
Sports Zone™ Wood Floor Care

Facilitator's Guide: How to Use This Program

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Welcome to Betco's Training Library

Betco's Training Library program 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 videotape, DVD and workbook. Plus, you and your staff can become Betco Certified 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 program, contact **Customer Service at Betco Corporation at 1-888-GO-BETCO.**

Brief Summary of This Program

The Sports Zone™ Wood Floor Care program was developed to explain the basic processes and procedures to effectively perform the two stages of wood floor care; Routine and Restorative. When used with Betco products and equipment, these procedures primarily focus on helping maintenance professionals enhance the appearance of their wood sports floors. This module will detail the CGC™ system which will demonstrate time, labor and cost savings.

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

- a) Understand the two phases of wood floor care; Routine and Restorative and the options of Game Plan #1, Game Plan #2 and Game Plan #3 for recoating sports floors.
- b) Realize safety precautions related to wood floor care.
- c) Perform the proper wood care procedures for each phase of maintenance.
- d) Have a good basic understanding of chemicals and equipment required to perform cleaning and maintenance tasks.
- e) Successfully complete the certification exam.

Program Materials:

Training Video

Sports Zone™ Wood Floor Care

Interactive DVD

Training Information

Sample Exam

Exam via the Internet

Workbooks

Program Summary for Users

Supply Checklist

Wood Floor Helpful Hints

Recoating Worksheet

Certification Exam

Facilitator's Guide

Training Tips for Facilitator

Exam Key

Instructor Tips

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

Sports Zone™ Wood Floor Care 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. But ultimately, the success of your participants will rely on effective follow-up and practice 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 and video/DVD before beginning a training session. Be familiar with how the workbook reiterates the points discussed in the video/DVD. Make notes on any areas you want to explain further, or any points that may be slightly different at your facility.
2. Be aware of any START and STOP points in the video/DVD program. Notice how they may relate to the information in the workbook.
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, 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 participants 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. Cookies, candy and fruit will give a quick "sugar rush" that can aid learning. But, 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 participants 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 4.0 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.

The basic training plan includes:

- a) Introduce the Sports Zone™ Wood Floor Care program and discuss the importance of this topic to your facility.
- b) Discuss the process and product applications.
- c) Hand out the workbook.
- d) Show the video.
- e) Discuss the video as it applies to your facility.
- f) Complete a hands-on demonstration if possible
- g) Review the certification questions with a verbal pre-exam.
- h) Facilitate the certification exam process.

How to Use These Materials In a Self-Study Situation

This program can become a valuable tool in self-study situations, perhaps in the privacy of an office or even as take-home materials. It might be difficult to follow all of the steps we recommend, but the following guidelines will be helpful in maximizing learning.

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 video/DVD by discussing the information with the participant.
4. Help the participant apply the information to your facility.
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. 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 each 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. Make a copy and give the following self study tips to the student.

Self-Study Tips:

Set aside at least 1 hour to read the workbook, watch the video and take the certification exam for this program. 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 video/DVD carefully.
3. Think about using the process at your facility.
4. Review the critical steps in your workbook. Make notes as needed.
5. Practice the process. You may want your supervisor to inspect your work.
6. Get feedback from your supervisor, your Betco representative or another experienced person who can assist.
 - Did you leave out any critical steps?
 - How can you improve your performance?
7. Now you are ready to become a certified Sports Zone™ Wood Floor Care Specialist. Please take the time to complete the exam. If your exam 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 linking to it directly from the DVD or 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 Dept
P.O. Box 3127
Toledo, OH 43607-0127
FAX: 419-321-1954

Preparation:

Set Up Room:

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

Demonstration Area — It is best to have a gym floor or racquet ball court available where you can demonstrate the maintenance procedures. If the time or place does not allow for hands-on demonstrating, you will want to schedule a time for hands on work.

Audio/Video Equipment — If you use the video, you will need a VCR and monitor. Make sure the monitor is large enough that all your participants can easily see it. If you use 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 VCR or computer.

