

TRAINING YOUR CLEANING STAFF



How to Create or Supercharge
Your Training Program

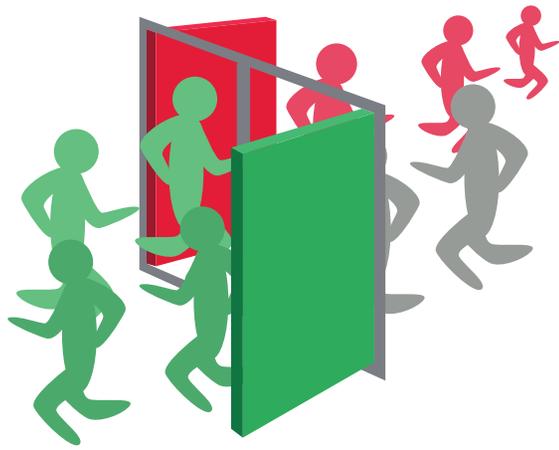


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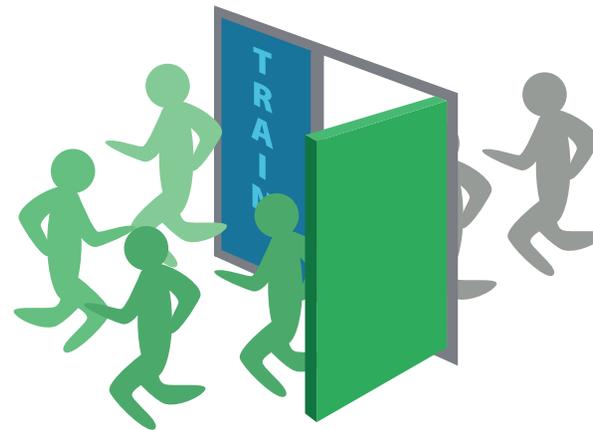
hink back to when you first started your current job. Think about your first day at the first job you ever had or any of the ones in between. Was management friendly and helpful? How about the other staff members? Were you given a formal tour of the place? Was there some sort of training or “onboarding” program? Or were you pretty much pushed into the deep end and expected to swim? A new job, for most people, is a stressful situation. Whether they’re excited about the job or not doesn’t have anything to do with it. There’s a lot to learn, new people to meet, and people want to make a good impression.

Remembering the experiences you had starting a new job, how did they color your thoughts about the company as a whole? Did it make you feel like your manager was competent, and the company was run well? Or did it make you think the opposite? If your first impression was negative, did the place ever overcome it?

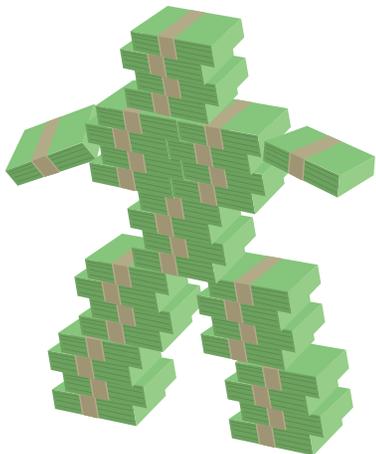
In the past, it might have worked for you to put a mop in someone's hand and have them learn as they go. However, ignoring the impact of a good training program is at your own peril. Consider these facts:



A. Turnover in the cleaning industry is estimated to be 200%. This means a lot of time and money spent on training new employees.¹



B. Recent studies have shown a strong correlation between providing workers with training and reducing turnover.³



C. Recruiting and training new workers is estimated to cost \$1000 per person.¹



D. Employees are 3 x more likely to be injured within their first month of work.²



Evaluate Your Current Training Needs

Whether you are creating a training program from scratch, or just looking to improve the one you have, this is where you need to start.

Training Needs Assessment

The first step in setting up any training program is to figure out what you want to accomplish with it. We've got a worksheet to help you with this you can download [here](#).

1. What is the business goal of the training? In other words, how will the training program benefit the organization? You can look at some of the facts we provided earlier for inspiration, but some ideas for this include:

- Reduce turnover
- Reduce waste
- Reduce on the job accidents
- Reduce days missed due to accidents
- Reduce the the time it takes to bring employees up to speed
- Reduce the number of complaints about facility cleanliness
- Ensure compliance with all laws around safety training

2. Next, try to identify the areas where there are gaps between what your staff needs to be doing and what they are currently doing. Make a list of all the critical things that your cleaning staff does. These can be fairly general for now. Clean the bathrooms, clean the walkways, wash the exterior windows, take out the trash, and similar tasks all work for now. Then, rate their current performance in those areas. See our example below, filled out on our worksheet.

