

## Step 1 of 5 to Develop your own Cleaning Procedure for your Cleaner

In the next few weeks we are going to take you on a journey to assist you to develop a professional cleaning procedure for your house and household. Our years of experience will guide you step by step with real life checklists and procedures to download along the way. At the end you will be one of the **elite households** with a **cost-effective** and **excellent functioning domestic cleaning system**. Are you ready to join the journey!

We are going to start with a **few assumptions** regarding your home.

- **Assumption 1:** You have an average house with 3 bedrooms and 2 bathrooms.
- **Assumption 2:** Your domestic assistant works on Mondays, Wednesdays and Fridays. (3 days per week)
- **Assumption 3:** She will start at 07:30 and sign off at 16:00 with a 30 minute lunch and 15 minute tea break.
- **Assumption 4:** On average 20 items of ironing will be included per week.

**Step 1** is to ensure that all your **legislation** is in place:

- **Sign a Domestic Contract** (You can download a Domestic Contract from [www.labour.gov.za](http://www.labour.gov.za). You can also contact [www.lwo.co.za](http://www.lwo.co.za) for labour assistance. )
- **Register for UIF** (You can register and pay monthly UIF through the following website: [www.ufiling.co.za](http://www.ufiling.co.za) )
- **Implement a Timesheet** (You are welcome to download the [Skitterblink Timesheet](#))

Until next time, when we will look at **Understanding Spring Cleaning**, make sure about the legislative side, it can you save you a lot of hassle and money. In the meantime, you are welcome to contact our friendly franchisees for a [quote](#) for either a mobile team to come hand help you or a placement at your home.

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### **Step 2 of 5 – Understanding Spring Cleaning**

Now that all your legislation is in place, let us start with describing the **spring cleaning concept** to you. Firstly, download this [Spring Cleaning Areas for 2016](#) for further discussion purposes.

#### **Procedure**

First of all, group all the areas / rooms in your house into **6 spring cleaning areas**. During the course of six weeks these 6 areas will be rotated on a weekly basis. In other words, in every cycle of 6 weeks the entire house will be spring cleaned. For explanatory purposes and from our years of experience, we have grouped the house into the following 6 areas:



- **Area 1:** Kitchen, Scullery & Laundry
- **Area 2:** Dining Room & Living Room
- **Area 3:** Main Bedroom & En-suite Bathroom
- **Area 4:** 2<sup>nd</sup> Bedroom & 2<sup>nd</sup> Bathroom
- **Area 5:** 3<sup>rd</sup> Bedroom & Guest Toilet
- **Area 6:** Entrance Hall, Patio & Garage

When a room forms part of the spring clean area, the following **additional tasks**, over and above the **normal tasks**, will be carried out **if it is applicable** to that specific spring clean area.

Additional Tasks per Day		
Mondays	Wednesdays	Fridays
Clean marks on walls Clean light switches, fittings Clean skirtings, door frames, cornices	Windows inside & outside Burglar bars & window sills Curtain rails & blinds	Polish / oil wooden furniture Move furniture & appliances Clean stove / oven

**Example:** When **Area 3** is the spring clean area of the week, the above-mentioned **Additional Tasks** will only be done for the **Main Bedroom & En-suite Bathroom**. In other words no oven or stove will be cleaned in this week because it will be spring cleaned as part of Area 1.

#### Tip from the Experts

Keep strictly to the spring cleaning areas according to the schedule that you have downloaded for the applicable year. If you do not keep to it, you will not be able to manage your domestic cleaner effectively over time. It is all about time management when you are not at home!

#### Skitterblink Assistance

Remember, Skitterblink can support you in one of the following ways:

- We can assist you at home with developing and implementing a **work schedule** according to your specific requirements.
- We can **train your cleaner** according to the specific work schedule.
- We can supply you with a **trained cleaner** that is in Skitterblink's employment.

Until next time, when we will look at **Creating Entry & Exit Procedures**, make sure you understand the spring clean concept. In the meantime you are welcome to contact our friendly franchisees for assistance with [placements](#).

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## Step 3 of 5 – Create Entry & Exit Procedures

I trust that you have a better understanding of the spring cleaning concept since the previous writing. If you are only now joining us in this step-by-step process, please see our [Blog page](#) for the previous steps. Now we can proceed to develop **Entry & Exit procedures**. To follow our discussion, please download our [Entry & Exit Procedures](#) form that will also assist you to create your custom-made procedures.

### Procedure

It is important that your domestic cleaner must know exactly what to do when she arrives at your house or premises. If you micro-manage it in the beginning, it will set a solid foundation for the future relationship.

Here are some things to think of for the **Entry Procedure**:

- **Time of arrival** and time to start work is not the same.
- Where will she change and place her **private belongings**?
- Must she **open or close** windows and curtains.
- **Collect dishes** from all rooms.
- Follow the proper sign-in procedure on the **timesheet**. Remember you can download [Skitterblink's Timesheet](#).

