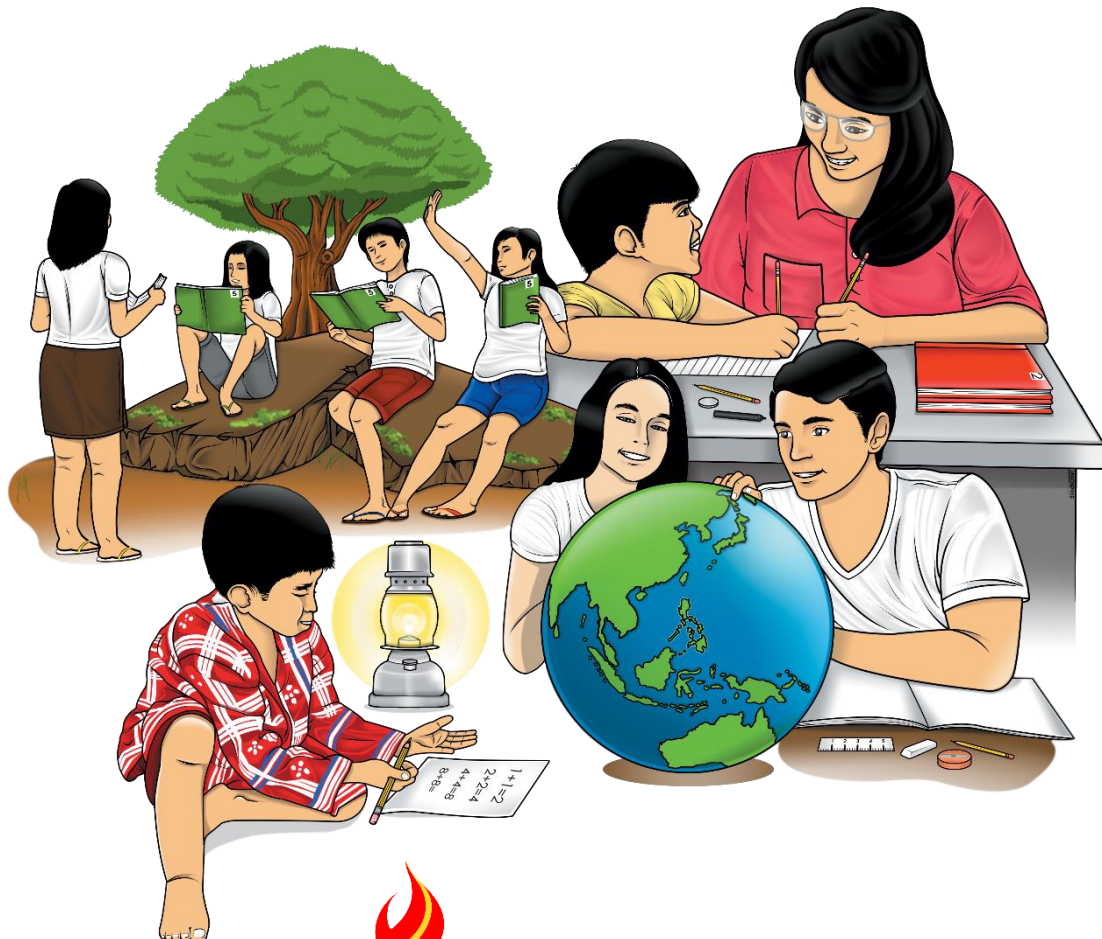


9

Technology and Livelihood Education Housekeeping Quarter 2 – Module 2: Apply cleaning technique



Housekeeping – Grade 9
Alternative Delivery Mode
Quarter 2 – Module 2: Apply Cleaning Technique
First Edition, 2020

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**Technology and
Livelihood Education
Housekeeping
Quarter 2 – Module 2:
Apply cleaning technique**

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 manual 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.*

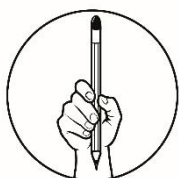
This module was designed and written with you in mind. It is here to help you master Housekeeping. The lessons are arranged to follow the standard sequence of the course.