Identify all the critical tasks that your staff needs to do. For example: Clean the bathrooms, mop the hallways, wash the exterior windows, take out the trash, and similar tasks all work for now. **STEP 2: Rate how well you are doing in these areas.**

Needs Major Improvement 2 - Needs Some Improvement

Critical Tasks	Rating
Clean all bathrooms	3
Mop all hallways	4
Wash exterior windows	2
Clean all vents	3

◀ As you can see, this helps identify the areas that need the most work training-wise. This can help you shape your program.

Need a worksheet?
www.enviroxclean.com/trainingprogram

Identify Training Issues

3. Take all the training areas you identified above as problem areas, and write down next to each what you think the issue is. Are the floors sticky in the bathroom? Is the trash not being taken out of all the rooms? Are the mirrors streaked?

Critical Tasks	Rating	
Clean all bathrooms	3	Mirrors often streaked, dirt in corners
Mop all hallways	4	Often forgotten since not done as frequently
Wash exterior windows	2	Some vents are overlooked
Clean all vents	3	

Identify Training Issues

4. Under each task, break them down into the steps that have to be taken to achieve them. If you're not as involved with the day to day task of cleaning, work with a supervisor or knowledgeable janitor.

Here's an example we've worked through on the worksheet:

	Step Description
1.	Clean all bathrooms
2.	Gather materials: Fill spray bottles (light duty and heavy duty product, grab paper towels, fill mop bucket, grab a mop
3.	Spray all bathroom surfaces with the product
4.	Wait five minutes to let the product sit on surfaces
5.	Wipe off all surfaces
6.	Use mop and bucket to clean floor
7.	Place wet floor sign in front of the bathroom door
	Rinse out mop bucket. Return spray bottles and other materials to janitorial closet.

The point of laying this out on paper is to bring a fresh perspective to the work you do. When you're involved with a job day to day for a long time, a lot of stuff becomes so commonplace to you that you aren't really thinking that much about it. Also, as a manager, you might not have as much knowledge of the day to day tasks involved in cleaning as you'd like. This happens in many organizations where facility supervisors are called upon to oversee many different areas, of which cleaning is actually only a small part. If that's the case, we recommend working through all this with a direct supervisor or lead custodian. Taking the time to map these tasks out is an opportunity to brush up your knowledge and bring a fresh perspective to it.



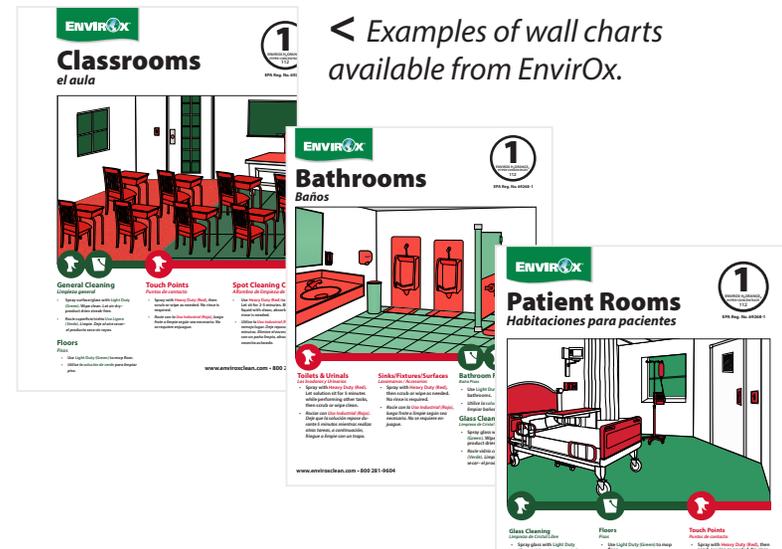
5. Now that you've broken the task out, it's time to evaluate the list you've made. Try to think about it from the perspective of someone totally new to cleaning. You never know how much experience a new staff member will have. Compare what you're doing to the instructions and training materials provided by the manufacturer or your cleaning product.

