



Employee Training Manual: Wiping Cabinets, Shelves & Bathroom Surfaces

Objective

To keep bathroom surfaces—including cabinets, shelving, and décor—clean and dust-free by wiping them down properly, removing dust, hair, and residue while maintaining the integrity of different surface types.



Materials Needed

- All-purpose cleaner or wood-safe cleaner (Murphy's Oil Soap)
- Microfiber cloths
- Detail brush or soft toothbrush
- Step stool (for high shelves or frames)
- Paper towels (optional)
- Gloves (optional)



Step-by-Step Instructions

Dust First

Start by dry dusting surfaces like cabinet doors, shelf tops, and frames with a microfiber cloth to remove loose debris.

Spray Cleaner on Cloth

Lightly spray cleaner onto a microfiber cloth (never directly on wood or frames). Use a wood-safe product for wood surfaces.

Wipe Cabinet Faces and Handles

Wipe down cabinet doors, drawer fronts, and handles. Pay attention to edges and any sticky spots from products.

Clean Open Shelves

Wipe the top and bottom of floating shelves or over-the-toilet units. Remove items if needed to clean underneath.

Wipe Décor and Frames

Gently dust and wipe picture frames, decorative jars, or other surface items. Use a dry cloth on glass if necessary.



Check for Hair or Residue

Re-check all surfaces for missed hair or product residue. Use detail brush for corners or trim as needed.

✨ Pro Tip to Elevate the Experience

Lift and wipe under countertop or shelf items—customers notice when the *whole* surface is clean, not just the visible spots.

✅ Quality Checklist

- No dust or hair left on any surfaces
- Cabinet faces and handles wiped clean
- Open shelving cleaned on all sides
- Picture frames and surface décor wiped and streak-free
- No cleaner residue left behind on any surface





Employee Training Manual:

Vacuuming & Mopping Bathroom Floors

Objective

To properly clean and sanitize bathroom floors by vacuuming or sweeping up dust, hair, and debris, followed by mopping to remove grime and leave floors clean, fresh, and safe.



Materials Needed

- Vacuum with hard floor setting or handheld attachment
- Broom and dustpan (optional for certain floor types or corners)
- Mop (flat or microfiber preferred)
- Bucket with warm water and floor-safe cleaner
- Microfiber cloth or paper towels (for edges or touch-ups)
- Gloves (optional)



Step-by-Step Instructions

Clear the Floor

Remove bathmats, trash cans, and any other items from the floor. Shake out mats if needed.

Vacuum Thoroughly

Use a vacuum to remove dust, hair, and debris. Be sure to get corners, around the toilet base, and under cabinets.

Sweep if Needed

If vacuuming isn't appropriate (for example, very small spaces or uneven floors), sweep thoroughly with a broom and dustpan.

Prepare Mop Water

Fill a bucket with warm water and a small amount of bathroom-safe floor cleaner. Avoid oversaturating the mop.

Mop the Floor

Start from the farthest point of the bathroom and work your way toward the exit. Mop in smooth, overlapping strokes.



Detail Edges and Corners

Use the edge of the mop or a microfiber cloth by hand to get close to the toilet, behind the door, and into corners.

Let Dry

Allow the floor to air dry. If needed, dry high-traffic areas or behind doors manually to prevent slipping or streaking.

✨ Pro Tip to Elevate the Experience

After vacuuming, run a dry microfiber cloth along the baseboards and toilet base—clients notice when hair and dust are completely gone.

✅ Quality Checklist

- All hair, dust, and debris vacuumed or swept
- Floor mopped and allowed to dry streak-free
- Edges and corners cleaned thoroughly
- No puddles, residue, or missed spots
- Bathroom mats returned neatly after floor is dry





Employee Training Manual: Cleaning Bathroom Mirrors & Fixtures

Objective

To clean and polish all reflective and high-touch bathroom fixtures—including mirrors, towel racks, toilet handles, faucet handles, light switches, and doorknobs—leaving surfaces spotless and sanitized.



Materials Needed

- Glass cleaner or vinegar-water solution (for mirrors)
- Disinfectant spray or wipes
- Microfiber cloths
- Paper towels (optional)
- Detail brush or cotton swabs (for crevices)
- Gloves (optional)



Step-by-Step Instructions

Clean the Mirror

Spray glass cleaner directly on a microfiber cloth (not the mirror to avoid drips). Wipe using circular or zig-zag motions. Buff dry with a clean cloth or towel.

Check for Streaks

Inspect from different angles and touch up any missed spots. Use a dry cloth edge for corners.

Disinfect Fixtures

Spray disinfectant on a cloth or use disinfectant wipes to clean faucets, handles, towel bars, and flush handles.

