



**Basic Cleaning Techniques
Facilitator's Guide: How to Use This Program
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Welcome to Betco's Training Library

Betco's Training Library is a comprehensive, on-going resource management process that assists facility administrators in maximizing operational efficiency. An important part of that process is competency training for cleaning professionals. That's why Betco created the Training Library, to respond to our customers' growing needs for training materials.

This library supports your training efforts with a wide range of topics developed to expand your cleaning staff competencies, from OSHA regulations to cleaning procedures and increased productivity. Each topic is covered with a DVD, facilitator's guide, presentation power point and workbook. Plus, you and your staff can become Betco Certified Cleaning Technicians and earn International Executive Housekeeping Association Continuing Education Units (CEUs) toward your training requirements.

If you would like more information on Betco's Training Library, contact Customer Service at Betco Corporation at 1-888-GO BETCO.

Brief Summary of This Program

The Basic Cleaning Techniques module was developed to explain how to perform some of the most common cleaning tasks. This training will enhance the participant's knowledge of cleaning techniques that will result in increased productivity, working smarter not harder, enhance worker safety and becoming a valuable cleaning professional.

After participating in this program, the student should be able to:

- Understand safety, preparation and basic cleaning information.
- Perform many basic cleaning tasks.
- Determine dilution ratios.
- Realize the difference between daily, detail and project cleaning.
- Successfully complete the certification exam.

Program Materials:

1 Training DVD Basic Cleaning Techniques

Workbook

Program Summary for User

Supply Checklist

Dilution Ration Exercises

Certification Exam

Facilitator's Guide

Training Tips for Facilitator

Exam Key

Instructor Tips:

The Instructors using the Betco Training Library repeatedly remark on the flexibility of the training materials. They appreciate having the ability to use the DVD for one-on-one and group instruction. The workbook has proven perfect for quick reviews before undertaking a procedure.

The Basic Cleaning Techniques module is a process that requires integrating concepts and skills. When you are instructing your group, it is important that the library materials be accompanied with exercises, demonstrations and further discussion. Ultimately, the success of your students will rely on effective practice and follow-up after the formal training session(s).

The following suggestions will help you conduct a successful, productive training session:

1. Review the entire facilitator's guide, workbook, power point and DVD before beginning a training session. Be familiar with how the workbook reiterates the points discussed in the DVD and power point. Make notes on any areas you want to explain further, or any points that may be slightly different at your facility.
2. Note START and STOP points in the DVD program so you can relate to the information in the workbook and power point.
3. Cite examples from your own experience whenever possible. This shows how the concepts aren't merely textbook ideas, but that they are really applicable on-the-job.

4. Encourage participation! Encourage the participants to ask questions if something isn't clear, or to share their own experiences. Don't force the issue though, since people learn in different ways, and some people don't like to talk while they are learning something new.
5. Exercises are a very valuable part of the learning experience. Remember to clearly explain the directions and make sure everyone understands what they are expected to do. Give the students enough time to complete each exercise.
6. Encourage the participants to make notes in their workbook. These items are made for their future reference. Notes are an important way to personalize the information.
7. Most participants have short attention spans. Try to emulate the audience's normal activity flow. They are probably used to being active all day, so you may need to include additional activities to keep them mentally and physically alert. Take a break to stretch. Do some simple exercises. Instead of one long session, you may need to break it into 3 shorter sessions. The key to keeping your audience's attention is to change activities every 7-10 minutes.

It may also help to provide refreshments during the session. We have found it is seldom beneficial to have a full meal during a session, since people tend to be sluggish after eating that much. However, a light meal will probably enhance learning because it gives the students a chance to discuss the topic and apply it to their situation.

How to Use These Materials for a Group:

This training program will be most effective if you plan for at least 2.0 hours of training time. This should include time for hands-on exercises, depending on the size of the group. There should be no interruptions, including pagers or cell-phones.

For the Facilitator:

1. Make sure you are familiar with the materials.
2. Be available to answer any questions or concerns.
3. Reinforce the process demonstrated on the DVD by discussing the information with the participant.
4. Help the participant apply the information to your facility. Adapt the group exercises to a one-on-one situation if possible.
5. Encourage the participant to demonstrate what they have learned, while you assist as needed.
6. Provide plenty of time for the participant to cover the materials.

They will need at least 1 hour to read the workbook, watch the video and take the certification exam in this program. They should be able to achieve certification on the module during that time. However, they will need additional time to practice the procedures outlined in the program.

7. Encourage the participant to complete the module during one day. If they must stop, they should return to it soon. We find that the longer the participant stays away, the more information they will need to review before continuing.
8. Review the following Self-Study tips with the participant.

Self-Study Tips:

Set aside at least 1 hour to read the workbook, watch the DVD and take the certification exam on this module. You should be able to achieve certification during this session. You will need additional time to practice the procedures outlined in the program.

