

# CLEANING GUIDE

## interior maintenance



# Colophon

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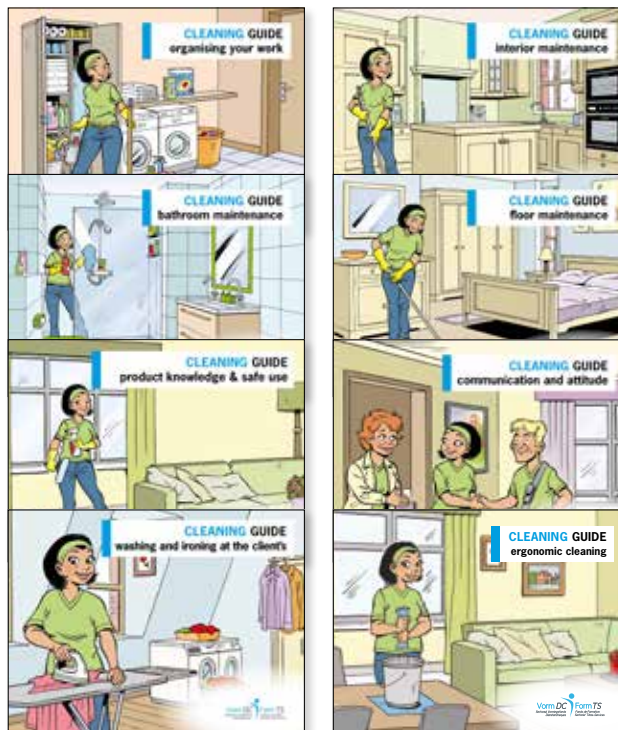
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# Hello,

I'm Sarah, your cleaning coach.  
I have many years' experience as a home help  
and consider myself an expert at brushing,  
polishing, scouring and scrubbing.

Cleaning is my passion and my profession!  
I enjoy teaching people how to brush and polish  
perfectly. Even if you already know a lot about  
cleaning techniques, read this brochure and you're  
sure to learn something new.

Cleaning an interior thoroughly can sometimes be  
a complicated job. Follow the  **directions** and  
tips in this brochure and cleaning will become a  
whole lot easier.

## Good luck, Sarah



3.

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# Cleaning the interior

If you are cleaning an interior for the first time, then ask the client for advice before you begin. He/she will know which products should best be used to clean the various parts of the interior and the delicate surfaces. If this is not the case, or if you are in doubt about a particular product or working method, then ask the company where you work for advice. They are sure to have an expert in house who can help you with the right information.

Make clear arrangements with the client about the tasks you are expected to do. Draw up a work plan with the client for the weekly cleaning and the periodic tasks, such as the six-monthly floor maintenance, polishing furniture or cleaning the inside of the kitchen cupboards.

Check that the appropriate equipment and products are available at the client's so that you can do your job well. Ask for safe, environmentally friendly and ergonomic equipment.

- ✓ *Always read the instructions for use of the products.*
- ✓ *Wearing gloves is important when cleaning. Clean them when you have finished and leave them to dry.*

**Sarah**



# What is interior maintenance?

By interior, we mean all elements in the room, except for the bathroom and toilet. In this cleaning guide we go through various rooms: bedroom, living room and kitchen.

- **What can you clean in the interior, for example:**

tables

chairs

cupboards

seats

doors

beds

light switches

decorative elements: vases, photo frames, pictures, etc.

So everything that is in the room and can get dirty.



# Why clean the interior?

People like to live in clean, tidy surroundings. A cleaned room not only looks nice. It is hygienic as well.

- **When you clean, you:**
  - remove dirt and dust
  - destroy bacteria, mites and mould.

A well cleaned space is also a healthy environment to live in. What's more, properly maintained tables, cupboards, floors, etc. will last longer.

- **Types of dirt**
  - Loose: dust, hairs, crumbs, etc.
  - Lightly stuck: fingerprints, leftover food, drinks stains, etc.
  - Firmly stuck: oil, chewing gum, candle wax, etc.
  - Other: bacteria, dust mites, mould, smells, etc.

# Organising your work

The brochure *Cleaning guide - Organising your work* gives you lots of information about how to tackle cleaning properly.

- **I would like to briefly recall the most important rules here:** - -

- Work from top to bottom.
- Work from less dirty to dirty.
- Work from the outside in.
- Work from dry to wet.



- ✓ *Follow a route: begin at the door and work along the walls until you come back to the door.*
- ✓ *Use different microfibre cloths in different colours.*
- ✓ *Use the correct amount of a product*
- ✓ *Use a spray.*
- ✓ *Take enough water and change it regularly.*
- ✓ *Wear suitable and comfortable work clothes.*

**Sarah**

- **Working safely**

- Bear in mind the occupants who are at home and protect your workplace. This avoids accidents with ladders, buckets, wet floors, etc.
- Is everything in the room easy to reach, so that you don't have to perform any crazy feats to clean?




