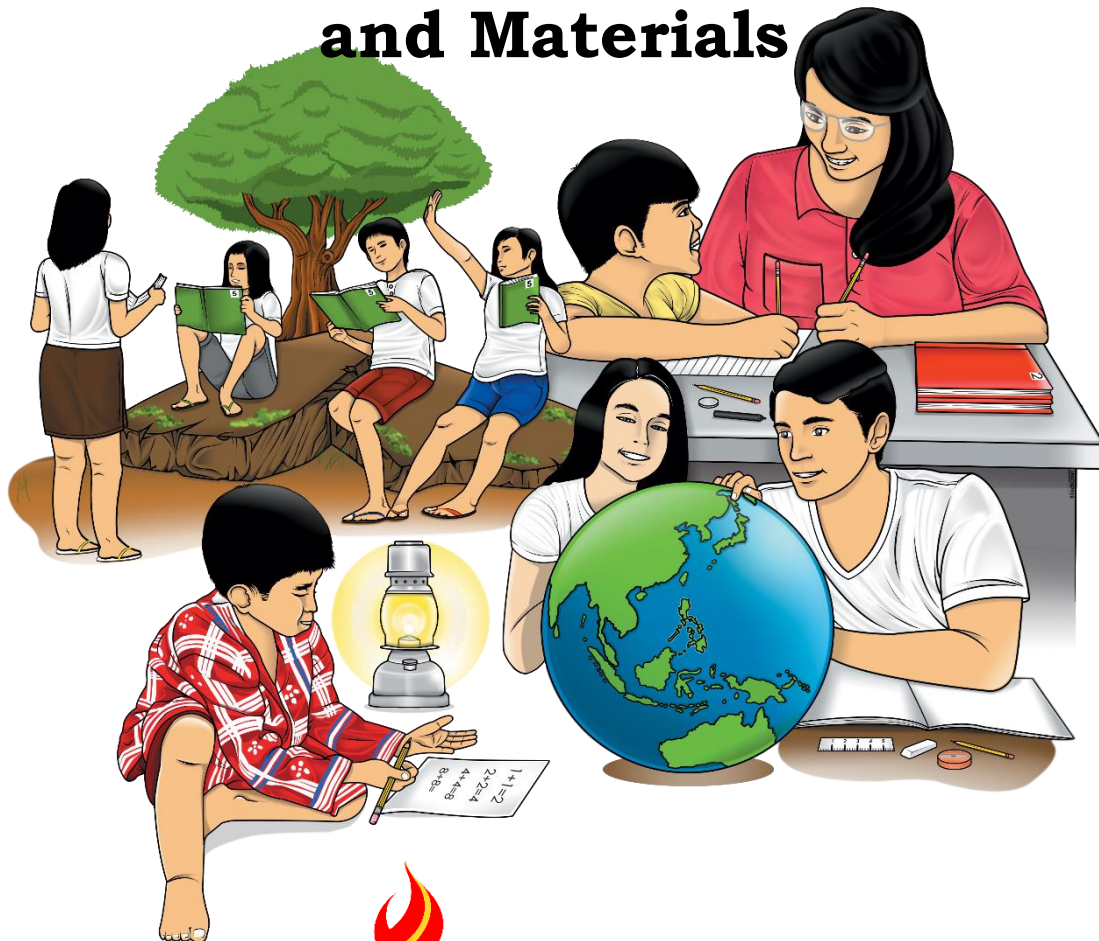


Technology and Livelihood Education

Housekeeping

Quarter 2 – Module 1: Select and Set Up Equipment and Materials



Housekeeping – Grade 9
Alternative Delivery Mode
Quarter 2 – Module 1: Select and Set up Equipment and Materials
First Edition, 2020

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**Technology and
Livelihood Education
Housekeeping
Quarter 2 – Module 1:
Select and Set up Equipment
and Materials**

Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



What I Need to Know

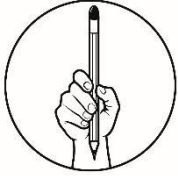
Congratulations! This module is one part of a Learning Kit which is a resource provided to learners, teachers and assessors to help you become skilled and competent in various areas of Technical Vocational/ Technology and Livelihood Education.

The first thing you may notice is that this learning kit and the information you find in the Learner's Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognize the ones the trainee already possesses) to achieve the required competency standard. CBA involves *collecting evidence and making a judgement of the extent to which a learner can perform his/her duties at the required competency standard.*

This module was designed and written with you in mind. It is here to help you master Housekeeping. The lessons are arranged to follow the standard sequence of the course.

