

# CLEANING GUIDE

## organising your work



# Colophon

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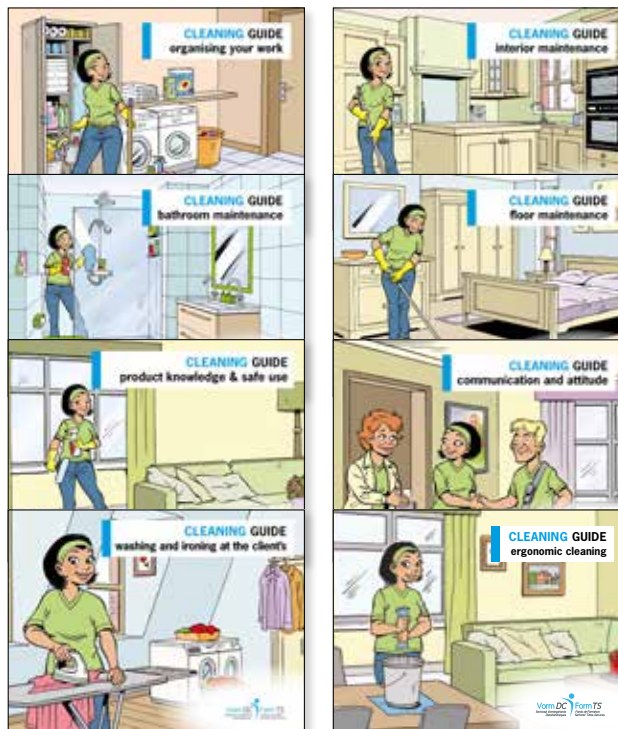
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# Hello,

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.

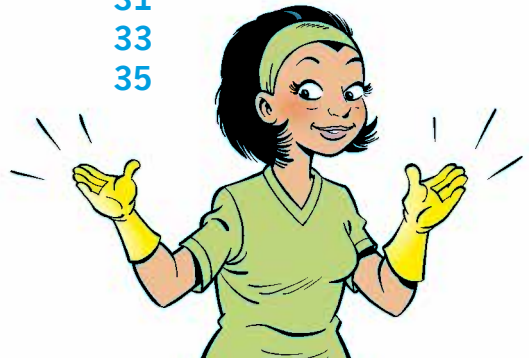
I will help you to organise your cleaning tasks. This cleaning guide has lots of  tips that will help you clean. This means that you can allocate your energy and time properly. So you will be able to work well and satisfy your client!

**Good luck,  
Sarah**



# Contents:

What does cleaning people's homes involve?	5
Preparing to clean	6
Organised cleaning	7
After cleaning	10
Microfibre cloths	12
Organised cleaning, order of rooms	15
Organised cleaning, the ideal route	16
Organised cleaning, room by room	21
The bedrooms	21
The bathroom	23
The toilet	25
Hall - 1st floor - staircase	27
The living room	29
The kitchen	31
The entrance hall	33
The laundry - storage room - garage	35



# What does cleaning people's homes involve?

Cleaning means removing all the dirt in the home.

In this guide, we teach you to organise this. The result is a hygienic, clean and tidy home. All traces of dirt (dust, grease, limescale, bad smells, etc.) have disappeared. All parts of the home (floor, furniture, walls, ceilings, windows, etc.) are clean.

Cleaning is a matter for specialists these days.

It is not only physically strenuous: cleaning windows with chamois, vacuuming, sweeping under cupboards, etc. You have to take careful note of the order in which to clean, the instructions for use of the cleaning products, the client's checklist, etc.

Communication with the client is very important.

What does the client want? What about the schedule? Do you get comments and compliments from the client? Have you received the service vouchers? Arrangements for the following weeks and periodic tasks? In short, working in the home of a satisfied client is nice. The client knows that you work well and you, too, are contented and have job satisfaction.

# Preparing to clean

Before you start cleaning, you need to know how to tackle the job.  
A good start is half the battle!

- **Make clear arrangements with the client**

- Draw up a schedule: which tasks you do weekly, fortnightly, monthly, etc.
- Which products should you use for which cleaning tasks?  
Be flexible and ask what the client wants.
- What order should you clean the rooms in? Which rooms have priority for the client?  
How much time do you have for each room?
- Extra tasks: emptying the dishwasher and washing machine, washing up bits and pieces, sorting waste, etc.



