Take all the equipment to the front door – Together	
Team Leader rings doorbell, introduces team. Everyone brings the equipment in the home - Together	
Master Bathroom Cleaner	Kitchen Cleaner
High Dust the entire upstairs, because this cleaner is cleaning the Master Bathroom/Bedroom	Collect Trash throughout the entire home
Make the Beds – Together Starting upstairs, during the time the Kitchen cleaner is upstairs collecting trash. Then together make the rest of the beds throughout the home.	
Clean the Master Bathroom (typically upstairs)	High Dust the entire main floor (because it's on the floor as the kitchen)
Clean the Master Bedroom	Clean the Kitchen
Clean the rest of the upstairs, including floors	Clean the rest of the main floor
Clean Basement – Together – Work at opposite ends, and work toward the middle	
Prepare to exit the home	
Inspect the home	Mop out of the home through the front door
Take the equipment and supplies to the car and load the car – Together	
Team Leader drives the car to the next job	Help with navigation & reviewing next job Work Order - Not on personal phone entire time

Exceptions to the above rules

- If there are more than two bathrooms upstairs, the person cleaning the kitchen will go upstairs and clean one of those bathrooms. (Only one bathroom and no other areas upstairs.) This helps with the workload since each bathroom takes the most time room to clean.
- If the Master Bathroom is on the main floor, then both cleaners will go upstairs and clean the upstairs together. Trash collecting and high dusting are completed first. Those tasks are driven by who is cleaning the kitchen and who is cleaning the Master Bathroom/Bedroom.
- If the home is large (5,000 sq. ft. or larger) where the upstairs is the same size or larger than the main floor, both cleaners go upstairs and work the floor together splitting Bathrooms evenly.

3 Person Team

The 3rd person goes upstairs with the Master Bathroom Cleaner (2nd cleaner). The two cleaners upstairs will make the beds upstairs. 3rd person will high-dust the entire upstairs (Taking this task from the Master Bathroom cleaner). After the 3rd person cleans one spare bathroom, they will start dusting the rooms, while the 2nd cleaner upstairs cleans the Master Bathroom and Bedroom. The 3rd person continues to clean upstairs until nothing is left but the floors. (The Master Bathroom Cleaner will finish upstairs, including the floors.) The 3rd person will come to the main floor and help the Kitchen Cleaner finish the main level. The 2nd person will join the other two cleaners on the main floor.

4 Person Team

Most 4-person teams are two teams of 2 cleaners working on the same large job. In the following example, we have Team A, (a team of two cleaners), and Team B (a team of two cleaners).

Once again, the goal is to divide the home evenly. Even with your best efforts, it is hard to divide a house into two exactly even parts. One team will finish a little earlier than the other, but both teams must continue working together until the home is complete.

Use the following method to get the home divided as evenly as possible:

If the Master is upstairs, then Team A will go upstairs, and Team B will clean the main floor. Typically, the upstairs requires less time than the main floor, so the upstairs team will likely help the main floor team. Upstairs usually has less knick-knack dusting or furniture and takes less time. The team that cleans upstairs will clean the stairs coming down to the main floor.

If the Master Bathroom/Bedroom is on the main floor, one team cleaner will clean the Master, another will clean the Kitchen, and the two remaining cleaners will go upstairs. Because these two rooms (Kitchen & Master) take the most time, they need to be shared evenly with the two teams. Team A will clean the Master Bathroom/Bedroom on the main floor, and Team B will clean the Kitchen. And when the two cleaners from each team finish cleaning upstairs, they will return to the main floor to help finish up the home.

The biggest challenge of having more cleaners in the home is missing a room or task. It can be confusing, not knowing who cleaned what area. Checking at the end of the job is critically important and should be conducted only by one Team Leader who walks the entire home. The other team should not leave the job until the Senior Team Leader checks the home.

1 Person

Work Top to Bottom. Start upstairs and work your way down. Collect trash and high-dust each floor before you start your cleaning. Work each floor, Left to Right.

Team Leader or Supervisor

Every team has someone in charge of running the team. They may be called Team Leader or Supervisor, but whatever their title, the leader of the team has certain common responsibilities.

A Team Leader will typically drive the car, complete paperwork, access or enter information into work orders, be the primary contact for the customer and the office, supervise the team, conduct a pre-clean inspection, and the end-of-the-job check to make sure everything passes inspection.

A Team Leader is typically your immediate supervisor. If they ask you to do something, you need to do it. They may also be your trainer. Team Leaders are trained to help new cleaners learn the company procedures.

Team Leaders clean their fair share of the home right up to the point they stop and start their Quality Checklist/Inspection of the home. Most maid companies will have the Team Leader start checking the entire home about 20 minutes before the job is finished.

While the Team Leader inspects the home, the Cleaning Partner(s) continue cleaning and finish the job. You may have a feeling that you are cleaning more than the Team Leader and that it's not fair that the Team Leader gets to walk around the home while you are mopping your way out of the home.

Please understand and appreciate the importance of the Team Leader conducting a check. Making sure the home passes inspection is the most important responsibility of a Team Leader, after safety responsibilities. If a customer complains, the owner of the maid company or whoever is in charge of Customer Service will go to the Team Leader, not the Cleaning Partner(s).

Maid companies will also track complaints by the cleaner. However, it still falls on the Team Leader for not catching it. If the Team Leader receives too many complaints, they will lose their position. So, rest assured, the Team Leader is working hard during the final inspection.

Why can't the team finish together and then do the inspection? That would add up to 1 hour to your day. Typically, a team of 2 will clean 3 homes a day. If each inspection takes 20 minutes and you clean 3 homes a day, that is 60 minutes added to your day. (A little less, because you are working to finish the job together, but when someone is standing around waiting for the Team Leader to complete the inspection, your day will be longer. No doubt about it, but check with your employer.

Don't ever stop working and sit in the company car. That is a common reaction by some cleaners when they get frustrated or feel they are cleaning more than their Team Leader. Maid companies will not tolerate that action, and it often results in termination. If you have a problem, speak with someone and resolve it. Issues brought to the Team Leader usually get resolved. Remember, you are a team.

CLEANING PACKAGES

Most maid companies offer at least four types of cleaning packages.

1. Recurring Service
2. Spring Cleaning or Deep Cleaning
3. Move-In/Out
4. Maids by the Hour or Blocks of Time. (not very common)

Recurring Service

Cleaning companies offer Weekly, Bi-Weekly, and Monthly recurring services. What you clean is typically the same. The difference among the 3 types of recurring service is the time required to complete the job. General logic is that the longer the time between cleanings, the longer it may take to clean the home. The longer you are in the home, the higher the price. Some maid companies don't charge more for Bi-Weekly or Monthly, because not every customer needs more time. If the customer maintains their home between cleanings, it should not take longer. If someone doesn't clean anything in between, you will need more time, but not much more. Here is a general time range based on cleaning frequency.

- Bi-Weekly service is 0% - 15% more time than Weekly service
- Monthly service is 0% - 20% more time than Bi-Weekly service.

Recurring Service is the most important customer. All customers are important, but recurring service accounts for 80% or more of your income; if it is not, it should be. Having predictable work is important in any job. Never take your recurring customer for granted or perform less than 100% every time. It is human nature to lose focus on anything you do, over and over again, year after year.

Customers don't like changing maid services, but they will if you aren't delivering on what they are paying you to do. And can you blame them? Maid service is expensive. Even if you are the lowest-priced maid service in town, they will stop using your service if you don't complete all the cleaning tasks you promised to complete at a high-quality level every time.

Sometimes, they never tell you the real reason they are suspending service. "We are taking a break", "Financial Reasons," or "We are cutting back" are nice ways to avoid telling someone. "I think your quality has slowly gotten worse, and I am firing you because I pay a lot of money to get my house cleaned, and I want it done right."

Ask your customer periodically, "Are you happy with our service?" "Is there anything you want us to do differently?" Don't assume your customer is happy; confirm it.

The good news is that if you maintain high quality and complete all cleaning tasks to the highest standard, your customers will stay.

Spring/Deep Cleanings

The cleaning tasks in a Spring Clean or Deep Clean are different than tasks for Recurring Service. In Recurring Service, you typically **dust** and **spot clean** the baseboards, blinds, windowsills, ceiling fans, spindles on staircases, handrails, doors, door frames, chair rails, and bathroom cabinets.

During a Spring/Deep Cleaning, you hand-wash **ALL** those areas with a rag and a cleaning solution. Hand washing those areas takes much longer than dusting.

The condition of a home will also determine how much time you will need to complete all cleaning tasks. The condition of these homes falls into two general categories.

1. Customers who routinely clean their home
 - a. Well-maintained by the homeowner or by a maid service
2. Customers who don't routinely clean their homes

For customers who routinely clean their homes, Spring Clean is simply hand wiping areas that are typically dusted. For customers who **don't** routinely clean their home, a Spring Clean can be a much bigger project because there is more dust, more stains, more scrubbing, and you may have to mop the floors multiple times before they get completely clean. **Remember, you are not getting a house cleaner than it was, you are getting it completely clean.**

Two maids can typically provide a Spring Clean of a 3,500-square-foot home in 4– 5 hours if the home is well-maintained. It can take 5 – 6 hours if the house has not been well-maintained.

If a customer has maintained their home well, they may be happy with a standard service as their first cleaning, where dusting and spot cleaning are all they need.

Customers who haven't maintained their home will need to start with a Spring Cleaning because dusting a baseboard that is dirty and dusty will still look dirty and dingy, so it needs to be wet-wiped clean.

Move-In / Move-Out

The cleaning tasks and time are similar to Spring Cleanings, except the home is empty. Because the home is empty, this cleaning includes additional items that are not included in other cleanings. (You can watch the video “Move-In/Out” on the Maid Training Academy site.)

1. Cleaning the **INSIDE of the cabinets and drawers** in the Kitchen and all Bathrooms
2. Cleaning the **inside of the refrigerator**
3. Cleaning the **inside of the dishwasher**
4. Cleaning the **inside window of the oven.**
5. Cleaning and dusting the **shelves and racks in all closets and the kitchen pantry**

Maids By The Hour

This is a good solution for customers who want cleaning that may be hard to price accurately. The best customer experience is to accurately price a job based on a specific written list of cleaning tasks. Setting clear expectations is critically important to prevent complaints and bad online reviews.

Some customers' cleaning needs, however, fall outside of a standard plan or even a modified standard plan. Here is an example of a cleaning that might be a good candidate for "Maids By The Hour"

A customer only wants the following cleaning in their home.

- Only mop the floors in the kitchen and bathrooms
- Clean only the shower in the master bedroom
- Wet wipe (spring clean) the baseboards only in certain rooms
- High-dust only in the family room and foyer

You know how long it takes to clean an entire kitchen, but it may be hard to price just mopping the floors. You know how long it takes to clean a bathroom, but not just the shower. You know how long it takes to Spring Clean the entire room, but it may be hard to predict how much time it will take to wet-wipe only the baseboards in a few rooms.

The other challenge is that cleaners will be bouncing around the home rather than working top to bottom, left to right, throughout the room, floor, or home. Never underestimate the power of flowing through a home in an orderly fashion. If you are bouncing around a home, here and there, that will reduce actual cleaning time, so you get less done per hour.

In this package, the customer creates a priority list, and the maids work through the list until the purchased time has elapsed or the list of cleaning tasks is complete. During these cleanings, the customer is typically on the job site and may serve as the team's supervisor, directing them on the next steps. This can slow the team down, and most cleaners do not like this type of work environment.

It is very important to always move at a good pace on all cleaning packages; however, in this cleaning, it is critical that you work at a good pace for the following reasons.

1. The maid service does not guarantee that it will accomplish all the customers' cleaning tasks. They simply guarantee they will work for the time purchased
2. There are typically more cleaning tasks than the time purchased, and the customer may feel that the team did not work fast enough or intentionally worked slowly.
 - a. The office will typically review the priority list with the customer when they schedule service so that they can provide some sense of realistic expectations. However, there is always the risk of unrealistic customer expectations when selling just your time.
3. These jobs are problematic, so many maid companies refuse to provide just labor on an hourly basis. A good way to respond to customers who request hourly work is to say you're not a labor company.

COLLECTING THE TRASH

EQUIPMENT & CLEANING SUPPLIES

Use the customer's trash bags to collect trash throughout the home and to reline their cans and wastebaskets according to their work order.

GENERAL FLOWCHART

1. Read the work order for the location of any hidden trash cans, and where to find bags to reline trash cans and wastebaskets
2. Start in the kitchen, but leave kitchen trash until the last
3. Get a new kitchen trash bag to put all the trash emptied throughout the home
4. Get grocery bags or small liners typically stored in the pantry for the wastebaskets
5. Go to the top floor to start collecting trash
6. Before you start collecting trash, Make Beds with your partner, who is already upstairs
7. Walk through the entire home, emptying all the trash into the trash bag
8. Finish in the kitchen by emptying all the kitchen trash cans
9. Place all trash bags immediately into the large central trash container.

STRATEGY

This is one of the first tasks you complete in a home. Move quickly throughout the home, locating all trash cans and wastebaskets. Empty and replace the trash bags in cans (if required), then take all the trash to the central trash container. The central trash container is the large container that the customer takes to the street on garbage day and is typically located in the garage or outside. The work order typically has the location of this central trash container.

Start in the kitchen.

Grab a new kitchen trash bag to collect the trash throughout the home. **Don't use a half-full kitchen trash bag to collect all the trash** because trash bags can leak, and kitchen trash is more likely to contain liquids that could leak. Using a half-full kitchen trash bag can also transfer liquid and spills picked up from the bottom of the can. The bottom of the can often has spills and sticky messes. A trash bag sitting inside this can and will touch the bottom of the can, more so if it is half full or to any degree. If you pull that bag out, collect trash in another room, and then place it on the floor to pick up the wastebasket you are emptying, you could stain the floor from the bag leaking or from the bottom of the can.

This is why you leave the kitchen trash until the very end. The kitchen trash can is usually full, or at least to some degree. Many kitchens have two trash cans. When you return from collecting trash throughout the home, use a new trash bag and set it on the ground while you pull trash from the kitchen trash cans.

This new bag you used to collect all the trash is less likely to stain the floor because it is new and has not been sitting at the bottom of a can. And the trash throughout the rest of the home has a lower risk of containing liquids.

Go to the top floor to start collecting trash

Now that you have a new trash bag to collect all the trash and a few grocery bags (or liners) usually found in the pantry, go upstairs to start. Before you start collecting the trash, help your partner make all the beds upstairs. This perfectly coordinates with your partner upstairs.

Start collecting trash upstairs and work your way throughout the entire floor, going left to right. Go into every room. Every room could have a trash can. The rooms most likely to have a waste can are Bathrooms, Powder Rooms (1/2 baths), Offices, Family Rooms, bedrooms, and bedroom closets.

Be careful not to overlook trash cans that have lids. Open the lid and look inside.

When you collect the trash, you may not need to reline the wastebasket; simply empty the trash into your collection bag. If the current liner looks ok, then you may not need to replace it with a new bag.

Finish in the kitchen

Lay the trash bag you used to collect all the trash on the kitchen floor. Empty and line all kitchen trash cans. When you replace the kitchen trash can liner, you may find a mess around the kitchen trash can. Spot clean any messes.



If there are any freestanding cans in the kitchen or throughout the home, the person cleaning that room will clean the outside of the can, so don't clean it now. You are only collecting the trash and replacing bags.

Do not clean the inside of trash cans. Cleaning the entire inside of the can is not usually required because it is typically lined and protected by a bag.

If there is no liner, the inside of any can could be nasty. It is better to clean the can outside with a hose and a sponge. That is typically not provided by a maid service. (Check with your employer)

Always check the kitchen trash can before pulling the trash. There may be just a little trash at the bottom of the trash can. If you can, hand-pick out the few things. This can be faster than emptying and relining the can, and it saves the customer money by not wasting a bag.

Maid Training Academy



BE CAREFUL with all trash collection. Never push your hand into a trash bag or can to crush it down. There are lots of things in the trash that can cut you. Sharp edges from the tops of food cans, discarded razor blades or syringe needles in bathroom waste cans, broken glass, just to name a few. This is a picture of an employee who pushed the trash down, got 4 stitches on her thumb, and missed 5 days of work.

Always be careful when handling trash. It can cut or poke you.



After you collect all the trash, finishing in the kitchen, take all the trash bags to the large central garbage container without delay.

Do not set the trash bags outside the door just because you don't want to carry the trash all the way to the central garbage container. That looks unprofessional. No homeowner wants a pile of trash bags sitting in front of their home, or anywhere that people driving or walking by can see. Dogs and animals can get into the trash rather quickly, which can create a real mess and problem.

You may be tempted to leave the trash bags just outside the door to save time by taking all the trash with you when you load the car, but please don't do that. Trash bags can leak and stain any flooring, even concrete steps or a wood deck.



Don't put trash in a recycling container. This is an easy mistake if you are not paying attention.

You may find the recycling container sitting next to the garbage container.



The recycling containers may be a different color or labeled "RECYCLING".

If the customer's supply of trash can liners runs out, tell the Team Leader so they can leave a note for the customer. You can still take all the trash to the central container, but if you cannot reline any wastebaskets, make sure to leave a note for the customer.

THE KITCHEN

EQUIPMENT & CLEANING SUPPLIES

You need the following items:

1. Caddy
2. Mob Bucket
3. Mop
4. Broom
5. Dirty ragbag
6. Stepladder

AVERAGE TIME TO CLEAN - (in minutes)

The average time to clean a kitchen, including mopping the floors in a 3,500 square foot home is:

Recurring Service (Weekly or Bi-weekly)

	Minimum Time	Average Time	Maximum Time
Kitchen - Recurring	25	35	45
Kitchen - Spring	45	60	75
Kitchen - Move-In/Out	70	90	110

Monthly times may be more, but not much. If a monthly is charged 20% more, that's just 9 minutes more for a team of 2 cleaners. The time for Spring Cleaning jobs is greater than for recurring service because you are wet-wiping blinds, baseboards, doors, etc. Move-In/Out jobs take the longest because you are also cleaning the inside of cabinets, drawers, and refrigerators.

As a new cleaner, you may not start at these speeds, but you will need to work toward these time goals as fast as possible. A cleaner with limited or no experience may take a few weeks, and no more than a month, to reach the appropriate times. If you clean 3 houses a day, 5 days a week, you'll clean 30 homes in 2 weeks. If you alternate rooms, you will clean about 15 kitchens in two weeks. This should be enough to learn the routine and reach the appropriate times.

Don't get discouraged if you are not at these speeds at first. The more you clean, the faster you get. People are amazed at how much faster and more efficient they become in just a few weeks.

If you are not meeting these time goals during that period, please work faster. The technique is important, but some cleaners who struggle with their speed after several weeks of experience often need to pick up their pace. Once you pick up your pace, you will find that you can work at the appropriate pace. This pace is NOT fast and reckless. You reach these times by constantly moving from one cleaning task to the next without interruption.

GENERAL FLOWCHART

1. Set your caddy on the floor to the right of the sink. Prepare your mop water.
2. Shake and remove any throw rugs
3. Pretreat the range, grates, burner caps, or drip pans.
4. Starting at the right of the sink, start cleaning everything top to bottom, left to right.
Make 2-3 trips around the kitchen, in this order:
 - Cabinets (top & bottom) and the Top of the Refrigerator using your step ladder
 - Items on the wall and under the top cabinets, Countertops, Range, and Appliances
 - If the kitchen is large, it may be easier to clean the bottom cabinets on a third trip
5. Clean the Sink
6. Clean Floors
7. Check your work

CLEANING SOLUTIONS:

1. Mop Water
2. All-purpose
3. Glass cleaner
4. De-greaser
5. Powdered Cleaner
6. SOS pads

STRATEGY

The Golden Rule is Top to Bottom, Left to Right. And that principle is still used in the kitchen, but you do all the cabinets before moving on to the countertops. Some maids will do the upper and lower cabinets at the same time because you are using the same tools and cleaning solutions, and the way you clean them is the same. If you do this, you would need to check the bottom cabinets after you clean the countertops to see if anything has dropped onto them.

