
Efficient Dusting and Polishing

SETUP CHECKLIST:

Before going into the home, make sure your cleaning tray is stocked as follows:

- 1 Spray bottle of APC _____
- 1 Spray bottle of GC _____
- 1 Bottle of furniture polish _____
- 10 Cleaning cloths _____
- 1 16" feather duster _____
- 1 Whisk broom _____
- 1 Dusting cloth _____
- 1 Lint brush (optional) _____
- 1 Scraper _____
- 1 Professional toothbrush _____
- 1 Razorblade holder and extra blades _____
- 1 Air freshener _____

Also hand carry in:

- 1 Extension duster (unless you know it won't be needed) _____

Once into the home, tie your apron tightly around your waste and stock it as follows:

- 1 Scraper _____
- 6 Cleaning cloths _____
- 1 Toothbrush _____
- 1 Razorblade holder (with a sharp blade) _____
- 1 Tighten the spray caps on your GC and APC spray bottles and place them in their appropriate loops (APC in the right loop; GC in the left loop) _____
- 1 Dusting cloth _____
- 1 Container of furniture polish _____
- 1 Polishing cloth _____

Then:

- (a) Place your feather duster in one back pocket and your whisk in the other _____
- (b) Place your carryall tray beside the entryway door to the first room you're going to clean (normally the living room) _____

Cardinal Rules

- (1) **ALWAYS** wear your apron
- (2) **ALWAYS** place your cleaning tray and extension duster (inside and to the right of the door of the first room you're going to clean (normally the living room))
- (3) **ALWAYS** put your APC in the right apron loop and your GC in the left apron loop
- (4) **NEVER** set your APC or GC spray bottles down anywhere
- (5) **ALWAYS** clean from top-to-bottom, back-to-front, left to right around the room
- (6) **ONCE** around the room to dust and polish (twice if an extension duster is used)

YOUR FEATHER DUSTER IS A GOOD FRIEND ~ WHEN USED PROPERLY

Your feather duster does an effective job in an efficient manner when it is properly used. Improperly used, it can throw a lot of dust into the air (which settles down on everything after you've cleaned it). This can be the cause of customer complaints. However, using a dusting cloth to clean when a feather duster will do will make the job take much longer. Used properly, a feather duster will move dust from wherever it was to the floor, where it will be vacuumed away later.

Most dusting motions are fast, steady motions over the surface being dusted ~ a picture frame, for example. At the end of the dusting motion (i.e., at the end of the picture

frame), bring the duster to a dead stop. Don't let the feathers flip into the air at the end of the stroke, thereby allowing dust to fly into the air.

By coming to a dead stop at the end of each stroke, you give the dust a chance to cling to the feathers.

To remove the accumulated dust from the feathers, occasionally tap the feather duster lightly against your ankle near the floor.

There are times when using a feather duster won't get the job done. It's important to learn when it's best to use a cleaning cloth or dusting cloth instead.

MANAGING YOUR CLEANING CLOTHS

As you spray and wipe your way around the room, carry the drier cleaning cloth over your shoulder so it's easy to reach. When the cloth gets too damp for streakless cleaning (mirrors, picture glass, glass table tops, etc.) but is still usable for wiping, rotate it to an apron pocket and sling a new dry cloth (from your apron) over your shoulder.

Use the damp cloth for wetter cleaning jobs, such

as fingerprints, spots on the floor, and window sills. When this cloth in turn gets too damp or dirty and is no longer usable even for wiping, store it out of the way in an apron pocket, sling a fresh, dry cloth over your shoulder and begin using the fresher damp cloth for wiping. Repeat this process as needed.

YOUR STARTING POINT

Your starting point will be to the right of the doorway inside the first room you intend to clean, normally the living room.

FIRST TIME CLEANINGS OFTEN REQUIRE "ONCE-AROUND" VACUUMING FIRST

Before going through the following routines in any room on a first time cleaning, you need to check for extraordinary accumulations of dust and dirt in each room. The accumulation of dust and dirt may be well beyond the capacity of your feather duster. Furthermore, you don't want to make extra work for yourself by spreading dust into the air and onto other surfaces.

Generally, you should first vacuum everything to remove the heavy build-up of dust. Even if you're going to wash woodwork or windows, you should vacuum first to avoid making "mud", which is even messier to clean up. It's far more time-consuming to try and get wet dirt out of corners and other areas than it is to vacuum it when it's still dry dust.

On a first time cleaning, it is a good idea to make one initial trip around the room with your vacuum, starting high with the dusting brush attachment at the end of the vacuum wand to reach cobwebs, and then vacuuming all the way to the floor molding. You can (carefully) vacuum pictures and small objects as you encounter them.

Vacuum everything (as needed) and check the bag regularly as it may fill up several times.

