

# Earning Cleaning Belts.....



- ***The Legend of Karate Belts:*** Legend says that students were given a white belt when they began their training. Over the years, the belt would become stained and dirty with sweat, dirt, and blood. Students were told never to wash their belts. Superstition said that in doing so, they would wash off their experience. Once the belt turned black, the student was considered a true martial artist.

A step is defined as the satisfactory completion of all duties described within a category.

Upon completion of each step, the new tech will be eligible for a raise. The tech will be tested on their ability to perform the necessary tasks independently and include details such as turning off lights, reporting damages, clocking in and out correctly, being on time for assigned jobs, completing any required paperwork, and securing the client's property upon completion of the job.

# TESTING.....

## **Training Testing Steps**

Raises will be given based on satisfactory completion of the various steps. Satisfactory completion means that the job must be completed by the employee and inspected by the field manager or other authorized individual. The inspection must be complete in all facets of the job. The employee must demonstrate satisfactory performance of duties without supervision, and there must be no justifiable client complaints in the last week of the job performance.

**Note:** *The.steps.do.not.need.to.be.accomplished.in.any.particular.order;.The.field.manager.shall.keep.a.written.record.of.inspections.to.verify.completion.of.the.steps;.*

**Below is a listing and definition of the types of cleaning we do. The new tech will be introduced to each of these as they progress thru the “belt” system. When they have mastered all of the belts, they should be able to perform each of these variations of cleaning.**

- **Commercial Cleaning** –
  - **Hallway Cleaning:** vacuuming, removal of cobwebs, window washing, wiping of railings, reporting of any damages, wiping of noticeable wall spots, mopping of entry, cleaning of stoop, etc.
  - **Office Cleaning:** cleaning of entry/reception area (removal of cobwebs, dusting, baseboards, mopping/vacuuming, cleaning of windows, doorknobs, switches, emptying of garbage, etc., cleaning of stoop, etc.), vacuuming, dusting, mopping, emptying of garbage as appropriate in hallways and offices, cleaning of

restrooms (toilets inside and out, sinks, counters, mirror, lights, switches and plates, stalls, urinals, replacement of urinal pads, restocking of paper products and soap, emptying of garbage, cleaning of doorhandles and kickplate, wall spots as needed)

- **Large Office Cleaning/GEICO specific Cleaning** – This type of training can be either for an individual that is training ONLY for cleaning at GEICO (or some other large office) or someone training as a fill in for absences. **The main focus is on evening shift cleaning and requires being able to pass inspection on all aspects of night shift duties.** When training is completed, a raise will typically be given based on testing performance with an employee review in 6 months to determine possible additional raise. An individual training at GEICO will generally train in the Day Porter position providing they are available daytime hours. If applicable, an additional raise may be given for successfully completing this training.
  
- **Warehouse Cleaning** – **This is dependent upon the facility.** Typically warehouse cleaning will include:
  - Restroom cleaning
  - Small offices cleaning
  - Hallways and breakroom(s)
  - Sweeping/mopping of work area floors
  
- **Restaurant Cleaning** – **This is also very situational specific;** Kitchen cleaning will generally be left to employees/owner of the restaurant. An individual trained in restaurant cleaning will be trained in:
  - Commercial bathroom cleaning
  - Top to bottom high dusting/wipe down of tables, chairs, counters, etc.
  - Commercial floor sweeping/mopping, etc.

- Reference to specific duties as requested by the client.
- **AirBnb** – See Residential
- **Moveout Cleaning** – Generally involves deep cleaning of an empty house or apartment. Although these are usually assigned to teams, knowledge of all aspects of the job is important.
  - **Bathrooms** - Must demonstrate the knowledge and ability to do a complete clean of a bathroom (toilets inside and out, tubs/showers, sink, vanity inside and out, mirrors, lights, switches, plates, medicine cabinets, wiping of wall spots, floors, baseboards, doorknobs, wall spots, windows if applicable, etc.) Must demonstrate knowledge of how to handle soap buildup, rust, toilet/sink stains, etc.
  - **Kitchen** – Must demonstrate knowledge and ability to clean stove/oven, refrigerator, cupboards inside and out, counters, windows, light fixtures, dishwasher, sink and drain, wiping of wall spots, floor and baseboards.
  - **Bedrooms, living room, family room, dining room, entry, halls, offices, etc.** - Must demonstrate knowledge and ability to thoroughly clean these areas. To include removal of cobwebs, cleaning of closets, wiping of wall spots, cleaning of any shelving in the areas, light fixtures, switches and plates, floors and baseboards.
  - **Laundry room** – Must demonstrate knowledge and ability to clean laundry room including wipe down of washer and dryer, cleaning underneath and behind, cleaning of lint trap/filter, etc., dusting/wipe down of walls and shelves to remove dust, floor, etc.

