

TECHNICAL TRAINING CURRICULUM

This is an overview of technical training for the cleaning industry. The most effective learning takes place when training consists of 20% classroom training, 20% demonstration, and 60% on-the-job practice, although the actual allocation may vary for a specific training course. All training should be documented.

SITE FAMILIARIZATION/ORIENTATION

After newly hired employees successfully complete the human resource orientation, they are assigned and report to their designated work location. Their immediate supervisor will familiarize the individual with site-specific procedures, such as parking and security, their specific work area, and their housekeeping responsibilities.

TECHNICAL TRAINING COURSES

COURSE 1: ORIENTATION TO THE CLEANING INDUSTRY

- A. Understanding the Importance of Cleaning and Sanitation
- B. Identifying Performance Expectations
- C. Overview of Training Process/Career Path Program

COURSE 2: SAFETY

- A. Hazard Communication
- B. Bloodborne Pathogens
- C. Environmental Awareness
- D. Emergency Procedures
- E. Floor Safety
- F. Use of Proper Safety Equipment and Emergency Procedures
- G. Use of Personal Protection Equipment, e.g., Gloves, Goggles, Safety Shoes
- H. Proper Lifting Techniques
- I. Care of Equipment and Supplies

COURSE 3: THE CLEANING PROCESS

- A. Cleaning for Health
- B. Understanding pH
- C. Basic Micro-Biology/Disinfection
- D. Functions of Cleaning
- E. Key Elements of Thinning Soil

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COURSE 4: RESTROOM/GENERAL SANITATION PROCEDURES

- A. Public Restrooms
- B. Toilet and Urinal Disinfection
- C. Soap Dispenser Maintenance
- D. Public Areas
- E. Staff/Customer Lounges
- F. Elevators
- G. Stairways
- H. Interior Windows/Mirrors
- I. Trash Removal/Recycling
- J. Hand Washing

COURSE 5: FLOOR CARE MAINTENANCE

- A. Understanding the Floor Care Cycle
- B. Floor Care Terminology
- C. Stripping/Low Speed & Wet-Dry
- D. Stripping/Auto-scrubber
- E. Applying Seal/Finish
- F. Daily Maintenance/Dry
- G. Daily Maintenance/Wet
- H. Periodic/Spray Buff
- I. Periodic/Restorer
- J. Restorative Maintenance

COURSE 6: CARPET CARE

- A. Types of Carpeting
- B. History of Carpet Cleaning
- C. Carpet Care Terminology
- D. Vacuuming Procedures
- E. Spot and Stain Removal
- F. Rotary Shampoo
- G. Spin Bonnet Cleaning
- H. Dry Foam

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- I. Low Moisture Extraction
- J. Carpet Extraction

COURSE 7: EQUIPMENT - BASIC PREVENTIVE MAINTENANCE

- A. Vacuums
- B. Rotary Floor Machines
- C. Burnishers
- D. Auto-scrubbers
- E. Carpet Extractors