The module is about:

Learning Outcome No. 2: Apply cleaning technique

After going through this module, you are expected to:

1. Identify cleaning equipment and chemical
2. Discuss cleaning technique on furniture and walling materials



What I Know

Instructions. Complete the table by supplying the main uses, warning and remarks of the following cleaning equipment and chemicals. Write your answer on a separate sheet of paper.

CHEMICAL SUMMARY	MAIN USES	WARNING	COMMENTS
Abrasives			
Acids			
Alkalis			
Disinfectants			
Detergents			
Polishes			
Solvents			
Single purpose chemicals			

Lesson

1

Apply Cleaning Technique

This lesson deals with different performance criteria, the skills and knowledge required to in a range of settings within the hotel and travel industries workplace context.



What's In

IDENTIFY CLEANING EQUIPMENT

For each job to be completed, the correct equipment and chemicals must be selected. This section presents criteria for choosing what is needed and gives an overview of equipment and chemicals which may need to be used.

Criteria for determining what is needed

Determining equipment and chemicals required for cleaning ceilings, surfaces and fittings is achieved through a combination of:

- Undertaking activities involved in assessing/identifying the work to be done – see previous section
- Reading and applying the specifications as described in the SOPs/WIs for the business.

Equipment which may be required

Having a well-equipped cart/trolley is vital to efficiently and effectively cleaning ceilings, surfaces and fittings.

Items to be prepared and/or loaded onto carts/trolleys will include cleaning supplies and tools as well as required supplies/amenities.

These can include:

- Vacuum cleaner – this must be checked to see it is empty at the start of the shift, spare bags are available (where appropriate), the machine is fully functional and there are no frayed cords or other safety problems: a check should also be made to ensure all the vacuum machine tools/accessories to be used are available.
 - The vacuum cleaner is (often) not loaded on to the trolley but taken alongside the trolley: some trolley designs allow a vacuum cleaner to be included to the cart
- Mops – ensure the mop head looks presentable and has been sanitised to kill bacteria and stop them being transferred from place to place.
 - Mops may include wet mops for washing floors and/or dry mops for polishing and dust mops for dusting skirting boards and hard floors
- Brooms and brushes – common types of brooms and brushes are:



- Carpet brush
- Scrubbing brush
- Sink brush
- Silk brush
- Toilet brush
- Wall brush
- Cobweb broom
- Soft broom
- Tooth brush.
- Not *all* types will be required – it will depend on the facilities to be cleaned.
- All carts/trolleys should have a dust pan and brush set.
- Buckets – these should be fully operational, not leaking, easy to operate, and not smelly. Buckets may be required for wet mopping
- Protective gloves – a good supply of disposable gloves should be on each cart/trolley: specific house requirements in relation to workplace health, safety and welfare issues may require other, more substantial protective clothing (including gloves) be worn
- Cloths – used for cleaning, polishing and dusting, every cart/trolley will need to have lots of these. Some are made from material and some are disposable/paper-based
- Ancillary items such as door stops, extension cords, scouring pads, sponges and step ladders
- Warning signs – these are safety signs used when a public area (lobby, public toilets) is being cleaned as part of the overall preparation process
- Rubbish bag – for stowing rubbish collected: this may be ‘built into’ one end of the cart/trolley
- Linen bag – a cloth or calico bag for placing dirty/used linen into: this too may be ‘built into’ the ‘other’ end of the cart/trolley
- Clean linen and towels – as/if required for the area/s to be cleaned/serviced
- Replacement/replenishment items – such as toilet amenities, stationery, advertising materials, give-away items, light globes, ash trays, rubbish bags/bin liners.



Chemicals which may be required

Chemicals which may be needed may include:

- Cleaning agents and other chemicals – to perform various tasks and clean various surfaces. Depending on what is in each room there may be a requirement to have:
 - Polishes – such as furniture polish
 - Detergents – a wide range is available such as:
 - Glass cleaner – for use with glass surfaces, windows and mirrors
 - Multi-purpose/all-purpose/general-purpose cleaners – suitable for use on a wide range of surfaces including plastics, glass, walls and floors
 - Metal cleaners – for cleaning metals such as stainless steel, brass and aluminium.