Detail Small Crevices

Use a toothbrush or cotton swab around the base of fixtures and joints to remove grime.

Wipe Light Switches & Doorknobs

Disinfect and wipe all light switches and door handles—these are high-touch areas that must be cleaned every visit.



Final Buff

Use a clean microfiber cloth to give chrome or metal fixtures a final polish for shine.

✨ Pro Tip to Elevate the Experience

Fold your microfiber cloth into quarters—this gives you eight clean sides for streak-free polishing and disinfecting without cross-contamination.

✅ Quality Checklist

- Mirror is streak-free and polished edge to edge
- Faucets and handles are clean and disinfected
- Towel bars and flush handles wiped down
- Doorknobs and light switches disinfected
- All fixtures look clean, shiny, and fingerprint-free





Employee Training Manual: Cleaning Bathroom Sink & Countertops

Objective

To clean and sanitize bathroom sinks and countertops thoroughly, removing soap residue, toothpaste, water spots, and dust—leaving surfaces clean, dry, and polished.



Materials Needed

- All-purpose or bathroom surface cleaner
- Non-abrasive sponge or microfiber cloth
- Disinfectant spray (if not combined with cleaner)
- Toothbrush or detail brush
- Paper towels or dry microfiber towel
- Glass cleaner (optional for faucets or mirrors)
- Gloves (optional)



Step-by-Step Instructions

Remove Items from Surface

Take everything off the counter and set aside. Shake out rugs or mats if present.

Spray Cleaner

Apply cleaner to the sink basin, faucet, handles, backsplash, and countertops. Let sit briefly to loosen buildup.

Scrub Sink and Faucet

Use a sponge or cloth to scrub the basin and faucet. Use a toothbrush around the base of the faucet, drain, and hard-to-reach corners.

Wipe Countertop

Wipe the countertop thoroughly, paying attention to edges, corners, and backsplash.

Dry and Buff

Use a dry microfiber towel or paper towels to dry all surfaces and buff to a streak-free finish.

Return Items Neatly

Wipe any bottles or containers before returning them neatly to the countertop.



✨ **Pro Tip to Elevate the Experience**

Use a little glass cleaner on the faucet and sink drain at the end for an extra shine—it makes everything sparkle and look professionally polished.

✅ **Quality Checklist**

- Sink basin is free of toothpaste, soap, or grime
- Faucet and handles are polished and spot-free
- Countertops wiped clean with no residue
- Items replaced neatly and surfaces are dry
- No water spots, streaks, or visible smudges





Employee Training Manual: Bathroom Towels & Paper Product Replacement

Objective

To maintain a fresh and fully stocked bathroom by properly replacing towels, toilet paper, and other paper products—while paying attention to customer preferences and neat presentation.



Materials Needed

- Fresh hand towels and bath towels (if required)
- Toilet paper (check notes for client's preferred brand)
- Tissue boxes (if replacement is needed)
- Disinfectant or all-purpose cleaner (for holder surfaces)
- Microfiber cloth or paper towel (for touch-up wiping)
- Gloves (optional)



Step-by-Step Instructions

Check Client Notes

Before gathering supplies, review the client's notes or checklist to identify their preferred toilet paper brand.

Bring Correct Supplies

When getting your cleaning bucket or supplies, grab the correct toilet paper and any fresh towels you need. Be sure to come prepared with the customer's favorite toilet paper.

Replace Towels

Remove used towels and replace them with clean, neatly folded ones. Hang hand towels evenly and restock bath towels if requested.

Replace Toilet Paper

If the roll is low or empty, replace it with a fresh roll. Place the roll in the correct orientation (over/under per client preference if known).

Restock Extra Rolls

If space allows, leave 1 extra rolls neatly stacked or in the holder area.



Replace Other Paper Products

Swap out empty tissue boxes and check for any other paper product needs.

Wipe Holder Areas

Lightly wipe towel bars, toilet paper holders, or shelf areas to remove dust and ensure a clean finish.

✨ Pro Tip to Elevate the Experience

Fold the end of the toilet paper into a triangle or decorative tuck—small details like this show care and attention.

✅ Quality Checklist

- Correct brand of toilet paper used (per notes)
- Used towels removed and replaced with clean, folded ones
- Toilet paper and tissues fully stocked
- Holder and towel bar areas wiped clean
- All items placed neatly and with attention to detail





Employee Training Manual: Cleaning Bathtubs & Showers

Objective

To ensure all tubs and showers are thoroughly cleaned and sanitized, removing soap scum, grime, hard water stains, and mildew—using both manual tools and power scrubbers for a sparkling finish.