After going through this module, you are expected to:

1. select appropriate cleaning tools and equipment with their proper uses and functions;
2. follow safety and security measures when using cleaning tools and equipment;
and
3. identify and use dry and wet cleaning agents/ chemicals for a particular task.



What I Know

Match Column A (terms used to select and set up housekeeping equipment) with the correct answer on Column B (definitions and meanings). Write only the letter of the correct answer on your answer sheet/ notebook.

Column A

- _____ 1. Bio-waste
- _____ 2. Buffer
- _____ 3. Buffing
- _____ 4. Burnisher
- _____ 5. Cleaning schedule
- _____ 6. Consumables
- _____ 7. Elbow grease
- _____ 8. MSDS
- _____ 9. PPE
- _____ 10. Ph
- _____ 11. RCD
- _____ 12. SOP
- _____ 13. Stripping a floor
- _____ 14. WI

Column B

- a. Personal Protective Equipment (and Clothing)
- b. Polishing
- c. Residual Current Device
- d. Effort; hard work
- e. Level of acidity or alkalinity: 7 is neutral; 7 – 14 is alkaline; below 7 is acidic
- f. Items which are consumed/used a part of a process (and will need to be replenished)
- g. Removing wax (and dirt) from floor in preparation to re-sealing it
- h. Human waste
- i. Work Instruction
- j. List identifying when nominated itmes/areas must be cleaned
- k. Standard Operating Procedure
- l. Low-speed multi-purpose machine which can be used for stripping, scrubbing and low-speed buffing
- m. High-speed floor polisher for providing high gloss finishes to vinyl floors
- n. Material Safety Data Sheet

Lesson 1

Select and Set up Equipment and Materials

All cleaning tasks require the selection of the right equipment to complete the job. This lesson identifies a range of cleaning equipment and provides an indication of use and some relevant detail.



What's In

Select the cleaning equipment to be used



All cleaning tasks require the selection of the right equipment to complete the job.

This section identifies a range of cleaning equipment and provides an indication of use and some relevant detail.

Overview

The type of cleaning equipment found in businesses will vary.

Some have just the basics – many will have only 'domestic' cleaning equipment (that is, suitable/ designed for homes) rather than *commercial* or *industrial* cleaning equipment.

Generally, commercial or industrial equipment is better because it is:

- Sturdier
- Larger capacity
- Fitted with larger electric motors (where applicable).

Other places boast an extensive range of the latest cleaning equipment with the 'correct' item for every cleaning job that needs doing.

The cleaning storeroom

Cleaning equipment is usually kept in a dedicated storage area – this may be a purpose-built cleaning storeroom where equipment, utensils, cleaning chemicals and protective clothing is kept.

Alternatively, equipment may be kept in an assortment of cupboards or other locations around the premises as space allows.

There are often legislated requirements applying to the storage of cleaning chemicals.



LARGE EQUIPMENT

Vacuum cleaners

Whatever the shape, size or style of vacuum cleaners, their job is to suck up dust and dirt off floor surfaces and drapes.



Most vacuum cleaners have a variety of attachments designed for specific purposes (such as crevice nozzles, extensions, brushes).

Dry vacuum cleaners can only be used on dry surfaces and to suck up dry material and not liquids/water.

Wet vacuum cleaners are designed to suck up liquid spills and can be used for wet cleaning of carpets.

Double-check the vacuum cleaner to verify it is designated as a 'wet' vacuum cleaner before using it on liquids: some vacuum cleaners are dual-purpose and can be used on wet or dry surfaces

'Back pack' vacuum cleaners are used in many situations where it would be difficult or time-consuming to use a machine that is pulled along the floor – such as when vacuuming between tables and chairs. A backpack style cleaner also reduces tripping hazards (although the cord still presents a hazard unless a battery-powered unit is being used).

Some companies refer to vacuum cleaners as 'extractors'.

Carpet shampoo machines

Carpet shampoo machines can also come in a variety of shapes, sizes and styles.

As their name suggests they are used to shampoo, dry-clean and/or steam clean carpeted surfaces. They may also be referred to as 'extractors'.

Remember carpets may be damp or wet after being shampooed (or steamed), so this needs to be taken into consideration before cleaning high traffic areas, both in terms of how the area will look and smell, and from a safety viewpoint.

All carpet shampoo machines must be used in accordance with the manufacturer's instructions.

Polishers

Polishing a floor helps resist scratching and enhances appearance. Polishers may be:

- Buffers – these are low-speed machines (the pads revolve at relatively low speeds) suitable for multiple purposes such as stripping a floor, scrubbing and low-speed polishing
- Burnishers – these are high-speed machines (pads revolve at relatively high speeds) and they are used to provide the high-gloss finishes to vinyl floors.