EnviroX offers a variety of different training videos and wall charts for this purpose. You'll find a full set of video links in the Resources section of this E-book, and we always keep an up to date list on our site.

For our example, you can watch the restroom care video here:



HOW TO CLEAN WITH H2ORANGE2 HYPER-CONCENTRATE 112
RESTROOM CLEANING



Examples of wall charts available from EnviroX.

No Help from Your Cleaning Product Manufacturer?

If you can't find the training materials you need either through your distributor or directly from the manufacturer, then it might be time for a change. Seek out products that not only work well, but that also offer support AFTER the purchase.

g Staff Training

the previous page(s), for every task you rated...
 that contributed to your rating. Are mirrors streaked...
 k, fill out the form below. Write the task and issue in the boxes...
 to all the steps required to satisfactorily complete it.

Task: Clean all bathrooms **Issue:** Streaked Mirrors/Cov

Step	Description
1.	Gather materials: Fill spray bottles (light duty and heavy duty), grab paper towels, fill mop bucket, mop
2.	Spray all bathroom surfaces with the product
3.	wait five minutes to let the product sit on surfaces
4.	wipe off all surfaces
5.	use mop and bucket to clean floor
6.	Place wet floor sign in front of the bathroom
7.	Rinse out mop bucket. Return spray bottles and mop to the janitorial closet.

Then you can evaluate the steps you laid out. For instance, in our example, there are some problems:

1. Be sure to specify what dilution of the product should be used in mop water (using too much product could lead to sticky floors!)

2. When you're cleaning with a product like H2Orange2 that has sanitization properties in a heavy-duty dilution, letting it dwell is part of the process. However, for some surfaces like mirrors, it might be best to spray with a lighter-duty dilution and then wipe soon after to avoid the product drying at all and leaving streaks. Always consult the guidelines and materials provided by your cleaning product manufacturer for best practices.

3. 5 minutes may not be long enough to let a product dwell depending on what you're trying to sanitize for and what product you're using. The cleaning product's instructions should be consulted, even just to double-check.

4. Cleaning staff should put out the wet floor sign BEFORE they start cleaning anything

5. You'll want to specify high-touch points that should be cleaned with a heavy-duty dilution. In a bathroom, this should also be used to clean the toilets and the areas around them.

Identify Where Your Current Training Is Not Working

Having gone through the exercise above, you might have already identified some problem areas. Here is a troubleshooting chart that might help you identify some common problems and the training issue that might lead to it. Write the training issue or issues you think are relevant to your current problems down on the sheet.

Problem	Training Issue
Sticky floors	Too much product
Streaked windows	Too much product / Wrong dilution / Improper cleaning technique
Many slip and fall accidents	Wrong product / Too much product / Improper use of safety measures
Lingering smell	Wrong product / Insufficient dwell time / Improper cleaning techniques
Surfaces still look dirty	Wrong product / Too much product / Improper cleaning techniques
Trash cans unemptied	Lack of cleaning schedule / All trash locations unknown
Running out of cleaning product	Too much product / Wrong dilution / Improper cleaning techniques
Dirty vents	Lack of cleaning schedule / Uncommunicated expectations
Dirty-looking grout	Wrong product / Improper cleaning technique / Uncommunicated expectations

As you can see from the chart on the last page, a lot of these issues can be traced back to a few kinds of training issues. So, if you're having a cleaning issue that's not on the chart, ask yourself if one of the training issues mentioned might be at the core of it.

For more information about what we mean about using the wrong product, too much product, or the incorrect dilution of a product, be sure to check out our E-book [Preventing Dirty, Sticky, Slippery Floors](#).

On the previous page, you identified a task that contributed to your issue. Write the issue into all the steps required to satisfactorily complete the task, fill out the form below.

Issue:

light duty and heavy duty) with the
with a mop

Training Issue

- Too much product
- Wrong dilution
- Improper cleaning
- unique

Now, repeat this step for every low-rated task you've identified.

After you're finished:

- ▶ If you're setting up a cleaning program for the first time, **proceed to the next page**
- ▶ If you're just looking to improve a current cleaning program, **go to "Creating and Choosing Training Materials" on page 16**



Creating A Training Program

Now it's time to use the analysis we made to shape a training program that will specifically address the areas you're staff needs the most training in. However, if this is the first time you've set up a program, there's one extra step you need to go through.