Materials Needed

- Tub and tile cleaner (disinfecting and/or descaling)
- Scrubbing sponge or non-abrasive scrub pad
- Drill with scrub brush attachments (various sizes)
- Detail brush or old toothbrush
- Glass cleaner (for doors or chrome)
- Squeegee (optional for doors/walls)
- Microfiber cloths
- Bucket of warm water (optional)
- Gloves (optional)



Step-by-Step Instructions

Rinse and Inspect

Lightly rinse the tub/shower area to loosen debris. Check for areas with heavy buildup, mold, or soap scum.

Apply Cleaner

Spray the entire surface with a tub and tile cleaner. Let sit for 3–5 minutes to break down buildup.

Scrub with Drill

Use the drill with a medium or stiff scrub brush attachment to power-scrub tub floors, walls, and grout lines. Be mindful of corners and seams.

Detail Around Fixtures

Use a small brush or toothbrush to scrub around faucets, drain edges, and corners.



Wipe Glass and Chrome

Use a microfiber cloth or glass cleaner on glass shower doors and chrome fixtures. Buff dry for shine.

Rinse Thoroughly

Rinse all surfaces with warm water, using a bucket or detachable shower head. Make sure no cleaner residue is left.

Dry and Inspect

Use a dry microfiber towel to wipe surfaces dry. Look for any missed spots or streaks and re-clean if needed.

✨ Pro Tip to Elevate the Experience

For soap scum on glass doors, use a drill with a soft pad attachment and finish with a vinegar wipe to make it shine without streaks.

✅ Quality Checklist

- Tub/shower walls and floor free of soap scum and grime
- No mildew or residue in corners or grout lines
- Glass and chrome surfaces are streak-free and shiny
- Fixtures and drains are scrubbed clean
- No puddles or residue left behind





Employee Training Manual: Decorative Ways to Hang Bath Towels

Objective

To elevate the appearance of the bathroom by hanging bath towels in neat, decorative ways on towel racks—creating a clean, intentional, spa-like feel that impresses clients.



Materials Needed

- Clean bath towel
- Clean hand towel (optional for layering)
- Flat surface for folding (optional)
- Towel rack or bar
- Optional ribbon, mint, or decorative item



Classic Spa Fold (Flat & Centered)

1. Lay the towel flat, fold it into thirds lengthwise.
2. Fold it in half horizontally, then again to make a compact rectangle.
3. Drape it evenly over the towel bar with the folded edge facing outward.
4. Adjust the height so it hangs evenly and flat without sagging.



Layered Display (Bath & Hand Towel Combo)

1. First, hang a bath towel using the Classic Spa Fold technique.
2. Next, fold the hand towel into thirds lengthwise.
3. Fold it horizontally and drape it centered over the bath towel.
4. Leave 3–4 inches of the bath towel showing at the bottom for contrast.
5. Optional: Add a finishing touch like a mint, bow, or tag on top.



Tri-Fold & Drape (Simple but Elevated)

1. Fold the towel in thirds lengthwise to create a long, clean panel.
2. Drape it over the towel rack so both ends hang evenly.



3. Smooth out any creases and adjust height as needed.
4. Use for a sleek and minimal look in modern bathrooms.

✨ **Pro Tip to Elevate the Experience**

After hanging the towel, give it a gentle tug and smooth to ensure it's flat and aligned—small adjustments make a big visual difference.

✅ **Quality Checklist**

- Towel is clean and wrinkle-free
- Hanging is centered and even on the bar
- Optional hand towel is neatly layered if used
- Towels do not sag or bunch
- Any decorative element is aligned and tasteful





Employee Training Manual: General Tidy-Up & Final Quality Check

Objective

To ensure a polished finish to every job by performing a fast, thorough tidy-up and final quality check before leaving the property—leaving no trace behind except a clean, refreshed space.



Materials Needed

- Microfiber cloth (for last-minute touch-ups)
- Vacuum or broom (for final floor check)
- Trash bag (for remaining waste or lint)
- Fresh hand towel or paper towel (if needed)
- Phone or checklist (for quality review)
- Gloves (optional)



Step-by-Step Instructions

Do a Room-by-Room Walkthrough

Quickly walk through each space and scan from top to bottom. Look for spots you may have missed—smudges, crumbs, streaks, or out-of-place items.

Straighten and Tidy

Adjust cushions, fold towels, align decor, and put any items back in place. Close cabinet doors, drawers, and straighten rugs.

Empty All Trash and Take It Out

Remove garbage from all bins and replace with fresh liners. Be sure no bags are left behind.

Wipe Final Touch Points

Use a clean microfiber cloth to quickly wipe any smudges on faucets, mirrors, switches, or door handles.