- Metal-specific polishes/cleaners may be required for hand rails, fixtures and fittings
- Leather cleaners – many manufacturer’s of leather items will insist only nominated leather cleaning chemicals (or ‘systems’) they provide are used for cleaning their products
 - Failure to use their items may jeopardise warranties for lounge suites, chairs and similar
- Shampoos and purpose-built cleaners – for certain fabrics.
- Porcelain and ceramic cleaners – for cleaning tiles
- Toilet and urinal cleaners
- Sanitisers
- Disinfectants
- Deodorisers and air sprays
- Pest control sprays and similar.

Usage Charts

Suppliers of cleaning products, chemicals and agents will provide advice and information about how to use their products.

Commonly, suppliers provide ‘Usage Charts’ for their chemicals which will identify the chemicals they provide and describe how they must be used.

The following two examples are taken from a Johnson Diversey Usage Chart:

Sparkle JFLEX – Glass cleaner

- Fill applicator bottle with Sparkle from the dispenser
- Apply Sparkle to clean cloth or directly onto mirror, windows and any glass or chrome surface
- Polish off with lint free cloth.



Task R1 Plus – Concentrated toilet cleaner

- Two doses in water filled bottle
- Flush toilet bowl or urinal
- Gently squeeze bottle directing jet under rim and around bowl
- Allow 10 minutes contact time
- Flush to rinse.



What’s New

IDENTIFY CLEANING CHEMICALS AND AGENTS

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.

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.



Deodorizers

Deodorizers 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.



Sanitizers

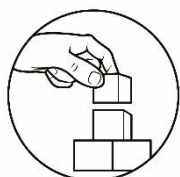
Sanitizers are used to kill bacteria/micro-organisms and/or reduce their numbers to a safe level.

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

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

CHEMICAL SUMMARY	MAIN USES	WARNING	COMMENTS
Abrasives	Clean by scratching	Use sparingly	Do not use on painted walls, glass and furniture
Acids	Used on toilets Metal cleaners can be slightly acidic	Can burn eyes and skin Use correct bottle with pour cap	Wear gloves and so not use near marble floors

Alkalis	Used as degreasers and oven cleaners, Floor cleaners are slightly alkaline	Can burn eyes and skin	Wear protective clothing
Disinfectants	Use to kill bacteria	Not a good cleaner	Replace solution when dirty
Detergents	Washing, carpet cleaners, window cleaners	Use at correct dilution rates	Are fairly neutral and easy to use
Polishes	Floors and furniture	Apply as per manufacturer's instructions	
Solvents	Dissolving other products Used in window cleaners, paint thinners, nail polish remover	Very dangerous	Use rarely
Single purpose chemicals	Leather, metal, oven cleaners	Use as directed	



What's More

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When the work to be done has been assessed and the required equipment and chemicals have been selected cleaning can begin.

This section talks about 'efficient work', highlights several important safety aspects and presents cleaning directions for a range of ceilings, surfaces and fittings.

Working efficiently

Efficient work demands:

- Proper training – this is key to ensuring work can be performed in the way required by the organisation and produce an 'end product' meeting required standards
- Use of the correct items (and chemicals) for each job – as identified by the training
- Adherence to a nominated sequence for completing each job – every job can be most efficiently completed by following an established order of work which has

emerged at each business over time based on the individual layout of areas/spaces, standards required, and equipment available/used

- Focus on the job to be done – cleaners need to move quickly and not delay: there is an ongoing need to concentrate on the work which has to be completed.

