



Employee Training Manual: Cleaning Interior Windows & Mirrors Safely

Objective

To clean interior windows and mirrors safely and streak-free, using proper tools and techniques that protect both the glass and the surrounding surfaces.



Materials Needed

- Glass cleaner or 1:1 white vinegar and water solution
- Microfiber cloths (lint-free)
- Paper towels (optional)
- Squeegee (optional)
- Step stool (if needed)
- Gloves (optional)



Step-by-Step Instructions

Inspect the Area

Check the glass and surrounding frame for dust, debris, or smudges. Look for any fragile décor or cords nearby.

Spray Cleaner on the Cloth

To avoid overspray, apply glass cleaner to the microfiber cloth—not directly on the surface. This prevents drips and protects walls, wood, or electronics.

Wipe in Circular Motion

Clean using small circular motions to break up smudges, then finish with long vertical strokes to reduce streaks.

Use a Squeegee for Large Windows

For bigger windows, use a squeegee in overlapping horizontal strokes, wiping the blade after each pass.

Dry and Detail

Use a dry microfiber cloth to wipe corners, window edges, and mirror frames. Buff any streaks until the surface is crystal clear.



Use Step Stool Safely

If reaching high areas, use a sturdy step stool and never lean on glass. Always maintain your balance and reposition the stool instead of overreaching.

✨ Pro Tip to Elevate the Experience

Fold your microfiber cloth into quarters and refold to a clean side frequently. This helps eliminate streaks and ensures a polished finish.

✅ Quality Checklist

- No streaks or smudges on glass
- Corners and edges wiped clean
- No cleaner residue on frames, floors, or nearby surfaces
- Glass shines clearly in natural and artificial light
- Work completed safely and neatly





Employee Training Manual: Carefully Dusting Antique or Delicate Furniture

Objective

To gently and thoroughly dust furniture—especially antique, vintage, or delicate pieces—without scratching surfaces or damaging finishes, preserving both cleanliness and the integrity of each item.



Materials Needed

- Soft microfiber cloth (lint-free)
- Feather duster or lambswool duster
- Soft-bristled detail brush or artist's brush
- Wood-safe cleaner or polish (only if approved)
- Step stool (if needed for high surfaces)
- Gloves (optional to prevent fingerprinting)



Step-by-Step Instructions

Assess the Furniture

Determine if the piece is antique or has delicate finishes. Look for cracks, chips, or loose parts. Use only dry methods unless otherwise noted.

Use a Feather Duster for Loose Dust

Start with a gentle feather or wool duster to remove surface-level dust. Use light strokes in the direction of the wood grain.

Detail Crevices and Carvings

Use a soft-bristled detail brush to dust carved details, trim, and hardware. Gently flick away debris rather than scrubbing.

Wipe with Microfiber

Lightly wipe surfaces with a dry microfiber cloth to remove any remaining dust. Avoid excessive pressure.

Apply Cleaner Sparingly (if allowed)

Only use polish or cleaner if specified in the client notes or if the finish can safely handle it. Spray onto the cloth, not the furniture.



Inspect and Buff

Check the entire surface for leftover dust or smudges and gently buff to a soft shine if safe to do so.

Pro Tip to Elevate the Experience

Dust with both hands—one for cleaning, one to steady the piece. This helps avoid bumping or shifting fragile items during cleaning.

Quality Checklist

- Dust removed from all surfaces and carvings
- No scratches or pressure damage left behind
- No residue from sprays or polishes
- Items on or around the furniture returned neatly
- Delicate finishes preserved and undisturbed





Employee Training Manual: Vacuuming, Sweeping & Mopping Floors

Objective

To ensure all floor surfaces are thoroughly cleaned using the correct method for each surface type—removing visible dirt, dust, and grime while also maintaining floor condition and cleanliness.



Materials Needed

- Vacuum with hard floor setting (or appropriate attachments)
- Broom and dustpan
- Mop (string, flat, or microfiber depending on surface)
- Bucket with clean water and floor-safe cleaner
- Dry microfiber cloth (for touch-ups)
- Gloves (optional)



Step-by-Step Instructions

Clear the Area

Move any furniture, rugs, or obstacles out of the way to expose the full floor surface.

Vacuum the Floor

Use a vacuum instead of a broom for tile and hardwood floors. Vacuuming is more effective for pulling dirt and debris from grout lines and between floorboards.