Check Floors Again

Give floors a final look—vacuum or sweep any newly dropped lint or dust. Mop quick spots if needed.



Leave a Finishing Touch

If part of your routine, leave a folded towel, mint, or card as a thank-you. Make sure the space smells fresh.

✨ Pro Tip to Elevate the Experience

Pause at the entrance of each room for a final glance—view the space like the client would. This helps catch details you might miss from up close.

✅ Quality Checklist

- No tools, towels, or trash left behind
- All surfaces wiped and dust-free
- Trash removed and replaced with fresh liners
- Floors clean with no debris or footprints
- Decor and furniture returned to neat positions
- Final scent or finishing touch added (if applicable)





Employee Training Manual: Deep Cleaning a Toilet

Objective

To deep clean and sanitize the toilet thoroughly using both manual and powered tools, ensuring all visible and hidden areas are spotless, odor-free, and hygienic.



Materials Needed

- Toilet bowl cleaner (disinfecting)
- Disinfectant spray or wipes
- Toilet brush
- Drill with scrub brush attachments (various sizes and stiffness)
- Detail brush or old toothbrush
- Pumice stone (for hard water stains)
- Disposable gloves
- Microfiber cloths or paper towels
- Bucket of warm water (optional)



Step-by-Step Instructions

Prepare and Protect

Put on gloves. Ensure area is well-ventilated. Remove any items around or on the toilet.

Apply Bowl Cleaner

Generously squirt toilet cleaner under the rim and around the bowl. Let sit for 5–10 minutes.

Scrub the Bowl

Use a toilet brush to scrub under the rim, down the sides, and into the trap. Flush once after scrubbing.

Use Drill Brushes on Bowl Interior

Attach the medium or soft drill brush. Carefully scrub inside the bowl, including under the rim and down into the trap bend.

Clean Exterior Surfaces

Spray the seat, lid, tank, flush handle, and base with disinfectant. Wipe clean with a cloth or paper towel.



Detail Tough Spots with Drill

Use small or cone-shaped drill brushes for the base bolts, seat hinges, and hard-to-reach corners. Use a detail brush as needed.

Remove Mineral Stains

Use a pumice stone to gently scrub hard water or mineral rings inside the bowl.

Polish and Final Touch

Wipe all surfaces dry and streak-free with a clean microfiber cloth. Double-check around base and floor for splash or residue.

✨ Pro Tip to Elevate the Experience

Use a toothbrush dipped in cleaner to scrub the tank lid rim, bolt caps, and between the seat and bowl—areas clients don't usually see cleaned!

✅ Quality Checklist

- Toilet bowl is stain- and ring-free
- Under rim and trap areas scrubbed
- Seat, lid, and flush handle disinfected
- Toilet base and surrounding floor wiped clean
- No drips, dust, or splash left behind





Employee Training Manual: Folding Towels with a Decorative Touch

Objective

To create a welcoming, upscale impression by folding bathroom towels into decorative shapes such as fans, rolls, and origami-inspired displays. These towel folds add a professional, spa-like finishing touch for clients.



Materials Needed

- Clean hand towel or bath towel
- Flat surface for folding
- Optional ribbon, tag, or mint for finishing



Fan Fold (Hand Towel)

This fold works well for hand towels placed on the sink or counter.

1. Lay the towel flat on a clean surface.
2. Start at one short end and accordion-fold the towel in 1–2 inch pleats all the way to the other end.
3. Fold the pleated towel in half so the pleats are on the outside.
4. Secure the folded end by tucking it slightly or adding a ribbon.
5. Fan out the top edges to create a semi-circle shape.



Rolled Towel (Spa Style)

Great for bath towels or to display stacked towels neatly.

1. Lay the towel flat with the short end facing you.
2. Fold one corner diagonally inward to form a triangle.
3. Start rolling tightly from the opposite short end toward the pointed tip.
4. Stand the rolled towel upright with the tip tucked underneath.
5. Repeat and stack in groups of 2–3 for display.



Pocket Fold (To Add Mint or Tag)

This fold is useful when you want to insert a mint, note, or small flower.

1. Lay towel flat, fold it into thirds lengthwise.
2. Fold the bottom up about one-third of the way.
3. Flip the towel over while holding the folded part in place.
4. Fold the towel in half from left to right.
5. Flip it back over—the front should now have a pocket you can tuck into.

Pro Tip to Elevate the Experience

Add a wrapped mint, a lavender sachet, or a small card to the towel fold. Clients remember the little moments of care!

Quality Checklist

- Towel is clean and neatly folded
- No wrinkles or loose ends
- Fold is symmetrical and stable
- Optional finishing touch added (mint, tag, etc.)
- Towel placed in visible, tidy position