Back to the Worksheet

Go through all the other things you listed under “Critical Tasks” on the worksheet, and break down each task into all the steps required to complete it.

This is really critical when you are first starting out making a formalized training program because it gets *everything* down on paper.

This will help you in the next section when you are either making your own training materials or evaluating training materials from other sources.

Isn't This a Lot of Work?

If you're just reading through this E-book before actually digging into the steps we present here, you might be wondering about the time commitment involved. Your time is valuable, so it's a great question to be asking yourself. Is this worth it?

We won't pretend this process is quick. But keep the benefits in mind. If this can save your organization or business money, help protect your cleaning staff from accidents, and help you do your job easier, it's worth it. That's why the first thing you do is really lay out how this will benefit your organization.

The other thing to remember is that after you've listed out the steps for a few tasks, it'll become easier to do the rest. After all, mopping a floor in a bathroom or hallway usually involves the same steps. This process will also help highlight when there are differences, which is also helpful.

Creating and Choosing Training Materials

Now it's time to either create or gather together the materials that will form the backbone of your training materials.

1. Your first step is to figure out what resources are available to you. Here are some ideas for places you can look for training material to help you:

YouTube – The video streaming service has a wealth of information. You can find general cleaning tips, as well as videos from specific manufacturers about how to use their products. Check the Resources section of this E-book for all of EnviroOx's videos.

Downloadable Materials – Search for downloadable PDFs that you can print off. This might include proper usage instructions, wall charts, or more.



Working with Limited Resources

Not every organization has the same budget or resources available. Throughout the rest of this section, you'll see pop-up tips that offer ways you can still accomplish your goals without dedicating time or money you don't have.

Orderable Materials – Check with your distributor to see if they have any materials they can send you with your next order of cleaning products or accessories. For instance, EnviroX offers wall charts for a wide variety of different rooms within your facility. From classrooms to hotel rooms to locker rooms and more. We also have small training cards attached to lanyards that staff can carry with them or connect to a cleaning cart. Also, feel free to reach out to us at enviroxinfo@enviroxclean.com to see what wall charts are available.



Instructional card on lanyard

Training Programs – There are training programs out there for custodial staff. Some are purchased either as complete programs or ala carte for specific cleaning situations. ISSA also offers certification programs as well. See the Resource section for a full listing of some popular offerings.



Professional training programs are fantastic, and can save you time and effort putting together a plan of your own. Just be sure to evaluate the program to make sure it meets your individual needs. Money is likely to be a sticking point here, so putting together your own program from available free sources might be your best bet.



Don't worry about the LOOK of your materials so much as the content. These can all just be written out or typed on paper. The content is the most important thing. If you're a custodian at a school, perhaps a mass media or graphic design teacher could make a school project out of designing the look of the materials.

2. Next, look at what training pieces you need to make yourself to create putting your program together or modify your existing one. Things to remember:

- Not everyone learns at the same pace : It's best to give information in chunks instead of all at once.
- Not everyone learns information in the same way: Relaying the same information in different ways can be helpful.

3. Let's look at the different pieces you might need to create to complete your training program:

A Training Schedule: this is the one that you'll most likely be called upon to create, because it's so specific to your needs. Here are the components that most successful training schedules include:

1. Specific dates on which the employee is expected to complete certain aspects of training.

2. The tasks to be completed on each training day should be clearly spelled out.

3. The priority the first day should be to familiarize new employees with the facility, their co-workers, and the location of equipment. They don't need to remember the layout of everything, and they shouldn't be expected to memorize everyone's names. Try to make that clear to them and put them at ease. This is just about helping them to get oriented with their new job.

4. Split training between "classroom" training and "on the job" training. By classroom training, we mean any training (such as videos, info sheets, etc.) where the trainee is focused on absorbing the information being given versus doing anything. On the job is when the employee is actually using what they've learned to accomplish a task.



Choosing Mentors

This might seem obvious, but be sure any mentors that you assign represent the sort of worker you want the trainee to be. Mentors can be bad influences just as much as they can be good influences. Be sure mentors are comfortable acting as such, and they are told beforehand about their role and expectations.

5. Be sure to incorporate mentorship if you're able. By assigning a trainee one experienced employee (see sidebar) they have someone they can grow comfortable interacting with. They're more likely to ask questions.