# Interior room by room, weekly tasks

The basic tasks that you perform weekly after arranging this with the client. These tasks can be supplemented by periodic tasks (see p. 17), in accordance with the client's needs and with an adjusted schedule.

- **Basic tasks may vary from room to room**

1. Air: open a window or door.
2. Tidy up: put everything to one side so that you can clean everywhere. Move small pieces of furniture.
3. Soft brush: use a cobweb brush to remove cobwebs. Don't forget the light fittings and ventilator holes.
4. Vacuum and/or sweep and/or brush.
5. Clean windows and any mirrors.
6. Interior maintenance dry: dust delicate surfaces.
7. Interior maintenance damp: clean and possibly dry.
8. Mop or damp mop, depending on the floor (see Cleaning guide - Floor maintenance).
9. Put everything back in the right place.
10. Check your work.

- 
- ✓ *To clean properly, you have to move small pieces of furniture and decorations: work ergonomically.*
  - ✓ *Take care not to damage the floor when moving things. Put a cloth or a piece of cardboard under the legs.*

**Sarah**



# The **bedroom** weekly

1. Air.
2. Tidy up and make the bed.
3. Soft brush.
4. Vacuum and/or sweep and/or brush.
5. Clean windows and any mirrors
6. Interior maintenance dry: dust surfaces for which water is not used: polished furniture, television, computer, photos, paintings, etc.
7. Interior maintenance damp: clean and possibly dry: bed, bedside tables, bedside lamp, window sill, radiators, light switches, handles/doors, etc.
8. Mop or damp mop, depending on the floor (see Cleaning guide - Floor maintenance).
9. Put everything back in the right place.
10. Check your work.

✓ *Ask the client whether you should change the sheets.*

**Sarah**





# The living room weekly

1. Air.
2. Tidy up.
3. Soft brush.
4. Vacuum and/or sweep and/or brush. Possibly vacuum the armchairs as well.
5. Clean windows and any mirrors.
6. Interior maintenance dry: dust surface for which water is not used: polished furniture, television, computer, photos, paintings, etc.
7. Interior maintenance damp: clean and possibly dry: table, chairs, cupboards, window sills, radiators, light switches, handles/doors, etc.
8. Mop or damp mop, depending on the floor (see Cleaning guide - Floor maintenance).
9. Put everything back in the right place.
10. Check your work.

✓ *If you move things to dust, such as books or magazines, remember where they were so that you can put them back in the right place.*

✓ *Do not forget places that are difficult to reach, such as sockets, behind cupboards, etc.*