- **Tidy up**

- Put everything to one side before you start so that you can work efficiently in an orderly fashion.
- Make sure you know where everything belongs, so that you can put things back in the right place.

- **Check your equipment**

- Do you have the correct cleaning products and equipment?
- Is the vacuum cleaner bag full?
- Is the equipment safe? E.g. stable stepladder.

# Preparing to clean

Before you start cleaning, you need to know how to tackle the job.  
A good start is half the battle!

- **Work in the right order**
  - Order of rooms: work from top to bottom.  
In an apartment, start at the back and work towards the front door.  
Make clear arrangements with the client about this.
  - In the rooms:
    1. Work from top to bottom.
    2. Work from less dirty to dirty.
    3. Work from the outside in.
  - To work thoroughly, follow a route: begin at the door and work along the walls until you come back to the door.



# Organised cleaning

- **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 brush.
5. Clean windows.
6. Dust and/or damp or wet clean.
7. Mop or damp mop, depending on the floor.  
Scour terrace or pavement (Cleaning guide - Floor maintenance).
8. Put everything back in the right place.





# Organised cleaning

- **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?

✓ *Keep to the planned time.  
If this is not enough, discuss it  
with the client.*

**Sarah**



# After cleaning

- **Check your work**
  - Has everything been cleaned? Including places that are difficult to reach: behind cupboards, radiators, sockets, etc.
  - Is everything back in its original place?
  - Are the windows closed and the lights off?
- **Put away products and equipment**
  - Put everything back in its proper place.
  - Always clean equipment and/or leave it to dry. Put microfibre cloths in the washing machine. If the client washes the cloths, then leave them to dry.
- **Points to note**
  - Report problems in the home: dripping tap, loose tile, broken bulb, etc.
  - Lock up the home carefully when you leave.

# Forgotten anything?



# 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.

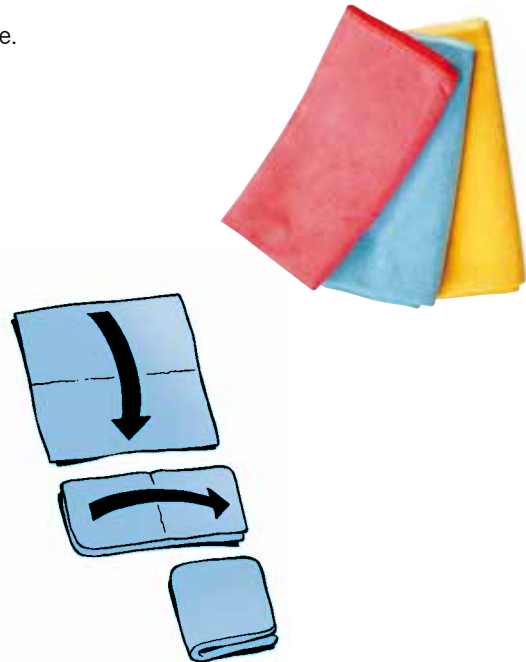
- Red cloths for bathroom and toilet.
- Blue cloths for the interior.
- Yellow cloths for the kitchen.

## Folding microfibre cloths

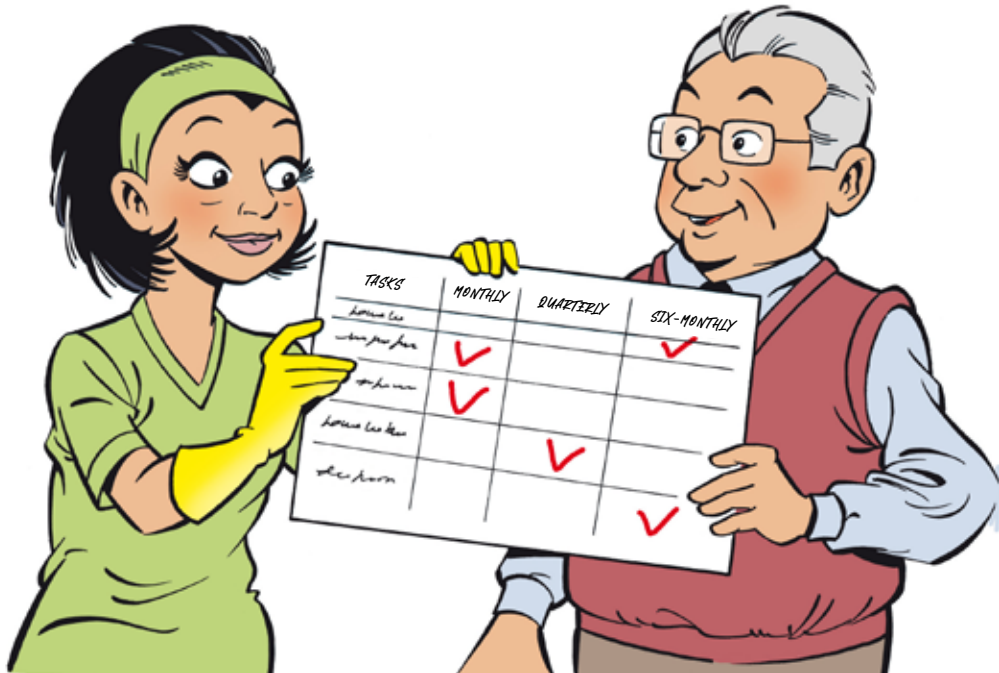
You can see here how you can fold a cloth (into 4 or 6, depending how big the cloth is) in order to clean, so that you can use as much of the cloth's surface as possible.