In other rooms, like a bedroom, family room, or foyer, you have many different things to clean as you work your way around the room. In the kitchen, you have long sections of the same thing. You may have cabinets and countertops that go all around the kitchen.

By doing all the cabinets at once, you get into a better rhythm, which improves quality and speed. You are not losing time switching to different tools as often. Use a rag and a stepladder for top cabinets, but use a sponge and lots of moving of knick-knacks on countertops.

After you complete the upper cabinets, you can get your stepladder out of the room, which creates more room to move freely. This improves speed.

If you have a smaller home or kitchen, you can clean everything from top to bottom before moving to the right. (Top cabinets, Counters, Bottom cabinets)

STARTING THE JOB

Bring your equipment and supplies into the kitchen. Set your caddy on the floor next to the sink. There are many reasons why you start and finish at the sink.

If there are a few dirty dishes in the kitchen sink, put them in the dishwasher if the dishes in the dishwasher are dirty. The best test to determine whether the dishes are clean is to grab a glass from the dishwasher, hold it up to the light, and look for fingerprints or other signs that it is not clean. If the dishes are clean or the dishwasher is too full to fit any more, take the dirty dishes from the sink and set them on the counter. You will be using the sink throughout your time cleaning the kitchen. After you finish cleaning the kitchen, return the dirty dishes to the clean sink. Leave a note informing the customer that the sink was cleaned, but there was no room in the dishwasher for the dirty dishes, or that the dishes were clean.

Some maid companies will have you hand-wash all the dishes in the sink if the dishwasher is full. Cleaning all the dishes can be a problem because the customer often leaves more and more of them over time. It is hard to predict how long it will take to wash a lot of dishes, depending on the volume and condition of the dishes. That's why most maid services do not include hand-washing the dishes.

With the sink empty, you are now ready to prepare your mop water bucket. Place your mop bucket in the sink to fill it and add your floor cleaning concentrate. Preparing mop water was reviewed in the Level-1 class.

While your mop bucket is filling at the sink, shake and remove any throw rugs.

Shake rugs **before** taking them outside the kitchen so any dirt falls onto the kitchen floor, where it will be vacuumed up later. Lay them flat on the ground, just outside the kitchen. You will vacuum the rugs later. Do not lie them on chairs or sofas. Customers don't like seeing that because it can transfer unvacuumed dirt and dust onto the chair, sofa, or whatever they are lying on. Lay them on the floor.

Shaking and removing rugs takes just a minute, plus you must get back to your bucket that is filling. This is efficient cleaning. You are not wasting time watching your bucket fill, plus the rug is usually in front of the sink.

PRETREATING STAINS

Pretreating reduces your time and delivers higher-quality cleanings. Use All-Purpose solution to loosen any dried-on mess. The areas in the kitchen that need pretreating are the Grates found on gas ranges, burner caps that cover gas burners, the top of the range, and the countertops.

On Spring Cleanings, Move-In/Out, or even Monthly customers, you may need a stronger cleaning solvent than All Purpose.

Do NOT pretreat cabinets.

It makes sense to pretreat a greasy area, but with cabinets, you don't want things dripping from the cabinet onto items on the counter. Be careful with cabinets. You can damage the paint or finish by having a stronger degreaser sit on them for an extended period.

Pretreating Grates on Ranges

If the range is a gas stove with iron or metal grates, carefully remove the grates, take them to the sink, and pretreat them there. **BE CAREFUL putting iron grates in the sink.** They will scratch just about any surface, including stainless steel. Even if the sink already looks scratched and damaged, you still need to protect it from further scratches.

To avoid scratching the sink, cover the entire sink with clean rags before you start. At a minimum, place one rag at the bottom of the sink and one over the top edge where the grate would rest. Most grates are long and too big to fit in the sink completely. To be safe, line the entire sink with clean rags, including the divider in a dual sink. **Rags do not completely protect against scratching, so be careful when placing them in the sink and moving them around while you clean them.**

Once you have placed the grates in the sink, spray them with All-purpose solution or, if needed, a Degreaser, then let them sit. It's okay to spray the rags in the sink.

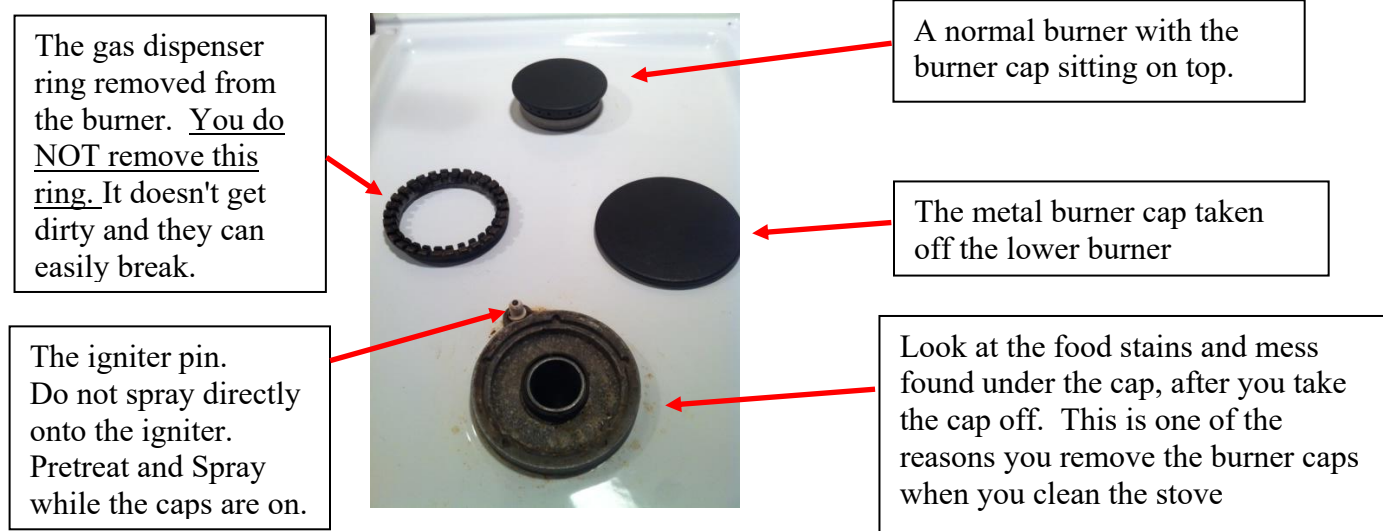
Even if the grates look perfectly clean, pre-treat them in the sink so you can get them off the range and out of your way when you clean the stovetop.

Pretreating Burner Caps and Rings

Burner Caps cover the gas burner. Food and other messes can collect on the cap and beneath it, making it hard to reach without removing the cap.

The caps are easy to lift off the burner because they sit on it, usually in a slot to keep them in place. Remove them and place them in the same sink as the grates. If there is not enough room in the sink, lay a few clean rags on the counter next to the sink. Pretreat the caps with All-Purpose cleaner; if they need Degreaser, put them in the sink to pretreat.

Please do not remove the gas dispenser ring inside the burner. These seldom get food on them because the burner cap covers them. The concern is that gas-dispenser rings are often ceramic and can crack easily if dropped.



ELECTRIC RANGES

Electric ranges have electric burner coils with drip pans under the burners.



Lift and remove the electric burner coil so you can clean the drip pans underneath.

Although the drip pans can be cleaned where they sit, more often you will need to lift and remove the drip pans and clean them in the sink.

Pretreat the drip pans like you do the grates or burner caps from a gas stove. Take them to the sink, spray them with All-Purpose cleaner or Degreaser and let them sit.

If necessary, use steel wool to clean the drip pans.

Electric burner coils burn off most of the food that they contact. If there is anything stuck to the coils, you can use a wet sponge or rag to wipe them clean. A can also use a tile brush.

Do not submerge the burners in water or spray them with cleaning solution. They are electrical, and too much water can ruin them. Use a wet sponge or rag, but don't spray them directly.

Clean the rest of the range in the same manner as a gas stove, including removing control knobs and leaving the range streak-free.

Pretreating the Gas Stove or Electric Range:

Now that you have removed the grates, burner caps, or electric burners and drip pans, spray All-Purpose cleaner on the range and a little more on any burnt-on food. If you encounter a lot of grease on the range, you may need a degreaser.

Be careful when you spray anything onto a gas stove because you don't want to get the igniters wet. The igniters throw the spark that ignites the gas when the burner is turned on. If you get the igniters too wet, they will start sparking automatically. This can ruin the igniters, resulting in a very upset customer and a damage claim.

Use your free hand to block any spray from getting on the igniters. **DO NOT TOUCH the igniters.** Keep your free hand well above the igniters when spraying the stovetop. Use a rag or sponge to push any liquid cleaner up to the ignitor post if there are stains close to the ignitor. One spray on an ignitor is not going to cause it to spark. If you spray the ignitor several times, then it may.

GLASS TOP STOVES



Glass-top stoves are the easiest to clean because they have no burners, grates, or areas where food can fall through. Food can burn on the edges of the heating surface, as shown in this picture.

Be careful when cleaning glass-top stoves, as they can be scratched and damaged. Some customers will provide their own solution made specifically for glass tops. It's typically a soft paste in a squeeze bottle. Follow the instructions on the label for any special cleaner.

If there is no special cleaner, use a sponge and your All-Purpose cleaner. Finish cleaning the glass-top stove with Glass Cleaner to leave it streak-free. If the glass top is in good condition, you may only need to use glass cleaner to clean it, but always use your sponge. Make sure to use the sponge side of a light-duty sponge because they are designed not to scratch. If you use a sponge for scrubbing pots and pans (blue colored), it can scratch glass and even stainless-steel ranges.

Pretreat stains with All Purpose Cleaner or a Degreaser.

The nature of glass-top stoves is that they can be permanently stained, and you may not be able to remove the stains. If your normal routine of pre-treating and scrubbing doesn't remove the stain, it won't, and you need to leave a note for the customer saying you couldn't get it out.

1st trip around the Kitchen

CABINETS and TOP OF REFRIGERATOR

We advocate cleaning the outside of all kitchen cabinets whenever you clean for a recurring customer, because it's better than dusting and spot-cleaning. It takes no more time than spot cleaning, or just a little more. Most cabinets are touched during a two-week cleaning cycle, and even more so for monthly customers. To ensure all the cabinets are free of smudges and stains, it's better to wipe them down. This may not be the case in a large home, but you still have to go over all cabinets to dust them, so it may be best to wipe them clean every time. Please check with your employer about their policy.

Clean all top cabinets and the top of the refrigerator on your first trip around the kitchen. Use a rag and the mop water you have already prepared. Floor cleaners that are safe on hardwood floors should be safe to use on wood cabinets.

Do not use mop water to clean the cabinets if your floor cleaner is oil-based, such as "Murphy Oil" or "Mop & Glo". Oil-based floor cleaners are designed to leave the floor shiny. Customers may not want their cabinets to be shiny. In these situations, you would mix your mop bucket FIRST with mild soap, as you find in a mild dishwashing soap solution. After you clean your cabinets, you can mix the oil product into your floor water.

Wring your rag, so it is damp and not dripping

Like floors, you don't want or need too much water on the cabinets. Too much water can leave them streaked and/or spotty. You also don't want anything dripping on the counter, since you haven't moved items out of the way, and you don't want your rag dripping on the items, decorations, or appliances sitting on the counter.

Start at the far end of the kitchen cabinets, typically at the refrigerator.

Most refrigerators are located at the end of the cabinets. Use your stepladder to reach the top of the refrigerator and all the top cabinets. **NEVER STAND ON COUNTERTOPS.** It is dangerous, and most customers do not want people standing on their countertops. If you use your stepladder, you should be able to reach all the top cabinets, making standing on the countertops unnecessary.

Wipe the top of the refrigerator all the way back or as far as your hand can reach using your step ladder. You need the stepladder to clean the entire top section of the refrigerator. The top of the refrigerator is deep, and unless you are 7 feet tall, you will not be able to reach everything.

Customers often check the top of the refrigerator because they know it's a sign that a cleaner is cutting corners.

You may find items on top of the refrigerator. Remove the items so you can dust or clean the entire top of the refrigerator, just like you clean any countertop. You may find loose papers or general clutter on the top. Take the clutter off the top to clean it, and then put everything back on top, in some orderly fashion. This is staging, and it's very important.

You may find that decorative items are difficult to move, storage units are too big or heavy to move, or the top is completely covered in clutter. In those situations, dust or clean around the item(s) as best as you can. If you can dust the decorative item where it sits, then dust it.

Cleaning Cabinets

Start cleaning the top cabinets, including cabinets above the refrigerator. If there is a cabinet above the refrigerator, clean it before cleaning the top of the refrigerator. Remove the items sitting on top of the refrigerator before you clean these cabinets, so they're out of your way, and you don't drip anything on them.

A rag or a mop head to clean cabinets, even if they have lots of spots and smudges. Fold your rag or mop head twice. This will give you a large flat cleaning surface. Unfold to a clean section each time your rag gets too dirty to use.

Although you should use your rag to clean, one of the best tools to get dried food spots off cabinets is your fingernail. Use your fingernail to pop off the dried food spot. Please let it fall to the floor, where you will clean it up when you clean the floors.

If you cannot remove the food spots with your rag, mop head, or fingernail, try a light-duty sponge (Yellow). **Use the yellow sponge side and not the scrubby white side.** The sponge side is usually yellow, and the scrubby side is white. Be careful using a sponge because you can take the finish off a cabinet with repeated scrubbing, even with a rag. And the white side will absolutely leave scratch marks, more so with dark cabinets. That is a super expensive damage claim. Like thousands of dollars.

Use the best cleaning solution right away. If you see and feel a lot of greasy buildup on the upper cabinets, as you find on cabinets around the stove, use your all-purpose cleaner first. Your All-Purpose cleaner is a mild degreaser, but if your cabinets are heavily greased, you may need to use a stronger degreaser.

You can tell if a cabinet is greasy by feeling it with your hand, even with a glove. The cabinet will feel sticky and bumpy.

Don't use a strong degreaser because it WILL damage the painted cabinets, and will fade the paint or stain.

When are the cabinets truly clean?

Cabinets are clean when you cannot see fingerprints, smudges, or other messes, but you must also feel them with your hand. Rub your hand back and forth along the cabinets to feel for any bumps or sticky grease. If it feels bumpy or sticky, they are not clean.

As you clean dirty cabinets with lots of spots, you can hear the spots and messes. That's right, you can hear it. Your rag will sound coarse or scratchy on the bumpy, sticky surface. As you wipe the cabinets over and over, the noise will diminish and eventually go away completely.

Get your eyes close to the cabinets to see spots, and look at them from different angles, just like cleaning a bathroom mirror. This is where you will see a spot or smudge that you can concentrate on to get the cabinets completely clean.

Sometimes you must wait for the cabinets to dry before you can inspect them. It's harder to feel the stickiness when the cabinets are wet. Before you finish the cabinets and move on to your next cleaning task, check them by hand one more time.

GET YOUR STEP LADDER OUT OF THE WAY

After you have completed your first trip around the kitchen, you will no longer need your stepladder, so put it away.

When we say out of your way, we mean completely out of your way. Don't just move your ladder to the corner, where you have to move it again while you are cleaning the kitchen; get it completely out of the room.

The same goes for all your tools. When you complete the high dusting, put your high duster back where you originally entered the home, so you don't have to move it again until you exit the home. This saves you time in the long run, looks more professional and organized to customers at home, and helps prevent tripping over equipment.

LOWER CABINETS, DRAWERS, and DISHWASHERS

If the kitchen is an average-sized one (3,500 sq. ft. home), you can clean the bottom cabinets while you clean the top cabinets.

Since you have all the tools and supplies to clean the cabinets, you may find it easier to clean the bottom cabinets at the same time as the top cabinets. Clean the top cabinets within reach using the step ladder, and before you move to the right, clean the bottom cabinets.

By doing this, you skip the countertops and clean them after you clean the bottom cabinets. This goes against the "top to bottom" golden rule. This can result in something dripping back onto the lower cabinets. So, it is a trade-off.

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Cleaning the bottom cabinets at the same time as the top cabinets may get you out of the kitchen a little faster.

Clean the bottom cabinets like you did the upper cabinets in the kitchen. Lower cabinets are typically dirtier than upper cabinets. Food falls on them, kids get handprints on them, and even dogs and cats will rub up against them. As a result, you should use a wet rag and wipe them all down. It is typically faster than dusting and spot cleaning, and it always leaves a better-looking finish.

It is best to clean the bottom cabinets on your knees rather than bending over for a long time doing all the bottom cabinets. Being on your knees will give you immediate access to the baseboards and where the floors meet the bottom cabinets.

Wipe the baseboards and hand clean corners and edges where the floors meet the cabinets

The kitchen floor is the #1 place for complaints. You're already down on your knees, and it takes just a second to wipe the corners and edges of the floors with your rag.



You will get grit and stuff on your rag because you have not cleaned your floors yet. Shake your rag, so the dirt falls away from the edge. Don't carry a gritty rag back to clean the next cabinet because you might scratch the cabinets. If your rag has stuff stuck to it, fold your rag to a clean section of the rag.

Wipe the tops of the drawer fronts or cabinet doors as you come to them.

This will require you to open the drawer or cabinet door just a little to reach the top.

Food and other stuff will fall onto the tops of the drawer faces when homeowners are cooking. The best way to clean them is to pull the drawer out a little and clean the top. **This picture shows the drawer pulled out too far.** Please do not pull the drawer out this far, as pressing down on the top to clean it could snap the drawer off. Pull the drawer out just enough to reach the top of the front panel.

Food will fall on to the top of the drawer face plate. Clean the tops, and sides of the drawers to get the food off.



DISHWASHERS

You will eventually run into the dishwasher because it is in the same lower section as the bottom cabinets. Clean the front of dishwashers, including the control panels.

On Move-In/Out cleanings, you will check the inside of the dishwasher, but the inside of the dishwasher is usually clean because of what it is and what it does. Open it up to check only on Move-In/Out cleanings. If the inside is dirty, it is better to just run a cycle.

2nd trip around the Kitchen

Now that the cabinets are clean, you are ready to move to the countertops. On this trip around the kitchen, you clean everything on the wall, between the top cabinets, and the countertops. You may find window blinds, windows, pictures, and artwork, among other things. Keep the Golden Rule of Top to Bottom. Clean the items on the wall before you clean the countertops.

As you work your way around the room on this second trip, you will clean the appliances you encounter. You will also encounter the stove or electric range on this trip around the kitchen.

COUNTERTOPS and BACKSPLASHES

Here are the primary instructions, and the order in which you complete them.

1. Start at the end of the counter. Pick a section to clean, typically a 2-3 foot wide path
2. Remember how this section looks before you move any items
3. Move all the items in this section out of the way
4. Clean starting at the top of the backsplash and work your way to the front (toward yourself)
5. Shake your rag
6. Use your hand to feel the countertop to make sure it is truly clean
7. Clean every item you moved with a rag before you return the item, in an organized manner
8. Move to the next section to clean

The primary task is to clean 100% of the countertop surface and wipe down everything on it. Kitchen counters always have some small appliances, decorations, knick-knacks, and other items sitting on them.