Sweep (if no vacuum available)

Use a broom and dustpan to remove debris. Sweep toward a central area, then collect and dispose.

Prepare the Mop Bucket

Fill a bucket with warm water and the appropriate floor-safe cleaner. Be careful not to use too much soap to avoid residue.

Mop the Floor

Wring out excess water before mopping. Mop in figure-8 or back-and-forth strokes, starting from the farthest point and working toward the exit.



Rinse & Wipe (if needed)

For sticky or heavily soiled spots, rinse the mop and go over again. Spot clean with a damp microfiber towel if necessary.

Let Dry

Allow the floor to air dry or wipe down high-traffic areas with a dry towel to prevent slipping.

✨ Pro Tip to Elevate the Experience

Add a small splash of white vinegar to mop water for tile floors—this helps cut through grime and leaves a naturally clean scent without harsh chemicals.

✅ Quality Checklist

- No dirt, crumbs, or hair left on floor
- Grout lines and floor edges are clean
- No streaks, residue, or sticky spots after mopping
- No puddles or excessive moisture left behind
- Furniture returned to original position





Visual Tote Checklist for Cleaning Staff

Use this checklist every time you prepare your cleaning tote. It includes the essential supplies needed to perform all standard tasks professionally and efficiently.



Tote Supply Categories



Cloths & Tools

- ☐ 6–10 microfiber cloths
- ☐ 2 non-abrasive sponges
- ☐ 1 large and 1 small scrub brush
- ☐ Detail/toothbrush
- ☐ Duster or lambswool duster
- ☐ Vacuum hose/crevice tool
- ☐ Gloves (1–2 pairs)
- ☐ Lint roller
- ☐ Pet waste bags



Cleaners & Sprays

- ☐ All-purpose cleaner
- ☐ Glass cleaner
- ☐ Disinfectant spray/wipes
- ☐ Furniture polish
- ☐ Toilet bowl cleaner
- ☐ Kitchen degreaser
- ☐ Vinegar or natural cleaner
- ☐ Baking soda or odor neutralizer



Bathroom-Specific

- ☐ Toilet brush or drill brush
- ☐ Small bucket
- ☐ Grout brush
- ☐ Air freshener





Laundry & Linens

- ☐ Laundry bag
- ☐ Fabric brush or lint roller
- ☐ Folding guide (optional)
- ☐ Wrinkle releaser (optional)



PPE & Miscellaneous

- ☐ Trash bags (large and small)
- ☐ Paper towels
- ☐ Hand sanitizer or soap
- ☐ Labeling tape or notes
- ☐ Mask (optional)

☒ Review this list before leaving the supply station each day.

If anything is missing or damaged, report it to your supervisor immediately.





Employee Training Manual: Wiping Walls Clean

Objective

To remove dust, smudges, and light stains from painted walls, keeping surfaces fresh and presentable without damaging paint or finishes.



Materials Needed

- Microfiber cloths
- Soft sponge or non-abrasive pad
- Mild dish soap or wall-safe cleaner
- Bucket of warm water
- Dry towel or cloth
- Step stool (if needed for high spots)
- Gloves (optional)



Step-by-Step Instructions

Dust First

Use a dry microfiber cloth to dust the wall, especially near baseboards and corners. This prevents smearing dirt when wet wiping.

Prepare Cleaning Solution

Mix a few drops of dish soap in warm water. Use a wall-safe cleaner for tougher stains if needed.

Test a Small Area

Before wiping a large area, test the cleaner on a small, hidden spot to ensure it doesn't damage the paint.

Wipe the Wall

Dampen a cloth or sponge in the solution, wring out excess water, and gently wipe the wall in sections. Work from top to bottom.

Spot Clean Stains

Use a slightly firmer sponge pressure or a soft scrub pad to target scuffs and fingerprints. Avoid scrubbing too hard.



Dry the Area

Use a clean, dry towel or microfiber cloth to dry the wall and prevent water streaks or drips.

✨ Pro Tip to Elevate the Experience

Use a Mr. Clean Magic Eraser sparingly for scuff marks on semi-gloss or satin paint—but avoid on flat or matte finishes as it can remove paint.

✅ Quality Checklist

- Dust removed before applying moisture
- No drips or streaks on walls after drying
- Smudges and scuffs cleaned without damaging paint
- Corners and edges wiped down
- All cleaned sections have a consistent appearance