**Sarah**








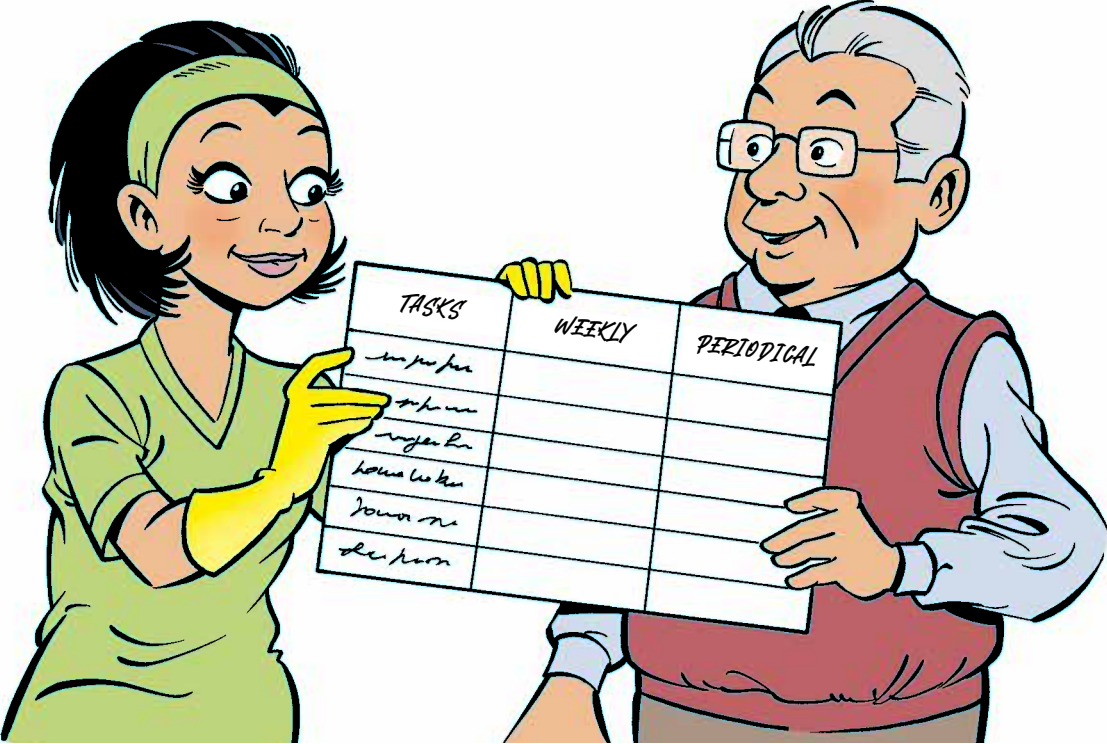
# The kitchen weekly

1. Air.
2. Tidy up, empty the litter bin and replace the plastic bag if necessary.
3. Soft brush.
4. Vacuum and/or sweep and/or brush.
5. Clean windows.
6. Interior maintenance damp: clean and possibly dry:
  - doors and other contact points
  - top cupboards
  - extractor hood
  - refrigerator
  - bottom cupboards
  - tables and chairs
  - microwave oven
  - inside and outside of oven - discuss this with the client.
  - kitchen counter and tiles, cooker, sink and tap.
7. Mop or damp mop, depending on the floor (see Cleaning guide - Floor maintenance).
8. Put everything back in the right place.
9. Check your work.

- 
- ✓ *Arrange with the client whether you should sort the kitchen waste: compost container, PMD, etc.*
  - ✓ *Use a suitable product for the taps so that you don't scratch them.*
  - ✓ *Discuss with the client whether you should wash up a few dishes.*

**Sarah**

# Good planning





# Interior room by room, periodic tasks

In addition to the weekly cleaning tasks, there are also the periodic tasks. Prepare a schedule or a work plan with the client.

- Clean inside of oven
- Clean inside of cupboards
- Polish furniture
- Clean net curtains and curtains
- Treat parquet every six months
- Polish floors
- Polish terrace
- etc.

✓ *If you have no time left for the periodic tasks, make an extra appointment with the client and notify your company*

**Sarah**



# The bedroom periodically

1. Soft brush: remove cobwebs from the entire ceiling.
2. Radiators: brush behind and wash.
3. Polish furniture.
4. Vacuum mattresses and possibly turn.
5. Clean top and inside of cupboards.
6. Take down and wash net curtains. Take curtains to the dry cleaners.
7. Wash doors thoroughly.
8. Clean skirting boards thoroughly.
9. Tile and parquet floor maintenance  
(see Cleaning guide - Floor maintenance)



✓ Pay special attention to the bed.  
Clean the underneath of the bed  
as well (lattice or slats).

**Sarah**

# The living room

1. Soft brush: remove cobwebs from the entire ceiling.
2. Radiators: brush behind and wash.
3. Polish furniture.
4. Clean top and inside of cupboards.
5. Clean book and CD cupboards, dust books and CDs.
6. Remove stains on furniture or carpets.
7. Take down and wash net curtains. Take curtains to the dry cleaners.
8. Wash doors thoroughly.
9. Clean skirting boards thoroughly.
10. Tile and parquet floor maintenance  
(see Cleaning guide - Floor maintenance).

- ✓ *If it cannot be seen, you can put paper on the top of the cupboards. This is far easier to clean.*
- ✓ *Discuss how to remove stains on curtains and furniture with the client first and pass this on to your company, which may have a solution.*

**Sarah**



# The kitchen periodically

1. Soft brush: remove cobwebs from the entire ceiling.
2. Radiators: brush behind and wash.
3. Clean top and inside of cupboards.
5. Clean electrical appliances: coffee maker, blender, mixer, etc.
4. Descale coffee maker.
5. Clean inside of refrigerator and freezer.
6. Clean inside of oven and microwave oven.
7. Clean extractor hood filters in the dishwasher.
8. Clean dishwasher filter.
9. Wash doors thoroughly.
10. Clean skirting boards thoroughly.
11. Floor maintenance, scour well or treat tiles with cleaning product  
(see Cleaning guide - Floor maintenance).



- ✓ *If the freezer has to be defrosted, switch it off in good time and discuss with the client where the frozen food should be kept temporarily.*
- ✓ *Defrosting the freezer takes extra time, which means you will not be able to do a basic task... Consult the client.*
- ✓ *Special products are available to prevent smells in the refrigerator.*

**Sarah**

## Equipment and products ▶



# Equipment weekly: microfibre cloths

Microfibre cloths have become hugely important for cleaning. Some cleaning companies only use microfibre cloths and no longer use products or other cloths.