Pick a section to clean that is about 2 - 3 feet wide.

Clean the countertops in sections so you can move items out of the way while keeping them on the countertop. Do not move items to the floor. Placing items on the floor increases the risk of breaking them and creates safety issues from tripping over them.

Remember how each section looks before you move any items

Return items moved to the same place they were before. Do not redecorate a home. This can upset the customer if they must put things back in place, as they had them when they came home.

Take a second to look at each item before you start moving it out of the way. Don't pick up and move one item at a time to clean the countertop. That method is slow and does not provide the best cleaning results for several reasons.

If the countertop looks unorganized and not in any order, please organize it. Do not re-decorate the countertop; organize it in a simple way and a similar layout as you found it. Regardless, take a second to see how the countertop looks before you start moving items.

Move all the items in this section out of the way

Pick up the items and move them to the right if you are cleaning to the right. Place the moved items in an area of the counter that has not yet been cleaned. Do not clean that item yet.

Do not slide the item because sliding it may scratch the surface and make it more likely to tip over and break. Be careful.

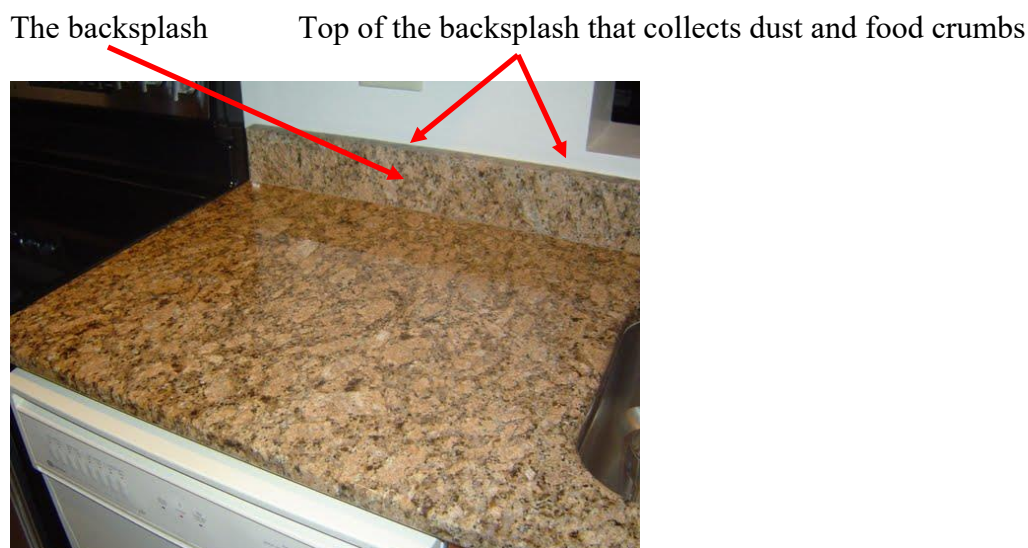
Use both hands. Some kitchen items and decorations can be large and heavy. Use both hands to prevent large, bulky items from slipping away, especially if they are wet from cleaning.

Do not move items to the front or work over them. Clear the path from back to front so you can pull dust, food, hair, and messes to the front, where you can shake your rag, moving any loose or larger items to the floor. Working over the top of items will also increase your chances of breaking something. Make sure you move the items out of the 2-3 section path you are cleaning.

Clean starting at the TOP of the backsplash and work your way to the front (toward yourself)

Backsplashes are part of the countertop and must be cleaned the same way as countertops. They collect dust, food, and other messes.

The top edge of the backsplash is a flat surface, so it will always be dusty. Make sure you wipe the tops of the backsplashes. Move knick-knacks and other items off the top of the backsplash to clean it.



USE A SPONGE TO CLEAN ALL COUNTERTOPS

Clean the countertops with the yellow sponge side of a light-duty sponge and All-Purpose solution. A sponge cleans better than a rag, and kitchen countertops always have a sticky mess.

Check the countertops with your hand as you clean, because it can be difficult to see messes there. Kitchen counters often have designs and patterns that make it hard to see the mess. That's why you use the sponge over the entire countertop, because you can't always see the mess.

Using a sponge is faster than cleaning the counter with a rag, only to find, by feeling with your hand, that several spots didn't come off, and you must clean the surface again.

Use long strokes with your sponge to cover more surface, and at a fast pace. The arc of your wiping needs to be two feet long.

Don't just clean the middle of the countertops, clean the edges and corners. The Kitchen is where customers spend much of their time. The countertops must be perfect.

Wipe the counter clean and streak-free with a rag

After you scrub the countertop and backsplash with your sponge, wipe the area clean with your clean rag. The primary motion for cleaning the countertop with a rag is to wipe from back to front, so you are pulling dust, food crumbs, and messes loosened by the sponge, toward yourself. Allow everything to fall to the ground, where it will be cleaned when the floors are swept, vacuumed, and mopped. Avoid picking up your rag as you wipe, except to shake it out over the floor or to fold it.

Shake your rag

Shaking your rag is something you do often to shake off dirt, food, and grit. If you don't shake your rag, you'll smear dirt and crumbs back onto the countertop. Shake your rag often, possibly after every swipe across the countertop.

Periodically look at your rag to see if it is too dirty to use. If your rag is dirty, please fold it over into a clean section or use a new one. Cleaning with a dirty rag will make a bad situation worse.

A common complaint from customers is leaving grit and crumbs on the counters.

Use your hand to feel the countertop to make sure it is truly clean

After you have cleaned the area with your rag, feel it with your hand to make sure it is truly clean. Your eye can be fooled, and by using your hand to feel the surface, you will be able to find sticky areas or crumbs you missed. Run your hand over the entire area, including the corners, edges, and backsplash. Place your finger into a rag to aid in getting into the edges.

Get eye level with the countertop

You can see the entire counter by getting eye-level with it to catch bumps, crumbs, or anything you may have missed. Don't just look at the open area, look all the way back to the backsplash. This may require you to drop down to one knee. That may be better and easier than bending. Use the countertop to ease your way down and to help you get back up.

Clean every item you moved with a rag before you return the item, exactly as it was before

Before you move items back, clean them quickly. With your rag, clean the tops, sides, and bottoms, then place them back. Use the same rag you are using to wipe the counter.

Dirt and debris will stick to the bottom of items. Sometimes the bottoms of items found on a countertop are sticky from food or spilled drinks.

If you don't clean the bottom of these items, you will return that item with dirt, dust, crumbs, and stickiness not cleaned off the bottom, right back to a clean area, transferring all that mess back to the area you just cleaned. Imagine the customer coming home, picking up that item, only to find dirt, food crumbs, and other debris on the counter, making it look like you never cleaned it. Please wipe all sides and **the bottom** of the items on the counter before you return them.

SMALL APPLIANCES on Kitchen Countertops

Clean the outside of small appliances found on the kitchen countertops. Small appliances include the COFFEE MAKER, TOASTER, TOASTER OVEN, CAN OPENER, ETC.

Use glass cleaner on appliances, so they shine and have no streaks from the all-purpose cleaner. Some high-quality all-purpose cleaners will clean streak-free. You may have to go over them with a dry rag to remove smears and smudges.

Don't clean the inside of any of these appliances, including toaster ovens and coffee machines. They can be hard to clean, take too long, and you can damage small appliances. That includes cleaning the glass coffee pot in a coffee maker. The coffee pot is typically cleaned in a dishwasher. Check with your employer, because some maid services include this task.

Put items back in an orderly fashion with labels facing out

When you put things back, do so in an orderly fashion. Please have the items evenly spaced, with all bottle labels facing outward and in the same direction.

You will encounter countertops with items all over the place. If the countertop looks unorganized, organize the items when you put them back. Put everything back into some orderly fashion, with any labels facing out.

Whether the counter is well organized or not, having everything organized, with good spacing and labels facing out, is professional, looks best, and is expected by the customer, because it is the standard in the industry.

Move to the next section to clean

Move around the kitchen, making sure you don't overlap or skip any sections.

Kitchen Islands

Large kitchens often have an island in the middle. Clean them the same way you clean any countertop. Just like the instructions for cleaning any large room. You clean the perimeter first, and then you clean inside the perimeter. With that said, clean the kitchen island last.

THE RANGE HOOD

Clean the outside surfaces of the range hood every time you clean the kitchen. Start with All-Purpose cleaner and a rag, but be prepared to use your degreaser.

Do NOT clean the screen/mesh vent covers on the underside of the hood. The best way to clean screen/mesh vent covers is in the dishwasher, but that should be done by the customer, and not the maid service.

Light bulbs under the hood can be caked with grease. Do not remove the light bulbs. Please clean them as best you can with them screwed in, or leave them alone to avoid risking breakage, which is dangerous and could lead to a damage claim or cutting yourself.



Now that you have cleaned the hood above the range, you can clean the range. If there is a stove below the range, clean the stove after you clean the range.

Remove the Control Knobs for the burners

Lay a few clean rags to the right of the stove so you can put the knobs on them. Remove each of the control knobs because food and messes get underneath the knobs. Pull each control knob straight out/up, set them on the clean rags, and place them in the same pattern as they were on the stove.

Take a moment to look at all the control knobs. Some knobs are different than others, and you don't want to mix them up when you replace them.

Some control knobs will not come off. If they don't slide off easily, don't force them.

Wait until the entire range is clean before replacing the knobs.

Start cleaning the range

As a general rule, use your light-duty sponge and All-Purpose cleaner to clean the range. Use your sponge to remove any burned-on crud. If there is a lot of grease on the range, use your Degreaser. Remember, a little Degreaser goes a long way.

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If the range has a lot of burnt-on food, you can try an SOS pad, but be careful. You can scratch range tops if you scrub too hard and too long with an SOS pad. **And never use an SOS pad on stainless steel.**

Some ranges are expensive, and customers with expensive ranges will treat them like expensive furniture. This is a picture of a Viking range and stove. This unit costs \$6,000. Ask this customer if they currently use any special stainless-steel cleaner. If they do, then use their product. If they do not, use your all-purpose cleaner and a rag.



You can scratch stainless steel if you rub it the wrong way, even with a rag. Move your rag with the grain of stainless steel. Check the grain direction before you clean.

If you have to use a sponge, use a yellow light-duty sponge and only the soft side, typically yellow. Even though a light-duty sponge is labeled scratch-free, if you rub in the wrong direction of the grain or for an extended period, you can scratch or dull stainless steel.

Clean around the burners, but stay clear of the tip of the ignitor

Ignitors throw a spark when the knobs are turned on. If you get the ignitors too wet, you can short them out, and they will spark on their own without the knob being turned on. They will spark repeatedly, which can damage the ignitor. Do not spray any solution directly on these ignitors. One spray on an ignitor typically doesn't spark it, but spraying repeatedly will.



Ignitors throw a spark when the knobs are turned on. If you get the ignitors too wet, you can short them out, and they will spark on their own without

Use your toothbrush to clean around the ignitor post.

Not only is it safer, but it also does a better job of reaching everything, since it is a tight area your sponge may not reach.

Don't touch the TIP at the top of the ignitor. This is where the spark comes, and they should not be dirty.

What are the dangers of getting shocked by the ignitor?

Any electrical device used on a house wiring circuit can, under certain conditions, transmit a fatal current. While any amount of current over 10 milliamps (0.01 amp) can produce painful to severe shock, currents between 100 and 200 mA (0.1 to 0.2 amp) are lethal.

The milliamps pulled by a gas range ignitor are less than 4 amps. Just like an electric fence on a farm, they're high voltage, but low amperage. If you follow these instructions carefully, the chances of getting shocked are very low, and if you do get shocked, the amps are very low. However, it's going to hurt.

That said, there's a possibility that someone with a pacemaker, a weak heart, or neurological issues could be injured or killed.

Use a rag and glass cleaner to wipe the range top, streak-free

After you use your sponge to loosen everything, use a rag with glass cleaner to clean your stove streak-free. Make sure to clean the stove streak-free. Degreasers, including All Purpose Cleaners, can leave streaks. Finish cleaning the range with Glass Cleaner. Make sure to shield the igniters when spraying glass cleaner on the stove. Once you have finished cleaning the range, check for streaks before replacing the grates and the control knobs.

Cleaning the gas caps and grates

After you have cleaned the range, go to the sink to clean the gas caps and grates. Rinse them with the water nozzle at the sink. Use your rag or sponge to thoroughly clean them. Dry the grates and caps at the sink before you bring them to the stove to replace them. Start with the gas caps. Replace each one, making sure you match them up. Most gas caps need to be turned (rotated) until they fit into place just like a jigsaw puzzle. If you don't put them back correctly, they will be tilted, and the flame will come out unevenly.

Next, put the grates back on the range after they have been cleaned and dried. Use both hands to replace the grates carefully on the stove. If the grates are not firmly in their slots, they can slide when the customer places a heavy pan on them, creating a scratch and a damage claim.

Use both hands when replacing grates to prevent these heavy grates from dropping. Grates can easily scratch stainless steel when you move them off or back onto the range. Grates are typically much heavier with expensive ranges. If you put the grates on incorrectly and they fall or slide when the customer places a pan on them, the customer will blame the cleaners.

Finish by replacing the control knobs

Hand clean each knob before replacing it. You can use a rag to hold the knob when you replace it so they don't have fingerprints, or you can wipe them down once they are in place.

Make sure to put these knobs back in the same order as you found them. Control knobs are slotted so you can only put them back one way; don't force them on. Look for the slot on the underside of the knob and match it up with the peg on the stove.

CHECK TO MAKE SURE CONTROL KNOBS ARE COMPLETELY OFF

IMPORTANT: Check that the gas knobs are completely off. If you don't turn gas knobs completely off, it can fill the home with gas, which can lead to the death of a pet or even a person in the home from asphyxiation or from an explosion of excess gas. This is a real potential problem, so make sure the knobs are completely turned off. A home can fill with gas if the knob is just barely on.

Electric and glass-top stoves are just as dangerous if left on, even in a warm setting. They are not designed to be on for extended periods of time, which can scorch the glass top or worse.

OVEN and OVEN DOOR WINDOW

Most ovens built in the last 20 years have a self-cleaning feature, so it is not necessary for a maid service to clean the inside of an oven. Many homeowners don't know they have that function or how to care for self-cleaning ovens. The instructions are easy, and most customers are very appreciative of being informed that they can clean the oven themselves at no cost.

Some customers may still ask you to clean the inside of the oven as an alternative to using the self-cleaning function. **You should decline this request.** Self-cleaning ovens have warnings in their Care & Use manuals that state, "DO NOT use oven cleaners in or around any part of the self-cleaning oven."

If your customer has an oven that is not self-cleaning, you may consider declining this request as well. Using oven cleaner can be a messy and dirty job. Oven cleaners can ruin your rag, damage floors by dripping oven cleaner on them, and the heating elements are easy to break, even if you try to remove them to get them out of the way.

Some companies will clean the oven racks and the inside of the oven door window. Oven racks are removed during the self-cleaning process, and the inside window may not be completely clean. If a maid service includes these cleaning tasks, they are typically only on a Spring Clean or Move-In/Out jobs.

When you clean the inside of the glass, open the oven door so it is horizontal. Use soapy water or a mild degreaser **ONLY** on the window area. Do not let any liquids sit on the window for a long time. It may leak inside the window, resulting in an expensive damage claim.

Use your sponge to loosen any baked-on mess, then a rag to wipe up the excess. If the window is really dirty, use the customer's paper towel, if you happen to see it.

Don't press too hard on the glass, or it can crack. You can also snap the door off if you apply too much pressure. Use your other hand to hold the door if you need to put more pressure on it to get the window clean.

LARGE APPLIANCES

Clean the exterior of all large appliances, such as dishwashers, trash compactors, and ovens, as well as any other large appliances you encounter while navigating around the kitchen.

STAINLESS-STEEL APPLIANCES

Many of today's dishwashers, refrigerators, and stoves have stainless steel exteriors. Most stainless-steel appliances require a special stainless-steel spray to maintain the warranty on the stainless-steel coating.

Stainless steel spray is expensive, and there are various brands available. For these reasons, most maid companies will ask the customer if they currently use a special stainless steel spray. If they do, then the maid service will typically use the customer's product.

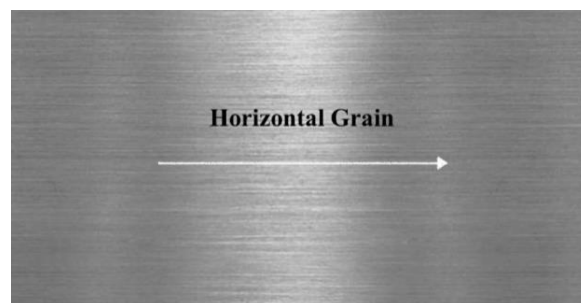
Spray the stainless-steel spray on your rag, not directly on the appliance, because if the spray falls to the ground, it can leave a slippery spot or discoloration because stainless-steel spray contains oil. It is best to spray your rag and then clean the stainless steel.

If the customer does not currently use a special spray, they typically use a soapy water solution like Dawn and Water to clean their stainless steel, and so can you. You should have a disclaimer in your service agreement anytime you use a product that could result in a damage claim.

Wipe with the grain.

Stainless steel surfaces can get scratched and damaged if you wipe against the grain, even with a soft rag.

Always wipe with the grain. Look closely to see which direction the stainless-steel grain runs. In this picture, it runs horizontally.



Use a Dusting Rag anytime you use an oil-based product

Special stainless-steel sprays, such as "Weiman Stainless Steel Spray" (the most popular spray on the market), contain oil in the solution. Once you use oil on a rag, it CANNOT be used again to clean anything streak-free because the oil will remain in the rag, even after laundering.

Many maid companies use different-colored rags for oil-based cleansers, such as stainless-steel spray or furniture spray. These rags are different colors to help identify them for use only with oil-based cleaners and furniture dusting sprays.

Rags used with oil-based products must be laundered with other oil-based rags because oil will transfer to them during the laundry process.

REFRIGERATOR – Front and Sides

The top of the refrigerator was completed on your first trip around the kitchen when you cleaned the top cabinets. On this trip, clean all sides from top to bottom. This means you will have to go down on one knee to clean all the way to the bottom.

Use Glass Cleaner on black refrigerators and All-Purpose on White or other colors. Some All-Purpose cleaners can clean streak-free, but on black refrigerators, you may need glass cleaner to get them streak-free.

REFRIGERATORS WITH MAGNETS

Some customers will put magnets and other stuff on their refrigerators. Some refrigerators have a few magnets, and some will have many. How you clean them depends on how many magnets they have. Your goal is to make your customer happy, but depending on how many magnets there are, it could take a very long time to clean a refrigerator with lots of magnets.



If the frig has a few magnets then look at the magnets and try to remember where they are as you clean the frig. Start on the left side and work your way to the right, moving magnets out of your way as you clean.

Use glass cleaner because you have to leave the fridge streak-free. All-Purpose cleaner can leave streaks, and you don't want to clean it twice, especially with magnets



When you run into a refrigerator like this, the best you can do is to spot clean in between the magnets at the top, but the magnets on the bottom 1/3 can be moved around so you can clean more.

The magnets on the side of the fridge can be moved out of the way to clean the other side.

In this example, the top of the fridge has many bottles and containers. Leave all those items where they are, but make sure you dust around the areas you can reach.

Always clean the handle because there will be fingerprints. Move the drying rag, clean the entire handle, and return the drying rag.

WATER and ICE DISPENSERS

Water and Ice Dispensers get used every day, and they will get dirty. Look at this picture to see the spots and stains on the walls as well as the buildup on the bottom tray.



