

Servicing Guest
Toilets &
Washrooms

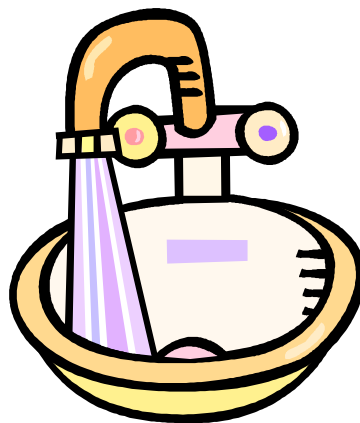


Servicing Toilets & Washrooms



Contents

Trainee Information	3
Certificate of Completion	4
Introduction	5
General Cleaning	6
Servicing Toilets and Washrooms	7
Cleaning Equipment and Materials	8-9
Protective Clothing	10
Hazard Warning Signs	11
Self Assessment Test	12



Training Manual

Servicing Guest Toilets & Washrooms

This Manual is designed to provide you, the employee, with the full knowledge of how to service and maintain the cleanliness of guest toilet & washroom facilities. Health & Safety is of the utmost importance when dealing with these issues, and this manual looks at the safe use of chemicals when cleaning.



Trainee Information

Name: _____

Manager: _____

Training Commenced: _____ / _____ / _____ (DD/MM/YYYY)

Training Completed: _____ / _____ / _____ (DD/MM/YYYY)

Assessment Completed: _____ / _____ / _____ (DD/MM/YYYY)

Certificate of Completion

I _____ (Manager/Supervisor) hereby certify that
_____ (Employee Name) has successfully completed their
training in "Servicing Guest Toilets & Washrooms" and is fully qualified under the
requirements of the establishment in which they are employed herewith.

(Signature of Manager/Supervisor)

Date

(Signature of Trainee)

Date

Congratulations!



Introduction

It is important, when cleaning areas such as toilets and washrooms, to be aware of the types of products used and their purpose. Many hazardous materials are used in the cleaning of such areas, and correct usage is essential. Health and safety standards must be maintained, and protective clothing must be worn when cleaning toilets and washrooms.



It is important to ensure that all appliances are working correctly, and are clean and free from debris. If there are any problems with the mechanics of the toilets or wash basin facilities, the employee must be aware of who these problems need to be addressed to.

There are a range of surfaces in a washroom, and the employee must be aware of the correct procedure for cleaning each of them. Additionally, the replenishing of stock is an essential element of cleaning washrooms. All this work should be carried out in a timely and effective manner, adhering to all company policies.

General Cleaning

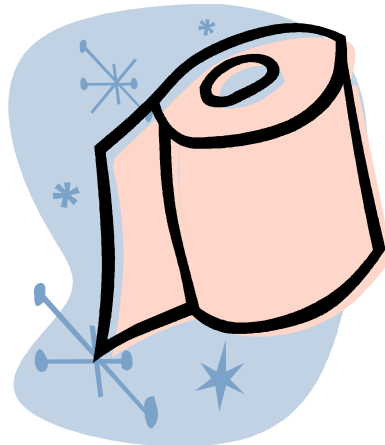
As all guests and visitors use them, washrooms and toilets must be kept immaculately clean.

Washrooms and toilets must be cleaned and sanitised regularly for the following reasons:

- ◆ Regular cleaning will prevent the spread of bacteria from people using the toilets.
- ◆ Bacteria grows quickly in warm and wet conditions. These must be removed often.
- ◆ Leaks, blockages and smells will get worse and could cause damage to drains and appliances if toilets, urinals and so on, are not cleaned regularly.
- ◆ Clean and fresh smelling toilets and bathrooms create a good impression of the hotel or resort.

There are many areas which must be cleaned regularly throughout the day. The surfaces in these areas are mostly shiny surfaces and therefore show up any water marks easily.

- ◆ Remember, you will need to clean toilets, urinals, taps, basins and so on. There are a variety of surfaces to be cleaned including ceramic, stainless steel and plastic.



