



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

CLEANING SERVICES AND INTERPERSONAL SKILLS

This skills programme will enable the learner to gain the knowledge, skills, attitudes and values required to provide an excellent cleaning service. The learner is further equipped with interpersonal skills such as communication and conflict management skills for improved customer service delivery.

This programme has been designed and developed by Pro-Active College.

Benefits:

The benefits of this skills programme include:

- improved service delivery to clients;
- improved communication, conflict management, stress management and time management skills;
- being skilled and having knowledge of the ways to properly clean various surfaces, restrooms and small kitchens using correct chemicals and procedures;
- correct care and maintenance of office furniture and other assets to ensure value is maintained and the lifespan is extended;
- being skilled and having knowledge of the waste disposal process;
- establishing a clean and sanitary working environment; and
- increased productivity among employees due to working in a sanitary environment which improves morale.

TARGET GROUP

This skills programme is designed for the public and private sector and is aimed at:

- employees in the cleaning services echelon.

ABOUT US

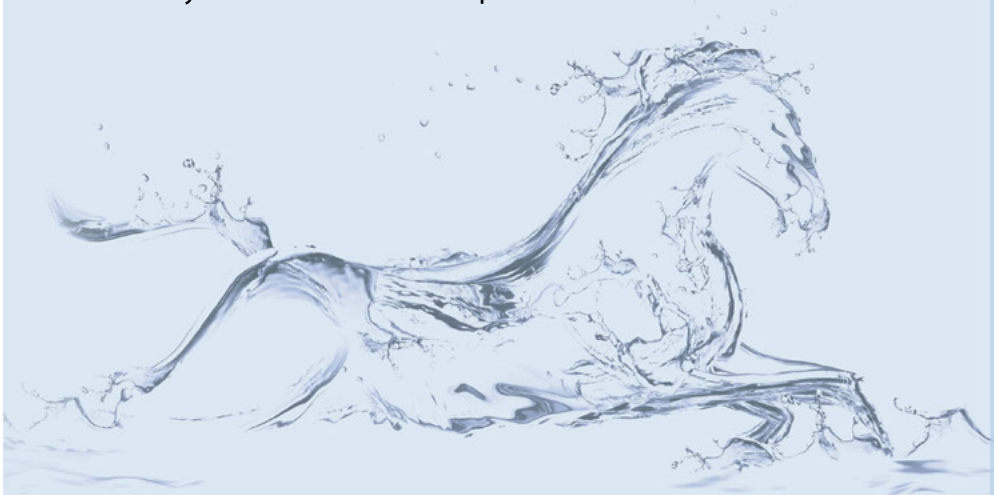
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- identify customers and understand excellent customer service;
- manage time and stress effectively;
- communicate effectively;
- manage conflict;
- clean a variety of surfaces following appropriate procedures;
- dispose of refuse;
- vacuum and clean dry surfaces;
- clean windows, window frames and blinds;
- maintain restrooms and bathrooms so that they are clean and neat;
- clean small kitchens; and
- understand the waste management process.

DURATION

Four day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in this skills programme the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

Consisting of a classroom test on which the facilitator will give feedback.

Programme Outline

Learning Unit One Interpersonal Skills

- Identify who the customer is and what excellent customer service is
- Identify the causes of conflict and have the ability to control and manage it
- Improve communication skills, listening skills and body language
- Time management - ability to use time effectively and efficiently
- Stress management - identify what causes stress and how to control the situation
- Professional conduct

Learning Unit Two Surfaces, Soilage, Chemicals and Cleaning Procedures

- Identify the components and principles of cleaning
- Identify surfaces, soilage and chemicals in the cleaning process
- Types of cleaning procedures
- Principles of cleaning
- Identify above the floor surfaces and cleaning procedures

Learning Unit Three Clean Windows, Frames and Glass Panels

- Prepare for window cleaning i.e. chemicals and equipment
- Clean windows and window frames
- Cleaning of blinds
- Perform end of task procedures e.g. storing equipment

Learning Unit Four Cleaning Procedures

- Cleaning cornices, pelmets, walls and skirting boards, including the corners of the room
- Cleaning of shutters and blinds
- Cleaning of mirrors and picture frames hanging against the walls
- Cleaning procedures of walls
- Cleaning of doors, door handles and filing cabinets
- Polish furniture – tables, desks and chairs
- Identify soft and upholstered surfaces and cleaning procedures
- Identify floor surfaces and the chemicals and equipment applicable to the cleaning thereof

Learning Unit Five Vacuum and Clean Dry Surfaces

- Prepare vacuum cleaning equipment and accessories
- Prepare to vacuum a dry surface according to the correct methods
- Perform end of task procedures i.e. storing equipment correctly

Learning Unit Six Clean and Maintain Restrooms and Bathrooms

- Prepare for restrooms and bathroom cleaning
- Determine the condition of a restroom or bathroom
- Clean a basin, bath, bidet and shower
- Perform end of task procedures e.g. storing equipment and cleaning material

Learning Unit Seven Clean Small Kitchens, Kitchenettes and Tea Kitchens

- Prepare for cleaning
- Clean cutlery and crockery
- Clean food preparation equipment and surfaces
- Clean hand contact surfaces
- Clean appliances
- Perform end of task procedures for cleaning kitchens

Learning Unit Eight Waste Management

- What is waste
- Types of waste
- The waste management hierarchy - reduce; re-use; recycle; create energy and dispose