Most drip trays can be removed. In this case, you would pull the tray out. See the seams? Pull the tray straight out so it stays on track and avoids breaking. Be careful when replacing the tray; slide it back into place. These trays can easily break.

Can you see the build-up at the bottom left of the seam? That is a build-up underneath the tray. When you remove the tray, clean the area underneath, which may require your sponge and toothbrush. Take the tray to the sink and clean it thoroughly. When you have slots or grooves in your tray, use your toothbrush to make it look new again. Always use a toothbrush.

Some trays are removed by pulling up, and some have no tray at all. If there is no tray, use your toothbrush and a sponge to thoroughly clean this area. You will get some splatters on the fridge doors, so clean this area before wiping down the refrigerator from top to bottom.

The area where the tray sits, or covers, must be completely dry before you replace the tray. If you put a cover over a wet area, you will get mold and spots. If the customer pulls the tray off in a few days and sees spots or mold, they will think you didn't clean under the tray. Make sure the area is completely dry before replacing the tray.

GAPS BETWEEN THE REFRIGERATOR AND THE WALL, OR CABINETS

Many refrigerators slide into a slot between a kitchen cabinet and a wall. There is typically a gap between the refrigerator and the wall, and between the cabinet and the wall. This is where cobwebs can build up, dust can collect on the sides of the refrigerator, and any dust or grime can accumulate on the floor.

Often, the gap is large enough to fit your hand between and continue wiping the sides of the refrigerator. Do NOT pull the refrigerator out. Lots of things can go wrong, and customers generally don't expect it. Some customers will ask, but the general rule for most companies is that you will not pull out the refrigerator. You can tell the customer that if they want to pull it out, then you would be happy to clean the fully exposed fridge and the area behind it.

If the gap is too tight for your hand, try the following:

- Use the end of a broom pole or high duster pole, wrap your rag around it, to reach more
- Try your canister vacuum with the crevice tool (long skinny attachment) to get the dirt, dust, and cobwebs off the floor.
- Use a broom, as long as the broom's head is not too big and can fit in the gap without scratching the sides.

The gaps where cobwebs, dust and dirt can hide.



Get into these gaps every time you clean a home. This is another sign of a high-quality cleaner. It may be dirty or dusty during Spring Cleaning, but if you take care of it every time you clean during a recurring service, it should be a quick task going forward.

While you are cleaning this area, you should also clean the floor. Your mop bucket should be prepared: put your rag in the bucket, wring it out damp, and use it to mop the floors in between these gaps, using your hand or a pole with a rag wrapped around it.

If you cannot reach all areas, leave a note for the customer stating that you were unable to reach this area.

MICROWAVE

Complete the range cleaning before you clean the microwave because you need your sink clear of the gas grates and gas caps, or electric burners and drip pans.

Carefully remove the glass carousel from the inside of the microwave.

Take it to the sink and place it carefully in the sink. The rags you placed in the sink when you first started should still be there, helping protect the sink and the glass carousel.

Be very careful not to drop this glass carousel into the sink. **It will break or chip if you drop it just a few inches. This is a common damage claim. Use both hands.**

Pretreat this carousel plate as needed to loosen up any stuck-on food.

Clean the inside of the microwave

Spray your rag if it is not already damp. **Do NOT spray directly into the inside of the microwave.** Microwaves have vent holes, and if you spray anything inside, it can run down the inside and short out the electrical system. This is an expensive damage claim because the repair costs can exceed the cost of a new microwave. If it is a built-in microwave, you will need to pay for cabinet work to accommodate a new unit.

If the inside is dirtier than normal, then use your sponge. Use a damp sponge to wipe down the inside of the microwave, including the door and the window. If your sponge is not already damp from a previous cleaning, spray all-purpose cleaner onto it.

Please do not use a dripping sponge or a soaking wet rag, as the water from these may run into the holes on the side of the microwave and short out the controls.

Clean the inside of the microwave's ceiling. This area is often missed by new cleaners. Bend down to see the entire microwave ceiling, especially if the microwave sits on a counter. Don't skip this. Bending down is a great move by great cleaners throughout the home.

After you clean the inside of the microwave, wipe the inside dry and streak-free with a rag.

Return to the sink and clean the glass carousel plate with your sponge.

You can use glass cleaner or All-Purpose cleaner if you have a greasy mess to clean up. Dry-clean the glass plate with a rag, then finish with glass cleaner to ensure no streaks remain. After you clean and dry the glass carousel, CAREFULLY replace it in the microwave. Use both hands for sure. These big plates are heavy.

Place the glass carousel back on its tracks. You may have to rotate it before it slips in place and lies flat or level. Don't skip this step.

Pretreating a microwave

If the microwave interior has a lot of food on the walls & ceiling and it looks difficult to clean, follow these instructions.

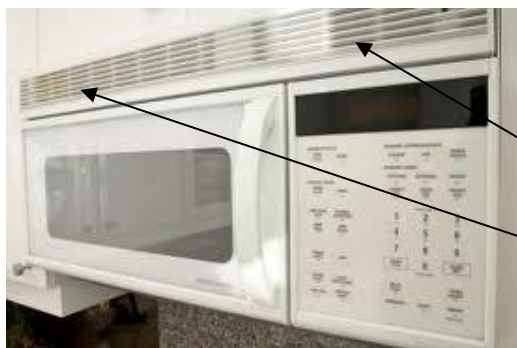
1. Get your plastic cup from your caddy and fill it halfway with water from the sink
2. Place the cup in the microwave and heat it for 3 minutes. The hot mist from the bubbling water will loosen dried-on food, making cleaning easier. Run the microwave for longer if the inside is bad. Just make sure you put enough water in your cup so that you don't run dry.
3. Continue cleaning the kitchen, because you cannot afford to wait for this pre-treatment.
4. Return to the microwave when the 3 minutes expire (or whatever time you set)
5. Remove the cup using a rag and carefully pour the hot water into the sink before returning it to your caddy. **Use a rag to grab the cup because the water was boiling.**

Finish cleaning the microwave by closing the door and cleaning the outside.

Microwaves are sometimes found above the stove, and so they are often coated with a greasy film. You may have to use a degreaser to clean the outside of the microwave. Spray the degreaser onto your rag, then clean the outside of the microwave oven.

MICROWAVE VENTS

Most built-in microwave ovens have vents along the top. Clean the vents first because of the rule, Top to Bottom. Cleaning these vents can be a challenge because you cannot reach the vent cracks with your fingers. Take your plastic scraper and wrap a rag, pretreated with an all-purpose cleaner or, if really bad, a degreaser. Don't double-wrap your rag around the plastic scraper, as it may not fit. Using your scraper, push the rag in between the vents. Please be careful, because if the vents are close together, this may not fit. If you force it, the vents can snap, resulting in an expensive damage claim. When it does work, which is most of the time, it will leave the vents clean and looking great for the customer.



Vents on a microwave

KITCHEN TABLE, CHAIRS, and BAR STOOLS

Move the chairs away from the kitchen table. This makes it easier to clean the chairs and the table. Leave the chairs out until you finish mopping the floors.

Use a wet rag dipped in the mop bucket to wipe down the entire chair. Most floor cleaners are safe and effective on all floors, including marble and hardwood floors. A good non-oil-based floor cleaner is a great cleaning solution for just about anything, and it's formulated to dry faster, leaving surfaces spot-free.

Do not use an oil-based floor cleaner on anything except floors. Oil-based floor cleaners like Murphy Oil, Bona, or Mop & Glo will leave a shiny coat on everything they touch. People don't always want their chairs and tables to be shiny.

If you have barstools in the kitchen, clean them in the same way as you would the chairs around a kitchen table. Start at the top of each chair and work your way down, wiping everything, including the back, seat, and rungs. (Top to Bottom)

Clean the bottom of the chair legs

Just like you clean the bottom of items on a counter, you clean the bottom of items when you clean them. The same goes for chair legs.

The bottom of the chair legs or barstools usually has cloth coasters to keep them from scratching the floor. These coasters attract and hold dust, pet hair, and debris, and must be cleaned every time you dust the chairs.

Use your rag to **pull** the dust and pet hair off them. This is pinching the stuff stuck to the bottom of the chair legs and pulling the stuff off. **Be careful. Don't pull the coaster off the chair.**

Be careful with stains on seats made of cloth

Cleaning a spot on a cloth seat can be tricky, and if not cleaned correctly, can make the stain look worse and lead to a damage claim. If it is a small food spot, clean it. **If you see a tough stain on a cloth seat, do not clean it.** Leave a note for the customer: *"One of your kitchen table chairs has a stain that could become worse if we attempt to clean it, so we didn't."*

Clean the kitchen table from top to bottom

If the kitchen tabletop is glass, then use glass cleaner and your rag. If the kitchen tabletop is wood, you may use a rag and mop water or your all-purpose spray.

Clean the top of the table and the legs down to the floor. If the homeowner has children, you may find food and other stains on the table legs all the way up and down the legs

Move the table just a little so you can clean where the table legs were standing

Kitchen tables are not heavy, and you only need to move them a little to clean the floor. You will often find a ring on the floor where the table leg was standing. Get that ring off the floor with your rag. Don't slide the table; lift the table to move it just a little.

Chairs should never touch the table

After you clean the kitchen chairs and table, leave the chairs pulled out until the floors are clean. Once the floors are clean, you can place the chairs back under the table, but be careful.

Do not slide or push chairs under the table. Lift the chair and place it under the table. You may have to slide the chair a little to get it close to the table. Don't go too fast. You can damage the chair and the table by moving the chair back too hard and hitting the table. Leave a little space (2 – 3 inches) between the chairs and the table. This rule applies to all tables/desks with chairs. If you put a chair back under a desk and the top of the armrest rubs the underside of the desk, it can result in a damage claim.

Make sure the chairs are in a straight row since they are not touching the table. Make sure your space is consistent for all chairs. This is another example of staging. It makes a big impression.

Plates and Place Settings on tables

Treat the place settings like a decoration or knick-knack on a kitchen or bathroom counter. Work around the table, cleaning and dusting one section at a time. That way, you are not moving expensive plates too far, and you can see how the place settings are arranged so you can put them back in the exact same order.

Clean the table after you have removed a section, then clean the mat, and then hand-dust each plate with a DRY rag, NOT a dusting rag. People don't want to eat off a plate coated with a dusting spray.



Electrical outlets and light switches

Electrical outlets seldom get dirty, but you do need to dust them. The flat but thin top of the outlet will collect dust. However, it is just as fast to clean the faceplate as to just dust the top. Light switches always get used, so they will have smudges and thumbprints. That is why you clean all light switches. **Make sure your rag is not too wet.**

It takes just a second to clean a light switch, but there are many of them throughout the home, so it's easy to miss them unless you remember to clean from left to right around the room.

PANTRY ROOM

The only thing you do in the pantry room is sweep and mop the floors, plus clean the door. If the job is a Move-In/Out, then you wipe down the empty wire shelves and any cabinets.

The pantry room floor is typically dirty. Food and other items, such as cat/dog food, are often stored in the pantry, which can spill onto the floor. Move items sitting on the floor so you can get to as much, or all, of the pantry floors as possible.

DOG BOWLS & CAT BOWLS

If your customer has a pet, you will often find a bowl of food and water in the pantry or on the kitchen floor. Customers will look at the bowl and the area around the dog/cat bowl every day when they feed them. The floor around the pet food bowl is always messy, so if you don't do a good job, you will get a complaint.

You typically don't clean the water or food bowls. Customers LOVE their pets like children, and we believe it is best to avoid any potential problems with the pet's water or food. As always, check with your employer, because some maid companies clean the bowls.

Often, the bowls of food and water are sitting on a mat. Clean these mats. They are often plastic or some surface you can clean the mat with a rag. It is very important to clean these mats.

Just like any rug or mat in the kitchen, you will remove the rug and the bowls to clean the pantry floor. Return the mat and bowls after you finish cleaning the pantry.

When you return the dog bowls to the mat, wipe the bottoms of the bowls, just like we do with everything else, to prevent dried food or anything stuck on the bottom from coming off onto the rug or floors. The customer will think you skipped the floor or did a poor job cleaning the mat.

FREE STANDING TRASH CAN

Many homes have a free-standing trash can in the kitchen or the pantry. If you encounter one, make sure you wipe down the exterior. This is the only trash can that you can clean the outside. You don't typically clean the outside of trash cans that are under a sink or in a cabinet, even built-in trash cans in the cabinet.

Because this trash can is out in the open and often made of metal, you wipe down the entire outside to get it completely clean. Be prepared; this trash can will have messes on its outside.

Make sure you move the trash can so you can sweep and mop the floor where it sits. The floor around this free-standing trash can is often a hotspot for spills and messes. You often mop this area several times before the floors are completely clean.

WINDOW OVER THE KITCHEN SINK

Many homes have windows over the kitchen sink. Clean this window. You may need your stepladder, so be careful leaning over or reaching too far. Clean as high as you can safely reach. Customers stand at the sink, and nothing puts a damper on a customer like looking out a dirty window. It can make the entire kitchen feel dirty.

THE SINK

The sink is the last thing you clean on your final trip around the kitchen. Remove the rags from the sink and clean it as you would the bathroom sink.

- Use a little Powder Cleanser
- Use a sponge on everything, including the faucets
- Use your toothbrush on the faucets and drains
- Clean the tip of the faucet
- Rinse everything completely, squeeze your sponge again and again.
- Dry the sink and shine the faucets.

There are a few unique things about the kitchen sink.

Use a sponge or rag to clean down into the bottom of the drain and rotate your hand in a twisting motion to get everything clean. Move your hand left and right (twisting) to get the best results. Kitchen sinks have bigger drains, so you can reach down inside them just a little with your sponge or rag.

Never put your hand down into a garbage disposal. You don't know what's down in there. If the water is not draining, you can turn on the disposal, but never put your hand down into the disposal. You can cut yourself or tear the rubber seal covering the drain.

If there is a secondary sink in the kitchen, clean it in the same manner as the primary sink, except you will not use the powdered cleanser unless needed. Many secondary sinks are not used often and may not need the stronger cleaners.

Always use your powder cleanser because they also buff and shines the porcelain or stainless-steel sink. Don't just spray and wipe

THE FLOORS

The last thing you clean in the kitchen is the floors. But you aren't cleaning them now. You do all the floors on the main floor at once, at the end of the job. Don't walk on your clean mopped floors. The only time you do is when the Team Leader inspects the entire home at the end, and by then, the floors should be dry.

Now you can watch the Kitchen Cleaning video using everything you just read. Go to www.MaidTrainingAcademy.com and click on the “Videos” link in the top menu. Scroll down and watch the video "Kitchens".

LAUNDRY ROOM

The laundry room is like a kitchen. It has cabinets, counters, and a sink. However, you clean the laundry room a little differently.

You don't wipe these cabinets on recurring service. Dust and spot-clean them, but you usually don't need to wet-wipe all the cabinets during recurring service. Make sure you wet-wipe around the handles.

On Spring Cleanings, you will wet-wipe the outside of all the cabinets, and during Move-In/Out jobs, you will also clean the inside of the cabinets and drawers.

This room is always dusty because of the dryer.



Wipe down the top, front, and sides of the washer and dryer units.

Use glass cleaner to wipe them down. Often, the washer and dryer have stuff on top of them. If you can remove them to clean the entire top and control panel, then do that. If there is no place to move the items or they are completely covered, clean around the items on top. Because this is a judgment call, it is ripe for customer complaints.

Clean the laundry room sink like you do any sink, except you don't usually need your powdered cleanser. You can usually use your rag and All-Purpose. Make sure you wipe down the faucets to get them shiny.

The laundry room can also have windows and blinds, which will require the normal process for dusting or cleaning these areas. The same goes for the baseboards and high dusting. Although the laundry room is often small, treat it like a room and clean it Top to Bottom and Left to Right.

GAPS BETWEEN THE WASHER & DRYER and THE WALL

Many washers and dryers sit side-by-side. They are also next to walls, so there is often a gap between the washer and dryer, **and** between the washer and the cabinet, for multiple gaps.

Get into these gaps just like you did for the kitchen refrigerator.

SHORT DUSTING

EQUIPMENT & CLEANING SUPPLIES

You need the following items to short dust.

1. Apron
2. Rags
3. Duster
4. 2-step stepladder

CLEANING SOLUTIONS USED IN DUSTING:

1. Furniture/Dusting Spray
2. All-Purpose or Glass cleaner

AVERAGE TIME TO CLEAN

Some customers have very little furniture and decorations, and some customers have so much stuff that they couldn't add another thing. The good news is that the majority of customers have a normal amount of furniture, decorations, and other dusting tasks per room. Larger homes may have a slightly bigger room, but you tend to see more spacing in between furniture, so larger rooms may have the same amount of furniture or just a little more. Smaller homes or apartments often have much less space in between furniture, so they may feel more cluttered. Overall, all room times are about the same, regardless of the home's size. The following timetable is for the average-sized home in the USA.

3,500 sq. ft. home. Recurring Service (Weekly, Bi-weekly, or Monthly)

	Minimum Time	Average Time	Maximum Time
Master Bedroom	10	13	15
Family Room	10	15	20
Dining Room	7	12	15
Kids Bedroom	5	7	10
Spare Bedroom unused	4	5	7

Regardless of how long it takes to dust a home, the process should be fairly fast. Let's say that again. Dusting is a fast process.

If you do move quickly, you will not finish on time. Your pace should be brisk but not reckless. Sometimes you must slow down, as with dusting crystal or glass items, or with anything that looks expensive or could easily fall and break. Short Dusting is where most accidents occur, so slow down in certain areas of the home.

GENERAL FLOWCHART

1. Work the outside perimeter of the room, working Top to Bottom, Left to Right
2. Dust and clean the center of the room, Top to Bottom, Left to Right
3. Check your work

STRATEGY

It is called short dusting because you are not using a pole; you are using your hands. You are not only dusting, but you are also cleaning with a rag and cleaning solutions.

The items you dust and clean range from large furniture to tiny, delicate items. Remember, you are touching everything in the room. You are dusting furniture and the items sitting on it. You are dusting items hanging on a wall or sitting on a shelf. This is when having an apron helps.

You are dusting, not polishing, furniture. Dusting is a fast process. Dusting is wiping, but polishing is rubbing. Furniture may look shiny after you dust but polishing by rubbing the same spot repeatedly is a much longer process and is not typically provided by maid services, or not without an extra fee. Please note that some customers may see you dusting and ask about polishing. You can explain the difference or direct them to call the office.

Short Dusting complaints are among the top 4 reasons customers complain. There are hundreds of items in a home that you dust. Missing or leaving dust in an area is easy to do if you don't follow the primary rule of "Top to Bottom, Left to Right" along with the other techniques outlined in this manual to capture dust.

There is always dust. Even homes with weekly maid service will still have dust build up. If an area looks dust-free, you still dust it. Let's say that again. Even if an area looks dust-free, you still dust it. Dust accumulates. Within a week after cleaning, you will start to see dust accumulating. And although an area may look dust-free, if you skip it, it may look dusty again in a day or two. And the customer will know you skipped it or see a line where you dusted around an item, but did not pick it up to dust under it. That is a classic customer complaint along with a picture that clearly shows the mistake.

STARTING THE JOB

Start at the entrance or door of the room, then work your way around it. If there is no official door, like in a Living Room, then pick a spot in the room and work your way around the room, working top to bottom. Some cleaners will set their caddy at their starting point as a reminder of where they started.

Do all the dusting, wiping, brushing, wet-cleaning, and tidying in an area as you pass through it. Change tools and cleaning supplies as needed. That's why you need to wear your apron and get your apron ready to start your short dusting.