Techniques to assist with efficient work

The following strategies have emerged to assist cleaners work most efficiently:

- Move through a room/work in one direction – either clockwise or counter-clockwise direction to:
 - Avoid re-tracing steps
 - Work in a structured way which helps eliminate the possibility of tasks being overlooked
- Work from top to bottom – this allows dust/debris to fall to floor or lower levels (or flat surfaces) which will subsequently be cleaned after higher items
- Do two things at once – such as checking the condition of items (lights, lamps, switches, TVs and other items in the room/area/space) at the same time as cleaning them/tidying them
- Pre-soak items which need washing – before attempting to clean them
 - Only apply cleaning solutions direct to surfaces only in accordance with manufacturer's instructions in advance of actual cleaning to assist with final cleaning.
- Use the head to save the feet – this means 'thinking' to save effort/trips to the cart/trolley
 - For example, any trip to the trolley can nearly always serve two purposes – if something is taken to the trolley (used cleaning materials, dirty linen, rubbish – Purpose 1), thought should be paid to what can be taken back (fresh linen, chemicals, cleaning tools, replacement items – Purpose 2) to save time and effort
- Put items in the same place every time – whether on the cart/trolley or in a space/area – this saves time searching for those items.

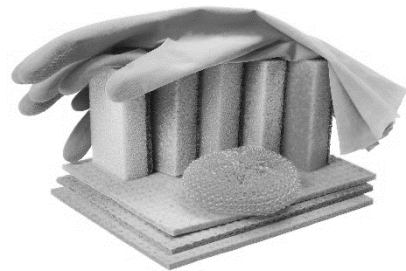
Safety guidelines

When cleaning the following must be observed:

- Never put hands inside rubbish containers – there is always the possibility of broken glass, syringes and other objects which can cause cuts, pricks and other injury.
 - Always empty the container by holding it upside down into a waste/garbage bag – do not scoop out the rubbish and move it by hand into the waste/garbage bag.
- Never put hands down the back of chairs or sofas – once again there is the potential for cuts and needle-stick injuries
- Always use/wear the designated personal protective clothing and/or equipment for the job – when undertaking certain jobs and the use of these is not optional: where these have been identified as being necessary they are mandatory



- Use only designated devices (steps, ladders, scissor-lifts) for reaching high locations – it is never acceptable to use tables or chairs to stand on to reach these places
- Push the cart/trolley from area to area – to see possible risks/obstructions
- Never over-load the trolley – go back to the storeroom for re-supply as necessary rather than weigh it down and/or load it to the extent it is too heavy and/or unstable
- Never over-load the cleaning caddy when carrying it – as this can cause Musculo-skeletal damage/injury
- Never use linen items or uniforms for cleaning and/or drying fixtures and fittings – only use designated cloths for each individual purpose as identified by the business
- Never use bathroom/washroom items (bath towels, face towels, face washers, bathmats) for cleaning, washing or drying floors, walls, fixtures and fittings
- Keep dirty (soiled or ‘used’) items separate from clean/unused items – it is never acceptable to mix the two together, and it is never acceptable to stack clean items on top of dirty ones or stow/store them together
- Ensure clean hands when handling clean linen – it is important to make sure clean items from the laundry are not made to look dirty as a result of being handled by unclean hands: to avoid this problem use disposable gloves and wash hands regularly
- Use colour-coded cloths in accordance with house rules to assist in preventing the spread of germs/bacteria when undertaking nominated cleaning tasks.
 - For example, only red cloths can be used for the toilet and/or bidet or toilet/closet area; only green cloths can be used in the kitchenette/food area; yellow cloths for other public areas.
- Follow proper procedures for disposing of hazardous items – these will be guidelines/checklists for dealing with (for example) needles, blood-stained items and other specified items. Possible action can include:
 - Placing all items contaminated with body waste/fluids into a red-coloured bio-hazard bag, as opposed to placing these items into the ‘normal’ garbage bag
 - Putting all needles into a hard container, purpose-built for the containment of needles to guard against needle-stick injuries
 - Using designated chemicals and cleaning practices to clean and sanitise areas affected by body fluids and/or faeces.
 - All body fluids must be treated as ‘hazardous material’ – never get complacent about dealing with body fluids: they are dangerous and can kill
- Dry hands before touching power switches and/or using electrical appliances – water and electricity do not mix: one mistake can kill
- Avoid rushing – work hard without wasting time but rushing is a sure way of having an accident. Never run in the workplace.



- Follow manufacturer's instructions when using chemicals and when operating appliances
- Do not over-stretch or over-reach when handling items or undertaking cleaning tasks – re-position to a safer base/starting point
- Be prepared to make two trips to the trolley/cart to obtain items/materials rather than trying to carry too-much at the one time – and risking strains, trips or other injury.