COBWEBS, FINGERPRINTS, AND WALL MARKS

1. From your starting point (*to the right of the doorway inside the first room you're cleaning*), and each time you move to the right, look up toward the ceiling for cobwebs. Reach up with your feather duster and knock them down. If they're out of reach, use your extension duster. While you're holding your extension duster, make a quick tour of the room as it's too time-consuming to keep backtracking to retrieve and return it over and over.
2. Dust the woodwork, baseboards, floors and door trim with your feather duster. Spray and wipe fingerprints around the door knob and doorway using APC and a cleaning cloth. While you're there, clean the light switch near the door (using APC and your cleaning cloth or your toothbrush if necessary).
3. As you dust around the room, check the walls for marks and fingerprints. Look all the way down to the floor in front of you to check for dried-up spills that need to be wiped away.

PICTURES AND MIRRORS

REGULAR VISIT:

1. Test for degree of cleanliness by running your (clean) dry finger over the glass. If it feels grainy or sticky, it's time to clean it according to the instructions to the right under "FIRST TIME VISIT."
2. Once a picture, frame or mirror is clean, it won't need cleaning again for weeks, or even months. However, you should **run your feather duster along the top of the frame every visit**, and occasionally across the glass itself.

FIRST TIME VISIT:

1. Stabilize the picture or mirror by holding the frame with one hand. Spray GC onto the cleaning cloth and wipe onto glass.
2. While still holding the frame, wipe the glass dry with a cleaning cloth using your other hand. Check for dirt and streaks by glancing at the glass from different side-to-side angles (not by looking directly into the picture or mirror head on).
3. Wipe the frame down with your damp cleaning cloth.

COFFEE AND END TABLES

REGULAR VISIT:

1. First, dust items sitting on the table, such as a lamp (using your feather duster to dust the base, lamp shade, and bulb) or other objects.
2. The surface of coffee and end tables is seldom used, so polishing is required only infrequently. If necessary, polish the table (as described in 2. on the right); otherwise use your feather duster or a polishing cloth (without extra polish on it) on end/coffee tables. Any glass surfaces need to be cleaned with GC and a cleaning cloth.
3. If the table is on a wood floor, use your feather duster to clean the floor around the legs and underneath it. If this furniture is on a carpet, use your whisk broom instead of your feather duster.

CAUTION: Use both hands to move things on any table. Do not slide anything across the surface of tables as you may scratch the surface.

FIRST TIME VISIT:

1. On a first time cleaning you will often go over coffee and end tables first using the vacuum to remove heavier dust. Use the vacuum and the dusting brush attachment to lightly go over lamp shades, lamp bases, and other objects on the table.
2. On your first visit, coffee and end tables are normally polished using a thin, even coat of furniture polish, then wiping immediately using your polishing cloth. Wipe in the direction of the wood grain. Your dusting cloth should be folded into an area about the size of your hand. When the polish is almost finished drying, turn your polishing cloth over (to the dry side) and buff the finish to a shine. Finally, check for streaks and missed spots. (Any glass surfaces need to be cleaned with GC and a cleaning cloth.)

3. Same as 3. on left.

CAUTION: Same as on left.

MIRROR TOP BUFFET (BAR)

REGULAR VISIT:

1. Move liquor bottles (and anything else) to the right side and spray and wipe the vacated area using GC and your cleaning cloth.
2. As you return the bottles to the left side, spray them with GC and wipe them with your cleaning cloth.
3. Deposit cigarette butts and other trash into your apron "trash pocket". Clean the other side of the mirror and continue.
4. Use your feather duster or whisk to clean around the legs.

FIRST TIME VISIT:

1. Same. Except on the first visit you should polish any wood surfaces with furniture polish, any non-wood (and non-glass) structure with APC and a cleaning cloth.
2. Same.
3. Same.
4. Same as 4. on left.

SOFA AND CHAIRS

REGULAR VISIT:

1. **IF THE SOFA AND CHAIRS DON'T NEED VACUUMING** (*which may occasionally be the case*), use your whisk to whisk the back and arms, and to clean from top down, as needed.
2. Lift up the cushions. Again, if there is no need to vacuum here, tilt the cushions up and use your whisk to take a quick swipe. **IF THIS AREA REQUIRES VACUUMING, LEAVE ONE CUSHION OVERLAPPING ANOTHER TO SIGNAL THE VACUUM PERSON.**
3. **IF THE ENTIRE SOFA OR CHAIR NEEDS VACUUMING**, STAND ON ONE CUSHION STRAIGHT UP TO SIGNAL THE VACUUM PERSON.
4. **TO SIGNAL THE VACUUM PERSON THAT S/HE NEEDS TO CLEAN UNDER THE CUSHION**, MOVE ONE CORNER FORWARD.

NOTE: For leather or Naugahyde furnishings, see column at right.