Get your apron ready by doing the following

- Prepare a cleaning rag, damp with glass cleaner, in one pocket
- Prepare a dusting rag, sprayed with dusting spray, in another pocket
- Carry your dusting spray in a pocket of your apron, if needed (you seldom need more)
- Have a dry rag for drying an area in another pocket
- Have your Swiffer duster in your back pocket (or a pocket of your apron)

Get a clean rag or two, fold it twice, and spray it with glass cleaner. Spray your rag a few times until it is damp. Put these rags in one of your apron pockets. These rags are for cleaning messes or glass and should not be used for dusting wood furniture.

Get a dusting rag, usually a different colored rag (red). Fold it in half twice to create a large, flat surface. Spray the rag with dusting spray, then put it in a different pocket of your apron. You don't want a rag with oil to touch a rag for cleaning.

In another pocket of your apron or even a back pocket of your pants, put a dry rag for dry dusting or drying any area streak-free, like glass tables.

Put your duster, like a Swiffer, in your other back pocket.

Now you are ready to tackle the room without wasting time going back to your caddy.

Touch everything when you short dust. Short dusting also includes wet wiping areas like glass on coffee and end tables. Dust and clean everything in your area, top to bottom, before moving on to the next thing. You will encounter many different items to dust and clean, so switch to different tools and solutions often. That's why it is highly recommended to wear your apron short-dusting.

Work the outside of the room first and then finish with any items in the middle of the room.

This helps tackle any large room, like a living room or dining room, where you find a lot of things in the middle.

Although this sounds simple, many new cleaners start in the middle and then work their way out. The problem with working inside out is that you would be dusting the window blinds last, which means that dust can easily come back to the middle of the room, resulting in dust getting back onto areas you already cleaned, making it look like you forgot or skipped the middle.

A dry rag is a BAD choice for dusting.

This is a classic mistake made by cleaners without professional training. They think they are doing a good job with a dry rag. A dry rag will remove dust from furniture, picture frames, and other items, but you're just spreading dust into the air. This will create a big problem.

A dry rag will not hold dust. A cleaning rag or a dusting rag with furniture spray will hold the dust, so you can remove it.

According to Wikipedia, (<https://en.wikipedia.org/wiki/Dust>), "It could take somewhere between twenty minutes and two hours for the dust to settle." That means you can leave a room looking great, but it could look undusted by the time the customer comes home to see it.

This is also why you should High-Dust a home as one of your first tasks in a home. A typical home takes 2 hours to clean using a team of two cleaners. This will be enough time for the dust from high-dusting to settle.

Sometimes you will dry-dust furniture. Customers often request dry dusting on expensive furniture or pianos. This customer does not want any dusting spray used in these situations. Once again, it is so very important to read the work order for important notes on dusting.

Do NOT spray dusting spray directly on furniture

If you spray directly on furniture, it will leave that area too wet and oily, and you may have a hard time rubbing the oil out. Customers don't want their furniture to be oily; they want it to be dust-free.

Don't use too little or too much dusting spray. The most common problem with new cleaners is not using enough spray.



When you are preparing your dusting rag, fold it in half twice. This gives you a large dusting area, which keeps your fingernails and jewelry from scratching furniture. **Yes, you can have a damage claim from scratches caused by your rings or fingernails on fine furniture.**

Spray the dusting spray on the rag. Shake the dusting spray can up and down before you use it every single time. Hold the can of dusting spray close to the rag, so you don't spray beyond and off the rag.

Spray your rag for 3 – 5 seconds, moving the can to give the entire rag a thin coat of dusting spray. **Spray your rag over the floor** so any overspray dissipates before it hits the floor and doesn't land on something that may get stained.

You will need to unfold your rag to get a clean section after you dust approximately 2-3 pieces of furniture. You will have to spray your rag again with dusting spray. That is why you may need to carry your dusting spray in your apron.

Don't use too much dusting spray. Your rag should not be so wet with dusting spray that it leaves oily streaks on furniture. Use your dry dusting rag to remove any excess. Using too much spray can lead to a damage claim. If you use too much spray when dusting the headboard of a bed (or any part of the bed), and it touches pillows or linens, it could be a claim.

BE CAREFUL WITH OILY DUSTING RAGS

Another reason you wear an apron when you dust is to put the oily dusting rag back in your apron.

The picture is a damage claim from laying an oily dusting rag on a bed duvet cover. An oily rag can stain the fabric it touches within just a few seconds.

Oil stains are difficult to get out, even by professional dry cleaners. The cost of the new duvet was \$160 + Shipping.



Some maids will throw their dusting rag over their shoulder while cleaning. That can stain your uniform or fall off your shoulder. Your apron is a great tool, so get into the habit of using it.

Only use a Swiffer duster in areas that are hard to reach, such as window blinds.

Your rag is your primary dusting tool, not your Swiffer. Bad cleaners who are trying to cut corners will use a Swiffer for all their dusting. Big mistake.

Use a Swiffer in nooks and crannies you cannot reach with your hand and a rag. Swiffers are the best solution for dusting window blinds. A Swiffer on a wand gives you a little more reach for items that are just outside your reach.



Never use a Swiffer to dust a tabletop or dresser. Swiffers will not remove all the dust because you cannot apply enough pressure with a duster to remove it from items. Dust will stick to items, and you need a rag to wipe it off.

Look at the picture. The pressure points of a Swiffer are the two white prongs on the wand. Your hand on a rag exerts more than twice the contact pressure, creating better and faster dusting. Use your rag; it is faster than a Swiffer if you are prepared, with your apron on and loaded with the rags you need.

Check your disposable Swiffer head throughout the job.

The Swiffer can get full of dust and dirt fast. Just like shaking your rag to get anything off it, tap your Swiffer duster against the bottom of your shoe periodically to get the dust off your Swiffer and down to the floors, where it can be vacuumed up later. Tapping it on your shoe keeps the dust low so it doesn't drift up to other items in the room.

Change your Swiffer head if it looks dirty or is not holding dust. Swiffers have a little oil on them to help hold dust. However, they can dry out over time and become less effective. On

average, a Swiffer head will last about 3 recurring homes or about 1 day. If you are going through Swiffers faster than this, you are probably using your Swiffer more than you should be.

Accidents and damage claims will happen; it's the nature of the industry.

Even the best cleaners have accidents, but accidents should be rare. A clumsy cleaner will not stay employed by a customer or a maid company very long. When you have an accident, report it immediately. You should not get fired for breaking something. **You will get fired if you break something and try to hide it.** Customer Trust is essential in the maid service industry. If you hide or fail to report an accident, the customer will terminate service, and you'll likely lose your job.

If an accident happens, call your supervisor or office immediately. They will guide you through the process, which may include bringing the item back to the office for repair. Be prepared; if you clean long enough, you are going to break something. Don't panic. It's ok. It happens.

Most customers will understand up to a point. If you break three items in a home within a year, even inexpensive ones like a \$10 wine glass or a \$5 soap dish, the customer will still fire you. Regardless, please do not hide a damage claim, no matter how small. Always contact the office even if the customer says, "Don't worry about it." Contact the office right away because they need to know for many reasons.

How to prevent most dusting accidents:

Pay attention

Dusting is not a casual act because you are encountering different things at a fast pace. Most accidents are preventable if you pay attention and follow these tips.

Slow down when appropriate

Decorations and collectibles come in different sizes and values. Coming to a glass shelf with crystal collectibles may freeze you in your tracks. No problem. Be a little more careful and slow down. You cannot be at full speed, all the time, when dusting a room. Sometimes you must slow it down.

Use both hands

Use both hands to move anything heavy or anything composed of more than one piece. Hold the top piece with one hand and grab the pedestal with the other.

Hand-dusting items means you are holding them with one hand and dusting them with the other.

Don't dust items where they sit; pick them up and hand-dust the item, including the bottom, before you place it back in an organized fashion.

Do not slide anything; pick it up

Sliding anything across the surface of furniture can scratch it, resulting in an expensive damage claim. Even if the furniture already has scratches, a customer will be upset with a new scratch, and rightfully so. And when you slide items, they are more likely to tip over and break.

Dusting is a series of picking up and replacing. Very important to remember that.

Limits on Short Dusting

Do not dust items on shelves or pictures hanging on a wall **unless you can reach them with both hands.**

Every time you touch something hanging on the wall, **be prepared for it to fall.**

Not everyone hangs pictures and items on the wall correctly. You will have something fall during your career as a cleaner, so be prepared.

KNICK-KNACKS on COUNTERTOPS & SHELVES

Dust knick-knacks carefully by picking them up, hand-dust them, and dust the surface they were sitting on. Return the item to the shelf in the exact spot it was before you moved it.

Always be careful when dusting knick-knacks. Most knick-knacks are special to the customer in some way, so anytime you break or damage a knick-knack or collectible, you are in jeopardy of losing the customer.

A home with lots of knick-knacks can be a real challenge to dust, but don't let it scare you. A common rule used by maid companies is

If there are 10 or fewer items on a shelf, hand-dust each item. If there are more than 10 items on a shelf, dust up to 10 items and then the remaining items where they sit and the area around them.

You may have a bookcase with 10 shelves, and each shelf has 10 items. You still hand-dust each item on each shelf, up to 10 items per shelf. Contact your office if you happen to go over on time in a house because the number of items you had to dust was much more than normal.

In some cases, if the items are stacked close together, you may have to dust around them because picking up and replacing tightly packed items is like playing with stacked dominoes. If you knock over one item, you can knock over many items.

Always leave a note for the customer indicating that there was a shelf with more than 10 items and that you were only able to dust some of them, or that you had to skip that area.

CHINA CABINETS or HUTCHES

As a general rule, you do not clean the items inside China cabinets or any glass cabinets, like in a kitchen. The cabinet doors keep the dust out and the items inside the cabinets dust-free so they should not be dusty anyway.

Dust the outside of the China cabinet as you would any other piece of furniture. You typically don't clean the glass. Treat it just like a mirror you'd find in the bathroom. Look for smudges or fingerprints, but you seldom need to clean them.

DOORS, KNOBS, and FRAMES

For Recurring Cleans, dust and spot-clean the doors. Dust the front and back of the door, as well as the door frames. You can use your Swiffer because the door is vertical and doesn't collect much dust, except on the recessed patterns on the door.

You must use your rag to remove fingerprints and smudges from the frame, door, and doorknobs. People (especially children) seem to grab the door frame as they pass through, so look for fingerprints on it.

You will also find black dust from the door hinges stuck to the door and the door frame. Use your all-purpose cleaner to get this off, but it will come off.

In a Spring Cleaning and Move-In/Out you wipe down the entire door AND the Door Frame with a damp rag.



Now you can watch the Wet Wiping Doors & Door Frames video using everything you just read. Go to www.MaidTrainingAcademy.com and click on "Videos"

WINDOW BLINDS

Dusting the blinds requires you to open and close them each time. Before you start dusting a window blind, take note and remember how the blinds are positioned. **Whatever position you found them in before dusting them, return them to that same position.**

Returning the blinds to their original position is very important and is worth repeating. Customers have fired their maid service for this mistake alone. Blinds control privacy, natural lighting, decorative fashion, and even heating & cooling expenses for the customer. Because they can be very important, the customer will usually correct any mistakes they see. Although this may be a simple task for the homeowner, it can become very annoying for the customer. Most homes have a lot of blinds, so the homeowner could spend a lot of time correcting your mistake.

In some cases, the blinds look to be out of order. Although you are supposed to return a blind to how it was before, use common sense to straighten a blind if the blind was initially not level, or some of the blinds were turned backward. This is staging the blinds if they were out of order. If they are out of order but open, arrange all the binds in their open positions.

To properly dust blinds, lower the blinds to their full length.

Some blinds are drawn up, so the blinds don't cover part or all of the window. Lower the blinds so you can dust them thoroughly. Be careful lowering blinds because that is when you must pull on the cord, and that is when you can pull the blind off the wall if you are not careful.

Look at the brackets that hold the blinds in place. Sometimes these brackets are broken or not closed. If that happens, you could pull the blinds down onto yourself. This can be scary, and you could hurt yourself. Always check the brackets when dusting the blinds, as well as when raising or lowering them.

Pull the cord down, not out and away, just a little to raise the blinds back up to release the latch before you can lower them. When you raise the blind, pull on the cord SLOWLY and carefully. Cords can have knots and get stuck when raising the blind. If you pull the cord too fast and hard, the blinds can come off the wall if the cord gets stuck.

On some blinds, it is easier to lift them with your hand by pulling on the cord. Place your hand under the bottom blind and gently lift it as you pull on the cord.

When you lower the blinds, **hold the bottom of the blinds to prevent the cord on a heavy blind from slipping out of your hand and the blinds crashing onto the windowsill below.**

Sometimes you cannot lower or raise a blind because the blind is broken. Customers may not inform you or the office that a blind is broken. If a blind is stuck or broken, always leave a note for the customer so they know why you couldn't clean the blind.

Once the blinds are lowered, close the blinds so the top of the blind is facing you.

The top of the blind slat is rounded, as shown in the picture to the right. Most of the dust is on top of the blinds, so start there first. Using your Swiffer duster, start at the top of the string of blinds. Dust them using long, left-to-right strokes at a speed that lets the duster catch more dust than it creates. Remember to go the full width of the blinds. Use long strokes left and right to the edges.



After you dust the blinds from left to right, dust them again in a downward motion. Start at the top, dust toward the ground, and along the stringers that run through the blinds. (You cannot dust them using an upward motion because the direction of the blinds will cause your duster to catch each blind. It just doesn't work.)

Turn the blinds and dust the underside of the blinds

Now rotate the slats in the opposite direction until they close again. This exposes the bottom side of the blind slat. Dust them left to right and then start at the bottom, dust UP. The slats are now pointing up, and the only way you can long dust them is by using an upward stroke with your Swiffer.



Spot-clean any major messes on the blinds during Recurring Cleans using your All-Purpose cleaner.

Never spray directly on the blinds

The spray will go through the blinds and onto the window. You will then have to wipe the window; if it is dirty, one part of the window will look clean while the rest looks dirty, and so on.

Hand wash blinds on Spring Cleanings and Move-In/Out jobs

If you are conducting a Spring Cleaning (Deep Cleaning) or Move-In/Out, you typically start by dusting the blinds, then wet-wiping them clean. If you wet-wipe a dusty or even slightly dusty blind, the dust will turn into a paste, and that is very difficult to remove.

After you dust the blinds, wet-wipe them in the same manner as dusting them. Use a rag and mop water with a non-oil floor-cleaning solution. Wring your rag out until it's just damp before you start wet wiping the blinds.

Hang your rag over the hand you are using to clean, and with your thumb on the same hand, clean the bottom and your other fingers the top of the blind, as if you were squeezing the blind between your fingers. This is illustrated in the video on our website for window blinds.

Clean behind the blind

Pull the blind away from the window by holding onto the string running through the blind. Carefully pull the blind out with one hand and use your duster with the other to dust the **crossbar**.

The crossbar is the flat surface that holds the window lock. A lot of dust can settle here, and it must be dusted every time.

Because the crossbar is hidden by the blinds, new cleaners often forget about it. This crossbar is always dusty because it's a flat surface and may have dead bugs on it. Don't skip this important step.



Return the blinds to their original position

Before moving to the next blind or cleaning area, return the blinds to their original positions. Once again, it is important to return items, including the blinds, to their original positions before you start cleaning them.

PLANTATION SHUTTERS

Plantation shutters are cleaned in the same way as blinds, except you open each door of the shutter.

With the shutter door open, dust or clean both sides, then flip the shutter in the opposite direction and clean them again.

Clean both sides on each flip because the slats on plantation shutters are bigger and the blinds overlap more than normal.

While the doors are open, dust the window crossbar and the area at the bottom if there is no other windowsill.

Be careful when opening the doors because they can stick. If there is no knob, open the blind slats so you can reach your fingers in and pull the shutter open. Pull from the bottom because the magnet (or latch) holding the door in place is located at the bottom (or top). See the red arrow.



Now you can watch the Window Blinds video using everything you just read. Go to www.MaidTrainingAcademy.com and click on "Videos"

LAMPS and LAMPSHADES

Working from top to bottom, dust the lampshade inside and out with your Swiffer, then use your cleaning rag to hand-dust the lamp.

Get inside the lampshade with your Swiffer, as cobwebs can form there. Do not use a damp rag on a hot light bulb. The light bulb can EXPLODE.

Don't let your duster or Swiffer rest on a hot light bulb, or it can melt. If in doubt, turn off the lamp to let the bulb cool. After you clean the lamp, turn the lamp back on. Leave items as you found them, including a lamp that was left on, if applicable.

PET HAIR

Pet hair can be a challenge. Most maid companies charge customers more for multiple pets or large dogs with long hair that shed, so you have extra time to take care of all the pet hair.

If the customer has pets, you will find pet hair and dander everywhere: on blinds, lamps, tabletops, baseboards, hardwood floors, and throughout the home.

You may be shocked by the amount of pet hair that can accumulate in as little as two weeks. Most pet hair ends up in the corners and edges of the floors. You may find a pile of pet hair in the corner. It is better to pick up the pet hair by hand and put it in your apron pocket for trash, or sweep up a large amount with your broom and use your dustpan to empty it into the trash can. Large clumps of pet hair can quickly clog a canister or an upright vacuum cleaner.

Allergies to Pets and Dust

Now is a good time to talk about allergies to dogs and cats. You are going to clean homes with dogs and cats. And it's not just about being around dogs and cats. You are going to clean up cat and dog dander. If you have bad allergies to dogs and cats, you may want to rethink your career as a professional cleaner. Most cleaners with mild allergies will simply take their daily allergy pill or wear a dusting mask. However you choose to handle it, be prepared. You will clean homes with pets.

Pay careful attention to remove all cat or dog hair from chairs, footstools, and couches.

Pets prefer to sit or lie on soft, upholstered items. Get all pet hair off furniture. Use a damp rag with only water to remove pet hair from furniture. Avoid moving or shaking the pet hair to the floor. You want to capture the hair and then put the rag in the dirty rag bag.

There are several areas in a house where pet hair can be a challenge to remove.

- Pet hair on furniture like couches, sofas, chairs, footstools, love seats, etc.

If the furniture is upholstered (cloth), then use the canister vacuum with the small furniture head



If the furniture is leather or wood, then use your canister vacuum with the soft bristled head.



- Pet hair may not come off furniture using the canister vacuum

Pet hair can stick to cloth or upholstered furniture. If the small hard plastic canister head does not remove all the pet hair, you will need to use a damp rag to pull the hair off the cloth. This is a pinching motion to remove pet hair.

- Pet hair on the edge of carpeted stairs

Vacuums will miss the very edge of carpeted steps. The edge of carpeted stairs is typically brushed by pets on their underside (belly) as they go up and down the stairs. A wet rag is typically your best bet for getting that hair off. You can also use a gloved hand. The texture of the glove helps to grab pet hair.

- Pet hair in the crevice where the carpet meets the baseboards

Use a broom to sweep the pet hair away from the edge so the vacuum can suck it up. If there is a lot of pet hair, sweep it up with a dustpan to avoid it clogging your vacuum.

- If furniture is leather, then use your rag damp with water. **Don't use anything but water or you WILL damage the leather.**

Some maid companies will charge an additional fee for a more detailed cleaning of a couch or sofa. In these more detailed cleanings, you would remove the cushions to vacuum or clean under them, as well as all surfaces of the cushions, and the back of the couch or love chair. Check with your employer.