- **Residential Cleaning** – Must demonstrate knowledge and ability to complete the tasks as required by the client. Will need to closely adhere to a list of duties and be detailed in cleaning.
  - **Bathroom** - This will require not only cleaning of all fixtures, mirror, lights, baseboards, etc. but also wipe down and organization of items on surfaces, straightening of towels or replacing with clean towels, emptying garbage and wiping receptacle and replacing liner.
  - **Kitchen** – Cleaning of microwave inside and out, wiping down fronts of all appliances, wiping down and organizing of items on counters, making sure the floor is clean especially around all edges and baseboards, and cleaning of windowsills and window by sink.
  - **Bedrooms, living room, office, family room, etc.** – Thorough vacuuming and dusting, checking for cobwebs, tidying up these areas according to direction from the client. This will include wiping surfaces and items on the surfaces, straightening pillows/blankets, vacuuming the furniture if there are pets, etc.
  - **AirBnb specific duties:**
    - Stripping and re-making beds
    - Laundry and sheet and towel folding
    - Dish washing/cupboard tidying
- **Post Construction Cleaning** – This.type.of.cleaning.can.vary.widely;.The.important.thing.to.remember.is.that.construction.dust.is.resilient.and.difficult.to.irradicate;.Water.is.your.best.friend.when.doing.this.kind.of.cleaning;.You.need.to.change.water.frequently.and.go.over.surfaces.multiple.times;.There.may.be.stickers.to.remove.and.windows.

to clean; Referring to a work list from the client is very important as expectations can also be very different; There may be an initial clean and a final clean involved; You will need to make sure you do not miss any surfaces including inside drawers;



## Geico/Large Office/Commercial Pay Steps:

Karate literally means "meeting of hands." It is considered a martial art that requires much discipline. Martial arts are codified systems and traditions of combat practiced for a number of reasons such as self-defense; military and law enforcement applications; competition; physical, mental, and spiritual development; entertainment; and the preservation of a nation's intangible cultural heritage.

We have developed a system for cleaning based on the traditions and systems of karate. If you are familiar with karate, I think you will appreciate the similarities between our program and the disciplines in karate.

## White Belt



The first belt in Karate is the white belt and it represents the beginning. As the little plant bursts through the soil, it is greeted by the bright, white light of day. The white belt symbolizes the beginning of a person's desire to learn the skills of cleaning, and it is worn by those who are just beginning their study.

### Tech should demonstrate completion of all new hire steps.

- Completion of all new employee paperwork.
- Handbook training
- Training manual instruction
- Video training instruction.
- Focus on dream development.
- Emphasis on focus, duplication and consistency of procedures.
- Must pass quiz.
- This is the entry level and paid at the entry base level.

No raises for this step. \$14.00

Average time before advancement: 1 to 3 days



## Yellow Belt



Yellow symbolizes the first beams of sunlight. As the plant adjusts to the light, it deepens into the golden hue of sunlight. The student is being warmed and stretched in the pursuit of their goals. The yellow belt is worn by a beginner who has learned to practice the basic steps for complete cleaning of a bathroom for commercial clients from knocking before entering to placing the wet floor sign when people are around that may enter before the floor is dry. Yellow is the color for caution. It means you may proceed but do so with caution as there is still much to learn.

### Tech should demonstrate bathroom skills for a week.

- Dust top of all stalls.
- Dust, trim, and walls - **Mondays**
- Marks or splashes cleaned from walls
- Toilet/urinals clean, set up - **YELLOW** cloth use BLUE TBC **Mon, Wed, Fri**
- Check all toilet paper. Change at 1/4 roll. Start all rolls leaving a small tail hanging.
- Check all paper towel dispensers. Change at 1/4 roll.
- Check that all sani-sacks have been changed in women's restroom.
- Refill feminine hygiene products.
- Sinks, counter, mirror cleaned. **BLUE** cloth
- Check all three trashes
- Sweep and mop all flooring.
- Check that all shelves, hand-plates, and kick plates have been cleaned.
- Clean under floor mats in front of sinks - **Tuesday**

Average time before advancement: 5 to 15 days.

