

Cleaning Guide

General Advices	2
Preparing For The Job	2
When You Arrive	3
How to clean the kitchen	3
Cleaning a fridge	4
On special request or during deep cleaning:	4
Cleaning a freezer	4
Cleaning an oven	4
Cleaning a bathroom	5
Cleaning a toilet	5
Cleaning a window	6
Dusting	6
Cleaning floors	7
1. Vacuuming	7
2. Mopping	7
In case the time is not enough for the cleaning	7
Before you Leave	8

General Advices

- The no1 rule is the client pays for the work, her/his satisfaction is the most important. Be very professional, nice, talk in an ambient tone, work to the highest standards and she/he will appreciate it and will retain the cleaning service long term.
- Be very punctual. Always notify the client in case of emergency and if you are delayed by more than 5 minutes.
- Always take a minute and plan the cleaning first. The sequence: what to clean first, what to clean after and how much time would you like to spend on each area. The cleaning time highly depends on the size and difficulty of the room and how dirty they are before the cleaning. You must be able to determine this before you start the cleaning.
- If you are uncertain of something, ask the customer if she/he is at home.
- Always clean from top to bottom: higher things first, then lower things, then floor.
- Always clean from the inner places to the places that are closer to the exit and do not leave footprints.
- What makes a difference is in the details. Carefully remove things before cleaning underneath, then carefully put them back after the cleaning.
- Use protective equipment, like gloves or wash your hands regularly. After arrival, in between the rooms, after each workflow, like emptying the bin, cleaning the toilet or the kitchen.
- Colour code your cleaning equipment and cleaning clothes and use them for only one type of workflow. For example: green for the kitchen, red for the toilet, yellow for the bathroom, blue for the rooms.
- Follow the troubleshooting guide on <http://www.greenleafservices.ie/cleaners-faq/>

Preparing For The Job

- Check the exact address and bus route on Google Maps and plan how to get there to avoid any late arrival. Dublin bus, <https://www.transportforireland.ie/plan-a-journey/> mobile application and other route planner websites are a great help as well.
- Always check for details in your **Google Calendar**, description and special requirements of the client, phone number, access codes, details about the address.
- **Make sure you have packed the cleaning agents, clothes, scrubber, sponges, gloves, slippers.**

When You Arrive

- Greet the client
- If this is the first time, introduce yourself / your name and that you are a cleaner at Green Leaf Services
- Take off your shoes and use an indoor cleaning shoe that you brought for the purpose. You could also use a hygiene shoe cover nylon.
- Ask the client to show you around and pay attention to what he/she is telling you about the cleaning details. Ask where you find the Hoover, mop and toilet brush.
- Ask the client if she/he is at home, which room should you start in to not disturb.
- Wash your hands and put on gloves and get ready with the cleaning supplies.
- When there are no other instructions from the client, start with the kitchen first then the bathrooms and toilets, then do the rest of the rooms.
- Always leave the vacuum cleaning and mopping last. Clean from top to bottom and inside towards the exit, do not leave footprints.

How to clean the kitchen

- Wipe the extractor fan above the hob.
- Clean the tiles/splashes on the wall around the kitchen.
- Clean the small appliances inside out, under the microwave, toaster, kettle, coffee machine etc...
- Clean the crumbs from the bottom of the toasters, as this is a fire hazard.
- Microwave should be spotless from inside, kettle free of watermarks, coffee machine free of all coffee marks and water stains.
- Clean the fridge and the stove, if requested, also clean the fridge inside.
- Remove shelving from the oven and wipe out the grease
- Wash all dishes, then wash the sink with a degreaser. Counter top should be without any dirty dish.
- Clean all surfaces, make sure there is no smear on stainless steel or stone etc. Never ever use anything stronger than a soft cloth or sponge on stainless steel to prevent scratches. The easiest is to take a microfiber cloth and wet half of it. Clean the surface and then take the dry part of the cloth and dry it. Always wipe in the direction of the grains.
- Clean all glass surfaces, make sure glass is smear free and cleaned.
- Clean the garbage area. And the bin itself.
- Lastly, vacuum and mop the floor. Make sure no smear, hair or crumbs left behind after cleaning.

Cleaning a fridge

- Be sure to wipe the door panel, handle and the top of the fridge.

On special request or during deep cleaning:

- Turn the dial switch to off position. Note which position it was before you turn it off. Do not forget to turn it back to the same position after the cleaning.
- You will have to remove all shelves, storage boxes and wash them under running water with a sponge and washing up liquid. Whip any excess water and make it free of watermarks.
- Clean the inside of the fridge walls with degreaser and make sure no crumbs or food marks left after you cleaned it.
- Once you have everything cleaned, place back shelves and boxes to their original position and turn on the fridge to the position it was before.

Cleaning a freezer

- Clean freezers only on special request or during a deep cleaning
- Start with this right after you enter the building
- Consult with the client where to put the frozen food during the defrosting.
- Turn the freezer off and leave the door open. Clean other parts of the house while the freezer is defrosting. Check on the freezer often and return to clean the freezer once the ice is melted.
- Soak up all water and clean the freezer inside with a degreaser. Make sure no crumbs or food stains are left inside.
- Once the freezer is clean, turn it back on to the position it was before and place the food items back.

Cleaning an oven

- Clean ovens only on special request or during a deep cleaning
- **Cleaning an oven without a self cleaning program** - Use a degreaser with a bit of baking soda, sponge, brush, wool sponge and cloth. Soak / spray the surfaces, leave the detergent on for 10 minutes and clean with the brush. Do not use harsh chemicals or oven cleaner which is not approved by Green Leaf Services.
- **Self-Clean Ovens**- Read instructions if available or ask a client. Remove the racks prior to setting the self clean program including the side racks and start the program.