CLEAN-X
QUALITY CLEANERS

Onboarding Schedule

For: Sherilee Smith

Week 1

1

6/8

8am: Introductions by Mike Donahue **3**

9am: Facility Tour **5**

10am: Mentor introduction with Veronica Holt

11am: Early teammember lunch

12pm: Train in Ten for EnvirOx products **4**

12:30pm: Field training with Veronica

3pm: End of Day 1

6/9

Meet on-site for field training with Veronica

Session with Mike

The pace of the training should match the complexity of the job. If you use a lot of different cleaning products or equipment that require specific types of handling then you might want to split these up over multiple days.

For each product:

- A) Give the trainee “classroom” training
- B) Then follow-up with some “on the job” training, under the watchful eye and direction of a mentor
- C) Once they are comfortable with a particular task or cleaning product, then you can move onto the next one using the same steps.



Simplify Your Training

If you do have to split training over multiple days because you're using a lot of different cleaning products, consider switching to a cleaning product that is multi-purpose. One of the advantages of a product like EnviroX's H2Orange2 and our other multi-purpose cleaners is that they can take care of 95% of your cleaning needs with just one product. Less harsh chemicals also mean you have less safety hazards to deal with. This can cut down on your training time dramatically.



Training Materials: these can be videos or wall charts you've procured from manufacturers, or just a typewritten list of the proper techniques and procedures you expect a trainee to use when they are cleaning.

- Be sure all instructions are complete and clear – have a current employee read and work through the instructions before you show it to someone new. They can help make sure it's easy to understand.
- Consider multiple languages – Some training materials, like EnvirOx's wall charts, are multilingual and rely on visuals to help train people who might primarily speak another language. If you make your own training materials, consider whether you need to get those translated.
- Be sure training materials are available on an ongoing way for easy reference. Whether it's a binder in the janitorial closet that holds all the materials, access to a computer, wall charts, lanyards with instructional cards on them, or some combination of this, you want to be sure that all employees have easy access to the training materials. This is critical for new employees, but even seasoned custodians might need a refresher.





Adult Learning Principles

While you're developing your training program, you want to keep in mind who you're training. Are there any common traits that most people on your staff share? For instance, let's consider that you're almost always going to be training adults. This can be very helpful because there are some shared principles that adult learners share. They are:

- Are self-directed
- Come to training with a lifetime of existing knowledge, experience, and opinions
- Are goal-oriented
- Want training that is relevant
- Want training that is task-oriented
- Learn when they see “what’s in it for them”
- Want to be and feel respected ⁴

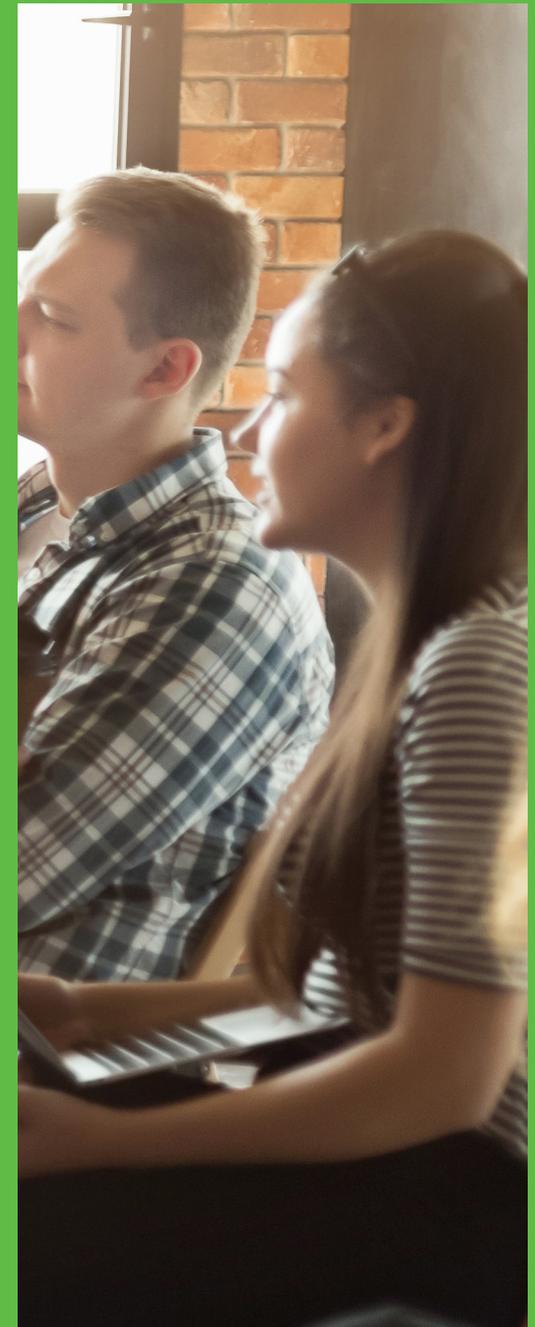
Think about these principles as you're crafting your training program. The goal here is to make your employees feel empowered by their training. Let's take a look at how you can structure your program to address some of these principles:

Are self-directed: Videos and hand-outs are a great way for trainees to absorb information at their own pace. Give them some time on their own just to take these materials in, even if you've given them personal one to one instruction or instructed them as part of a group.

Come to training with a lifetime of existing knowledge, experience, and opinions: Give new trainees time to ask questions. If they bring up past experiences or past ways of doing things, be sure there's room to hear what they are saying. New employees can often bring a fresh perspective and might have some great ideas. But also be prepared to explain why your team does things a certain way.

Are goal-oriented: Having a defined training schedule you share with the employee the first day helps the trainee understand what he or she is expected to learn by the end of each day. This sets up a series of smaller goals each day that they need to complete. It can help prevent them from feeling overwhelmed with information, and understand that their learning will take place over time.

Want training that is relevant & Want training that is task-oriented: With cleaning staff, this is easy to accomplish as almost all their training will be geared toward specific tasks they need to perform. Mixing back and forth between "classroom" and "on the job" training can help reinforce the connection between what they are learning and what they will be doing as part of their job.





Implementing Your Training Program

Now, it's time to put your training into practice! This is pretty self-explanatory, but here are important points to remember:

- Think about starting your training off with a tour of the facilities and meeting any relevant staff. Make sure they know they aren't expected to remember everyone's names right off the bat.

- Show trainees where the break rooms and bathrooms are located that they are to use. This helps them start to orient themselves to their new surroundings.

- Make it clear that questions are welcome and expected. Everyone would rather answer questions in the short term than have something done incorrectly in the future.

- Be sure that whoever is acting as the main trainer has time to do it properly.



If the training is the more instructional “classroom” type, clear off their other work or temporarily assign it to someone else if possible so they can focus on the training.

- If the training is more task-based and “on the job,” make sure whoever is instructing them or acting as their mentor has the time to complete their necessary tasks while at the same time stopping to assist the trainee. Whatever tasks are assigned to the trainee may be done slowly, or may need to be redone. Make sure time is given for this.

- Make sure any other employees who are assisting in the training have a good knowledge of all the proper techniques, are not teaching any “short cuts,” and fully understand their responsibilities in the overall training.



Ongoing Training

Training should never really end. New training opportunities can come from the same sources we discussed initially. The trick is just to keep your eyes and ears open for them. We invite you to **join our newsletter** for future webinar and E-book announcements. These are great for sparking new training. You could also explore the training programs we mentioned before. After a staff member has been with you for a while, you might want to send them for some specialized training or to get a certification. If you're promoting someone to a leadership position, then a leadership training program might be appropriate.

Advantages of Ongoing Training

Keep up with industry changes

Are there new cleaning regulations? Have you changed your cleaning product? Are you cleaning new types of surfaces that have special considerations?

These are all great opportunities for new training. At EnviroX, we offer webinars and E-books to help cleaning professionals keep up to date. For example, our **recent E-book on luxury vinyl tile** explains why different cleaning techniques are required for this new kind of flooring. You can build a new training for all your employees around this sort of material.

Connect learning with job advancement and satisfaction

When an organization shows interest in employees by offering them continuing training and education opportunities, this increases their job satisfaction. You can also incentivize their learning by connecting it to milestones they need to achieve to advance in their career.

Maintain your edge

Whether you're an in-house cleaning staff or a BSC, facilities have other options, and by keeping all your staff up to date on the latest cleaning techniques, technology, and best practices you help reassure your organization or clients that you're experts in the field.