- ✓ *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**



# A plan works!



# Organised cleaning, order of rooms

## What order should you clean the rooms in?

As you know, we work from top to bottom. So we start on the top floor and work down room by room. But this order is not set in stone. Everything depends on what the client wants and the presence of the occupants.

## Planning the cleaning

Most of the cleaning tasks that we discuss below are weekly jobs, but the client decides on this. For example, not all windows have to be cleaned every week. Discuss with the client which tasks should be done periodically (monthly, every three months, every six months).

- ✓ *Ultimately, the client decides what order you clean in. For example if the living room is particularly dirty after a party, you may be asked to clean that first. Be flexible.*
- ✓ *Prepare a plan with the client showing which tasks you do weekly and which you do monthly or quarterly.*

**Sarah**



# Organised cleaning, the ideal route

Whether you are cleaning a house or an apartment, it is best to follow a fixed route unless the client decides otherwise.

In an apartment you work from back to front, in a house from top to bottom.

## Apartment

1. Bedrooms
2. Bathroom
3. Toilet
4. Hall
5. Living room
6. Kitchen
7. Entrance hall
8. Storage room - laundry

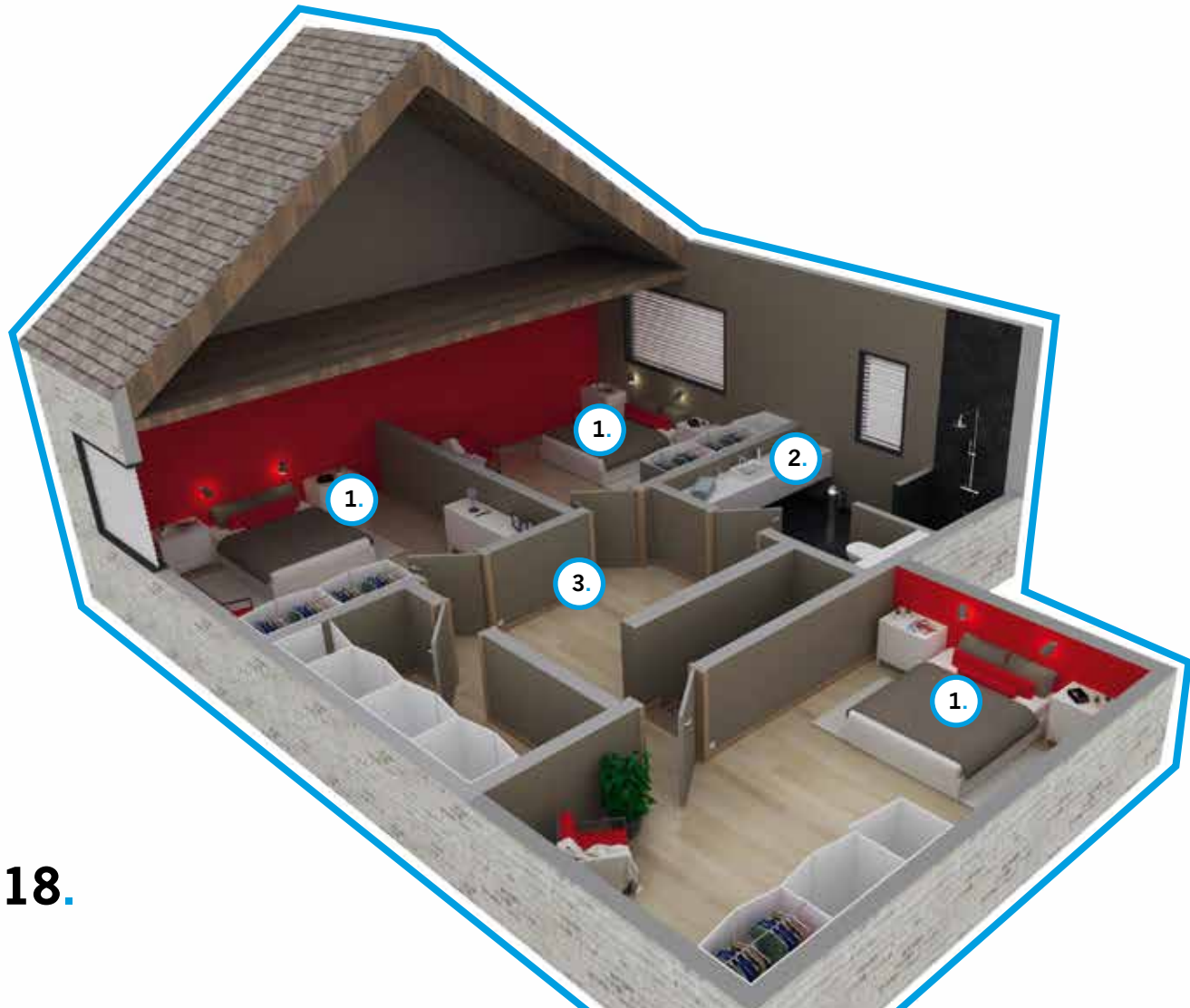
## House

1. Bedrooms
2. Bathroom
3. Toilet
4. Hall - 1st floor - staircase
5. Living room
6. Kitchen
7. Entrance hall + toilet
8. Storage room - laundry - garage