**\$.50c raise**

## Orange Belt



Orange symbolizes the growing strength of the sun. As the sun grows hot, life becomes more difficult for the little plant. In the same vein, training becomes more difficult for the student. The orange belt is given to a beginner once he or she has mastered all the details of cleaning the caf., entrances, and stairs. Skills need to be balanced. The tech must learn to do things from their center to learn the mantras including those encouraging proper body mechanics. These techniques are as important to the pathway of quality cleaning as proper eating is to healthy body growth. Without ALL of these techniques, the tech will experience more body aches and pains at the end of their shift as they stagger out the exit.

### Tech should demonstrate Caf , Entries, & Stairs for a week.

- Caf 
  - Clean microwaves inside, outside, behind and under with red cloth
  - Empty toaster tray.
  - Wipe down Keurig including trays and internal K-cup compartment.
  - Check refrigerator handles and fronts.
  - Check cupboard doors and handles.
  - Check for wall spots.
  - Wipe tables and chairs.

- Remove all trash and recycling (make sure in correct bags).
- Sweep floor.
- Mop floor.
- South Entrance
  - Check turnstiles – Clean all Glass, Stainless, Hardtop
  - Dust as needed.
  - Check all trash and recycling, ensure correct bag in place.
  - Clear debris from walk-off mats and vacuum.
  - Sweep floor.
  - Mop floor.
  - Clean glass in doors and wipe sills (Glass cleaning cloth).
- North Entrance
  - Check turnstiles – Clean all Glass, Stainless, Hardtop
  - Dust security desk and tables as needed.
  - Check all trash and recycling, ensure correct bag in place.
  - Clear debris from walk-off mats and vacuum.
  - Sweep floor.
  - Mop floor.
  - Clean glass in doors and wipe sills (Glass cleaning cloth).
- Stairs
  - Check for debris and sweep and mop.
  - Wipe handrails.
  - Check ledges for dust
  - Walk-off mats vacuumed
  - Check that door and handles are clean on both sides.

Average time before advancement: 5 to 15 days.

**\$.25c raise**

## Green Belt



Green is a representation of growth. The little plant has survived the hot sun and is now sending forth new growth. Green leaves and shoots are spreading out from the plant. The student is growing and becoming more proficient in the basics. The skills learned in this step, although more basic on the surface, require a fair amount of detail to be performed properly. You will also test their ability to work in a designated pattern in order to cover all of the expected area. There will be focus on using proper body mechanics to preserve their body and protect the center or core from injury.

### Tech should demonstrate Trash & Vacuuming for a week.

- Check floors for debris in open workspace areas as you gather trash bags from bins making sure garbage and recyclables are in proper bags.
- Check floors in conference rooms, mother and offices for debris and gather garbage, replacing liners.
- Wipe tables and dust desks, etc. in conference rooms, offices, and mother's room.
- Vacuum walkways and bays.
- Vacuum conference rooms and offices as needed.
- Vacuum hallways.
- Sweep and mop mother's room as needed.
- Wipe tops of all cubicle dividers on Wednesdays.
- Wipe all ledges in open workspace areas and hallways on Wednesdays.

Average time before advancement: 5 to 15 days.

**\$.25c raise**

## Blue Belt



Blue represents the sky that the plant is growing and stretching up towards. The student's knowledge is expanding and growing. So the blue belt is given to students at the stage of their studies when they begin to learn additional knowledge of the martial art that allows their minds and bodies to continue to grow and develop. Because the true art of cleaning requires more than operating equipment and doing the actual clean and shine, we feel that the accomplished environmental technician needs to know how to care for the tools they use. This includes practicing proper body mechanics as the body is the most important machine you will ever operate. Without this knowledge, you cannot progress to Master Cleaner status. In fact, you will soon be out of business.