RECOGNITION

WAGES

FEEDBACK

RECOGNITION

PROMOTION

RECOGNITION

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FEEDBACK

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PROMOTION

RECOGNITION

Resources

Note: the electronic version of this E-book has links. If you're reading a printed version, visit www.enviroxclean.com/trainingprogram for an easy list of linked resources.

ACS Training Videos – English

Restroom Cleaning

<https://youtu.be/utnCF1aZqBE>

Classroom Cleaning

<https://youtu.be/nenHH8jZf4A>

Hard Floor Cleaning

<https://www.youtube.com/watch?v=VR5sqSKmHbg>

Restoration Cleaning

<https://www.youtube.com/watch?v=hd8iBAN-HxY>

Carpet Cleaning

<https://youtu.be/MIWKGZtXEHQ>

ACS Training Videos – Spanish (sub)

Restroom Cleaning

https://www.youtube.com/embed/utnCF1aZqBE?rel=0&cc_load_policy=1

Classroom Cleaning

https://www.youtube.com/embed/nenHH8jZf4A?rel=0&cc_load_policy=1

Hard Floor Cleaning

https://www.youtube.com/embed/VR5sqSKmHbg?rel=0&cc_load_policy=1

Restoration Cleaning

https://www.youtube.com/embed/hd8iBAN-HxY?rel=0&cc_load_policy=1

Carpet Cleaning

https://www.youtube.com/embed/MIWKGZtXEHQ?rel=0&cc_load_policy=1

TCS Training Videos – English

Restroom Cleaning

<https://www.youtube.com/watch?v=Yxa3v2O3lQ8>

Classroom Cleaning

<https://www.youtube.com/watch?v=pGINF2SkcWA>

Hard Floor Cleaning

<https://www.youtube.com/watch?v=86WBeWKN32k>

Restoration Cleaning

https://www.youtube.com/watch?v=GpjnB3E_e1U

Carpet Cleaning

<https://www.youtube.com/watch?v=iye4VjhVuU>

TCS Training Videos – Spanish (sub)

Restroom Cleaning

https://www.youtube.com/embed/Yxa3v2O3lQ8?rel=0&cc_load_policy=1

Classroom Cleaning

https://www.youtube.com/embed/pGINF2SkcWA?rel=0&cc_load_policy=1

Hard Floor Cleaning

https://www.youtube.com/embed/86WBeWKN32k?rel=0&cc_load_policy=1

Restoration Cleaning

https://www.youtube.com/embed/GpjnB3E_e1U?rel=0&cc_load_policy=1

Carpet Cleaning

https://www.youtube.com/embed/iye4VjhVuU?rel=0&cc_load_policy=1

Training Resources

Note: Not all resources have been vetted by EnvirOx, and this section is for research purchases only and their appearance here does not qualify as a recommendation. Here are some national resources. You'll likely find local training programs in most larger cities as well.

ISSA Certification Program

- Consists of Basic and Advanced modules
- Offered on-site or at home
- Offered in Spanish

The Janitorial Store

- A variety of training programs including general and specific needs
- Complete training packages offered
- ISSA/CMI Verified

Grow My Cleaning Company

- Focused on BSCs
- 27 Module Online Course
- Includes information beyond technical cleaning such as hiring best practices

National Pro Clean

- Offers training via books, videos, and software
- DVDs included tests and diplomas
- Offers other training programs for specific topics like carpet cleaning

We're Here To Help

Thanks for reading our latest E-book. For future access to all our E-books, and to keep up to date with our latest informative articles and blogs, we invite you to [join our newsletter](#).

If you'd like to learn more about our products and our Train in Ten™ system or arrange a no-risk trial:

**Call [1-800-281-9604](tel:1-800-281-9604) or
email sales@enviroxclean.com**

1. Cleaning Business Today. (2015). Reducing Turnover Is Just Smart For Business. Retrieved from <http://cleaningbusinesstoday.com/blog/reducing-turnover-is-just-smart-business>

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3. TEFL Training Institute. (2016). Training & Turnover: An Investigation into the Effects of Training on Staff Turnover. Retrieved from: <http://www.tefltraininginstitute.com/published-research/2016/7/12/training-turnover-an-investigation-into-the-effects-of-training-on-staff-turnover>

4. Dalto, J. (2014). How to Create An Effective Training Program: 8 Steps to Success. Convergences Training. Retrieved from: <https://www.convergencetraining.com/blog/how-to-create-an-effective-training-program-8-steps-to-success>



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