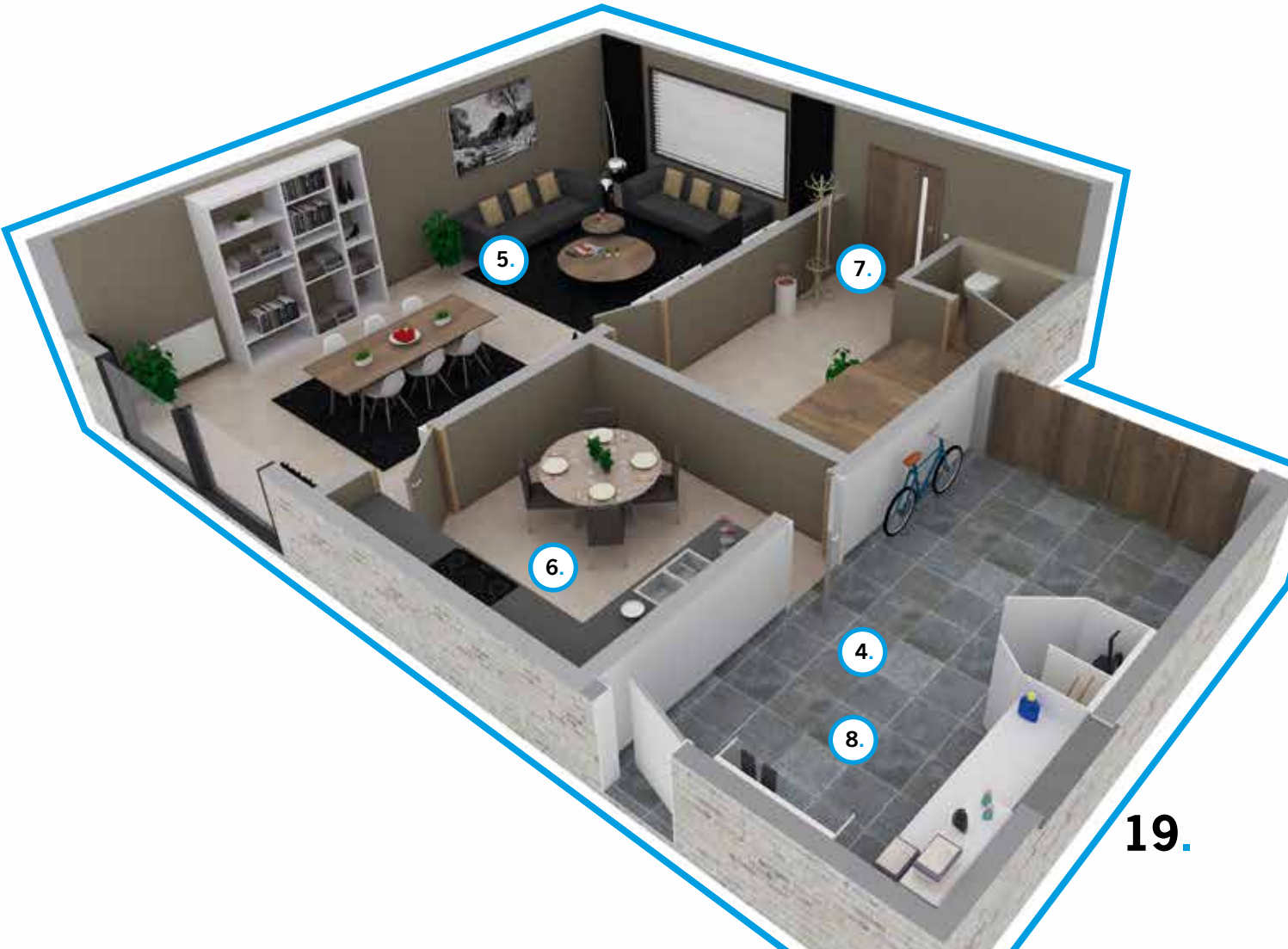




17.



18.



19.



# The bedroom

We spend a lot of time in the bedroom with the door closed, sleeping, reading, etc. So it is important that this room is well aired and dusted.

1. Air.
2. Tidy up and make the bed.
3. Soft brush.
4. Vacuum and/or sweep.
5. Clean windows and any mirrors.
6. Dust or damp clean, depending on the items or surfaces to be cleaned (lamps, frames, head and sides of the bed, bedside tables, etc.).
7. Mop or damp mop, depending on the floor.
8. Put everything back in the right place.
9. Check your work.

✓ *Do the sheets have to be changed?  
Arrange this with the client!*  
✓ *Don't forget to vacuum under the bed.*

**Sarah**





# The bathroom

The bathroom is used intensively so thorough cleaning (dirty edges of the bath and shower, limescale and soap residue, tile joints, etc.) calls for good preparation and organisation.

1. Air.
2. Tidy up.
3. Empty litter bins.
4. Soft brush.
5. Vacuum the floor and possibly the bathmats.
6. Clean windows and any mirrors.
7. Wet and damp clean shower, bath and washbasins:
  - Leave cleaning products to act
  - Clean the soap dishes and make sure the drain is clear and clean
  - Rub thoroughly with sponge or microfibre cloth
  - Rinse with warm water to remove cleaning product and dirt