Pads

Polishers will use different pads depending on the type of job being done, and the weight and speed of the machine.

Each manufacturer can have their own colour-coding system for pads so check with the manufacturer to see what applies. As an indicator:

- Black pads and green pads may be used for stripping

- Red pads, brown pads and blue pads may be used for scrubbing
- White pads and grey pads may be used for buffing.

Floor machines

Many machines are available that combine the functions of different machines. These can be referred to as 'floor machines'.

The one machine may, then, have the capacity to:

- Scrub
- Polish
- Strip
- Shampoo.



These combination machines tend to be used in smaller businesses where there is no justification in buying a separate machine for each separate job.

Sweepers

Sweepers are mechanical items used for sweeping/removing litter and loose debris from large areas. They are available in a variety of shapes, sizes and styles.

Walk-behind (or 'pedestrian') machines may be electrically powered while ride-on and drive models may be battery, gas or petrol-driven.

Scrubbers

These are motorised ride-on or walk-behind pieces of equipment used to scrub hard surfaces to remove marks/dirt.

Some machines combine scrubbing and sweeping

Pressure washers

Pressure washers are used for high-pressure water cleaning of surfaces. They are commonly used:

- In kitchens to clean floors and help clean various items of equipment
- Outside to clean public areas such as driveways, car parks and building exteriors
- To clean exteriors of vehicles.



SMALL EQUIPMENT

Mops

Mops are generally made from cotton or cotton/polyester blends.

The three main types of mops are:

- Dusting mops – to clean skirting boards and polished surfaces
- Polishing mops – for buffing and polishing
- Washing mops – to wash floor surfaces or apply sealant to floors that have been stripped and need to be re-sealed.

Brooms and brushes

Brooms and brushes can be made from a variety of materials, ranging from straw to a synthetic coarse bristle-like material. Their purpose is to remove dust, dirt and grime from surfaces.

They can come in all sizes and shapes.

They should be sufficient in number and variety as required for the cleaning task or as dictated by the establishment: they must be clean, and sufficiently bristled.

The most common types of brooms and brushes are:

- Scrubbing brush
- Sink brush
- Wall brush
- Soft broom
- Speciality brushes
- Cobweb brush
- Vehicle wash brooms
- Gong brush
- Floor brooms
- Yard broom – stiff bristles for exterior use.



Not all businesses will require all types of brooms – it will depend on the facilities and areas to be cleaned.

A standard item is a dust pan and brush set for cleaning up small spills –some will use a small/portable, re-chargeable vacuum cleaner for this.

Cloths and sponges



Cloths and sponges are used to clean a variety of surfaces.

Sponges are used for damp cleaning needs and cloths are used for cleaning, polishing and dusting.

They can be made from a variety of materials, but are generally lint-free.

They are used with a cleaning agent.

Some cloths are made from material and some are disposable/paper-based.

Buckets

Buckets are available in a variety of shapes, sizes and styles and are generally made from either galvanised steel or plastic.

Some buckets have wheels/castors for ease of mobility: others only have a handle. Buckets are used to hold water and cleaning agents.

Mop buckets feature rollers to remove excess water from the mop head prior to use.



Garbage receptacles

Nearly all cleaning tasks will require gathering and disposing of debris, rubbish and waste so most cleaning tasks will necessitate the use of some form of waste receptacle.

A receptacle maybe:

- A solid item such as a bin
- A disposable plastic bag
- A bin liner placed inside a garbage receptacle that is built into a cleaning trolley/cart.

Warning signs



These are safety signs used when a public area is being cleaned (to warn customers of the danger) or when nominated back-of-house areas are being cleaned (to warn staff, delivery drivers, repair people who are on the premises).

It may be standard procedures that they are displayed whenever cleaning duties are being undertaken, regardless of location and regardless of the type of cleaning.

Ancillary items

There may also be a need to use some or all of the following;

- Electrical extension cords
- Keys or cards – for accessing areas
- Communication devices – so others can advise of relevant information or new jobs
- Trolleys, caddies, carry-alls and baskets – for holding and transporting cleaning requisites to and from jobs
- Door stops – to keep doors open
- Scouring pads and scrapers
- Spray bottles – for dispensing cleaning chemicals and agents
- Step ladders – for high level cleaning
- Towels and rags.