## Advantages of microfibre cloths

- These cloths pick up the dirt far more quickly than other cloths made of cotton or another textile.
- Oil and grease become attached directly to the fibres.
- Cleaning is easier. You have to exert less pressure to pick up the dirt or work it loose.
- Microfibres leave fewer streaks.
- You don't need to use any detergents or cleaning products, or you can use smaller quantities.
- Microfibre cloths are easy to look after. You can wash them in the washing machine.



## How do you use them?

You can use the cloths **dry** or **wet** (damp). It all depends on the surface to be cleaned and how dirty it is.

Dry you can use them as dusters. They pick up the dust better than other cloths. The dust doesn't fly upwards, so you clean well and it is healthier for the home help.

You don't need to use much water with microfibre cloths. You clean best with damp cloths.

In most cases, you don't need any cleaning products or detergent to remove dust and dirt: good for the environment and for the client's wallet.

## Uses

As well as the familiar cloths, microfibres are used in many other products. Squeegees, swiffers, floorcloths and more.

## Colour code

Microfibre cloths can be used in every room in the home.

Use a colour code so that you are always hygienic.

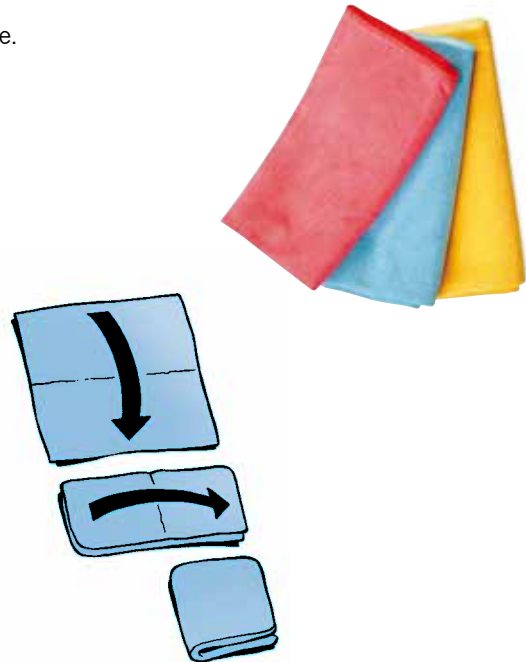
- Red cloths for bathroom and toilet.
- Blue cloths for the interior.
- Yellow cloths for the kitchen.

## Folding microfibre cloths

You can see here how you can fold a cloth (into 4 or 6, depending how big the cloth is) in order to clean, so that you can use as much of the cloth's surface as possible.

- ✓ *If the client doesn't have cloths in different colours, you can differentiate between them yourself by applying a code with a marker pen. Or snipping off the corners.*
- ✓ *Microfibre cloths can easily be washed in the washing machine at 60°C. But do not use fabric softener or bleach and do not put them in the tumble dryer.*

**Sarah**



## Equipment weekly:

- Storage basket or container to gather together cleaning materials
- Cobweb brush (photo 1.)
- Vacuum cleaner
- Swiffer and duster
- Sweeper
- Dustpan and brush
- Soft dust brush (duster photo 2.) or feather duster
- Bucket
- Spray
- Scratch-free interior sponge and kitchen sponge (use different colours here, too)
- Microfibre floorcloth
- Floor squeegee
- Window wiper
- Small ladder
- Scraper for cooker



1.



2.

## Equipment periodically:

- Radiator brush (photo 3.)
- Polishing cloth and brush to polish furniture
- Colourfast cloth for carpet stains



3.



## Products weekly:

- Interior spray or neutral interior cleaner
- Detergent or all-purpose cleaner
- Window cleaning agents
- For the cooker:
  - Gas: detergent and scouring cream
  - Electric (round plates): detergent
  - Ceramic and induction: special cleaning product
- Detergent
- Suitable product for floors  
(see Cleaning guide - Floor maintenance)

## Products periodically:

- Polish
- Turpentine (to degrease)
- Carpet stain remover
- Coffee descaler or vinegar
- Soda (strong alkaline agent, for example, to clean deep-fat fryer, etc.)

## Handy tips:



- ✓ *When washing the microfibre cloths (at 60°C), do not use fabric softener.*
- ✓ *Do not leave the floor squeegee on the rubber to dry.*
- ✓ *Lock up the home carefully when you leave.*

**Sarah**

# After cleaning

- **Check your work**
  - Has everything been cleaned as arranged?
  - Is everything back in its original place?
  - Are the windows closed and the lights off?
- **Put away products and equipment**
  - Microfibre cloths in the washing machine or leave them to dry if the client washes them him-/herself.
  - Rinse and dry buckets (inside and out).
  - Rinse sponges well, squeeze (do not wring) and leave to dry.
  - Vacuum cobweb brush.
- **Points to note**
  - Report problems in the home: dripping tap, loose tile, broken bulb, etc.
  - Lock up the home carefully when you leave.





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