Try to complete the module during one day. If you must stop, return to it soon. We find that the longer you stay away, the more information you will need to review before you can continue.

Self-Study Procedure:

1. Review the workbook introduction.
2. Go through the DVD.
3. Think about how this process can be used at your facility.
4. Review the critical steps in your workbook. Make notes as needed.
5. Practice the process.
6. Get feedback from your supervisor, your Betco representative or another experienced person who can assist.
7. Now you are ready to become a certified Betco Basic Cleaning Specialist. Please take the time to complete the test for the module. If your test score is 80% correct, you receive a certificate from Betco and you will be eligible for IEHA CEU's.

Take your certification exam on-line by going to www.betco.com. You can also complete the exam in the back of the workbook and mail or fax it to:

Betco Corporation
Attn: Marketing
P.O. Box 3127
Toledo, OH 43607-0127
FAX: 419-321-1954

Set Up Room:

Seating — Use chairs and tables so the students can layout their workbooks on the table. Make sure all of the seats have a good view of the audiovisual equipment.

Equipment — using the DVD, you will need a computer with a DVD drive. If you have a large audience, it will help to have a projector that hooks into the computer.

Assemble Demonstration Products and Equipment, including used in your facility:

Gather cleaning tools such as high duster, mop and bucket, squeegee, dust mop, cleaning cloths and sponges.

Remember to include the proper PPE and caution signs.

Develop Training Aids:

Flip Chart/Chalk Board — Use a flip chart or chalkboard to list the main points of your presentation. This will provide a set of guidelines for both you and your audience.

Training Session (1 hour)

1. Introduction of Basic Cleaning Techniques module
Use Section 1 of the workbook to introduce the program.
2. Go around the room and ask each participant what they want to learn from this session. Write their answers on a flip chart and post the page in the room. You will refer to this at the end of the session.
3. Discuss the process and product applications.
4. Use the step-by-step instructions in the workbook to discuss the process and product applications.
5. Show the DVD.
6. Discuss the DVD and power point as it applies to your facility. Start by asking the participants how they think it applies to your facility.
7. Complete hands-on demonstrations. Have each participant or a couple participants practice the steps outlined in the training. If you only have time to practice a few be sure to review the more difficult tasks such as windows, dilution control and proper mopping procedures.
8. Review the certification questions with a verbal pre-exam. You may want to use the exam questions without the multiple-choice answers. Remember, they must get 80% of the questions right to gain certification, so you want to make sure they understand why the answers are correct.

9. Review the flip chart page listing what they wanted to learn during this session. Make sure you have discussed their concerns, even if they are off of this topic.
10. You may facilitate the certification exam process by handing out copies of the exam and conducting a traditional testing situation. You can send or fax the exams to Betco for evaluation. Or, you can set up time for the participants to take the exam on-line.

Additional Comments:

It may be difficult to get the participants to answer questions. We find that simple rewards work wonders. Our experienced trainers have used a wide variety of rewards for correct answers, from candy bars to Betco hats to dollar bills.

Making the training experience fun and rewarding will help participants retain the information, look forward to future training classes and instill a positive attitude toward their job.

Other Betco Training Library Modules:

OSHA Hazard Communication*
OSHA Bloodborne Pathogen*
Slip and Fall Prevention
Restroom Sanitation
Proper Hand Washing*
The Life Cycle of Floor Care*
The Life Cycle of Carpet Care
Patient Room Disinfection
Educational Facility Disinfection
Sports Zone wood floor care*

*Available in Spanish

How to Calculate Dilution Ratios:

Dilution ratios are expressed in two ways, either 1 to a given number (such as 1:64) or in terms of ounces per gallon (2 ounces per gallon).

If you need to calculate the ounces per gallon remember that there are 128 ounces in a gallon, so a 1 ounce per gallon product dilutes at a ratio of 1:128 and $\frac{1}{2}$ and $\frac{1}{4}$ ounce products dilute at 1:256 and 1:512 respectively. A common method to determine ounces per gallon is to take 128 and divide it by the ratio number. For instance, a product that has a dilution ratio of 1:256 would be calculated like this:

$$128 \div 256 = .5 \text{ ounces per gallon}$$

Some of the more common ratios are provided in the table below:

Ounce per gallon	Dilution Ratios
$\frac{1}{4}$ ounce per gallon	1:512
$\frac{1}{2}$ ounce per gallon	1:256
1 ounce per gallon	1:128
2 ounces per gallon	1:64
4 ounces per gallon	1:32
5 ounces per gallon	1:26 (1:25.6 rounded)
6 ounces per gallon	1:21 (commonly considered 1:20)
8 ounces per gallon	1:16
12 ounces per gallon	:10

If a product has a ratio of 1:128 you would mix one part of the product to 128 parts of water. That means that the gallon of product will make 129 total gallons of solution because to mix it properly you would take the gallon of product and add 128 gallons of water which equals 129 total gallons. A 1:256 product makes 257 gallons of end use solution and a 1:64 makes 65 gallons of solution. The total amount of solution that a given container of product makes is commonly referred to as the yield.