What's New

Before you attempt to provide housekeeping services to an area, there are several considerations that need to be made. You need to understand the scope of cleaning that is required, at what time you will be able to clean an area and the equipment and chemicals that you will need to complete the job. Cleaning equipment, tools and

materials covers a wide range of products and items. The following information is to help you decide which equipment, tools and machine you may need to use.

When selecting cleaning chemicals, ALWAYS try to restrict the number to a minimum. Cleaning chemicals, if used properly, make your job easier but, if not, can be both hazardous to your health and damage surfaces that you clean. It is important that you understand all aspects of each one including what they should be used for, and the safety precautions to take.

Firstly, determine:

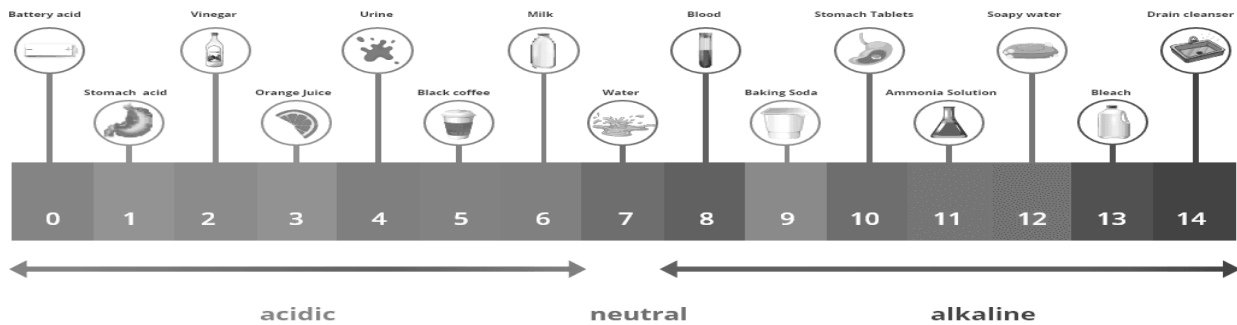
- The cleaning tasks to be done
- The types of surfaces to be cleaned
- Consider the safety of using every chemical
- The ability of the chemicals to do the job required
- The smell of the chemical should be pleasant and fresh
- Labelling of containers. The quality of the label is important so that the instructions do not wash off and are clearly visible at all times
- Consider how the chemicals are dispensed and stored. If large drums have to be decanted, this may be dangerous. Most chemicals now can be purchased in concentrated form and used in conjunction with an automatic dispenser attached to a cold water supply. This is calibrated to the correct dilution rates.

Cleaning is a science and knowledge and understanding of cleaning chemicals is vital. You should have a basic understanding of the ph scale. The ph scale measures the intensity of acidity or alkalinity of a product.

pH Scale

More Acidic						More Alkaline							
<i>Hazardous</i>				<i>Neutral</i>				<i>Hazardous</i>					
1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Toilet Cleaner	Acetic Acid Vinegar		Metal Cleaners		Carpet Shampoos		Bleaches		Soap		Alkalis	Heavy Duty Cleaners
	Hydrochloric acid - concentrate	Citric Acid Lemon Juice				Germicides				Ammonia		Grease Removal Agent	
	Oxalic acid					Dishwashing Liquid				Toilet Soap		Caustic sodas	
						Window Cleaners				Soap Flakes			
						Aerosol Sprays							
						80%							

pH SCALE



The Chemistry of Cleaning pH Scale (electrodry.com.au)

Select the cleaning agents to be used

As well as selecting the correct cleaning items/equipment for the job there is also a need to select the appropriate cleaning agents.

This section identifies the range of cleaning agents available and gives an overview of their use.

General information

Chemicals may be provided in:

- Liquid form – used for most detergents, cleaners, sanitisers, and disinfectants
- Powder form – some detergents come in this dry form
- Aerosol form – many pesticides and deodorisers are supplied in this way
- Paste form – commonly used for polishes.

Liquid chemicals may be:

- Provided in small plastic bottles/containers (say, 500mls)
- Supplied in bulk (say, 20 – 25 litres) and hooked up to a sealed system where product is de-canted into smaller containers (such as spray bottles).

Business may elect to use:

- Products bought commonly at the supermarket and intended for domestic use
- 'Commercial' or 'industrial' chemicals – which are usually stronger (they have more and/or different 'active ingredients') and are far cheaper.

Where a 'full clean' of an area (carpet, fabric, wall, upholstery) is not required, 'spot cleaning' may be applied using a 'spotter' (spot cleaning agent) or simply wiping the affected area.

Cleaning chemicals

Cleaning agents may include:



Detergents

Detergents are chemical-based and can vary in strength so it is important to follow the correct dilution instructions when using this type of cleaning agent.