What is It

Cleaning furniture

Activities in cleaning furniture:

1. Pick up loose litter from chairs and tables – and dispose of appropriately
2. Wipe polished wooden surfaces with a damp cloth – or a cloth moistened with a designated cleaning agent
3. Wipe nominated upholstered surfaces with a damp cloth – or a cloth moistened with a designated cleaning agent
4. Polish designated areas with a dry cloth – to remove any wetness, remove smears and buff the surface
5. Re-position items on tables – to create an attractive presentation (books, magazines, promotional materials, flower arrangements, ash trays)
6. Check under cushions – for lost property be alert to the possible presence of sharp objects/needles
7. Move small items of furniture – so they can be vacuumed underneath
8. Re-position items of furniture which may have been moved/re-located by staff – to their normal/designated location.

Polishing metal

Polishing metal is a standard practice remaining essentially the same regardless of the metal to be polished.

The two things which change between different metals are:

- The polish used – by type and brand name
- The cloths used to apply and remove the polish – these need to be non-abrasive.

Polishing will involve:

- Wearing protective gloves
- Selecting the correct polish for the metal to be polished and the job to be done



- Reading/knowing the manufacturer's instructions for each polish used
 - Spreading the polish (for example, brass or silver) over the entire surface to be clean with the appropriate cloth – this can be one used to apply the same polish type to a previous surface: there is no need for a clean application cloth for each new item/surface
 - Rubbing the surface with a fresh cloth (one that has not been used on anything else or for anything else) while the polish is still moist – unless manufacturer's instructions specify otherwise.
- Attention must be paid to:
 - Removing polish from nooks and crannies – so the polish does not accumulate, dry and look unattractive
 - Removing all the polish
 - Using a circular motion – as opposed to an 'up and down' or side to side' action
 - Achieving the required level of shine and gloss.

Visit <http://www.englishcustompolishing.com/index.html> for several interesting hints and facts.

Dusting and tidying

Dusting must be done before vacuuming.

A damp cloth wetted with water and/or general-purpose detergent/cleaner may be used for dusting.

Generic processes are:

- Wipe tops/flat surfaces – polish as required
- Wipe table, desk and chair legs – polish as required
- Position chairs at tables
- Position room furniture – as required by floor plan/use of the space/room
- Dust/clean outside of all sideboards, cupboards and cabinets – spot clean as required: clean inside of drawers
- Check under all cushions in the room – take care; be alert to the possible presence of sharp objects/needles
- Tidy/arrange brochures, advertising materials and magazines – on tables, desks and service counters
- Supply necessary/required organisational advertising and promotional material as required
- Spray, clean and sanitise telephone/s
- Check and adjust clock/s in the area to the correct time
- Clean/dust television screen – clean television unit: polish as required
 - Set TV to nominated channel and volume setting
 - Check batteries in and operation of remote control – locate in nominated position: replace batteries as required



- Wipe/clean light switches – check operation of lights, air conditioning, fans.

Clean fixtures and fittings

Fixtures and fittings may include:

- Picture frames – around pictures in public spaces
- Luggage carts – used to transport customer/guest luggage
- Vases – used for floral decorations and displays
- Telephones
- Stands – on which items are positioned/displayed
- Trash receptacles – the surrounds around the actual trash/rubbish container: the outer portion which makes the rubbish receptacle more visually appealing
- Bollards
- Vending machines.

What is required?

The aim of wiping and polishing fixtures, fittings and accessories is to make sure they are free from dust, stains and marks and to have them 'shine'.

