

Is It Really My Job?

Have you ever been asked by a client to do something on the job that you felt was not a part of your job description? What did you do? What *should* you do? The Professional Cleaner *always* complies with a reasonable request and does all that he/she can to ensure the satisfaction of the client. However, if you feel that the request requires more than the job demands, it would be better to notify the office. Remember - our aim is 100% customer satisfaction!

TIPS

Why not have one designated person assigned to bathroom/washroom detail! Then he/she could do all the bathrooms/washrooms on one shift and use one bucket for the various required supplies! With just one person responsible, there is less likelihood that unsightly items will inadvertently be left behind!

THE PROFESSIONAL CLEANER: BATHROOMS/WASHROOMS

For the Professional Cleaner, of all the areas that give him the greatest concert, the bathroom/washroom is it! It also seems to be the area of greatest concern to the client. Therefore each Professional Cleaner will ask himself the following questions:

1. **Toilets** - Have I cleaned them completely (i.e. the floor bolts; the front; the flush box; around toilet seat hinges)?
2. **Floors** - How do my floors look? In the corners? Behind the doors? Behind the toilet? Do they need to be stripped and waxed? Have I notified the office?
3. **Walls** - Have I ensured that they are clean around urinals, toilets and sinks. Do I clean them on *every* shift?
4. **Cleaning Liquids and Brushes** - Have I left any behind since I know that it would be unsanitary and unsightly to do so?
5. **Toilet Tissue** - Is there an extra roll for each bathroom/washroom?
6. **Hand Towels** - Are there extra so that the client *never* runs out before our next shift? Would a larger towel fit in my dispenser, and if so, have I notified the office?
7. **Hand Soap** - Are the dispensers full?
8. **Faucets** - Are they thoroughly cleaned and shiny? Have I ensured that the backs of the faucets are also spotless? Did I remember to put a toothbrush in my 'bag of tricks' for just such a job?
9. **Mirrors** - Are they spotless?
10. **Urinals** - Have I washed the 'auto flush' ?
11. **Garbage Buckets** - Are they thoroughly wiped down so that they are clean? (Do I remember the 'TIP' from our first issue of this newsletter?)
12. **Stainless Steel Cleaner** - Have I ensured that I have this cleaner in case there is *any* stainless steel in my bathrooms/washrooms?
13. **Supplies** - Have I ordered well in advance all supplies that I will need for my job? Have I called the office yet?