PICTURES AND ITEMS HUNG ON THE WALL

Use your rag or duster depending on the type of cleaning and the amount of dust. If it is a Spring Cleaning, then use a rag. If it is a recurring customer, you may only need your Swiffer duster. If the duster is not completely pulling the dust off, use your rag.

Hold the picture (or whatever) with your free hand and dust it with the other hand. Place your free hand under the picture frame, but **do not lift up**.

Lifting can cause the item to come off the hook and fall. Your free hand should only touch or hold the bottom. This will also prevent the item from rocking while you dust it, which could otherwise scratch the wall.

Even if you are using a duster, you need to hold the item and apply some pressure to remove the dust. Lightly running a duster over items will not remove all the dust. You must apply some pressure, which will cause the picture to rock and possibly come off the hook. Most maids prefer to use a rag as it is faster most of the time.



Be prepared for an item to fall off the wall

Every time you touch something hanging on the wall, **be prepared for it to fall**. Some pictures are hung with one nail; some with two; and some are hung on a wire. Each of those will respond differently when you touch them. Most pictures are not hung by professionals but by the homeowner. Most items that fall off the wall are not hung properly; however, the customer will still blame the maids and expect the maid company to pay for the damage.

PICTURES or ARTWORK FRAMED IN GLASS

Dust the frame of pictures or artwork. The glass that covers it is a different story. Most maid companies will **not** clean **the glass** that covers pictures or artwork because the risk is too high.

If you do clean the glass, spray glass cleaner onto your rag, then clean the glass. **NEVER spray cleaner directly on the glass.** If you do, the glass cleaner can run down the glass, past the edge, and onto the picture, painting, or woodwork, damaging it.

If you use a rag with dusting spray and your oily or wet rag falls onto the glass, it will leave a smudge or greasy streak. You must get the smudge out. Rub it with a dry rag.

MIRRORS

You will encounter mirrors outside of bathrooms. If a mirror is hanging on the wall anywhere outside of the bathroom, you will dust the frame, but you may not need to clean the mirror. Look at the mirror from different angles and under different lighting conditions. If it looks good, don't clean the glass.

PICTURES / PAINTINGS NOT FRAMED IN GLASS

Dust the frame. **Never touch the picture or painted surface of the artwork.** Even if a picture or artwork has dust all over its front, do not dust it or touch it. There are too many things that can go wrong. Leave a note for the customer that you did not dust the open face artwork.

If you are using a rag to dust the frame, be careful so that your rag does not fall onto the painting or picture. Any oily or wet dusting rag falling onto artwork could be a disaster.

Be careful to never spray your rag with dusting spray anywhere near an open-faced picture or artwork. The spray could drift over onto the artwork. Yes, open-face artwork or pictures should make you a little nervous because they are easy to damage, and all artwork is expensive.

STRAIGHTEN PICTURES (anything) HANGING ON THE WALL AFTER DUSTING

When you touch something hanging on a wall, there is a good chance it will move. Make sure you straighten the item after you dust it, so it looks neat and balanced, hanging horizontally and level with the floor. Nothing looks as sloppy as a room full of tilted and uneven items hanging on the wall. The customer will think that you were rushing through the home.

CHECK BEFORE YOU LEAVE THE ROOM - Before you leave the room, stand at the doorway and look around the room. This only takes a few seconds, so don't skip it. Your eyes should go around the room, top to bottom, and left to right. Make sure all items hanging on the wall are perfectly horizontal and balanced.

WALL MARKS

Most maid companies will not require you to remove marks from the wall. Attempting to remove wall marks can remove the paint and leave a more noticeable mark. Be prepared because customers will ask you to work on these areas, so be ready to answer them with: "We don't remove marks from walls because it can remove paint and cause damage to walls." If the customer presses you for help, you may recommend that they purchase a Magic Eraser. They are sold at most grocery stores and have some success in removing marks from walls, but they can also make a small spot on the wall even bigger.

LARGE FURNITURE, DRESSERS, HUTCHES

Dust all surfaces, TOP, SIDES, and BOTTOMS. You may need your step ladder for tall furniture. And remember, you do not clean the inside of hutches or China cabinets.

Large furniture may have edges around the bottom that will accumulate dust. This requires bending or kneeling to dust these lower sections. This is a common place for complaints because customers are paying for this service, and maids who try to cut corners may not bend down all the way to get to these lower levels, including the legs.

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Your Swiffer duster is all that is required to dust the bottoms of large furniture, but if the duster doesn't work, then use your rag with dusting spray on it.

The key here is to get all the dust down to the VERY BOTTOM of all furniture.



Dust will accumulate in low places and on any lips

OPEN DRESSER DRAWERS

You will encounter a dresser drawer that is not closed because something, like a sock, is preventing the drawer from closing all the way. Open the drawer just enough to carefully push the sock back in, then close it all the way.

END TABLES and NIGHTSTANDS NEXT TO BEDS

These areas are a common source of customer complaints.

End Tables and Nightstands next to beds often have food or water rings from a glass or cup. The nightstand next to the bed is something the customer sees every night before bed. The end table next to the couch in the TV room is where the customer sits every day while watching TV.

Like kitchen countertops, expect these areas to be dirty. Like the kitchen countertop, use your hand to feel the surface. Use a green cleaning rag and glass cleaner or all-purpose cleaner, depending on the surface you are cleaning. Dusting spray does not do a good job of removing messes, stains, or watermarks from wood surfaces. Clean the area first with a green rag and a cleaning solution and then finish by dusting the wood with a red rag and dusting spray.

If the end table or nightstand is on a wood floor, use your duster to clean the floor around the legs and underneath it to save time for the person who canister vacuums the floor before mopping. By dusting these areas where the vacuum can't reach, you are speeding up that job. If furniture is on carpet, and the furniture cannot be moved easily with one hand, then use your Swiffer duster to flick any crumbs, dust, or dirt around the leg out into the open area, where the vacuum will pick up.

TABLES WITH GLASS TOPS

Clean all glass tabletops with glass cleaner. The only time you clean the underside of a glass table is if you can reach it without lifting or moving the glass and if you see a smudge or streak on it. Smudges underneath become visible after you clean the top.



Do not lift the glass off the table. They can be heavy, and there is no good way to clean them safely when tilted up. They can also slip off the table, resulting in a damage claim.

Do not spray glass cleaner toward the edges of the glass because it can seep down the seam and cause water damage. Either spray your rag with glass cleaner or only in the middle of the glass.

Bunk Beds

Bunk beds can be a real challenge because there are many areas where dust can land. Bunk beds often have many slats, spindles, railings, bumper boards, and flat spaces where dust can accumulate. When you encounter a bunk bed, take your time and dust the entire bunk bed, top to bottom and left to right, including the ladder. Get in between all spindles, board slats, and all surfaces. The best tool here is a duster or Swiffer.



And because that is where children sleep, parents are in this room often and will notice if you did a poor job dusting the bunk bed.

BEDROOMS and BEDS

As you work your way around a bedroom, you will eventually encounter the bed. As instructed in Level-1 training, you make all beds at the beginning of the job with two cleaners. When you are making the beds, you should dust the headboard and possibly the bed rails. This instruction was not included in your Level-1 training because you needed to know a little more about dusting before you could appreciate why you dust the bed when making the bed.

Dry-dust the bed after you strip the sheets and before you start making the bed.

The primary reason is that when you make the bed, you put the pillows back on, and those pillows are often leaning against or touching the headboard. That's why you dust the headboard before you make the bed. You may have to dust the side rails before making the bed if the rails are dusty, because the bed sheet may cover the side rails after you make the bed.

Do not use dusting spray on your rag, as you can transfer it from the bed frame or headboard to the linens and pillows. Dry dust beds using a dry rag. Most beds don't have dust, so you don't need your rag wet with dusting spray to pull and trap dust. The bed frame is dusted automatically when the covers and pillows brush against it. The only areas that may not be brushed by pillows and linens are the tops of tall headboards and the exteriors of footboards. You should always have a dry rag in your apron.

PLANTS - LIVE

Do not dust live plants. They can easily be damaged and die. You do pick up any dead leaves on the floor, which might clog the vacuum. You can also pick out dead leaves from the pot.

PLANTS - FAKE or PLASTIC

Most maid companies do NOT include dusting fake plants. The reason is that it can take a great deal of time, depending on the size, style, and the last time it was wiped down. The best way to clean a fake plant is to wipe each leaf by hand with a wet rag. That could take a very long time.

This can be a judgment call. It might make the entire room look better if you can safely dust the fake plant by going over it lightly with your Swiffer. A really dusty plant stands out in a bad way. Be careful, dusting the fake plant too hard, because you can knock off a leaf, and the leaf may not pop back on. If you can't put it back on, you should leave a note for the customer. Can you see why most maid companies skip this task?

FIREPLACES

Never dust or clean inside the fireplace. You will dust and clean everything around the fireplace, including the hearth, which is the area directly in front of the fireplace.

Most fireplaces have screens in front of them. Dust this screen, then move it to sweep and clean the hearth. Use your rag and avoid a duster because dusters can get caught in the screen. **Be careful about moving these screens because the accordion-style screens can fold up quickly and pinch fingers,** and they can be heavy. You don't need to fold it to move it, but if you do, please remember how it looked before you moved it so you can return it exactly as you found it.

If the fireplace is real and the customer burns wood, use a broom



and a dustpan to sweep up any ashes and return them to the fireplace.

If the fireplace is gas, you often find the hearth is a smooth, flat surface. Use your cleaning rag to wipe the hearth area clean. The hearth is usually small, and you can quickly clean it with your rag and mop water or whatever is required, based on the hearth type.

CANDLES

You do dust candles. Depending on the type of candle, you may have to use a wet cleaning rag to dust a candle. If the candle has been used, do not dust the black tip of the wick, but do as much of the top of the candle without touching the black tip of the wick.

The only candle that you do not dust is a candle inside a globe. Do NOT remove glass globes around candles, as this can lead to breakage and accidents. You dust the glass globe and use the duster inside the globe as part of the dusting.

Please be careful: many candles are loosely sitting on the candle holder and are not connected. If you grab the candle holder to bring it closer to yourself to clean it, the candle on top may fall over, damaging the candle or whatever it hits.

Grab these candles with both hands when you move them out of the way. One on the base and one on the candle. You may find it easier to pull the candle off the base and clean it as two pieces.



As you get more comfortable with dusting and using your hands, you can try this way to hold a candle.

Grab the candle and the candle holder at the same time with your hand.

Each picture shows a different side of this hold.

If your hands are small, you may not be able to grab around the candle well enough. Use both hands.



DINING ROOM TABLES & CHAIRS

Dust the dining room table and chairs as you would any furniture. Use your rag and dusting spray. Dining room tables and chairs are not typically as dirty as kitchen tables, but you have to be on the lookout for spills and messes that may require a cleaning rag to get the area clean before you go over it again with your dusting rag and dusting spray.



Use the same instructions as the kitchen table: Dust each chair from top to bottom and pull anything stuck to the bottom of the legs. Dust the table from top to bottom, including the legs. Clean any glass tabletops streak-free, and if there are place settings, clean them as previously instructed.

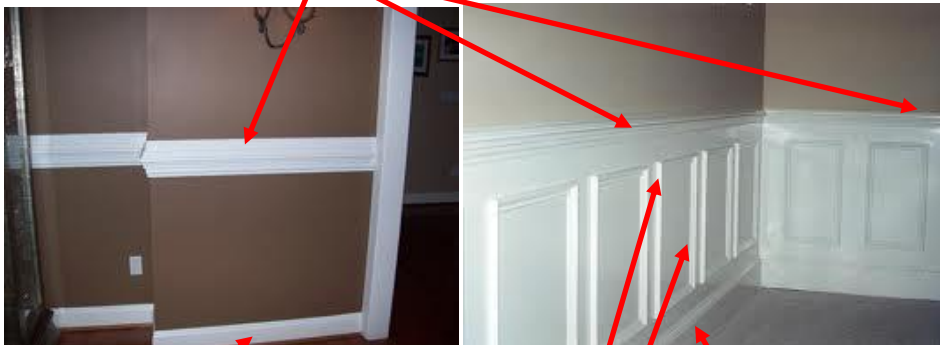
Leave the chairs pulled out so the person doing the floors doesn't have to pull them out again to get under the table with the vacuum and mop. After the person completes the floors, return the chairs to the table, leaving a 2–3-inch gap between the chairs and the table. Dining room furniture is typically expensive, so chairs and tables are more likely to be damaged if you push them hard against the table. Do not let the chairs touch the table.

If the table has a pedestal, get on your hands and knees to dust the pedestal and any cross bars. **Be careful not to bump your head.** The pedestal is underneath a table, so it does not accumulate dust as fast. You may only need your Swiffer to help with your reach.

CHAIR RAILS and PANELED WALLS

Dust all chair rails and paneled walls. Dust accumulates on them because they have many flat surfaces. Chair rails are easy and fast to dust.

Use a rag to quickly dust the top rail (waist-high), going all over the room on the waist-high molding.



This is the baseboard and would be dusted during High Dusting or wet wiped during a Spring Cleaning

If the bottom is completely paneled like in this picture, dust the edges / molding. On your second trip around the room.

On a Spring Cleaning you wet wipe all the panels. (The white painted woodwork)

BOOKS ON SHELVES

When you encounter books on shelves, you usually encounter a row of books. Dust the row of books where they are sitting. Dust the tops, fronts, and sides of the exposed books. Use your duster, not a rag, because a rag can get stuck on some books.

DESKS

You clean a desk just like any other furniture. If there are 10 or fewer items on the desk, hand-dust each item before returning it to its original place.

If the desk is completely covered with papers, bills, and other personal stuff, then leave those papers untouched. You can treat it like excessive clutter. If you run into excess clutter, you simply clean around it. Also, you don't want to touch personal information. Identity theft is a real concern, so take the conservative approach and clean around the papers as best you can. If there are a few pages, you can move them to the back of the stack and continue cleaning the desk.

ENTERTAINMENT CENTERS

Dust them like any furniture. You may find some glass doors and items behind glass doors. As a general rule, do not clean items inside China cabinets, or kitchen cabinets with glass doors, and the same applies to entertainment centers that have glass doors. Some customers may request that you open some glass cabinets and dust what's inside. That's ok, but as a general rule, don't clean items behind glass.

TELEVISION, DVD PLAYER, AND OTHER EQUIPMENT

Do not clean television screens. Most screens require a special cleaning solution and a special rag. It is easy to damage television screens, so don't clean them. If you have just one small grain in your rag and run it over the screen, it will scratch the TV screen, and that's an expensive damage claim. Please check with your employer about their rules.

Please clean the other surfaces of the television, but not the screen. Dust the tops, sides, and backs of TVs if you can safely and easily reach them. Use the duster or rag to carefully dust the back, top, and sides of the TV. Use your rag if your duster cannot remove all the dust.

BE CAREFUL NOT TO ACCIDENTALLY UNPLUG OR TURN OFF ANYTHING while dusting. There are always a bunch of wires coming from the back of the TV. Be careful not to knock out the wires. Move between the wires, but be careful when you are dusting behind the TV.

WINDOWS, FRENCH DOORS, and GLASS DOORS

Maid companies have different policies regarding window cleaning. Most maid companies will clean windows for an additional fee. The following windows are sometimes included in recurring service plans or certain cleaning packages. Check with your employer.

1. If the front door has glass, clean both the inside and outside of the front door glass
2. If there are small, narrow windows on either side of the front door, clean them inside and outside
3. If the back door has glass, clean both the inside and outside of the back door glass. The back door is typically the one that leads to the backyard.
4. French doors inside the home, like a Study, Library, or Den, are completely cleaned on a Spring Cleaning, including the glass. On the recurring service, you would dust and spot-clean the glass.
5. If there is a window directly over a kitchen sink, clean the inside of the window.

When you clean windows, it is very important to clean them until they are streak-free. Get into the corners and edges. Windows can be very dirty and can take some time to get all the dirt and dust off them.

FLUFFING DECORATIVE PILLOWS

You encounter decorative pillows throughout the home, on beds, chairs, and couches. This is another important example of staging a room.

Fluff a pillow by laying it flat and patting it with your hands. This will fill all the corners and edges of the pillow and flatten any lumpy parts. Flip the pillow and repeat the process.

Most decorative pillows are placed vertically, leaning against the back of the chair, couch, or bed. Before placing the pillow back, you can karate-chop the top edge. This puts a nice fold at the top of the pillow and looks nice on some pillows.

Be prepared: some customers may not like that look and may ask you not to do it. It's the same with a fancy fold of tissue in a tissue box. Most customers love the way it looks, but not all. If the customer gives you any instructions on how they want their home cleaned, including not cleaning a certain way, let the office know so they can add those notes to future work orders.



BLANKETS

Blankets are often found in family rooms and in bedrooms. Unfolded blankets are often found on a sofa, couch, or chair, or thrown on the ground. Please fold all blankets neatly and place them somewhere in the room that makes sense and looks nice. In the family room, you may put a folded blanket on a chair, over the back of a couch, or on the arm of the couch.

Now you can watch the Family Room video using everything you just read. Go to www.MaidTrainingAcademy.com and click on the "Videos" link in the top menu. Scroll down and watch the video "Family Room".

VACUUMING

Returning to the golden rule "Top to Bottom," the last thing you clean is the floors.

Vacuum all floors, regardless of whether they are carpeted. Before you can mop a floor, you need to vacuum it to remove all the dirt, dust, and hair. As you clean a home, you move dirt and dust onto the floors, so the floors will be dirty.

You need two types of vacuums to properly and safely clean a home

- A vacuum with a beater bar
 - Referred to as an Upright Vacuum
- A vacuum without a beater bar
 - Referred to as a Canister Vacuum

You need a beater bar to vacuum carpets and rugs. The beater bar removes dirt and dust from the carpet so the vacuum can suck them into the bag. You need a beater bar to leave nice lines on the carpet. You cannot get that from a canister vacuum because it lacks a beater bar.

Never run an upright vacuum over hardwood or tile floors because the beater bar can damage non-carpeted floors. Upright vacuums are not designed to vacuum non-carpeted floors, so even if you raise the setting on an upright vacuum so the beater bar is not touching the floor, you will be blowing dirt and dust because the vacuum is too far from the floor to suck up the dirt and dust.

If you don't want to carry two vacuums, you can sweep non-carpeted floors with a broom before you mop. A broom is not as good as a canister vacuum when you have a lot of non-carpeted floors. Sweeping large sections of flooring with a broom can throw dirt and dust into the air, which can resettle on furniture you already dusted. You don't have that problem with canister vacuums.

Be careful using any vacuum

Move items out of your way when you vacuum. Some items cannot be easily moved, so you have to get close to your vacuum.

A vacuum can cause damage if it is handled incorrectly. Don't bang a vacuum against furniture, doors, baseboard, or walls. Commercial vacuums have rubber bumpers or aftermarket soft bumpers, but you can still leave marks on furniture, including gashes and scratches that can lead to large, expensive damage claims. You can also knock items over with the vacuum cleaner or even with the cord.

Be careful not to snag objects with the rug beater. Carpet snags and rug fringes can quickly turn into a disaster if snagged by the beater brush. Always be on the lookout for items that should not be sucked into a vacuum. It is better to pick up small items than to vacuum them up.

Be quick to respond to the sound of something in the vacuum. Immediately turn off the vacuum. If the item doesn't fall out of the cleaner when it is turned off, unplug the vacuum and remove the item.

Be careful not to pull the electrical cord as you move the vacuum cleaner through the home. Pulling the cord around corners will rub baseboards and leave marks. Pulling a cord can knock over other items, such as a small table, resulting in something falling off with no one there to catch it. These claims happen all the time with untrained maids.

