



# Employee Training Manual: Cleaning Dishes (Dishwasher & Hand-Washing)

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## Objective

To ensure all dishes are cleaned thoroughly and efficiently using either a dishwasher or hand-washing methods. Staff should follow safe, sanitary, and organized procedures for spotless results.



## Materials Needed

- Dishwasher detergent (pods, powder, or liquid)
- Rinse aid (optional, but recommended)
- Dish soap (hand-washing)
- Scrub brush, sponge, or scrub pad
- Rubber gloves (optional)
- Dish drying rack or towel
- Microfiber cloth or drying towel



## Using the Dishwasher

### Scrape Off Food

Remove large food debris from all dishes before loading. No need to fully rinse, but heavily soiled dishes may benefit from a quick scrub.

### Load the Bottom Rack

Place plates, pots, pans, and larger items in the bottom rack. Position items so they do not block the spray arms.

### Load the Top Rack

Place glasses, cups, and small bowls upside-down in the top rack. Lay long utensils flat if needed.

### Add Silverware

Mix forks, knives, and spoons in the utensil basket. Alternate direction (up/down) for better washing. Sharp knives should go in blade-down.

### Add Detergent

Use the proper amount of dishwasher detergent according to the package instructions. Insert in the dispenser and close the lid.



## Run the Dishwasher

Select the appropriate cycle (normal, heavy, eco, etc.) based on how dirty the dishes are. Use heated dry if available.

## Unload from Bottom to Top

After the cycle is done, unload the bottom rack first to avoid water dripping from the top. Wipe any items that may still be wet.

## Hand-Washing Dishes

### Prepare the Sink

Fill one side of the sink with warm soapy water and the other with clean rinse water if possible.

### Wash in Order

Wash glasses first, then plates and bowls, and finally greasy pots and pans. This keeps water cleaner longer.

### Scrub Thoroughly

Use a sponge or brush to clean all food residue. Focus on rims, bottoms, and any stuck-on spots.

### Rinse Well

Rinse each item with clean water to remove soap and food residue.

### Dry or Air-Dry

Place dishes in a drying rack or dry them with a clean dish towel.

### Sanitize Sink Area

After dishes are done, clean and rinse the sink and sponges used.

## Pro Tip to Elevate the Experience

Keep sponges and brushes clean and dry between uses to avoid odor and bacteria buildup. Replace them regularly.

## Quality Checklist

- No food debris left on dishes
- Dishes fully rinsed and dried (no residue or spots)
- Proper detergent and dish soap used
- Dishes organized neatly in cabinets or drying rack
- Sink and work area left clean





# Employee Training Manual: Cleaning Countertops & Backsplashes

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## Objective

To ensure countertops and backsplashes are left spotless, sanitized, and free of residue using safe, effective cleaning techniques that preserve surfaces and impress clients.



## Materials Needed

- All-purpose cleaner or surface-specific cleaner (e.g., granite, marble)
- Disinfectant spray (if different from cleaner)
- Non-abrasive sponge or microfiber cloth
- Scraper or plastic blade (for stuck-on residue)
- Dry microfiber towel
- Spray bottle with water (optional)
- Gloves (optional for sensitive skin or chemical protection)



## Step-by-Step Instructions

### Clear the Area

Remove all items from the countertop and backsplash. Shake out crumbs and dispose of any waste.

### Apply Cleaner

Spray the countertop and backsplash with the appropriate cleaner. Allow it to sit for 1–2 minutes to break down grease or grime.

### Scrub the Surfaces

Use a non-abrasive sponge or cloth to scrub all surfaces. Pay special attention to corners, grout lines, and behind faucets.

### Remove Stuck-on Residue

Use a plastic scraper or blade gently to remove any dried or stuck food. Avoid metal tools that can scratch the surface.

### Rinse or Wipe with Damp Cloth

If needed, use a damp cloth or spray bottle with water to remove remaining cleaner or residue.



### **Dry and Buff**

Use a clean, dry microfiber towel to dry the surface completely and buff to a shine.

### **Pro Tip to Elevate the Experience**

Use a few drops of lemon essential oil on a microfiber towel during the final buff for a fresh, clean scent that leaves a lasting impression.

### **Quality Checklist**

- All crumbs, stains, and residue removed
- No streaks or wet spots left behind
- Corners, grout lines, and edges are clean
- Backsplash is spotless, especially behind sink and stove
- All items returned neatly to their original place





# Employee Training Manual: Cleaning & Organizing Kitchen Drawers

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## Objective

To clean and organize kitchen drawers in a neat, functional, and hygienic way—ensuring items are sorted logically, surfaces are wiped clean, and the space looks intentional and clutter-free.



## Materials Needed

- All-purpose cleaner or disinfecting wipes
- Microfiber cloth or paper towels
- Drawer organizers or dividers (if available)
- Trash bag (for expired or broken items)
- Gloves (optional)



## Step-by-Step Instructions

### Empty the Drawer

Remove all contents and place them on a clean surface nearby. Group similar items together as you go.