Regular, day-to-day cleaning of accessories may include:

- Dusting – always dust before vacuuming
- Wiping with a damp cloth wetted with designated cleaning agent/chemical or water
- Working from top to bottom
- Cleaning 'as required' as opposed to cleaning 'everything, every time' – use common sense to determine whether items need to be wiped or polished
- Spraying the item with designated cleaner (from a spray bottle/atomiser) and wiping clean and dry with a cleaning cloth
- Only cleaning electrical appliances when they have been turned off (and disconnected, where possible) – ensure hands are dry before turning item off and disconnecting it: only clean external surfaces
- Wiping and polishing items before the floor is cleaned/washed
- Turning lights off before cleaning them – never clean hot lights/globes:
 - Replace blown globes at the same time (if house policy)
 - Only stand on steps/ladders not a chair from the lounge/public area
- Re-aligning pictures – so they hang correctly.
 - Never spray directly on to pictures, picture glass or picture frames as the chemical may drift on to the wall and, over time, discolour the wall/surface.
 - Spray on to the cloth and then wipe the picture
- Using a sanitiser when wiping/cleaning the handset of public telephones and internal/in-house phones paying special attention to the mouthpieces – and



allowing sufficient contact time (according to manufacturer's instructions) before removing the product.

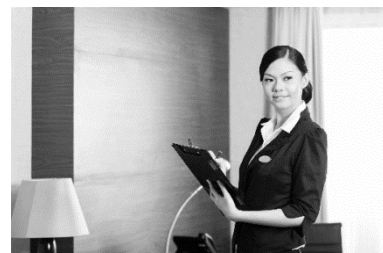
- Also tidy the area around the telephone – this may involve:
 - Straightening telephone books and note pads
 - Replacing pens, where provided/necessary
 - Removing litter
- Emptying rubbish bins – paying special attention to those which may contain cigarette butts to prevent ignition of other materials: all bins where there is the potential for cigarette butts (including ashtrays) must be emptied into a metal container – not a plastic one, and not into a plastic/garbage bag.
 - This process may also require:
 - Replacing bin bags
 - Cleaning, wiping and/or polishing external surfaces
 - Replacing bins to their designated locations.
- Cleaning bollards – these are often used in public areas to ‘fence off’ an area or direct foot traffic.
 - Bollards are often made from metal and cleaning them on a day-to-day basis may involve:
 - Polishing/cleaning individual bollards
 - Adjusting the ropes/chains between the bollards to present a standard appearance between bollards
 - Moving bollards, as instructed by management, to meet identified or emerging need
 - Removing bollards and ropes to the storage area where they are no longer needed
 - Re-locating the bollards and rope to an area where they are needed.
- Making sure all fixtures and accessories look clean – do a final visual check and clean/re-clean as or if needed.



High dusting

High dusting involves:

- Concentrating on architraves, air conditioning vents, corners, window frames, window sills and picture frames – these are the places where cobwebs and dust traditionally gather
- Cleaning from dirtiest to cleanest
- Using a damp cloth, or duster, when dusting
- Using a cobweb broom to remove cobwebs
- Using equipment extensions. ladders or scissor lift to reach high places



- Cleaning inside door frames using a damp cloth or duster.

Cleaning walls

Walls may be spot-cleaned daily – a full cleaning of the walls is part of periodic/scheduled cleaning.

Walls are not cleaned unless there are marks on them, or unless it is time for a periodic ‘full clean’ of the walls.

Points to note include:

- Doors should be regarded as ‘walls’ – always ensure the area behind the door is cleaned
- Clean from top to bottom where large areas/entire walls need to be cleaned
- Wipe/clean tiles/walls adjacent to sinks/basins – to remove water marks and spots
- Use designated general purpose cleaner sprayed either onto a cloth/sponge or sprayed directly onto wall – according to instructions for individual products/cleaning agents: adhere to requirements for contact time, if applicable
- Rinse and dry – using sponge or paper towel (not loose/running water)
- Wipe clean the light switches and controls for fans and other items – ensure hands are dry
- Wipe power points – turn switches to the ‘off’ position: ensure hands are dry.

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Areas need to be returned to service when they have had their ceilings, surfaces and fittings cleaned.

This section repeats the information provided in section 3.4 ‘Tidy workstation’ after ‘dry’ cleaning techniques have been applied.