Then you must also establish the **Exit Procedure**:

- Is the **kitchen clean**?
- Are all the **windows closed**?
- Are the **lights switched off**?
- Ensure **chemicals are stored** safely.
- All **cloths & equipment** are put away.
- **Sign-off** on Timesheet.
- **Lock and alarm** procedures

### Tip from the Experts

It is of utmost importance that your domestic assistant understands that you pay her per hour. She must understand that she is getting paid since she signed in until she signs out. Don't pay a daily rate. This is when things start going wrong when you are not at home or even if you are at home.

### Skitterblink Assistance

Remember, Skitterblink can support you in one of the following ways:

- We can assist you at home with **developing and implementing an Entry & Exit procedure** according to your specific requirements.
- We can **train your cleaner** according to the specific Entry & Exit procedures.
- We can supply you with a trained cleaner that is in Skitterblink's employment.

Till next time, when we will discuss **Cleaning Methods & Frequencies**, make sure you put your specific Entry & Exit procedures in place. In the meantime you are welcome to contact our friendly franchisees for assistance with [once-off or Adhoc](#) cleaning services – those things your cleaner don't get to, like [carpet cleaning](#), [mattress disinfection](#) or [high window cleaning](#).



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### Step 4 of 5 – Determine Cleaning Methods & Frequencies

Now that your Entry & Exit procedures are in place, we can proceed to determine the **Cleaning Methods & Frequencies**. Again, if you are only joining us now in this step-by-step process, please see our [Blog page](#) for the previous steps. To follow our discussion, please download our [Cleaning Methods & Frequencies](#) checklist that will also assist you to create your custom-made **Cleaning Methods & Frequency**.



#### Procedure

It is now time to allocate the **frequency of standard tasks** to specific rooms / areas. There are basically 3 different frequencies, namely:

- **Daily**, (means the cleaning lady will perform these tasks on Mondays, Wednesdays and Fridays)
- **Weekly** (only one of the three days) and
- **Monthly** (once a month)

Then you allocate the cleaning method according to the rooms. Here are a few examples of cleaning methods and their applications:

Cleaning Method	Surface	Brushware & Consumables	Chemicals	Preparation	Action and Application
<b>Damp Wipe</b>	Non-porous or washable surfaces.	Bucket & Microfiber cloth or Yellow dust cloth.	Usually a neutral detergent, but disinfectant cleaner or purpose made detergents also acceptable. Can also apply without any detergent.	Surfaces should be dusted.	Use water, cloth to be squeezed or wrung out until only damp, but not dripping. Use systematic wiping motion and additional pressure on stubborn soilage. Re-immers cloth in detergent solution frequently and squeeze dry. Change the solution at appropriate intervals to ensure dirt is not reapplied.
<b>Disinfect</b>	Non-porous or washable surfaces.	Bucket & mop (for floors) and cloth (for other surfaces) or spray bottle.	Chlorine, ammonium or other disinfectant.	Surfaces must be cleaned before disinfecting.	Apply disinfectant diluted to manufacturer's specification applicable for the surface, using mop, cloth or spray bottle as appropriate. Apply liberally and allow 5 min reaction time, then vacuum, mop or wipe dry.
<b>Dust</b> (Note – damp wipe is often a better option.)	Any washable or non-washable surface.	Duster, brush or dusting tool.	None	Surfaces must be dry.	Use a vacuum to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Use cloth, brush or dusting tool gently to remove loose dust, taking care not to redistribute the dust into

Cleaning Method	Surface	Brushware & Consumables	Chemicals	Preparation	Action and Application
					other areas.
<b>Spot Clean</b>	Any surface	Spray bottle, brush or cloth.	Applicable detergent solution.	None	Remove any spillage or marks immediately that appear (preferably within a day or two of appearance) using appropriate methods.
<b>Sweep</b>	Hard surface floors, paving & concrete.	Platform broom (hard bristle for rough areas, soft for smoother surfaces.)	None	None	Move machines or brooms over surfaces at an effective speed without creating clouds of dust by going too fast. Empty machine hoppers regularly; if using a broom, leave manageable piles of rubbish for collection.
<b>Vacuum</b>	Any surface, floors, or upholstery.	Vacuum filters and suction headset.	None	Pick up loose items from surface.	Use a vacuum cleaner to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Use systematic motion and additional pressure on stubborn areas.
<b>Wash</b>	Chairs, Curtains, Cutlery	Spray Bottle, Cloths	Applicable chemicals	None	Variable applications.

### Tip from the Experts

When you **Mop** your tiles, do not through any chemicals in the bucket of water. Wash your tiles with clean water. Use a chemical spray bottle to **Spot Clean** any tough stains and then **Mop** with clean water. When you through chemicals in your water it builds a thin layer of residual soap on the surface, clean after clean. Eventually you will have to deep clean your tiles.