Plug the vacuum cleaner into the best electrical outlet

Commercial-grade vacuum cleaners typically have a 50-foot electrical cord. The general strategy is that you work your way out of a room and start at one end of the floor. By using this method, you don't walk over the freshly vacuumed carpet.

Take your vacuum and put it in the room at the farthest end of the floor you are vacuuming. Unwind all of the cord and walk away from the vacuum, typically out of the room and down the hallway. Once you get the extension cord as far away from your vacuum cleaner as possible, then start looking for an outlet.

It is important to work toward the outlet you are plugged into. If you work away from the outlet, you will pull the cord, which can damage the plug and the outlet.

If you cannot find an outlet, think twice before unplugging anything. If at all possible, never unplug anything. Look for an open outlet. Anytime you unplug something, you run the risk of a problem.

If you must unplug something, look for a floor lamp or light. Never unplug a computer, phone, TV, clock, or anything with a clock or thinking abilities.

If you must unplug a child safety cap, make sure to replace it.

This is a common mistake that can result in a customer terminating service the first time it happens. **Do not put the safety plug in your pocket, because you will forget.** When you unplug the safety cap, leave it on the floor next to the outlet. You will see it when you unplug the cord.



Do not unplug an air freshener because they can spill when lying on their sides or if you plug them back in upside down. Don't laugh because it's happened many times. This can stain carpets and wood floors.

When you unplug your vacuum, always unplug it by holding the plug

You have heard this all your life, but it's important. Yanking the plug out by holding the cord will eventually break off a prong. **Danger: Do not attempt to remove an electrical prong stuck in an outlet.** Treat it like an accident and call the office right away.

Vacuuming when the customer works from home

Some customers work from home. This can lead to a few issues and challenges when you vacuum.

If you know the customer is working from home and you are about to vacuum next to their office, knock on their door and ask if it's okay to run the vacuum.

What you want to avoid is the customer telling you to wait to vacuum until they are off the phone. That can be hard to predict. Tell the customer, *"We are just about done cleaning; all we have left are the floors. I can come back in a few minutes, or we can skip this floor around your office."* Having an open dialogue with your customer is good.

Don't vacuum too fast

You need to make sure you are picking up dirt and leaving vacuum marks on the carpet. If you go too fast, neither will happen.

Scroll down to the next page

Vacuum cleaner lines look great, and it shows quality vacuuming

Leaving vacuum cleaner marks on the carpet is important. This is referred to as "grooming" the carpet.

Although this room is empty, maintain the same pattern even when furniture is present. This pattern helps you cover 100% of the carpet, so you miss nothing.

The pattern is to vacuum in rows and use **long** strokes without taking a full step forward. You will rock forward to get the longest length, but keep the lengths the same throughout the room/home, as best you can.

The principal motion is to push the vacuum up in a **straight line**, then pull it back (in a straight line) to the next row to vacuum. In this picture, the cleaner vacuumed right to left. If your lines are not straight, the room will look sloppy, and you will have to go over it again.



Some carpets will not show lines. You still vacuum the same way because it is the best pattern and fastest way to vacuum the carpet. Vacuum out of a room, so you never walk on freshly vacuumed carpet, and use long strokes when vacuuming.

Go to www.MaidTrainingAcademy.com and click on the "Videos" link in the top menu. Scroll down and watch the video "Vacuuming Carpets".

CLOSETS

Typically, all you do in a closet is vacuum the floors. Even if the closet door is closed, open the door and vacuum the closet floor. You may find a few clothes on the floor; place them out of the way so you can get to more of the floor. If the closet floor is completely covered with clothes, do not vacuum it.

Some closets are large and may have a window and a sitting area. In that case, clean it like any room. During a Move-In/Out cleaning, the closet will be empty. Wipe down everything with a cleaning rag and mop water. Wipe down all shelves and baseboards.

Move items out of your way when vacuuming

You will move some furniture when you vacuum. The question is what kind of furniture? The general rule is that you do not lift or move anything you cannot lift with one hand. In other

words, not very much weight. The other rule is that you always use two hands to move items. That still leaves a long list of items that you can move as you clean.

Here is a partial list of things you move:

- Any furniture on coasters or gliders
 - These allow large pieces of furniture to be moved with one hand
- Small kitchen tables
- Small nightstands next to beds
- Small end tables
- Small coffee tables
- Love chairs
- All chairs in general
- Footstools (ottomans)
- Umbrella stands
- Small Plants (Plants can be heavy. Be careful because dirt is heavy.)
- Kids toys

Customers are instructed to pick up clutter before you arrive, but not all customers do

The common rule across the industry is that customers are expected to pick up clutter, including toys, clothes, and trash, before the maids arrive. This requirement is often discussed during the pricing of a job, during the set-up of service, included in service agreements, and included in the service reminder emails or phone calls customers get the day before service. And yet, you will still find some degree of clutter. What do you do?

The best time to talk about clutter is before you clean the home.

Because clutter is a common problem, it is best to have a written policy and an open discussion with your customers during the setup of their service. Here is a rule used by a large maid service, communicated to every customer, included in their service agreement, and prominently displayed on their website.

If we run into a few clothes, toys, or general clutter in a room, we will gladly pick them up and place them in some order. The same goes for a few dishes left out in the kitchen. The problem comes when the entire table, dresser, or counter is completely covered. Or, if we run into large piles of clothes on the floor. Our policy is "Any area completely covered with clutter will not be cleaned." You may consider removing certain rooms with heavy clutter or scheduling your initial service after you have prepared for the maid's arrival.

How would you handle this situation?

Every maid company has its own rules on clutter, so check with your employer. However, if you start picking up large amounts of clutter, the problem usually gets worse and not better.

If the entire home is like this, you may want to call the customer and let them know it will take longer to clean their home, which means the cost will go up.

Often, the only room that looks like this is a child's bedroom. We advise you to pick up all the items on the floor and place them on the bed. This is fast and easy, so you can at least vacuum the floors.



If you encounter this every time, speak with the office so they can discuss with the customer how to prepare for your arrival or how the customer wants to handle this problem. The good news is that most customers understand the clutter rule.

VACUUM UNDER BEDS

When vacuuming bedrooms, make sure to vacuum under the bed. The customer can often tell if you did by looking at the vacuum lines in the carpet.

Lift the bed cover to get a clear view under the bed. You don't want to accidentally snag something with the beater bar. You also need to see the bed frame, so you don't bang your vacuum against it, damaging the bed and your vacuum.

You may be limited by how flat your vacuum can lie and by the space you have, but you must get under the bed as best you can.

If the floors under the bed are hardwood or any non-carpeted flooring, dry mop the floor.

Dry mopping is using your mop with no water or liquid on the mop head. This turns your mop into a giant duster. Don't push the mop just to push the dirt and dust back to the wall. Use a sweeping motion to pull the dirt and dust from underneath the bed.

ROOMS WITH RUGS

It is common to find rugs on hardwood floors and sometimes even carpeting.

Vacuum rugs before you vacuum the rest of the room. Vacuum rugs like you would carpet, using long vacuum strokes. If the rug has tassels, vacuum up to the tassels but not too close to avoid snagging a tassel.

Sweep or vacuum under rugs as best you can

If the rug is small or can be rolled up, then move it out of the way after you vacuum it, so you can vacuum and mop the floors. Leave these rugs off the floor until the floor is completely dry. Don't forget to replace them before you leave the home. And when you replace them, make sure the rugs are perfectly straight and aligned. This is staging the rugs to make them look perfect. A long rug can easily look bad if it is off-line just a little. Stand back and look at the rug as it sits in the room.

If the rugs are large or furniture sits on top of them, pull the edge of the rug back as far as you can, with the goal of keeping it in place by folding over onto itself. This makes it easier for you to vacuum the floor under the rug. Customers will often check your work by pulling the rugs back. And yes, customers will leave items under rugs, like a penny or a piece of paper, as a test to see if you are cleaning under rugs. The first time you see this, you may laugh to yourself, but know that this customer is checking your work closely. Don't skip this important step.

If the lifted rug does not stay folded over, then use one hand to hold the rug up and the other to vacuum underneath.

Use your broom to brush the tassels at the edge of the rugs

If the rug has tassels, take an extra second to brush them with your broom or the brush head of your canister vacuum, so they look straight and neat.

Brush the tassels away from the rug, like you would brush hair. You want your customers to love their cleaning service, and they will notice this extra attention to detail because most customers do not brush their tassels themselves. You may have to do this twice. Once you vacuum the rug to remove any dirt and dust from the rug and onto the floors, you can vacuum it up when you vacuum the floors, and once again after you mop the floors and replace or fold the rug back onto the floor.



THROW RUGS

Throw rugs can be found throughout the house. You placed them outside the rooms, like the bathroom and the kitchen, while you were cleaning them. Some throw rugs just need to be shaken, not vacuumed, if they are thin, because they can easily get sucked up into the vacuum.

How to vacuum a throw rug

Stand on one end of the throw rug to keep it in place. Lift and turn the vacuum around so the beater bar is close to your feet. Vacuum away from where you're standing. Lift up the vacuum at the end of each stroke, going away from yourself. Sometimes it is easier to use a canister vacuum on small rugs.

Vacuum throw rugs on both sides

Vacuum both sides of the rug, because the bottom may have stuff that will transfer back to the floor unless you get everything off.

EDGES and CORNERS of FLOORS

Even the best vacuums cannot reach the edges and corners well enough to pick up all the dust, dirt, and pet hair. We explained in Level-1 that when you high-dust, you must also look for anything in the corners and edges of the floors.

You can use a long, narrow plastic crevice tool with your canister vacuum to get into the corners and edges of carpeted rooms, but that is a slow process. If you are not careful with the crevice tool, you can mark the baseboards with it, resulting in a complaint and a damage claim. Your Webster high duster is much faster and safer.

If the room has a lot of stuff in the corners and along the edges, use your broom before you vacuum. Customers will complain if they find bugs, dirt, pet hair, or anything in the corners and along the edges of the floors.

Vacuuming STAIRS

BE VERY CAREFUL WHEN WORKING ON STAIRS. Every year, more than 1,300 people in the USA are killed from falling down stairs. This is the most dangerous part of the job. Anytime you are on stairs, you must be careful. Whether you are high-dusting, short-dusting, vacuuming, or mopping the stairs, you must be alert and careful.

Vacuum and mop the stairs just like any floor. Vacuum carpeted stairs with an upright and canister vacuum, and hardwood steps before mopping them. Corners and edges may need to be swept with a broom before you vacuum and mop.

Work the stairs from top to bottom. Vacuum and mop the stairs after you finish cleaning the entire upstairs. Your vacuums are already upstairs, so that makes it convenient. Make sure all your tools, caddy, dirty rag bags, and everything you took upstairs are now downstairs. You do not want to walk over your finished work if you don't have to. So, with that in mind, you also need to plug in your vacuum at the bottom of the stairs so you can work toward the electrical outlet, just like any floor in the home.

To start, stand on the third step from the top. Face the stairs. You will be working backward

down the stairs. Several things make this a safer job. The first is that you will be holding an upright vacuum. The vacuum is not resting on the stairs. Hold the vacuum like it is a hand tool. This weight in front of you gives you much better balance and confidence.

The other safety aid is the handrail. The handrail is close to you, so grab it anytime, including when moving down a stair. Another safety tip is to make sure your entire foot is on the step, which requires you to focus on placing your foot with every step. Never rush on stairs.

Hold the upright vacuum with 2 hands on the metal pole. Place the cord over one shoulder to get the cord out from under your feet. Place one hand toward the top, either on the handle or right below it. Place your other hand close to the bottom of the pole. Now you are holding the vacuum like it is a hand tool. Now you can vacuum the stairs with strokes coming away from the step and toward yourself. After you vacuum the step left to right, take a step down, carefully moving your feet and making sure your foot is completely on the next step down. You have to move the cord out of your way before you step down.

The best way to illustrate this task is to watch the video on our website.

Go to www.MaidTrainingAcademy.com and click on the “Videos” link in the top menu. Scroll down and watch the video "Vacuuming Stairs".

Staircase going down to the basement if the basement is not being cleaned

If there is a closed door to the basement, you typically do not vacuum those stairs. If the stairs going down into the basement are an open staircase, visible because there is no door, then vacuum the stairs to the basement landing, but stop on the last step.

CANISTER VACUUM

The canister vacuum is used on all non-carpeted floors. The canister has no beater bars and sits close to the floor. It is best to have a soft-bristle head to avoid scratching the floor.

Although the bristle head is slotted to let dirt and other debris pass through for vacuuming, the best way to use this head is to tilt the front up as you push it forward. When you pull it back, lift it slightly so you catch the dust on the back brush if anything gets past the vacuum hole and isn't sucked into the vacuum. Periodically, you have to clean the brushes. Rub the brushes by hand, or use a wet rag to remove anything stuck to them.



Watch the video "Canister Vacuum"
Go to www.maidtrainingacademy.com

Keep scrolling down to the next page

GETTING UNDER COUCHES, CHAIRS & FURNITURE

Both pictures on this page were submitted as part of a customer complaint. The customer was upset and included this comment, “The reason I have maid service is to get under furniture!”



All kinds of stuff end up under furniture. The only way you can see and clean these areas is on your hands and knees. Dust and pet hair will drift under furniture. Hardwood or tiled floors are the worst, since dust can easily move under them.

If your canister vacuum cannot reach all the way under, then reach with your duster to get all the dust, hair, and debris, including toys, socks, and other miscellaneous items you find underneath furniture.

You may need to use your dusting pole and a dry mop to reach under the furniture so you can get all the way back to the wall. Use a sweeping motion to pull all the dust and debris from beneath the furniture.

If you find something under the furniture that belongs somewhere else, then put it back where it belongs, like a TV remote, toy, book, etc. When you find items of value, such as money or jewelry, leave a note for the customer along with the item you found.

PET DROPPINGS & FECES

Picking up pet feces is typically excluded from most maid companies' services. However, most maid companies have some exceptions to that rule.

If you see a random pet dropping on the floor and it looks like you could pick it up without leaving a mess, most maids will get some toilet paper from the customer's bathroom, pick up the poop with it, and flush it down the toilet.

If you find a messy pet dropping where picking it up could make the mess worse, you will not pick up the dropping, work around the mess, and leave a note for the customer.

A cat litter box can pose a real challenge. You will find the following situations when there is a litter box in a room.

- No litter on the floor
- Some litter on the floor
- Litter and cat poop on the floor

If there is any litter on the floor, use the customer's broom and dustpan to sweep it up and return it to the litter box. Some customers may ask you to put it in a trash can. Use the customer's broom and dustpan to avoid carrying feces from home to home on your dustpan.

Never use a vacuum to vacuum up cat litter or any pet feces. It not only gets your vacuum to stink, but it can also ruin the vacuum because some pet feces, and even worse, cat/dog urine, can ruin a vacuum cleaner because the smell may never come out.

Don't vacuum a carpeted room if it smells like cat or dog urine.

This is one of the quickest ways to ruin a vacuum cleaner. A room that smells heavily of cat or dog urine will transfer that smell into the vacuum cleaner. It is something equal to a skunk. The smell of urine may never escape the vacuum. You or your company will need to discard a very expensive vacuum and purchase a new one. Inform the customer about this policy and ask them to use their vacuum. Customers will understand, but you must tell them.

Take care of your vacuums. They are expensive

Don't run over the cord. Running over your electrical cord just once can strip or cut it. A vacuum with duct tape covering the cord splices looks bad to a customer. It makes you look reckless. Don't throw your vacuum in your car. Place it in your car. Don't drop your vacuum on the floor; place it carefully. These machines are expensive. Most good commercial vacuums start at \$200.

Get to know your vacuum. Vacuums need maintenance and repairs. You need to be an expert in repairing and maintaining your vacuum and so you can do minor repairs in the field.

MOPPING FLOORS

The number #1 complaint is doing a poor job on floors. If you want to be a successful cleaner, you need to do a great job on the floors.

A continuation from Level-1 mopping instructions

We first introduced mopping at the end of your Level-1 class when we reviewed mopping bathroom floors. We will not repeat those instructions, although they apply to all mopping. The instructions in this section will build on what you learned previously.

Instructions in this section are also important for bathrooms. To get a complete overview of mopping, review the Level-1 mopping instructions, then continue here.

There are several systems for mopping floors.

- Traditional mopping - Rinsing your mop in the bucket as you mop.
This is not the best way to mop floors. As you rinse your mop in the bucket, the water gets dirtier, so you are mopping with increasingly dirty water. It also puts too much water on the floor, which can damage the floors.
- Replaceable mop heads
This is the most common and best method used in residential cleaning. Replace the mop head with a clean mop as soon as it gets dirty. Some mops look like a bonnet, and they wrap around the mop. These mops are called Sh-Mop. The other, best-replaceable mop is the long, narrow mop attached to the mop head with Velcro, so it sticks to the mop. It's called a flat mop.
- Spray and mop
This puts the least amount of liquid on the floor. The product is usually provided by the customer because it is more expensive than mop water mixed with a concentrate. This process takes longer and is physically harder than traditional mopping because it is a drier method, which makes the mop head harder to push across the floor. Some maid companies will charge the customer more for using this method because it takes more time, and the customer typically has just one. Most cleaning is done by a team where each cleaner has their own mop pole. Having just one will throw off the cleaning flow and make it much longer, and it takes more time because it's just not as good. Check with your employer.

EQUIPMENT & CLEANING SUPPLIES

You need the following items to mop:

- Broom
- Canister Vacuum
- Mops
- Mop bucket

GENERAL FLOWCHART

1. Read your work order for instructions on what floor cleaner is requested
2. Mix your mop water to exact specifications
3. Sweep and vacuum the floors
4. Mop the floors
5. Check your mop head frequently
6. Change mop heads as soon as they are dirty
7. Check your work

FLOOR CLEANING SOLUTIONS

Customers can be very particular about the cleaning solution and method used to clean their floors. Customers may request or demand that you use their cleaning solvents and even their mop or mopping tools. Most cleaning companies will accommodate customers and use their products; however, some mop systems can be slower and far less effective. Steamers and mopping systems that spray the solution on the floor and then you mop it into the floor can be slow and, frankly, less effective. Some maid companies charge more for using the customer's product or equipment if it takes them longer to complete the job.

If you are required to use the customer's product, read the instructions on the label carefully. If you have questions, ask the customer or call the office. If you don't follow the instructions exactly, you could damage the floors and be liable even though the product belongs to the customer. If you use it wrong, it's your mistake.

Keep an eye on how much cleanser the customer has left over. If the customer's cleanser is running low, leave a note notifying them.

If you run out of the customer's product, use your standard mopping solutions and methods to finish mopping the floors. Don't leave a home without mopping the floors. Leave a note for the customer informing them that they need to purchase more floor cleaner and that you used the company-standard floor cleaner, which is safe and effective for all flooring.

You may use different floor cleaners on different floor types in the home.

Most maid companies have one floor cleaner that is safe and effective on all floors. However, some homeowners will request a different floor cleaner for their hardwood and tile floors. Always look at your work order for instructions

Do not use hot water to mix your mop bucket.

Some people think it's best to use hot water. The truth is that **hot water can damage floors**. Using hot water on hardwood or tiled floors can loosen the wax or finish. Over time, the floor will start to look cloudy. Hot water doesn't stay hot long because you use your mop water from start to finish on a job. Your water won't stay hot for long. For best results, use cool water.

The power and benefit of a floor cleaning solution is to loosen dirt. Some cleaners would argue that water alone is all you need. Although that sounds safe, using water alone is not good. You just need a mild detergent to help loosen and clean the floor. The other benefit is that most floor cleaning solutions dry faster than just water. That helps in getting floors streak/spot-free.