Servicing Toilets and Washrooms

It is important when servicing toilets to do the following:

- ◆ Ensure that the correct warning signs are used.
- ◆ Ensure that all systems are flushing freely and remove any debris and marks from toilets.
- ◆ Ensure all supplies are replenished for guests.
- ◆ Wear appropriate protective clothing at all times.
- ◆ If you come into contact with guests, be polite and courteous.
- ◆ Always use the correct cleaning equipment and materials for the job in hand.
- ◆ If there are any blockages, free these accordingly.
- ◆ Empty all waste paper bins.
- ◆ Ensure all cleaning equipment is correctly stored after use.

The cleaning of washrooms and toilets is not generally a pleasant task, but one that must be performed regularly. There are many important points to consider before you even embark on cleaning.

Each day, before cleaning begins, you must report to your supervisor to be briefed on the days events and tasks to be completed.

Ensure that you have all the cleaning materials required for your working day – this is your responsibility. Your organisation should issue you with the full requirements of your trolley, cart or basket. Check that all items are clean, undamaged and all stock levels are at the required levels.



Cleaning Equipment & Materials

A possible list of cleaning equipment you will require could be:

- ◆ Bucket and mop.
- ◆ A toilet brush.
- ◆ Sign saying "Cleaning in Progress."
- ◆ Sign saying "Wet Floor."
- ◆ Smaller cleaning brushes for harder to reach places.
- ◆ Scouring pad for stubborn stains and marks.
- ◆ Special cleaning cloths and sponges for toilets.
- ◆ Polishing and cleaning cloths for all other surfaces in the washroom.

There are basic products that you will require for cleaning toilets and washrooms:

- ◆ Chemical based disinfectants.
 - These cleaners decrease the level of bacteria and are therefore important for hygienic reasons.
- ◆ Neutral detergent.
 - These are used for general cleaning purposes.
 - Bleaches (such as Domestos), liquid detergents and other general cleaners are classed as neutral.
- ◆ Hard surface cleaners.
 - Always use these to remove stubborn stains.
 - These are usually abrasive detergents and scouring powders.
 - Always use correct gloves and protective clothing.
 - Delicate surfaces can be damaged.
- ◆ Polish, glass cleaner, cleaners for stainless steel.
- ◆ Glass cleaner, stainless steel cleaner, metal polish.
- ◆ Warm water.

Remember, when using these chemicals you should:

- ◆ Don't use too much of the product. These are usually costly and also too much could be harmful.
- ◆ Always check sell-by dates to make sure that all chemicals are working to their potential.
- ◆ Do not mix chemicals with other solutions – they could react badly.
- ◆ Follow all the instructions relating to each chemical carefully.

All spillages should be cleaned up immediately by flushing with cold water and mopping up thoroughly.

Always remember:

- ◆ Always be careful when mixing or diluting solutions.
- ◆ Maintain all equipment regularly.
- ◆ Always wear protective clothing.
- ◆ Ensure the solutions are at the correct strength.
- ◆ Ensure all containers are marked clearly.



Protective Clothing

Health and Safety requirements state the protective clothing should be worn at all times when using hazardous materials and chemicals – especially cleaning agents and working in unhygienic areas.

Different types of protective clothing can be:

- ◆ **Freezer jackets and gloves:** These are usually used when staff are working in large freezer stores or for working long periods in a cold room.
- ◆ **Rubber gloves:** These protect your hands against any chemical substances or detergents. These are essential in an unhygienic environment.
- ◆ **Footwear:** Heavy duty boots are essential when working in hazardous areas such as kitchens, warehouses, etc.
- ◆ **Safety masks:** Protection against any strong or chemical fumes.
- ◆ **Oven gloves:** Protection for hands when handling items from ovens.
- ◆ **Ear plugs:** Essential in noisy areas where heavy duty machinery is used.
- ◆ **Aprons/Overalls:** Protecting your own clothing from spills.



Hazard Warning Signs

Hazard Warning Signs are essential when cleaning toilets and washrooms. These signs advise guests and other employees that the floor may be wet and slippery, and accidents may occur.

Examples of hazard warning signs used when cleaning toilet and washrooms:

- ◆ **"CLEANING IN PROGRESS".**
- ◆ **"FLOOR SLIPPERY WHEN WET" or "WET FLOOR"**