Metric calculations such as liters can be calculate, you just need to convert the metric figures to gallons or ounces prior to starting. Common metric volume measurements and there English equivalents are listed below:

1 quart = 0.946 mL

1 gallon = 3.785 liters

1 liter = 0.264 gallons

4 liters = 1.056 gallons

Take a few minutes to complete the following exercises.

1. How many ounces per gallon are equivalent to Deep Blue Glass cleaner at 1:30?
4.27
2. How much ready to use (RTU) gallon yield can be made from a gallon of Deep Blue glass cleaner at a dilution ratio of 1:30?
31 RTU gallons
3. How many ounces per gallon are equivalent to pH7 All Purpose Neutral Cleaner at 1:64?
2
4. How much RTU gallon yield would you get from a five gallon pail of pH7Q Ultra at 1:256?
1285 RTU gallons

Certification Exam:

The following exam will certify the person taking it as an official Betco Basic Cleaning Specialist. Please make sure each person you teach takes the exam. The exam can be taken on-line, through www.betco.com. You can also hand out a paper copy of the test, then send or fax the completed tests to:

Betco Corporation
Attn: Marketing
P.O. Box 3127
Toledo, OH 43607-0127
FAX: 419-321-1954

Basic Cleaning Techniques Exam Key

IEHA Course Number: 010710x Credit Hours: .20 CEU's

1. Always store heavier items on the top shelf.
 - True
 - False
2. Before using any chemical you should:
 - Test it on an inconspicuous area
 - Check the expiration date
 - Read the MSDS and manufacturer's label
3. When cleaning you should:
 - Clean from top to bottom
 - Use a pattern
 - Damp wipe all surfaces
 - Both a and b
4. When mopping:
 - Soak the mop head until it is very wet
 - Start from the furthest corner and work toward the door
 - Spray the mop with mop treatment
 - Both a and c
5. What are the two basic techniques to wiping?
 - Sponge wiping and cloth wiping
 - Damp wiping and spray and wiping
 - Spray wiping and cloth wiping

6. When using a disinfectant you should:
- Allow for the proper contact time
 - Always use a sponge
 - Wipe immediately
7. Which wiping method would you most likely use when cleaning a toilet?
- Sponge wiping
 - Damp wiping
 - Spray and wiping
8. Learning to use the correct wiping technique can save time, decrease product usage and limit chemical exposure.
- True
 - False
9. When dusting furniture:
- Start at the largest fixtures and work toward the smallest
 - Wipe from top to bottom working clockwise around the room
 - Post caution signs
 - All of the above
10. Taking the squeegee along the top of the glass from side to side after wetting is referred as:
- Slicing the solution
 - Preparing the squeegee
 - Cutting the water
11. A pH of 12 is an alkaline cleaner?
- True
 - False
12. What are the characteristics of cleaner?
- Wetting
 - Penetration
 - Emulsification
 - Rinsing
 - All of the above
13. It is a best practice to work in the same direction when cleaning an area?
- True
 - False

14. Before wet mopping a floor you should always:

- Post caution signs
- Dust mop
- All of the above

15. When wet mopping:

- Swing the mop back and forth in wide deliberate strokes
- Use a figure 8 stroke
- Hold the handle firmly in a 45 degree angle

16. The frequent cleaning of highly visible areas of a facility is referred to as:

- Policing
- Patrolling
- Trafficking

17. How many ounces per gallon do you need of a product that's dilution ratio is 1:16?

- ¼ ounce
- 4 ounces
- 8 ounces
- none of the above

18. The yield for a gallon of product that has a ratio of 1:128?

- 128 gallons of end-use product
- 129 gallons of end-use product
- 256 gallons of end-use product

19. According to this training, detail cleaning is usually performed how often?

- Once a month
- Twice a year
- As much as possible

20. After learning more about the basic cleaning techniques you should be:

- More knowledgeable
- Proud
- Helpful in creating a safe and healthy work environment
- All of the above

IEHA Accreditation:

This course is worth .20 Continuing Education Units awarded by the International Executive Housekeeping Association (IEHA). To earn these credits, submit a copy of the certificate to your local IEHA chapter.

Reorder Information:

To order additional copies of workbooks, call 1-888-GO BETCO and request reorder #90891. Workbooks come in packages of 10. To order additional Basic Cleaning Techniques DVDs refer to reorder #90890. Our customer service representatives can provide information on pricing.