### Wipe Down Interior

Spray the inside of the drawer with cleaner and wipe thoroughly. Don't forget the corners and edges.

### Sort and Discard

Toss expired items, trash, or broken tools. Ask client before discarding anything questionable.

### Use Organizers If Available

Place silverware, utensils, and small items into trays or organizers for separation and easy access.

### Reorganize Logically

Place items back by category. Group similar items and arrange them so the most-used ones are near the front.



## **Common Kitchen Drawer Types & Tips**

### **Silverware Drawer**

Use a tray with separate compartments for forks, knives, spoons, and specialty cutlery. Make sure all handles face the same direction.

### **Utensil Drawer**

Keep spatulas, tongs, and ladles sorted by size or function. Use long compartments or horizontal stacking if drawer is deep.

### **Junk Drawer**

Sort into mini bins: batteries, pens, tools, notepads, etc. Limit clutter by tossing extras and grouping similar items.

### **Kitchen Tools & Gadgets**

Group thermometers, peelers, can openers, measuring cups, etc. Use dividers or rubber bands to keep like items together.

### **Pro Tip to Elevate the Experience**

Wipe down drawer fronts and handles while you're at it. These areas collect fingerprints and crumbs and make the whole kitchen feel cleaner when they shine.

### **Quality Checklist**

- Drawer interior is clean and dry
- Items are grouped by category
- Organizers or trays used when available
- Expired or broken items discarded (with permission)
- Drawer fronts wiped clean and handles polished



# Employee Training Manual: Taking Out the Kitchen Garbage

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## Objective

To maintain a clean and odor-free kitchen environment by properly removing garbage, replacing liners, and offering optional odor control to enhance customer satisfaction.



## Materials Needed

- Trash bags (correct size for kitchen bin)
- Disinfectant spray or wipes
- Paper towels or cleaning cloth
- Odor neutralizer (spray or pod)
- Gloves (optional)



## Step-by-Step Instructions

### Remove the Full Bag

Tie off the trash bag securely. Be careful of sharp objects or liquid leaks. Wear gloves if needed.

### Inspect and Clean Bin

Check the interior of the bin for spills or grime. Use disinfectant spray and a paper towel to wipe clean if necessary.

### Insert Spare Bag

Place one spare trash bag flat in the bottom of the bin. This saves time for the next change.

### Add New Trash Bag

Line the bin with a fresh trash bag. Press air out and fold the edge neatly over the rim.

### Offer Odor Control

If the bin tends to smell or the customer has pets, offer to add an odor neutralizer pod or give the inside a spritz of neutralizer.

### Dispose of Trash Properly

Take the tied garbage bag outside to the appropriate bin or disposal area designated by the client or building.



### ✨ **Pro Tip to Elevate the Experience**

Leave a small note or verbal reminder if you've added a neutralizer or noticed excess trash—customers love thoughtful service touches.

### ✅ **Quality Checklist**

- Old bag tied off and removed from property
- Trash bin wiped clean if needed
- Fresh liner added and fits snugly
- Spare liner left in bottom of bin
- Odor neutralizer offered or applied (if needed)







# Employee Training Manual: Cleaning Kitchen Sinks & Faucets

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## Objective

To thoroughly clean and sanitize kitchen sinks and faucets, removing grime, stains, and buildup while leaving surfaces sparkling and free of water spots or residue.



## Materials Needed

- Non-abrasive cleaner or baking soda + dish soap
- Disinfectant spray or diluted bleach (if required)
- Sponge or scrub pad (non-scratch)
- Toothbrush or small detail brush
- Microfiber cloth or towel
- White vinegar (for hard water stains)
- Gloves (optional for sensitive skin)



## Step-by-Step Instructions

### Clear the Sink

Remove dishes, debris, and rinse out food residue. Check and remove drain stopper if present.

### Apply Cleaner

Sprinkle baking soda or use a non-abrasive cleaner. For stainless steel, avoid harsh abrasives that scratch.

### Scrub the Basin

Use a sponge or soft scrub pad to scrub in circular motions. Focus on edges, drain, and around fixtures.

### Detail Around Fixtures

Use a toothbrush or detail brush to clean around the faucet base, handles, and crevices.

### Tackle Water Spots

Apply white vinegar to a cloth and wipe around faucet and sink edges to dissolve hard water spots.



### Rinse Thoroughly

Rinse all surfaces with warm water to remove cleaner and grime.

### Dry and Polish

Use a dry microfiber towel to buff sink and faucet to a shine. This prevents spots and leaves a polished finish.

### ✨ Pro Tip to Elevate the Experience

Add a drop of lemon essential oil to the final wipe—this leaves a fresh scent and helps prevent lingering odors in the sink.

