

Bemister's **Janitorial**

Services Inc.

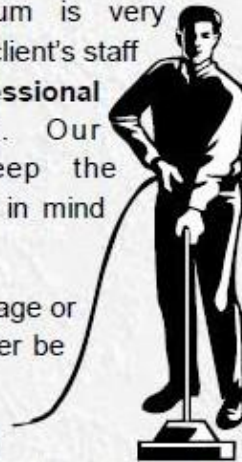


The
PROFESSIONAL
CLEANER
Series

Number Three

Appearance & Decorum

On the job, the **Professional Cleaner** represents the Company. So his/her appearance and decorum is very important especially if the client's staff is present when the **Professional Cleaner** is working. Our employees always keep the following important points in mind when they are on the job:



Language - No foul language or off-colored jokes would ever be appropriate.

Children - Should not be brought into a building since they need constant supervision. If we break or damage a client's property then our company will be held responsible.

Clothing - Our clothing should always be presentable. Our employees have already been chosen because they have met the company's standards in the past. Even though **clean** casual clothing is acceptable, all employees should be aware that certain immodest styles detract from our appearance, such as bare midriffs; short skirts; etc. Our employees are deserving of commendation as they continue to represent themselves and our company as **Professional Cleaners**.

Grooming - Good grooming is expected in any business! Unkempt hair or unshaven faces give the wrong impression. If our male employees do have beards and/or moustaches, they should be neatly trimmed.

Cont'd from previous page

Garments & Carts - If we use garments such as smocks over our clothing, we want to ensure that they are free from stains and neat in appearance. The same would be true of equipment carts - are they clean?

Smoking - Most buildings are smoke-free today! A professional Cleaner would never smoke in such a building—even if it is after hours. We respect the client's policy!

Being Friendly - Being cordial is important, but we would not want to take up too much time talking to a client's staff as this might hinder them from doing their work!

Winter's Gone!



When Spring and Summer arrive, 'salt' and 'snow' tend to become distant memories. However, we now need to give due attention to window and door glass. Is all glass well cleaned?

What about our floors? Do they need extra attention? We may need to check each doorstep as salt and sand tend to accumulate in those areas quite readily. Make sure that these areas are *swept clean!*

Tips

More than cleaning tools and equipment can be stored in the janitor's room! Why not leave an extra smock or t-shirt hanging there in case you should need it? In keeping with our desire to maintain a neat and clean appearance on the job, isn't an extra change of clothing a 'neat' idea? - Especially if we are working a 4 - 8 hour shift!



We can help to maintain our clients' outside doors by **NOT** jamming items in the seam in order to keep them from closing. Even though staff might do this, we know that it can cause damage to the hinges - especially if a gust of wind puts extra pressure on the door. This, in turn, may cause the door to go out of alignment which could result in its not locking properly.



A matter of **SAFETY**

Be careful when handling garbage bags that *you* have not filled! They may contain dangerous items that are sharp and jagged - including broken glass. Due caution and care will avoid serious injury.



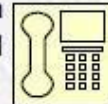
Main Office Area

Each **Professional Cleaner** should ask himself the following questions:

Desks - Have I cleaned them completely, paying special attention to the side where the garbage bucket is located? Did I make sure that I did not disturb any papers left on the desk top? After using a damp cloth, did I then use a dry paper towel to remove any water stains? Have I dusted on the back of computers/monitors? Do I lift up the keyboard and dust underneath occasionally? Have I vacuumed underneath the desk?



Telephones - Do I clean them regularly using a feather duster? Did I clean the receiver with a damp cloth?



Chairs - Did I wipe down the edges and made sure that the legs were clean?

Window ledges and radiators - Do I have a regular schedule for cleaning these (possibly once a week)?

Venetian Blinds - Are they too dusty? *Then I should notify the office.*

Garbage Buckets - Did I clean the inside as well as the outside? Are the garbage bags torn or dirty thus needing to be replaced? Did I put the garbage bucket back in the same position it was in before I cleaned it?



Cleaning Cloths - Are they good quality? Are the ones I am presently using unsightly and ineffective?

Floors - Are there any *Salt Stains*? If there appears to be a problem did I notify the office?

Located at:

681 Topsail Road
St. John's

Mailing Address:

28 Cowan Ave.
St. John's, NL A1B 3N5

Or call our office at:

(709) 364-1259

FAX

(709) 364-1435

website

www.bemister.ca

e-mail

bemister@nf.sympatico.ca