Detergents have different pH scales and it is the pH level of the detergent that informs the user of the type of surface it is best used on.

General purpose detergents

General purpose detergents are used in every business and as their name indicates can be used on a wide variety of surfaces and for a range of cleaning tasks.

A pH of 7 is a neutral pH level and these types of detergents are useful for general cleaning.

Acidic detergents

Acidic detergents (graded as having a pH of 1 to 6) should be used for cleaning ceramic surfaces.

Alkaline detergents

Alkaline detergents (graded as having a pH of 8 to 14) should be used only for specialist tasks, as they can be corrosive and have the ability to damage a surface.

High alkaline detergents should be used only as directed and only on surfaces they were designed to clean. The surface they are used to clean should also be rinsed thoroughly to remove any harmful residue.

Remember high alkaline detergents can be harmful to the skin: they should be treated with care. Spillage should be avoided at all times – protective clothing should be worn when using high alkaline detergents.

Specialist detergents

Cleaning chemicals have been developed to address specific cleaning tasks – check what is available in the workplace/cleaning store and use them where appropriate.

These ‘specialty’ products have been developed for:

- A range of floor and carpet cleaning needs – specific for different surface types (tile, linoleum, vinyl, carpet, wood) and specific stains, dirt or types of damage.
 - These include stripping and re-sealing products for hard floor surfaces
 - Windows and glass
 - Stainless steel
 - Leather
 - Aluminium
 - Toilets
 - Various laundry uses – for washing clothes and linen
- Cleaning specific equipment and areas – such as rubbish bins, smokehouses, vehicles, furniture polishes.



Solvents

Solvent-based detergents will dissolve heavy grease and oil.

It is most important to realise not all surfaces can be cleaned with solvent detergents.

For example, it would not be appropriate to remove oil spilt onto a lounge suite with a solvent detergent, however a metal surface could remain unharmed if cleaned with a solvent detergent.

Again, refer to the manufacturer’s instructions when using such a cleaning product.

Remember solvent-based detergents may be harmful to the skin. They should be treated with care and spillage should be avoided at all times.

Surfaces cleaned with solvents must be rinsed thoroughly to remove any harmful residue.

Polishes

Polish protects surfaces and forms a barrier against liquids which may harm the surface.

Spirit-based polishes are generally used for metal surfaces as well as windows and mirrors.

Oil-based polishes are generally used for leather, wood, synthetic flooring, linoleum and tiles.

Surfaces can be slippery after they have been polished, so polish should be used with this in mind.



Abrasives

Abrasive cleaning agents are available in powder, cream or paste forms.

They are used for scouring and cleaning ceramic or enamel surfaces.

An example of such a surface is the toilet bowl or the shower basin: abrasive cleaners must not be used on surfaces that scratch easily.

Abrasives can be hard to rinse away, so it is important to wipe and rinse as soon as possible after application: if they are left to dry, abrasives can be much harder to rinse and clean away, and may leave behind a harmful residue.

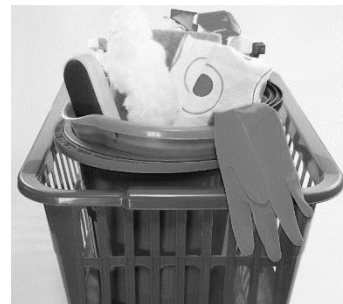
Other chemicals

Depending on the job to be done, the following may be required:

Disinfectants

These:

- Are cleaning agents which destroy disease-carrying micro-organisms
- Should be diluted according to manufacturer's instructions: if it is diluted too much the disinfectant will become ineffective
- Have a strong scent and so are not suitable for use in a kitchen or any food area
- Should be used only in the toilet, bathroom and change areas.



Deodorisers

Deodorisers are used to mask or eliminate unpleasant smells:

- They are commonly in aerosol form and should be sprayed sparingly to achieve their aim but not dominate or over-power
- Urinal blocks are also used to mask smells in gents' toilets: when using them follow the recommended dosage rate – do not simply throw handfuls of them into the trough/urinal! They are expensive and on their own they do not provide any cleaning function.
 - There is still a need to clean the urinal even where these blocks are used.

Pesticides

These are used to:

- Kill flies and insects
- Deter flies and insects.



Sanitisers

Sanitisers are used to kill bacteria/micro-organisms and/or reduce their numbers to a safe level.

Surfaces should be cleaned with a detergent before a sanitiser is applied.

There may be a need for the sanitiser to remain in contact with the surface for a nominated period (X seconds) before it is removed/rinsed off.