Finishing activities

The exact nature of finishing activities required will depend on the preparation activities which were done and may require:

- Tidying the area:
 1. Removing drop sheets and protective cloths/materials
 2. Arranging/re-arranging the furniture
 3. Placing items in designated/assigned areas
 4. Returning excess items to other/storage areas or to their correct location
 5. Removing warning signs/cones and other barriers or tapes
 6. Removing cleaning equipment, carts, materials and cleaning chemicals
 7. Performing final ‘touch-ups’

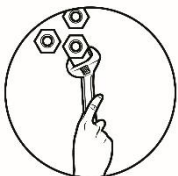
- Finalising the job – such as placement of products, re-stocking of essential requisites, spraying room freshener/deodorant
- Inspecting the area
- Returning the area to operational status
- Disposing of soil and waste
- Returning vehicles to designated locations
- Recording completion of cleaning
- Dealing with lost and found items.



What I Have Learned

When applying ceilings, surfaces and fittings cleaning techniques:

1. Assess the areas and work to be done
2. Plan the work
3. Prepare the job/worksite
4. Select appropriate equipment and cleaning chemicals
5. Apply appropriate techniques depending on the job to be done
6. Adhere to internal SOPs/WIs
7. Clean to internal standards/criteria using appropriate techniques
8. Work efficiently but avoid rushing
9. Wear/use designated PPE
10. Be alert to the dangers posed by cleaning furniture/hidden places
11. Maintain positive customer relations
12. Undertake clearing and pick-up of loose items and litter as a basic first step
13. Tidy worksite before returning it to service
14. Clean, check and store cleaning equipment and PPE after completion of task/s
15. Take action to replace/replenish used items.

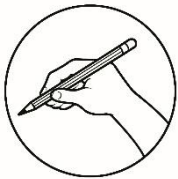


What I Can Do

It is a requirement of this Unit you complete Performance Tasks as advised by your teacher. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your teacher by the agreed date.

1. Provide video, photographic, real-time or other acceptable evidence you have cleaned a ceiling providing evidence you have:

- Assessed the area to be cleaned
- Selected appropriate equipment and chemicals
- Prepared the worksite/job
- Applied appropriate techniques
- Tidied and returned the area to service
- Cleaned, checked and stored the equipment which was used.



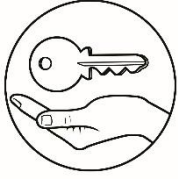
Assessment

1. Provide video, photographic, real-time or other acceptable evidence you have cleaned nominated surfaces providing evidence you have:
 - Assessed the area to be cleaned
 - Selected appropriate equipment and chemicals
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.



Additional Activities

1. Provide video, photographic, real-time or other acceptable evidence you have cleaned nominated fittings providing evidence you have:
 - Assessed the area to be cleaned
 - Selected appropriate equipment and chemicals
 - Prepared the worksite/job
 - Applied appropriate techniques
 - Tidied and returned the area to service
 - Cleaned, checked and stored the equipment which was used.



Answer Key

- The PT identified in this module involve a range of tasks, to be performed at the discretion of the teacher/ assessor.
- Performance tasks can be completed through any form of assessment as identified in the module and stated at the start of this section.
- Teachers/ Assessors should follow these guidelines:
- Review the Performance Tasks at the end of each 'Element of Competency' in the module to ensure you understand the content and what is expected
 - Prepare sufficient resources for the completion of work activities including:
 - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
 - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
 - Prepare assessment location (if done in class) making it conducive to assessment
 - Explain Performance Tasks assessment to candidate, at the start of each Element of Competency. This ensures that learners are aware of what is expected and can collate information as delivery takes place. Teachers/ Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):
 "At the end of each Element of Competency there are Performance Tasks which must be completed. These projects require different tasks that must be completed. These performance tasks are part of the formal assessment for the unit of competency titled X:
 - You are required to complete these activities:
 - a) *Using the 'X' method of assessment*
 - b) *At 'X' location*
 - c) *You will have 'X time period' for this assessment*
 - You are required to compile information in a format that you feel is appropriate to the assessment
 - Do you have any questions about this assessment?"
 - Commence Performance Tasks assessment:
 - The trainer/ assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
 - Participants complete performance tasks in the most appropriate format
 - Participants must submit Work Project evidence to the assessor before the scheduled due date
 - Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard
 - Transcribe results/details to Competency Recording Sheet
 - Forward/file assessment record.

References

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

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