Assemble Demonstration Products and Equipment -

- a) Refer to the “Supply Checklist” in the workbook and gather the necessary supplies.
- b) Be sure to have the appropriate PPE for each student.

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 (1-4 hours)

1. Introduction of Sports Zone™ Wood Floor Care. 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. Use the step-by-step instructions in the workbook to discuss the process and product applications. Be sure to effectively review the two phases of wood floor care maintenance. Let them know they will be using the CGC™ recoating system today during the demonstration time.
4. Show the videotape or the video sections of the DVD.
5. Discuss the video as it applies to your facility. Start by asking the participants how they think it applies to your facility.
6. Be sure to review and discuss the wood floor care helpful hints in the back of the work book.
7. Complete hands-on demonstrations.
 - a) Move to the demonstration area and review and routine and restorative procedures.
 - b) Demonstrate the CGC™ recoating system.
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.

Reviewing the material can be made fun and interesting by creating familiar games out of the questions. A Jeopardy, Millionaire, Pictionary or Family Feud could easily be replicated by using training information.

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
Basic Cleaning Techniques
Proper Hand Care
Restroom Sanitation
Patient Room Disinfection
Educational Facility Disinfection
The Life Cycle of Floor Care
The Life Cycle of Carpet Care

Other programs are being developed. If you have a topic you want to see, go to www.betco.com, or contact us at 1-888-GO-BETCO.

Sports Zone™ Helpful Hints:

Although, this module provides a good basic knowledge of taking care of your facility's wood floor, it is still difficult to address every wood floor maintenance challenge you may come across. The following tips will come in handy when addressing wood floor care maintenance.

- Under stand product labels and MSDS sheets before using any chemical product. Always wear proper Personal Protection Equipment, PPE.
- Always screen with the grain of the wood.
- Display proper signage before beginning. This should include all indoor and outdoor access doors.
- Always re-inspect floor for scuffs and marks prior to coating.
- Use a survey checklist to insure you have sufficient product and supplies so you don't run out in the middle of the job.
- While applying the finish, always maintain a "wet edge" of approximately 4 inches. As you get closer to the end of the floor area, back this edge down slightly to avoid excess product on your last pass as you exit the floor area.
- Dust mopping is the most important maintenance item you can perform for your floor.
- Limit the amount of liquid used on wood floors, avoid excessive puddling and insure automatic scrubber squeegee blades are operating properly. Wipe up liquid spills ASAP.
- It is not recommended to apply oil base finish over water base finish.
- Apply line markings between the last coat of sealer and first coat of finish.
- Always wear a dust mask when dry screening or sanding wood floors.
- When screening do not move side to side with the machine, rather move in a continuous sideways path overlapping 50% on each pass.
- Take in to consideration how the weather will effect finish application. Temperatures between 65 to 75 degrees and humidity 35 to 50% are acceptable ranges for applying finish.

- Always detail mop corners and edges missed by use of an auto scrubber while cleaning or preparing a floor.
- Always stir in catalyst slowly, do not shake the finish container to mix product and catalyst.
- Do not have a fan blowing while applying finish.
- Replace screens and pads according to label instructions.
- Auto scrubbers should not be used on newly sanded or installed floor until a minimum of 3 to 5 recoating applications have been performed.
- Do not use cleaning solutions on newly recoated water base finishes for at least 2 weeks. Wait 30 days for oil modified finished floors.
- Be sure to clean up and maintain equipment after use.

Certification Exam

The following exam will certify the person taking it as an official Betco Sports Zone™ Wood Floor Care Specialist. The exam can be taken online, through www.betco.com or through the DVD program. You can also have participants take the exam located in their workbook. Make copies or simply remove them from the workbook. Send or fax the completed exams to:

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

Exams that are returned to Betco with a grade of 80% or better will receive a certificate of completion.

IEHA Accreditation:

This course is worth .20 continuing education units awarded by the International Executive Housekeeping Association (IEHA). To earn these be sure to mark the exam in the designated area and Betco will forward the information to IEHA.