Personal Protective Equipment

PPE may include:

- Overalls and jackets – which may be the standard ‘cleaning uniform’ or provided specially for use at designated times/for nominated cleaning tasks
- Aprons – which may include material aprons, leather aprons and PVC aprons
- Gloves – either thick rubber gloves, PVC gloves or longer and stronger gauntlets
- Cotton glove inserts
- Breathing apparatus
- Waterproof clothing and footwear/rubber boots
- Eye protection, goggles, safety glasses and face masks
- Ear/hearing protection
- Enclosed shoes and steel-capped boots
- Safety hats/hard hats, headwear and helmets – food handlers also use hairnets and beard nets
- High-visibility vests
- Uniform to be worn – which can include long trousers and long-sleeved shirts.



Where staff are required to work outside in the elements, PPE can include sun hats/broad brimmed hats, sun glasses and sun protection as well as rain coats, warm clothing.

General rules for dealing with chemicals

It is important to adhere to the following when handling/using chemicals:

- Always follow the manufacturer’s instructions – this the Golden Rule when handling, using or otherwise dealing with chemicals or cleaning agents
- Never mix chemicals together – doing this can cause them to be ineffective, can cause them to give off toxic fumes, and can cause them to explode!
- Read the labels for all products
- Never apply chemicals directly to the surface unless the directions specifically recommend/advise this
- Dilute chemicals according to manufacturer’s instructions – most chemicals will require some degree of dilution
- Contact the supplier or supervisor if unsure about any aspect of using or dealing with any chemical
- Never store chemicals with food – it is illegal to do so



- Avoid contact between bare skin, eyes, mouth and any chemical – this applies to direct contact, as well as indirect contact
- Follow the specific advice on the relevant MSDS if chemical is swallowed, or makes contact with eyes or skin
- Work in ventilated conditions when using chemicals
- Avoid contact between food items and chemicals
- Always wear/use the personal protective clothing or equipment provided by the employer when dealing with chemicals
- Do not handle chemicals until appropriate training has been provided either from a supervisor, an experienced staff member or a representative from the company that supplies the chemicals
- Only use the designated items to measure/weigh chemicals to be used – never use jugs or containers that could then be inadvertently used elsewhere in the property for food preparation/service purposes
- Treat the handling of chemicals with the seriousness it deserves – focus on the chemical handling task at hand; do not become distracted; no skylarking
- Some chemicals are flammable – so keep all chemicals away from heat or a naked flame
- Wash hands after using chemicals and after all cleaning duties – to remove chemicals, residue: this applies even when wearing protective gloves.

Provision and use of Personal Protective Equipment (PPE)

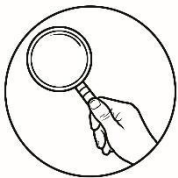
The following requirements apply to personal protective equipment and clothing:

- Employers are required to provide necessary items and maintain them in safe, working condition
- Items must fit the person using/wearing them properly
- Items must be ‘fit for purpose’
- Employers must provide training in how to use the items
- Must wear/use items exactly the way shown/trained
- Must always wear/use items when directed to do – without exception: the use of PPE is not optional, it is mandatory.

Steps in Checking Defective Cleaning Tools

- Equipment does not have any jagged parts or sharp edges – which can cause injury
- Damage/normal ‘wear and tear’ to equipment has not affected its operational safety
- Check and clean the exterior of cleaning equipment – to enhance presentation and project a positive image for the company when seen by patrons: cleaning equipment must be clean
- Ensure mop head looks presentable – customers will be able to see these when working in public areas and may infer a lack of cleanliness in other parts of the establishment
- Buckets should be free of leaks, not smelly and have secure handles
- Check and clear around the rollers on mop buckets to avoid the build up of debris and fibres from the mop
- Items to be used need to be sufficient in number – there needs to be enough cleaning cloths, disposable gloves or other resources to get the job done

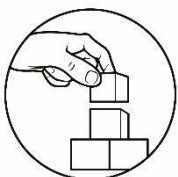
- Items must be appropriate for task – many instances of damage or injury have resulted from trying to complete a cleaning job without the right tools
- Make sure all necessary attachments (for vacuum cleaners, polishers, washers) are taken before leaving the cleaning store to enable all planned task to be completed – this saves time and effort
- All electrically-powered and battery-powered items must be used strictly in accordance with manufacturer’s instructions – if this is unknown read the instructions or ask an experienced staff member to explain/demonstrate what to do
- A standard check with any piece of electrical equipment is to ensure the electrical cord is safe to use – not frayed or broken and with no wires exposed
- Make sure battery-operated equipment is adequately charged before using it – low battery power can adversely affect cleaning performance and causes time loss when the job has to be interrupted to remedy the situation.