### ✅ Quality Checklist

- Sink basin free of grime, stains, and debris
- Faucet and handles are clean and polished
- No water spots, fingerprints, or residue left behind
- Drain area and edges thoroughly scrubbed
- Sink and surrounding counter dried completely





# Employee Training Manual: Surface Cleaning Large Kitchen Appliances

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## Objective

To perform a thorough surface cleaning on large kitchen appliances—removing grease, fingerprints, dust, and buildup from all accessible exterior areas while keeping appliances looking polished and professional.



## Materials Needed

- Degreasing spray or multi-surface cleaner
- Stainless steel cleaner (if applicable)
- Microfiber cloths
- Non-scratch sponge or scrub pad
- Drill with scrub brush attachments (optional for tough spots)
- Old toothbrush or small detail brush
- Paper towels
- Warm water bucket (optional)
- Gloves (optional)



## Step-by-Step Instructions

### Prep and Clear

Remove magnets, papers, or items resting on top of appliances. Put on gloves if desired.

### Spray and Soak

Apply degreaser or surface-safe cleaner to the front, sides, and top of each appliance. Let sit for 1–2 minutes.

### Scrub Tough Spots

Use a sponge or drill brush to scrub sticky or greasy areas—especially on stovetops or behind handles. Use small brushes for corners and seams.

### Wipe and Buff

Wipe all surfaces clean using a microfiber cloth or paper towel. Rinse cloth as needed to avoid spreading residue.



### Polish Stainless Steel

If the appliance is stainless steel, follow up with stainless steel cleaner or a light coat of olive oil. Wipe with the grain using a clean cloth.

### Inspect Edges and Handles

Pay close attention to appliance handles, buttons, and control panels. Wipe dry and polish as needed.

### ✨ Pro Tip to Elevate the Experience

Use a drill with a soft brush attachment to deep clean around burners, control knobs, or textured surfaces on stoves—this removes grime that gets missed during quick wipe-downs.

### ✅ Quality Checklist

- No grease, smudges, or fingerprints left on appliance surfaces
- Handles, buttons, and control panels wiped clean
- Stovetop surface and top edge of oven cleaned
- Sides of appliances wiped if accessible
- Appliances look shiny, not streaky





# Employee Training Manual: Cleaning the 15 Most Popular Small Appliances

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## Objective

To ensure small kitchen appliances are safely and thoroughly cleaned using the correct method for each item—preserving function, appearance, and hygiene.



## Materials Needed

- Mild dish soap
- Disinfectant spray (non-bleach)
- White vinegar
- Baking soda
- Microfiber cloths
- Soft sponge or non-scratch scrubber
- Old toothbrush or detail brush
- Cotton swabs
- Toothpick or skewer (for crevices)
- Gloves (optional)



## Best Practices by Appliance

### 1. Microwave

Remove the turntable and wash separately. Wipe interior with warm, soapy water or vinegar steam. Clean vents and door edges.

### 2. Toaster

Unplug and shake out crumbs. Remove crumb tray and wash. Wipe outside and use a brush for crumb slots.

### 3. Coffee Maker

Run a brew cycle with vinegar and water, followed by 2 water-only cycles. Clean the carafe and wipe outside.

### 4. Blender

Disassemble and wash all removable parts. Wipe base carefully, avoiding the motor area.

### 5. Electric Kettle

Descale with vinegar and water solution. Wipe outside and handle with damp cloth.



## 6. Stand Mixer

Remove attachments and bowl to clean separately. Wipe the mixer body and buttons with damp cloth.

## 7. Hand Mixer

Detach beaters and clean. Wipe body, avoiding moisture around the motor.

## 8. Air Fryer

Remove basket and tray to wash. Wipe interior with damp cloth. Clean fan vent if accessible.

## 9. Toaster Oven

Remove racks and tray to clean. Wipe inside walls and door. Brush out crumbs.

## 10. Slow Cooker

Remove ceramic insert and lid to wash. Wipe heating base carefully.

## 11. Food Processor

Disassemble completely. Hand-wash all blades and bowls. Wipe motor base.

## 12. Rice Cooker

Clean non-stick pot and lid. Wipe down heating element and outer body.

## 13. Juicer

Disassemble and scrub all pulp-catching components. Rinse filter screen well.

## 14. Electric Griddle

Wipe surface with warm, soapy water. Avoid submerging heating element. Clean drip tray.

## 15. Immersion Blender

Detach blending shaft and wash. Wipe motor handle with damp cloth.

## ✨ Pro Tip to Elevate the Experience

After cleaning, neatly coil cords and place appliances back in an orderly way. A clean AND organized countertop stands out.

## ✅ Quality Checklist

- Appliances wiped clean with no food, stains, or fingerprints
- No moisture near plugs or motors
- Removable parts washed and dried
- Counter area beneath/around appliance wiped down
- Appliance returned neatly to original position