  - Then rinse with cold water. Clean mirrors and toilet cupboards. Dry everything properly.
7. Mop.
8. Put everything back in the right place.
9. Check your work.

- ✓ *With wet cleaning, start with the bath and the shower. You will need to leave the cleaning product to act here.*
- ✓ *Discuss with the client which products you should use to clean the bath, shower and washbasins to avoid scratches.*
- ✓ *Do the towels need changing? Discuss this with the client.*

**Sarah**



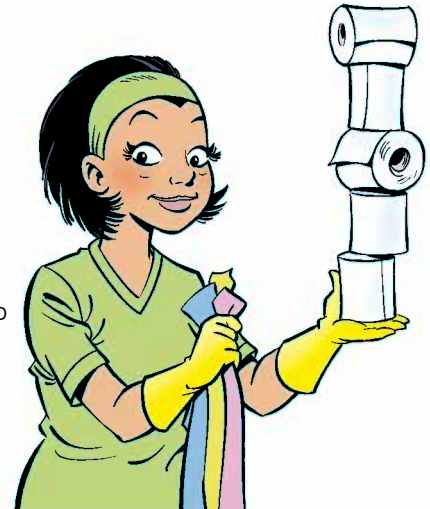




# The toilet

Special attention has to be paid to the smallest room in the home. Hygiene is important for the client, but also for you. Always wear gloves and clean them well when you have finished.

1. Air.
2. Soft brush. Be sure to remember the ventilation grid.
3. Flush the toilet and put cleaning product in the toilet bowl. Scrub thoroughly with the toilet brush and leave to act with the brush in the bowl.
4. Wet or damp clean the mirror and the washbasin.
5. Clean accessories: toilet roll holder and brush holder, etc. and the outside of the toilet bowl.
6. Clean the cistern, the tiles behind the toilet, etc.
7. Flush the toilet again with the brush in the bowl. Let the brush drip and then place in the holder.
8. Empty the litter bin and replace the plastic bag if necessary.
9. Mop.
10. Put brush holder back in the right place.
11. Check your work.