Re-order Information:

To order additional copies of Sports Zone™ Wood Floor Care workbooks, call 1-888-GO-BETCO and request reorder # 91198-92. Workbooks come in packages of 10. To order additional videos and CD's refer to reorder # 91197-00. Our customer service representatives can provide information on pricing.

Answer Key

THE SPORTS ZONE™ WOOD FLOOR CARE EXAM KEY:

IEHA Course Number: 010814x Credit Hours: .20 CEUs

1. Which is not a maintenance phase of the Sports Zone™ Wood Floor Care Program:
 - a) Routine Maintenance
 - b) Intervene Maintenance**
 - c) Restorative Maintenance
2. Proper Personal Protective Equipment does not include:
 - a) Caution signs**
 - b) Goggles
 - c) Gloves
3. Before beginning with any cleaning task you should be sure to fully understand:
 - a) How much it costs your facility
 - b) How to use the chemicals and equipment for the job**
 - c) How to place an order for the chemical and equipment needed
4. Which should you NEVER do when using chemicals:
 - a) Wear safety goggles
 - b) Mix different chemicals**
 - c) Follow Universal Precautions when handling blood spills
5. Which procedure(s) is done in Routine Wood Floor Care Maintenance?
 - a) Tack mopping**
 - b) Screening
 - c) Finish application
 - d) All of the above
6. Which procedure(s) is done in Restorative Wood Floor Care Maintenance:
 - a) Scrub and recoating system
 - b) Wet/dry screening system
 - c) CGC™ system
 - d) All of the above**
7. The first step in routine wood floor maintenance is?
 - a) Wet screening
 - b) Auto scrubbing
 - c) Dust mopping**
8. Always screen with the grain of the floor.
 - a) True**
 - b) False
9. Which pad would you most likely use when cleaning a wood floor according to this training?
 - a) Red or white**
 - b) Black
 - c) Green
10. Which Betco product would you most likely use to clean a gym floor on a daily basis?
 - a) GT Cleaner™**
 - b) HP Gym Coat®
 - c) Marathane™

Answer Key

THE SPORTS ZONE™ WOOD FLOOR CARE EXAM KEY:

IEHA Course Number: 010814x Credit Hours: .20 CEUs

11. What is the difference between wet screening and dry screening?
 - a) **Wet screening you would most likely use an automatic scrubber, dry screening you would use a floor machine**
 - b) Dry screening you would use a 100 grit screen, wet screening would use a 120 grit screen
 - c) Wet screening goes against the grain of the wood, dry screening goes with the grain.

12. Which type of mop should be used when applying TyGlu™?
 - a) Rayon
 - b) Finish mop
 - c) **a or b**

13. Which wood floor care product requires a catalyst to be mixed before using?
 - a) GT Cleaner™
 - b) **SS Gym Coat®**
 - c) Noil®

14. PK Cleaner™ cleaner is used to:
 - a) Clean floors every day
 - b) **Deep clean floors prior to the application of TyGlu™**
 - c) Clean toilets

15. Which type of finishes cannot be applied over TyGlu™?
 - a) Water base catalyzed finishes
 - b) **Oil Modified Urethane finishes**

16. Which tool would you most likely use to apply wood floor finish?
 - a) Doodle bug
 - b) **Weighted T-bar applicator**
 - c) Bowl mop

17. After applying wood floor finish it is a good idea to force dry the floor?
 - a) True
 - b) **False**

18. Generally Restorative Maintenance is performed how often?
 - a) Every six months
 - b) **Every 12-18 months**
 - c) Twice a month

19. Which procedure is most likely not done for wood floor care routine maintenance?
 - a) Tack mopping
 - b) Screening
 - c) Applying Finish
 - d) **Strip and Recoat**

20. After learning more about the wood floor care you should be:
 - a) More knowledgeable
 - b) Proud
 - c) Helpful in creating a safe and healthy work environment
 - d) **All of the above**