

## Office Cleaning & Hygiene – Training for Cleaning Staff

Based on SAQA's Unit Standard 243204, NQF Level 1, 15 Credits

### Introduction

Do your cleaning staff realise how important they are?

Do they have the training to carry out their duties, including the extra ones expected by customers?

At Disneyland, the cleaning staff are considered the most important employees – not only because they sweep the paths and collect litter but because they are the most visible employees and therefore critical to customer service. The aim of this course is to empower cleaning staff to take responsibility for the quality of their work. Our trainer is fluent in numerous African languages.

### Course Objectives

- Understand basic cleaning principles
- Identifying the correct chemicals to use
- Cleaning an ablution area
- Cleaning above the floor
- Cleaning textile surfaces
- Cleaning hard and resilient surfaces
- Cleaning kitchens
- Identifying and processing waste
- Providing good customer service and portraying a professional image

### Course Outline

#### Introduction to Cleaning

- Understand basic cleaning principles
- Use chemicals in the cleaning services environment

#### Ablution cleaning

- Clean toilets and bathrooms

### **Above the floor cleaning**

- Clean above the floor surfaces
- Clean windows

### **Textile surface cleaning**

- Vacuum dry surfaces
- Remove spots and spillages from carpets and upholstery

### **Hard and resilient floor cleaning**

- Sweep floors
- Wet mop floors
- Clean floors using a single disc machine

### **Kitchen cleaning**

- Clean kitchens

### **Professional service and teamwork**

- Provide good customer service in a cleaning services environment
- Participate effectively in a team or group
- Portray a professional image within a cleaning team

### **Environmental awareness**

- Identify and process waste