- ✓ Replenish the toilet paper.
- ✓ Does the towel need changing? Arrange this with the client.
- ✓ Don't forget to clean around the door handles and the handles themselves.

**Sarah**





## Hall - 1st floor - staircase

This hall is usually not very dirty but the banister calls for special attention. Clean this contact point thoroughly.

1. Tidy up the equipment that you used to clean the rooms on the first floor.
2. Soft brush.
3. Vacuum and/or sweep the hall.
4. Clean windows and any mirrors.
5. Dust furniture, frames, etc.
6. Clean the staircase and banister. Dry or damp cleaning depending on the equipment.
7. Check your work.

✓ *Be extra careful when cleaning stairs. Put buckets and brushes away*

**Sarah**





# The living room

The living room is used intensively, so make sure everything is tidied up before you start work. If you don't know where everything belongs, ask the client.

1. Air.
2. Tidy up.
3. Soft brush.
4. Vacuum or sweep.
5. Clean windows and any mirrors.
6. Dust or damp clean, depending on the object or surface to be cleaned (light fitting, contact points such as such as light switches and doors, furniture, frames, television, music installation, computer screen and keyboard, etc.).
7. Mop or damp mop, depending on the floor.
8. Put everything back in the right place.
9. Check your work.

- ✓ *If there are house plants in the living room, discuss with the client whether you should water them.*
- ✓ *Take a good look at the living room before you start cleaning. Then you can leave it as you found it: curtains open, cushions plumped up on the sofa, books and magazines on the coffee table, etc.*
- ✓ *Vacuum thoroughly, including behind furniture that can be moved or in places that are difficult to reach.*

**Sarah**





# The kitchen

Meat, fish, vegetables, flour, fat and liquids are all used in the kitchen. Some parts of the kitchen can get very dirty. Good hygiene and therefore thorough cleaning are appropriate here.

1. Air.
2. Tidy up, empty the litter bin and replace the plastic bag if necessary.
3. Soft brush.
4. Vacuum.
5. Clean windows and any mirrors.
6. Use damp or dry microfibre cloth to remove dust from:
  - Doors and other contact points
  - Top cupboards
  - Extractor hood
  - Ice box
  - 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, possibly clean the terrace, as well, when you take the water outside.
8. Put everything back in the right place.
9. Check your work.

✓ Use the correct product for the correct cooker.

✓ Does the dishwasher have to be emptied or filled? Are you expected to wash up bits and pieces? Consult the client.

✓ As always, work from top to bottom, from clean to dirty.

**Sarah**







# The entrance hall

The entrance hall is a passage from the outside world to the interior of the home. Dirt will inevitably be brought in from outside, so deal meticulously with this area.

1. Tidy up.
2. Soft brush.
3. Vacuum, paying special attention to the front door mat.
4. Dust or damp clean, depending on the object or surface to be cleaned (light fitting, coat hangers, mirror, cupboards, frames, contact points such as light switches and handles, etc.).
5. Damp clean the front door inside and out (splashes of mud!).
6. Mop when taking the water outside: clean the pavement in front of the home.
7. Put everything back in the right place.
8. Check your work.

✓ *Don't throw the water outside if it freezes. Otherwise the pavement will become slippery.*

**Sarah**





# The laundry - storage room - garage

Not all homes have these areas. There may also be a combination of one or more of them. Make sure everything is tidied up properly, because these rooms are often used to store things ‘temporarily’.

1. Air.
2. Tidy up.
3. Soft brush.
4. Clean windows and any mirrors.
5. Dust or damp clean, depending on the object or surface to be cleaned (light fitting, cupboards, shelves, washing machine, tumble dryer, contact points such as light switches and handles, etc. ).
6. If there is a garage, clean the outside of the garage door as well.
7. Mop, paying special attention to the garage floor.
8. Put everything back in the right place.
9. Check your work.

- ✓ *The cleaning equipment is usually kept here, too. Put everything back in the correct place so that you can start work immediately next time.*
- ✓ *A lot of things are stored away in these areas. You won't be able to clean everything every week. Discuss with the client which tasks you can do*

**Sarah**





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