What is It

When preparing to clean:

- 1) Select the required small and large equipment
- 2) Use industrial/commercial items where possible
- 3) Attach the right pad to a polisher for the work to be done
- 4) Consider loading a cleaning cart/trolley to carry the equipment/items
- 5) Make sure there are rubbish containers for disposal of collected dirt/garbage
- 6) Obtain necessary warning signs, ancillary equipment and PPE
- 7) Select the required chemicals and cleaning agents
- 8) Refer to Product Usage Charts, SOPs or WIs to identify chemicals required
- 9) Know where the MSDS are located and what they contain
- 10) Handle chemicals safely and with care
- 11) Check all equipment is safe to use/operate
- 12) Never use unsafe equipment/items.



What’s More

It is a requirement of this module that you complete a **portfolio** of Written Works as advised by your Teacher. You must submit documentation, suitable evidence or other relevant proof of completion of the tasks to your Teacher by the agreed date.

- 1.1 Prepare a comprehensive list of small and large cleaning equipment which may be found in an industry business related to housekeeping and identify what each item may be used for.
- 1.2. Identify the chemicals you would use to:
 - Clean service counters, Polish wooden furniture, Deodorise the air in a room, clean windows, Kill flies and insects, Kill bacteria.

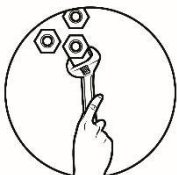
- 1.3. List the personal protective equipment (PPE) and clothing which may be needed by undertaking a wide range of 'wet', 'dry' and 'pressure washing' cleaning duties.
- 1.4. Identify one item of electrically-powered cleaning equipment and prepare a set of sample directions, instructions or guidelines which could be used by staff to check its operation and safety.



What I Have Learned

Answer the following questions. Write your responses on a separate sheet of paper.

1. List three large items of cleaning equipment.
2. List three small items of cleaning equipment.
3. List four 'ancillary items' which may be needed to assist with cleaning activities.
4. Give four examples of specialist/speciality detergents.
5. What do solvent-based detergents do?



What I Can Do

Oral Questioning/ Performance Task No. 1

Student name	
Teacher	
Location/venue	
Unit of competency	Select and setup equipment and materials
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

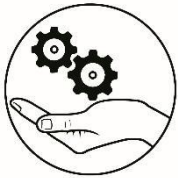
Questions	Response	
	PC	NYC
1. Identify five items of cleaning equipment you have used and explain what each item may be used for.		
2. Name five cleaning agents identify what they may be used for and describe how each is/may be used.		
3. Name three different cleaning tasks and identify the protective clothing and equipment needed to safely complete each.		
4. For the five items of cleaning equipment, you identified in your answer to Question 1 describe how you would check them to ensure they are operating correctly and are safe to use.		



Assessment

Answer all the following questions. Compile your answers on a separate sheet of paper.

1. What type of chemical has a strong scent and is used to destroy disease-carrying micro-organisms?
2. What is the role of a sanitiser?
3. Give five examples of PPE and clothing.
4. Describe four examples of basic checks which should be made to ensure the safety and correct operation of cleaning equipment to be used.
5. What three activities should be combined when assessing areas to be cleaned?



Additional Activities

Performance Task No. 2 – Dust Mopping

Prior to Work

- Remove loose rubbish and debris
 - dust pan and brush
 - protected hand (gauntlets)
- Take correct size, clean dust mop to area to be mopped
- Wear dust mask and protective gauntlets

Activity – Dust mopping

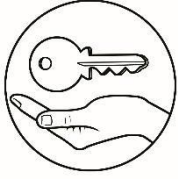
- Ensure mop is appropriate size for area to be mopped
- Start at one end (far end) of area to be mopped and work towards door/exit
- Hold mop at angle of approx 45° while mopping for ergonomics and efficiency
- Mop the hard surface
- Frequently shake the mop to remove/unload dust – over un-mopped area or outside
- Walk with mop in front for one complete 'pass'/section of floor
- Turn at the end of a pass and mop in the opposite direction for another 'pass'/section of the floor ensuring each pass overlaps approx 4 – 5 cms.

After activity (During shift)

- Return dust mop to trolley.

After activity – End-of-shift

- Clean dust mop in store room – dust mask must be worn
- Brush out and shake mop head – use bristle brush
- Inspect and replace head where necessary
- Return dust mop to cleaning store – hang on hook with head away from wall
- Wash hands when finished.