PREPARING YOUR MOPS

Depending on the size of the home and how many non-carpeted floors you have, you typically use 10-15 mop heads in a 3,500 sq. ft. home. Don't prepare more mops than you will use in the

room. You can prepare a few at a time, but you cannot leave wet mops on the floor waiting for their turn, as standing water can damage them.

Most bathrooms require 1-2 mop heads. Bathroom floors are usually not as dirty as kitchen floors. You could use 5 or more mopheads in a kitchen because food will get dropped on the floor and walked on.

Put your mop bucket on the floor, out of the way and on top of a few mops



Never put a mop bucket directly on the floor. It can and will leave a ring, depending on the floor and how long it's on the floor. This can lead to a large damage claim.

It's best to sit your bucket on clean, dry mops because they are thicker. If the bottom of the bucket is wet, which can be the case when mixing in the sink, the water can soak through a rag in just a few minutes and could still leave a watermark on the floor.

SWEEP & VACUUM BEFORE YOU MOP

We said it before, but we will say it again. Before you mop any floor, sweep and vacuum to remove loose dirt and debris. This important step cannot be skipped.

According to the National Hardwood Flooring Association, you should only wet mop hardwood floors once a month. The experts recommend using a canister vacuum and spot-cleaning messes as the primary way to prolong the life and luster of hardwood floors. Regardless of this recommendation, most customers want their floors wet-mopped every single time you come. So make sure you wring your mops so they are just damp, not dripping.

Dry mopping floors.

Some customers will have you dry-mop the floors after you vacuum them and skip wet mopping. Dry mopping is using a dry mop and no cleaning solution. It is like dusting the floor. Shake the mop often, like you would with any dusting head. Don't let too much dust accumulate, or you risk scratching the floor. If hardwood floors have been refinished or installed, you should not put any liquids on them for 4-8 weeks. Dry-mop them for as long as the flooring company recommends.

START IN THE CORNER AND WORK YOUR WAY OUT

Start mopping in the corner, at a point farthest from your exit, like a door or the opening into the next room. You are mopping your way out of a room.

The pattern of mopping floors

The primary motion of your mop is left and right in a 4-foot-wide row. You may go over the same row several times before the floor is clean. When you are done with that row, round the corner by turning your mop, so it never leaves the floor. This is an “S” pattern. This S pattern allows you to pull dirt, dust, or mess with you on your mop head. If you only mop left and right, you will only push dirt and messes to the sides, but they will still be on the floor. You have to mop, pulling everything with you. Use a rag to pick up excessive dirt or hair pulled by your mop.

Keep your pattern tight and overlap your mopping. The first example in black is missing much of the floor. The yellow example is better, but not good enough. The green example shows all the floors completely mopped.



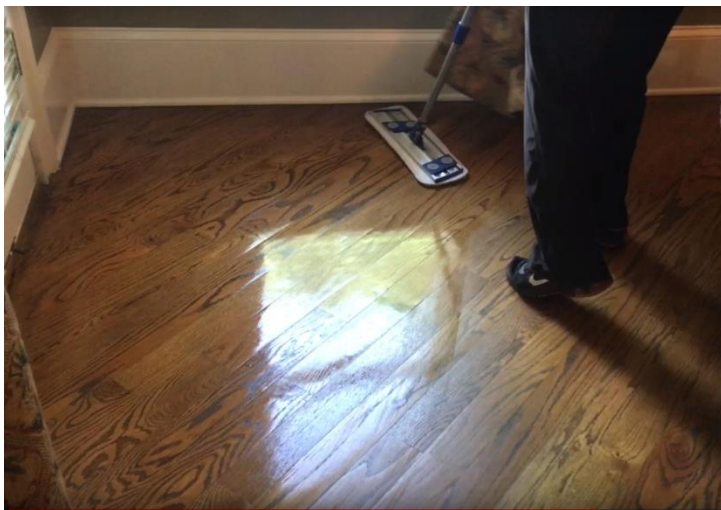
You can still get into the corners and edges with your mop using an S pattern.

MOP HARDWOOD FLOORS WITH THE BOARD LINES

Hardwood floors have slats or strips of wood that form the floor. Always mop with the grain or along the lines of the wood. Mopping against the strips can trap dirt between the board's slats/edges.

Look at this picture, and see the lines of the boards. In this room, they are running diagonally. Look at the red arrow. Can you see the board lines?

If you mop across the board lines, dirt and messes will get caught or trapped by the edges of the boards. This is a critically important step in getting floors completely clean.



Mopping floors is the process of cleaning up spills and messes on the floor.

Be on the alert to FIND stains or messes. Look for stains on the floor before you mop it. It is easier to see a stain before the floor gets wet.

This requires more than just gliding your mop over the floor. You have to apply some pressure on your mop pole to get stains and anything stuck to the floor. You can use your entire body to lean on the pole to apply weight, which is easier than just using your arms.

When you run into a stubborn stain, you can mop it back and forth, up and down, left and right. It also helps to place your foot on top of the mop head and use it to scrub a tough spot.

You may need to get on your knees to hand-wipe stubborn areas. You are there to clean the floors of all the messes and stains. **Do not use the scratchy side of a sponge.** You can scratch hardwood floors with the scratchy side, even with a light-duty sponge. Usually, all you need is a rag, but if you need to use a sponge, use the soft yellow sponge side.

Mop the floors until they are clean

The best way to know whether a floor is clean is to check your mop head frequently. As soon as it is dirty, change the mop head. Continue mopping the same area until the mop head no longer comes up dirty. If the mop is dirty, the floor is still dirty, and you will need to mop it again.

Don't wait too long to check your mop head, because you won't know where it got dirty and, in turn, it won't be effective at cleaning the floor.

If you mop with a dirty mop head, you are not cleaning the floors; you are spreading the dirt already on the mop all over the floor, making the floor dirtier than before you started.

Mop a small section of the floor (3–4 rows) and check your mop before moving to the next area.

Keep an eye on the mop head by turning the mop upside down to see the bottom. As soon as it gets dirty, change mop heads.

If you don't check your mop head often, and by section, you will not know where to re-mop. You will have to re-mop the entire large section again

Watch this video again on mopping floors. Fast forward to the 5:00-minute mark

Go to www.MaidTrainingAcademy.com and click “Videos” in the top menu. Scroll down and watch the video "Mixing, Wringing & Mopping".

DO NOT DOUBLE WRAP MOP HEADS

Some cleaners will wrap a few Sh-mop heads over the mop head so they can take one off, and there is a clean mop head underneath. At first, this may sound like a good idea, but it has many associated problems.

- Wrapping multiple mop heads will stretch the mops too much, which can ruin the Sh-mop
- You get too much water on the floor.
- Dirt passes from the first mop head to the second

Don't double wrap mop heads. Some cleaning companies will terminate an employee because mop heads are expensive, and you can ruin several in one day.

VERY IMPORTANT: Do not let water sit on wood floors.

If you leave water sitting on the hardwood floors, the floor will warp and get water stained. If you accidentally put too much water on the floor, use a dry mop to get it off.

STREAK-FREE MOPPING

There are several techniques to avoid streaks. The first way to prevent streaks on your floors is to keep your mop from getting **too wet**.

Streaks and spots are caused by using too much water/solution, and they take too long to dry. If you ring out your mop until it is damp, the water on the floors is minimal, and any liquid evaporates quickly. Using this method will result in very few, if any, streaks.

The other thing that will leave streaks and spots on floors is using too much floor cleaner concentrate in your water. This can leave streaks and leave your floors sticky and streaky.

Check your floors for streaks after you finish mopping them. Floors take anywhere from 5 – 10 minutes to completely dry. If it's taking more than that, your mop was too wet.

If you see a streak on the floor, you can clean it like you are cleaning a mirror. Most times, you can rub it out with a dry rag or mop. Sometimes the streak is from dirt, and you may need to clean the floor again. Some floors show streaks more than others. Some floors receive more sunlight and may show streaks more than others.

The second way to get floors spot-free is to **dry them immediately after mopping**. The most common floors that need drying are those with a glossy finish. It's like cleaning glass or a mirror. Drying the floors with a dry mop is the best way to prevent streaks or spots, but it takes more time.

After you wet-mop a section of the floor, grab a dry mop and dry it. Don't wet mop a large section because you'll have to walk over your floors. You don't want footprints on floors, and you don't want to walk on wet floors because you could slip. You also don't want the section to dry on its own because that's when it leaves spots. You are drying the floor spot-free with a dry mop.

Do not use two people because you never want someone standing on wet floors. It is dangerous,

plus you are leaving footprints on the floor. Mop and dry your way out of a room, one section at a time.

RUGS and MOPPING

When it comes to mopping, there are two primary types of rugs.

- Rugs we move out of the way
- Rugs we cannot move

This depends primarily on the size of the rug. If the rug is small, then you remove it when you vacuum the rug (see the section on vacuuming rugs). When you are ready to mop, the rug should already be off the floor and out of the way.

If the rug is too big to move, or if big furniture is on it, you can pull the edge of the rug back and see if it will stay back. If the rug will stay folded over, mop the floor under it. After you mop the floor, wait for it to dry before you fold the rug back onto it.

If you cannot keep the rug off the floor, **do not mop the floor under the rug**. If you put a rug on a wet floor, it can damage the rug and the floor. It can create mold and smell.

You will sweep or vacuum under that type of rug. You can spot-clean the floor only if the area is small, and you will have to dry the spot before laying the rug back on the floor.

Mop under furniture

When you mop, make sure to mop under furniture, including beds, couches, chairs, and all furniture. Your mop and pole can lie flatter than your vacuum, so it can reach places your vacuum may not. You have to get under furniture, not just around it.

This picture was sent by a customer right after the cleaning team left the home. The customers used their mop to mop under the master bed. The master bed was on hardwood flooring, and nothing was under the bed. The maids failed to dry-mop under the bed and to mop under the bed. (2 mistakes) This customer was very upset, as she should be.



The kitchen floor is the #1 area for complaints.

Kitchen floors are always dirty. Food and drinks get spilled. People use spices to cook, salt their food, and do other things that get grit on the floor. People spend a lot of time in the kitchen, which means items on the floor get ground into and pushed to the corners and edges. That's why it is so important to clean and check the corners and edges of the kitchen floors. There is always something in the corners and edges of a kitchen floor.

Although this section of your book is about mopping floors, we want to review the entire process of cleaning the kitchen floors, including sweeping and vacuuming, to ensure we cover all the steps.

The primary steps to cleaning the kitchen floor

- Sweep the corners and edges with a broom
- Vacuum using a canister vacuum
- Mop with the grain
- Check your mop frequently and change out mops
- Check your hotspots

Sweep the corners and edges of the kitchen floors with a broom.

Your canister vacuum will not get into the corners and edges as well as a broom. Use a broom every single time. When you sweep the corners and edges of the kitchen, you move dirt, grit, and food crumbs from the corners and edges back into the middle of the room so your vacuum can pick them up.

Brush edges and jab the corners.

Use quick jabbing motions in the corners with your broom to pull and pop the stuff out. You may have to do this several times to get everything out of the corner.

If there is a lot of dirt, food, and other debris on the floors, use the dustpan to pick it up and dump it into the trash. Do not use the vacuum cleaner as a dustpan because it can suck up items that can make the vacuum smell bad for the rest of the day. It can also clog your vacuum. Some foods, like garlic and onions, can ruin a vacuum because those odors can become permanent.

Check the corners and edges of the kitchen floors using your hand

Do this before you mop the floors. The bottom cabinets can hide the corners and edges of the kitchen floor. Simply looking at the corners and edges is not enough. Feel the edges and especially the corners with your hand to make sure there is no dirt, dust, crumbs, etc. in the corners. You will soon discover that your eye can be fooled into thinking a corner is clean until you feel the corner and discover the dirt and crumbs that your eye didn't see. If you find dirt and crumbs, this also means you didn't do a good enough job with your broom. It is very important to use the broom correctly to speed up your cleaning AND to do the best quality work.

Use your rag to pull everything away from the corners and edges of the kitchen floor. When you are cleaning the bottom cabinets, use your rag to reach the corners and edges of the floor. You have many opportunities to make sure the corners and edges are free of dirt and crud.

The customer often checks the kitchen floor, sometimes accidentally.

While in the kitchen, the customer or child spills soda, milk, water, or any liquid on the floor. The customer grabs a paper towel to wipe up the spill, and the paper towel comes back dirty. The customer looks at the paper towel after wiping up the spill and sees a dirty towel. They can't believe their eyes. They get another paper towel, wet it, wipe the floor in another part of the kitchen, and the white towel comes back black.

How can this happen? You know that you mopped the floor multiple times. You have to mop the floors until your mop head comes back clean. With some new customers, it may take 5 or more mops in the same spot the first time you clean their home. Another problem is that some hardwood floors lose their finish, leaving the exposed wood to absorb dirt and grime like a sponge. They may never come clean. When you run into that situation, leave a note for the customer: *"We mopped the floors multiple times, and they are not getting completely clean. Please contact the office."*

Within the kitchen area, there are hot spots on the floor that are dirtier than others. These areas will always have more food, spills, and traffic on the floors:

- In front of the sink
- In front of the refrigerator
- In front of the stove
- In front of the microwave
- Around the free-standing trash can
- Around the kitchen table
- The pantry room

These areas often require more time and multiple mopping to be truly clean. Another area that gets a lot of food droppings is the pantry room. Not all homes have pantry rooms, but this is where you find dry food dropped and even stepped on.

CHECK THE HOT SPOTS ON THE FLOOR WITH A PAPER TOWEL (if you can.)

Customers will accidentally test your kitchen floors, so use the same method to check your work. After you clean the kitchen floors, grab a paper towel that is usually sitting out somewhere in the kitchen. Put some water on it and test each hot spot in the kitchen

If no paper towel is available, grab a clean mop head and test the floors. Most mopheads are white and will work just as well. This test takes just a minute, but it will save you from a customer complaint.

Mopping Stairs

Before you mop stairs, make sure no one is upstairs. It is very dangerous to walk down wet stairs. Make sure no one is upstairs, even if there is another set of stairs in the home to come down. You could finish the stairs, walk away, and a few minutes later have another cleaner come down the stairs, not knowing the floors are wet and have a terrible accident.

Hand-mop the stairs from top to bottom. Do not use a pole to mop stairs. They are hard to maneuver on stairs and will push dirt into the corners and edges.

Use your mop head to hand-wipe wood or any non-carpeted flooring. Use the same floor cleaner from the bucket. Make sure you thoroughly ring out the water from your mop. You can use a rag to get into corners, but a mop usually works fine.

Check your mop as you clean the stairs, just like you did when mopping floors. If your mop becomes dirty, then get a new one and do not rinse the dirty mop into the clean mop bucket.

Work from the top stair down, being very careful as you go down the stairs. BE CAREFUL.

When you finish the floors, you are done cleaning the home.

You often finish at the front door, or at whichever door you entered the home through.

LOAD THE CAR TOGETHER

The Team Leader should complete their check at the same time you finish the last of the floors. It doesn't always work out perfectly, but do not start loading the car until the Team Leader completes the check on the entire home. If you start loading the car by yourself, you may have to go back to the car to get something if your Team Leader finds a mistake and you need to reclean something. Don't load the car until the Team Leader says everything looks good.

SECURE THE HOME

Never leave a home unlocked or unsecured. Customers have zero tolerance for leaving their home unlocked or forgetting to activate their home alarm if those are the instructions.

Keys to a successful career as a Professional Cleaner

1. Be reliable and dependable
2. Be prepared for the physical requirements of being a Full-Time cleaner
3. Have good speed
4. Be coachable and professional all the time
5. Do good work all the time

Be reliable and dependable

Poor attendance is the number one reason cleaners don't make it in the cleaning business, either working for themselves or working for a maid company. Attendance is a challenge for any business. However, the maid service is even more sensitive about attendance.

In the service industry, "You are the product." If you don't show up for work, there is a risk that a customer won't have their home cleaned that day.

Customers like to have the same people cleaning their homes. If you call out, then the company will have to send a different person.

Every maid company will have a "Time-Off Policy." Please learn that policy, because every company will enforce it if you go over the limit. Even if you are the best cleaner in the world, your attendance problems will result in customers or your employer letting you go. It's that important.

Take care of your health. No kidding, this is an important point. You can improve your health and reduce your time off from illness by eating right, getting enough sleep, and limiting your exposure to workplace accidents.

Be prepared for the physical requirements of being a Full-Time cleaner

Most new residential cleaners say it took about 1 month for their bodies to get used to the physical demands. We instruct new cleaners to buy Epsom salt and take a warm (not hot) bath for the first few nights to help with muscle soreness.

House cleaners who get past this common landmark of 1 month of cleaning 5 days a week, 3 houses a day, often say they are in the best physical shape of their lives. You don't have to be a super athlete, but it is one of the most physically demanding jobs across all industries.

Most professional cleaners love their job. They love the physical aspect. Your day goes by fast. 95% of your customers are awesome, and they truly appreciate what you do because they know it's challenging both mentally and physically.

Have good speed

Good speed is not about going fast. Good speed is accomplished by using the proper techniques and moving from one task to the next without hesitation. You don't have to be a super athlete. There are many high-quality cleaners well into their 60's that still have good speed and quality. Here are the time goals you need to reach for the primary tasks of a professional cleaner.

3,500 sq. ft. home. Recurring Service (Weekly, Bi-weekly, or Monthly)

Maid Training Academy

	Minimum Time	Average Time	Maximum Time
Kitchen	25	35	45
Master Bathroom	25	35	45
Spare Bath (Used)	20	25	30
Spare Bath (not used)	10	12	15
Master Bedroom	10	13	15
Family Room	10	15	20
Dining Room	7	12	15
Kids Bedroom	5	7	10
Bedroom unused	4	5	7
Collecting Trash (all)	7	10	13
Toilet	4	5	6
Bed (Stripping & Making)	4	5	6

Be coachable and professional at all times

If you are going to work for a cleaning company, they will teach you what they want you to do. These may be different than what you have learned in these certification classes. That's ok. There are many ways to clean a home. Be receptive and agreeable.

Always be professional. You may get frustrated at times, but please do not lose your temper in a customer's home. That's a good way to lose your job and the customer's business. If you are upset about something, speak with your supervisor.

Do good work, all the time

If you follow all the instructions you learned in your Professional Cleaner certification, you will be able to deliver high-quality work again and again. You can leave a home knowing the customer will be happy, rather than just hoping they will.

You want your customers to love their service, and you can deliver it every time you clean. And when you do, you will have the benefit and joy of your customer loving your service. They will tell you how much they appreciate you, tip you better, and tell their neighbors and friends. All those are direct benefits to you.

The End of Level – 2

Take your Practice Test

Get ready for the Level – 2 Final Exam by taking a few Practice Tests. The Practice Test can be taken as many times as you want. We encourage students to take the Practice Test until they

achieve a score of 90% or higher and complete the exam within one hour. The Final Exam requires a 90% or higher to pass the class, and there is a one-hour time limit. (Most students finish in 30 minutes.) The Final Exam is similar to the Practice Test, but it is not the same, so make sure to read and study your book before scheduling your Final Exam.

We need your feedback

Please take a moment to share your feedback on Maid Training Academy and the classes you have completed. We do listen, and we do respond. This is our 5th edition, and many of the improvements were made based on student feedback.

Click the link below or copy the link to your browser to complete the 5-minute survey. Thanks again, and congratulations on your decision to become a Certified Professional Cleaner.

<https://www.maidtrainingacademy.com/student-feedback>