### Tech should demonstrate all proper equipment care for a month.

#### *Starts DAY ONE!*

- **Regular Vacuum**
  - Check roller for strings/hair, etc.
  - Check foam and felt filters for cleaning.
  - Check hose for clogs.
- **Green Walk-Behind Vacuum**
  - Empty dust bin.
  - Vacuum foam filter to remove dust.
  - Use canned air to clean paper filter.
  - Spray canned air in the slots of the front of the vacuum.
  - Wipe machine face.
  - Reassemble.
- **Supplies – Use of:**
  - Toilet bowl cleaner

- Because of its high toxicity and burning effects on the skin, proper handling of this product must be given including closing the cap after use.
- Stainless Steel Cleaner
  - Trainee must take care to not have product drift on the floor when spraying if using the spray version of this product to avoid slippery floors that could cause injury to others.
- Glass cleaner
  - To be mixed with water to refill the spray bottles.
- Cleaning Cloths
  - The tech will need to recognize and use proper color of cleaning cloth for various jobs and glass cleaning cloths for cleaning windows and mirrors.
- Disposable Gloves
  - Trainee needs to understand the importance of using gloves for jobs such as restroom cleaning and changing of gloves between this job and others.
- **Supplies – Care of:**
  - Be sure to properly store all supplies when finished.
  - Report when any supply is running low.

Average time before advancement: 1 ½ to 2 month.

**\$.25c raise**

## Purple Belt



The day is drawing to an end, the blue sky darkens to purple. The student's knowledge is deepening and becoming more profound. So a purple belt is given to a student who is transitioning into the advanced stages of study. It is expected that you know and adhere to the Handbook rules to attain this level. Coming to work when scheduled and being on time are ways in which you show respect for your fellow techs, respect for your employer, and respect for the client. Valuing the time of others is an important step and a necessity to achieve Master status.

**Tech should demonstrate punctuality, and time management for 30 - 60 days. Starts DAY ONE!**

- Attendance and Punctuality.
  - See Section 4.4 of the Handbook.
  - Trainee needs to be instructed in shift employment vs. task employment i.e. the importance of working to the end of the scheduled time.
- Breaks during your shift.
  - See Section 4.5 states the policy for this.

**Average time before advancement: 1 ½ to 2 months**

**\$10 Bonus**

## Red Belt



The final rays of the sun are red and hot on the blossoming plant. Training is intense but the student has come so far. Red is also a symbol of danger in karate, but in the cleaning arena, it means the tech is “red hot” and able to perform most duties. The student is becoming proficient enough that they are a valuable member of the team, able to handle an assignment of duties and pass inspection. Typically, that means cleaning a complete floor.

**Tech should demonstrate completing all side projects in addition to other tasks for 60 to 90 days.**

### **Learn Side Projects**

- Dust colored walls (use ecloth wall mop, blue handled white soft head)
- Cobweb hunting
- Swiffer backs of chairs
- Vacuum behind dividers where possible.
- Move furniture.
- Wipe furniture.
- Wipe table legs and chair legs (conference rooms)
- Wipe table legs and chair legs in cafés.
- Polish metal corner covers.
- Wipe down any coffee rings on empty cubicles.
- Dust behind computers in empty cubicles. (Q).

**Average time before advancement: 1 ½ to 2 months**

**\$.25c raise**



## Brown Belt



Brown is a representation of the ripening of a seed during the maturing and harvesting process. The seed is maturing and ripening as the harvest nears. The student is beginning to reap the rewards of all their toil and training. You have become a valuable member of the team. You should be able to do many jobs without constant supervision. You should be using Muscle Memory and able to recognize a job done vs. a job well done.

**Tech should demonstrate the ability to complete duties and pass inspection without guidance for at least 4 weeks. Starts DAY ONE!**

- Proficient in all aspects of bathroom cleaning and pass all inspections for 4 weeks.
- Proficient in cleaning cafés, entries, and stairs and pass all inspections for 4 weeks.
- Proficient in trashing and vacuuming and pass all inspections for 4 weeks.
- Proficient in equipment care and maintenance and pass all inspections for 4 weeks.
- Demonstrate punctuality and good attendance as illustrated by time records for 4 weeks.
- Has learned all side jobs and understands and uses the system for assuring that these are done for a period of 4 weeks.
- Both Manager/Trainer and Trainee will be required to sign off to verify that each step of the Training has been satisfactorily completed.

**Average time before advancement: 4 to 6 ½ weeks**

**\$.50c raise**

## Black Belt



Black symbolizes the darkness beyond the sun. Darkness falls and the plant dies. But in its place, there is a new beginning. The student has learned so much, including that there is so much more to learn. The first stage of their martial arts journey is complete, but the journey continues.

**Tech should demonstrate the ability to train another.**

**Average time before advancement: 4 to 6 ½ weeks**

**\$20 Bonus**