### Skitterblink Assistance

Remember, Skitterblink can support you in one of the following ways:

- We can assist you at home to **determine the frequency of standard tasks** and the typical **cleaning method** to clean it.
- We can **train your cleaner** according to the specific cleaning methods and frequencies.
- We can **deep clean** your tiles for you.

Till next time, when we will discuss the **Daily Schedules**, make sure you understand the different cleaning methods and the frequency of cleaning associated to it. In the meantime you are welcome to contact our friendly franchisees for assistance with [once-off or Adhoc](#) cleaning services – those things your cleaner don't get to, like [deep cleaning](#) or [stripping and sealing](#) of floors.

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## Step 5 of 5 – Develop Daily Schedules

In this last step, we are going to develop your **Daily Schedules** for your Domestic Help. In the previous steps you have learned about the **Spring Cleaning Concept**, you have created **Entry & Exit Procedures**, and you have allocated **Cleaning Methods & Frequencies** to the standard cleaning tasks of your home. Again, if you are only joining us now in this step-by-step process, please see our [Blog page](#) for the previous steps. To follow our discussion, please download our Daily Schedules for [Monday](#), [Wednesday](#) and [Friday](#) that will also assist you to create your custom-made **house cleaning system**.



### Procedure

In this step you will create a daily schedule for your cleaner. **Each day will consist of 5 phases:**

- **The morning phases:**
  - **Phase 1:** Start washing and cleaning 2 to 3 rooms. (Usually includes the kitchen and scullery.)
  - **Phase 2:** Re-load washing and cleaning the next 2 to 3 rooms. (Usually includes bedrooms and bathrooms)
- **The afternoon phases:**
  - **Phase 3:** Cleaning the next 2 to 3 rooms.
  - **Phase 4:** Performing the Spring Cleaning tasks of the day.
  - **Phase 5:** Ironing and packing away of clothes.

### Tip from the Experts

It is essential to micro-manage your cleaner for at least the first 2 weeks on a daily basis. If the foundation is not laid correctly, you are going to battle to change it. Eventually the cleaner will fall back into her own, old routine of cleaning, and you will be frustrated.

### Skitterblink Assistance

How we can assist:

- Skitterblink can train your cleaner and **come and visit the cleaner on a daily basis** for the first two weeks and then afterwards on a monthly basis.
- We can also supply your cleaner with a **chemical kit** on a monthly basis. This will be very cost-effective for your household and the cleaner will know exactly how to use the chemicals because it forms part of our training procedure.
- We can even supply you with the necessary **brushware** (color-coded cloths for different areas, brushes, brooms, mops etc.) and **equipment** (light industrial vacuum cleaner – very cost effective, durable and maintainable.)

We trust that these few steps will assist you do develop a professional cleaning system and procedure for your domestic environment. You are welcome to [contact](#) our franchisees for assistance – remember we are only a phone call away.

Look out for our **Bonus Step** next time that will give you **5 Money Saver Tips** by using our **Professional Cleaning System**.

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## Bonus Step – 5 Money Saver Tips

Having a professional cleaning system in your house, by using either a domestic cleaning company or by developing it yourself with the assistance of our [previous 5 steps](#), will cause and bring about your household to **save money** in the following ways:

- **Money Saver Tip 1:** You can reduce your labour cost for cleaning in one of two ways:
  - **Reducing the amount of days** – by implementing the cleaning system that we introduced to you can reduce the days from 5 days per week to 3 days per week.
  - **Reducing hours per day** – if you are currently paying for 8 hours per day, you can reduce it to a minimum of 6 hours per day.
- **Money Saver Tip 2:** Buy your chemicals from a cleaning company and not from a retail store. The chemicals will be more cost-effective as well as tailor-made for specific cleaning applications. You can order a **monthly cleaning kit** from a cleaning company. By doing this you will **refill your chemicals dispensers** monthly which will also reduce the cost and is more **environmental friendly**.
- **Money Saver Tip 3: Maintenance** on your equipment like **vacuum cleaners** and irons can **extend the life expectancy** of you equipment tremendously. Make sure to clean and replace your vacuum cleaner's filters regularly and use clean water in your iron.
- **Money Saver Tip 4:** Ensure that you use a thorough **selection and recruitment** process when you appoint a Domestic Assistant. On average, **interview about 20** candidates, create a **shortlist of 5** for practical testing and training, and then choose your **final candidate**.
- **Money Saver Tip 5:** Initial training of your Domestic Help is of utmost importance. Make sure you include **theoretical training, practical training** and then **on-the-job training**. This is especially important if you follow the cleaning system that we introduced to you over the last few weeks.



Thank you for your precious time over the last few weeks. We trust you and your household **benefitted immensely** and that your house will be operating on a **new hygienic level** from now on. Remember Skitterblink is just a phone call away – you can [contact](#) our franchisees directly from our [website](#).

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