Answer Key

What I Know

1. h	2. i	3. b	4. m	5. j	6. f	7. d
8. n	9. a	10. e	11. c	12. k	13. g	14. i

What I Have Learned

1. List three large items of cleaning equipment.

- Vacuum cleaner
- Carpet shampooer
- Polisher
- Floor machine
- Sweeper
- Scrubber
- Pressure washer

What I Have Learned

2. List three small items of cleaning equipment.

- Mops
- Rooms
- Brushes
- Dustpan
- Clothes
- Sponges
- Buckets

What I Have Learned

3. List four 'ancillary items' which may be needed to assist with cleaning activities.

- Electrical extension cords
- Keys or cards
- Communication devices
- Trolleys, caddies, carry-alls and baskets
- Door stops
- Scouring pads and scrapers
- Spray bottles
- Step ladders
- Towels and rags

What I Have Learned

4. Give four examples of specialist/specialty detergents

- A range of floor and carpet cleaning needs
- Stripping and re-sealing products for hard floor surfaces
- Windows and glass
- Stainless steel
- Leather
- Aluminium
- Toilets
- Various laundry uses
- Cleaning specific equipment and areas – such as rubbish bins, smokehouses, vehicles, furniture polishers

5. What do solvent-based detergents do?

- Dissolve heavy grease and oil.

Assessment

1. Disinfectant numbers are used to kill bacteria/micro-organisms and/or reduce their numbers to a safe level.

2. Sanitisers are used to kill bacteria/micro-organisms and/or reduce their numbers to a safe level.

3.

- Overall and jackets
- Aprons
- Gloves and gauntlets
- Cotton glove inserts
- Breathing apparatus
- Waterproof clothing and footwear/rubber boots
- Eye protection, goggles, safety glasses and face masks
- Ear/hearing protection
- Enclosed shoes and steel-capped boots
- Safety hats/hard hats, headwear and helmets – food handlers also use hairnets and beard nets
- High-visibility vests
- Uniform

Assessment

4.

- Equipment does not have any jagged parts or sharp edges – which can cause injury
- Damage/normal wear and tear to equipment has not affected its operational safety
- Check and clean the exterior of cleaning equipment – to enhance presentation and project a positive image for the company when seen by patrons: cleaning equipment must be clean
- Ensure mop head looks presentable – customers will be able to see these when working in public areas and may infer a lack of cleanliness in other parts of the establishment
- Buckets should be free of leaks, not smelly and have secure handles
- Check and clear around the rollers on mop buckets to avoid the build-up of debris and fibres from the mop
- Items to be used need to sufficient in number – there needs to be enough cleaning cloths, disposable gloves or other resources to get the job done
- Items must be appropriate for task – many instances of damage or injury have resulted from trying to complete a cleaning job without the right tools
- Make sure all necessary attachments (for vacuum cleaners, polishers, washers) are taken before leaving the cleaning store to enable all planned task to be completed – this saves time and effort
- All electrically-powered and battery-powered items must be used strictly in accordance with manufacturer's instructions – if this is unknown read the instructions or ask an experienced staff member to explain/demonstrate what to do
- A standard check with any piece of electrical equipment is to ensure the electrical cord is safe to use – not frayed or broken and with no wired exposed
- Make sure battery-operated equipment s adequately charged before using it

5.

- Looking at the area/job – visually inspecting the area
- Talking to people who have input to make about the area/items to be cleaned – or who have responsibility for the area
- Using personal knowledge and experience as key reference points for determining and evaluating what needs to be done

References

Online videos

The following provide demonstrations on wet cleaning techniques:

http://www.youtube.com/watch?v=MgN_rsWOtCI – Floor Tech Wet Mopping: 4 mins 34 secs

<http://www.youtube.com/watch?v=3eF0whKP6EY> – How to damp mop floors: 3 mins 54 secs

<http://www.youtube.com/watch?v=Kl9X07UGyu0> – How to mop: 3 mins 9 secs

<http://www.youtube.com/watch?v=RJo8HzhHNCY> – How to clean a commercial restroom: 21 mins 4 secs

<http://www.youtube.com/watch?v=r3vGCUaimsw> – Restroom cleaning simple techniques: 10 mins 50 secs

<http://www.youtube.com/watch?v=fjCWWhrgGis8> – Washroom cleaning training video: 8 mins 3 secs

Step by step guide for managing chemicals in the workplace

https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0018/60075/Managing_chemicals_in_Workplace.pdf.

ASEAN (2012) Project on “Toolbox Development for Priority Tourism Labour Division”

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