Cleaning a bathroom

- Clean all lights, fixtures, skirting, handles and knobs, toilet paper holders and towel racks, the top of the shower curtain rod.
- All Drains have to be cleaned from built ups and hair.
- Clean built ups from previous cleaning products, like soap and shower gel, toothpaste. Lift and wipe under all toiletries on the vanity, shelves shower and organise and place them back.
- Clean the sinks, toilet bowl inside out, bathtub and showers with a descaler if needed and make them strake free and shiny
- Clean the tiles and splash marks on the walls, under, behind and beside a toilet as well.
- **Always wipe dry the shower glass and mirrors.**
- Mirrors should be streak-free from all angles, otherwise they won't look clean. (If there are lights over the mirror, clean the mirror before these lights are turned on, as the lights heat up the mirror and therefore make it impossible to get a streak free finish)
- Fold all towels in three as it's done in a hotel to achieve a professional look.
<https://www.youtube.com/watch?v=2DGR9Ym0xBs>
- Clean the floor last and remove all trash

Cleaning a toilet

- Use a rubber glove for cleaning toilets (always have at least two pairs with you) Bring colour coded rubber gloves, don't use this one on anything else
- Clean the lid, bowl, front, base, top, and in and around the seat fastener. You can use a toothbrush for this purpose that you brought with you. (Never use the customer's toothbrush) Use a toilet brush to clean the inside of the toilet.
- Use a degreaser and wipe the base of the toilet and in behind the toilet including the baseboard.
- Flush the toilet then pour toilet cleaner in the toilet bowl and in the toilet brush holder.
- Fold toilet paper in a nice shape to indicate you have been there and cleaned the toilet. Some ideas you can find : [Toilet paper folding](#)

Cleaning a window

- Clean the screens and blinds first, then pull them up.
- Use special window cleaning products approved by Green leaf services
- Spray the cleaning solution first around the window frame and handles and clean it with sponge and cloth.
- Spray the cleaning solution on the window (you can also use vinegar or lemon)
- Use a micro fiber cloth or kitchen towel to clean, any streaks can be removed with these. Wiping the top first is very important to prevent water drops on the clean window.
- In case there are stubborn stains or sticker marks on the window, scrub them off with a blade. Always scrub to one direction to avoid scratches on the window.
- You can use a window cleaning squeegee if you have one on you.

Dusting

- Use a wet or dusting cloth or a duster stick. On larger surfaces you might be able to use a vacuum cleaner.
- Carefully move items prior to dusting. This is more efficient than picking up each item and dusting under them. If you're worried about how things looked before you moved them and want to make sure everything goes back exactly the same, you can take a picture with your phone before you start.
- Most important to dust are: shelves and top of any furnishing, stair rails, baseboards, window sills (raise blinds or curtains), ledges, doors and doorposts, bed frames including the side rail, the bedside lockers, bannisters and spindles, chair legs and bases, curtain rods, pictures and their frames, dining room table legs and bases, radiators, light switches, entry doors inside and outside.
- Be very careful with dusting hanging objects, like pictures because they might fall off.
- Make sure chrome and shiny surfaces are stake free.
- Top of the ceiling fans could be reached with a pole.
- Remove spider nets, but you might want to leave this for vacuum cleaning.

Cleaning floors

1. Vacuuming

- It is important to vacuum clean well as mopping afterwards can only be as good as the vacuuming that precedes it.
- Vacuum under small rugs, doormats and all furniture. Ask for help to move heavy furniture in case cleaning underneath is necessary.
- Vacuum under the edges of rugs.
- Open closet doors and vacuum into them carefully, vacuum shoe shelves at the entrance.
- Vacuum lamp shades, hold the seams with one hand while vacuuming and reduce the suction on the vacuum cleaner if necessary.
- Vacuum all spiderwebs.
- Vacuum the tracks of patio doors
- Vacuum a small area of the garage at the entrance to the living area, this will keep grit from making its way into the house.
- Vacuum fireplaces and wood stoves if necessary. Always make sure that the ash cooled off.

2. Mopping

- Pick up mats and anything else off the floor then put them back when the floor is dry
- Mop around and under the table, chairs and other furniture
- Mop your way out of a room and out of the entire place
- Wash the mop heads after use

In case the time is not enough for the cleaning

You plan the cleaning when you arrive and execute your plan. You start cleaning and when you see for sure that the time is not enough, you have to notify the management (us) and the client about it. You should see this well before the end of the allocated time. If you are able to stay longer, you ask the client if she/he allows you to stay longer. If the client doesn't allow you, then she/he will not pay for the extra hours and you have to leave when the allocated time is up. If you are not able to stay longer, notify the client that you contacted the management and we will contact her about finishing the cleaning.

Before you Leave

- **Inspect the property** one more time to make sure you didn't miss anything. Make sure to close all windows, put everything back to its place and turn all the lights and wall outlets off.
- Empty the trash can and vacuum cleaner bags
- After the first cleaning, (if the customer is present) ask her/him to check the premises and give you feedback on the cleaning.
- If **she/he is not at home**, text her that you finished with the cleaning and let her know that you closed the door.
- In case you have a key to the house /office, make sure to close all doors and lock.

We would like to thank all our cleaners, who are making the customers happy with their hard work!