

# ST. MARY'S COUNTY PUBLIC SCHOOLS

## Department of Operations

### Team Cleaning Overview

#### *What is Team Cleaning?*

- In Team Cleaning individuals are specialists. Each member is responsible for a specific duty rather than performing the dusting, vacuuming removal of trash, and restroom cleaning within a given area or zone. The size of a team is determined by a building, but there are three primary specialists.
- Who are the specialists in a team? What are their responsibilities?
  - Trash and Preparation Specialist:
    - ✓ Empty the trash and recycling bins, set bagged trash at door and install new bag in can
    - ✓ Arrange furniture for vacuum and swipe/wipe
    - ✓ Walk 4 corners and pick up bulk trash and objects in floor
    - ✓ Possible Addition: arrange blinds for vacuum
  - Vacuum Specialist:
    - ✓ Vacuums carpet and tiled floors (including corners) and any other identified areas/surfaces
    - ✓ Check the trash
    - ✓ Turns out the lights
    - ✓ Secures the area
  - Restroom Specialist:
    - ✓ Fills dispensers
    - ✓ Cleans and sanitizes fixtures, floors, and drinking fountains
    - ✓ Cleans mirrors
    - ✓ Mops floors

### *What is the biggest advantage of Team Cleaning?*

- Fewer people and less equipment
- To zone clean an eight-story building each janitor works a 12,000 square foot floor in a four hour shift. He performs every cleaning task. The outcome is eight people, eight vacuums, eight trash barrels, and eight restroom carts are needed for the entire building.
- In the same building using a team system with backpack vacuums, there are six specialists. One pair comprised of a light-duty specialist is assigned to floors 1-4, while an identical pair to floors 5-8. A restroom specialist and a utility specialist work throughout the entire building. The outcome with a team is six people; two vacuums, two trash barrels and one restroom cart are needed.

### *What are some of the other advantages of Team Cleaning?*

- Supervising a team is less time consuming, because each floor is cleaned by a different person, a supervisor checking a zone-cleaned building must look at each floor to determine the overall quality. To check the team-clean building, the supervisor spot check two floors and a couple restrooms and he can judge the overall quality.
- Training team members is less complicated and time consuming. If a person is absent for zone cleaning, a supervisor must teach the new person several tasks. To train a new team member a supervisor demonstrates just one task.
- With a team there is a double-check system for the number one customer complaint. Forgetting to empty the trash is generally the number one client complaint. With a team there is a double check system, because the vacuum specialist follows the trash/prep duty specialist, they enter a room and immediately walk to the trash can, check it, and begin vacuuming from that point.
- Energy is saved by cleaning buildings with teams. As a team completes an area, the lights are turned out. Only specific areas of the building are lighted.
- Individuals in a team have a thorough knowledge of their functions and responsibilities. As the cleaning industry becomes more complex and issues such as recycling are addressed, it's important that employee job descriptions are well defined. With teams this is far more possible than with zones.

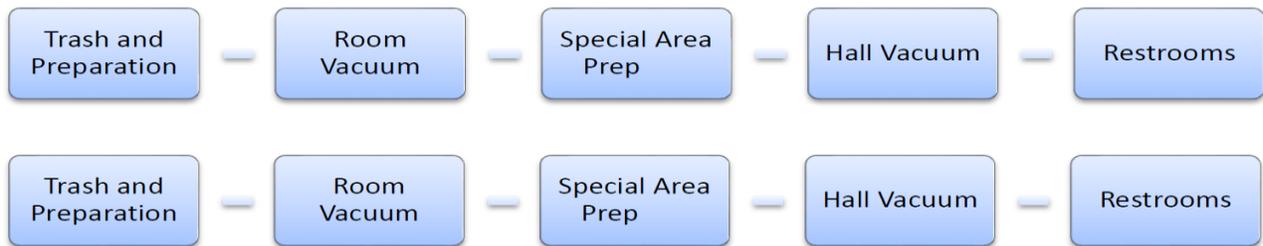
## How is Team Cleaning work loaded?

- Scheduling teams is based on a building's size, the layout and any special needs. A team is comprised of a combination of trash/prep, vacuum, and restroom specialists.

Here are examples of various team formations based on the number of staff:

### Team Cleaning Crews

#### High School Crew (2 teams):



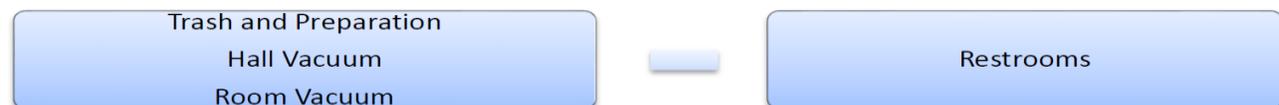
#### 4 Or More Person Crew:



#### 3 Person Crew:



#### 2 Person Crew (Example 1):



#### 2 Person Crew (Example 2) uses 2 vacuums:



#### 1 Person Crew:



### *Additional Tips for Team Cleaning*

- Security for outside door: Eliminate the problem of exterior doors being left unlocked, especially in smaller buildings, by teaching the following procedure: 1) lock the door and shake it, 2) take two steps away from the building, 3) turn back around, walk to the door and shake it again. If you, your supervisors, and your employees follow this procedure, exterior doors will never be mistakenly left unlocked.
- Security for interior doors: A door dot system uses small dots placed on the door casing. If the door is to remain locked, including while a team member is cleaning inside, use a red dot. For doors to be closed, but not to be locked after the specialist is finished, use a green dot. If a white dot or no dot is present, the door remains as it was originally found.
- Scheduling with cores: Selecting a core to be thoroughly cleaned one day a week works better than scheduling a floor. If a light duty specialist is detail cleaning an entire floor, the vacuum specialist will catch up to her and his work is slowed up. Using cores also helps determine the traffic pattern and gives some consistency to every building and each floor.
- Overcoming customer objections: Demonstrate the superiority of suction vacuuming by going over Host carpet cleaner with both an upright and a backpack vacuum. There is no comparison. The suction vacuum picks up the Host cleaner much faster while the upright throws it around. Slap an upholstered chair and your client will see that they are sinks for dust. This creates more daily dusting. But, with suction vacuuming the upholstery can be cleaned faster and more often.
- Give the specialists a window of time to work: Save energy and cool or heat a building by correctly managing the lights within a building. During the summer months, for example, the lights can go off at the designated time. Then as the specialists work they can turn on the lights when entering an area. If the building's lights are computerized, lights can go on automatically as the specialists are scheduled to enter an area.

## *Operations Assignment Menu Card*

Each team has a daily Assignment Menu card or sheet that describes the assigned work for the day, assigned by the Building Service Manager

The “Daily” section of the menu sheet refers to the team-cleaning assignment for the day. Each building is divided into various sections, as shown on the menu sheet. The Building Service Worker’s team cleaning assignment for each section will be documented on the menu sheet, and will vary depending on the section of the building and number of team members.

Since team-cleaning the building does not take up the entire work shift, other tasks will generally be assigned as well. “Detail” cleaning tasks will be assigned to each employee. These will be identified on the menu sheet. With any remaining time on shift, the Building Service Manager may assign Preventative Maintenance (PM) tasks. These can be found on the bottom portion of the menu sheet and can also be assigned by writing in the “notes” section of the menu sheet.