FIRST TIME VISIT:

On a first-time visit, fabric-upholstered sofas and chairs need to be thoroughly vacuumed (see Vacuuming Handout). Therefore, **they would not be tackled during the dusting process.**

If the sofa or chairs are leather or Naugahyde, they would be looked after at this step as follows:

1. Use your whisk to whisk leather (or Naugahyde) sofas and chairs.
2. Use your toothbrush to clean dirty crevices, including areas where piping meets the fabric.

TIP: *If you keep your whisk in one hand while using your toothbrush, you can quickly whisk away particles that are being dislodged by the toothbrush.*

BOOKSHELVES

REGULAR VISIT:

1. Use your feather duster to dust above the books (if there is room).
2. Dust exposed edges of the shelves (and bookends, if applicable) using long, sweeping jiggly motions with your feather duster (remembering to remove the dust from your duster periodically by tapping it against your ankle).
3. Dust very ornate objects (e.g. candlesticks) with short, jiggly motions of the feather duster in order to get the feathers into all the little places.

FIRST TIME VISIT:

1. On a first time cleaning, check the instructions to see if the shelves are to be thoroughly cleaned.
2. If so instructed to thoroughly clean entire shelf areas, carefully remove items from the top shelf and place them on the floor in the same proximate position they were on the shelf (unless there is enough room to move them to one side of the shelf, clean that area, and then dust the items as your return and move them to the cleaned side of the shelf).

**DINING ROOM
TABLE,
CHAIRS
AND
HUTCH**

REGULAR VISIT:

- 1A. In most instances, you will polish the dining room table on each visit. Move table-top objects to one side, polish half the table (and the chairs on this side), wipe objects, move them to the other side, and polish the other side (including the chairs).
- B. If the dining room table has not been used since your last visit (no smudges, fingerprints or other tell-tale signs of use), dust the surface of the table with your feather duster or a polishing cloth (without polish). Move any objects on the table to one side, dust the cleared off area, then lightly dust each object as you return it to its original position.
2. Using your whisk, brush the seats of the dining room chairs. Dust the backs and legs with your feather duster or your dusting cloth.
3. While you're down dusting the chair legs, use your feather duster or whisk to remove dust rings around the table legs and the floor. Also, check the pedestal or cross beams of the table to see if they need dusting too.
4. Leave the chairs away from the table to make it easier to maneuver when vacuuming.

Dust the hutch, polishing it only if you've polished the dining room table. Use GC and your cleaning cloth to clean any glass portions. Use your feather duster or whisk to clean around the floor area at the base of the hutch.

FIRST VISIT:

1. Move table-top objects to one side, polish half the table (and the chairs on this side), wipe objects, move them to the other side, and polish the other side (including the chairs).
2. Using your whisk, brush the seats of the dining room chairs. Polish the backs and legs.
3. While you're down polishing the chair legs, use your feather duster or whisk to remove dust rings around the table legs and the floor. Also, polish the pedestal and remove any dust from the cross beams using a damp cleaning cloth.
4. Leave the chairs away from the table to make it easier to maneuver when vacuuming.
5. Polish the hutch. Use GC and your cleaning cloth to clean any glass portions. Use your feather duster or whisk to clean around the floor area at the base of the hutch.

TELEPHONES

REGULAR VISIT:

Clean it with an "as is" dusting cloth. If particularly dirty, clean it as described at right. Replace the hand set with dusting cloth to avoid leaving new fingerprints.

FIRST TIME VISIT:

Spray GC onto a cloth and wipe. Use your toothbrush to dislodge dirt from crevices. Wipe and replace the hand set with dusting cloth to avoid leaving new fingerprints.

PLANTS

1. Dust plants from top to bottom using your feather duster. On broad leaf plants, support the leaf with one hand while you dust with the other in order to avoid breaking the stem.
2. Pick up dead leaves which might plug up the vacuum, placing them in an apron pocket.
3. If the plant is too heavy or cumbersome to move it easily, use your whisk to clean around the base and behind the plant.

DRAPES AND WINDOW FRAMES

REGULAR VISIT:

1. Dust the top of the drapes and the curtain rod with your feather duster to remove cobwebs, as well as dust.
2. Working from top to bottom, dust the window frames. **DO NOT USE A FEATHER DUSTER ON WET WINDOWS.** (In the winter, you'll have to wipe with a cloth because of moisture on the windows and window frames.)
3. Dust the window sills. (Use a cloth when the sills are wet or damp).

FIRST TIME VISIT:

1. Before cleaning around windows on a first-time cleaning, the area should first be vacuumed to remove dirt which will otherwise turn into mud when you try to clean dirty window sills.
2. On a first-time cleaning, you may be asked to wash the windows (at least on the inside). Check instructions. (SEE YOUR WINDOW CLEANING HAND OUT FOR GUIDANCE IN WASHING WINDOWS.)
3. Dust the top of the drapes and the curtain rod with your feather duster to remove cobwebs.
4. Working from top to bottom, clean the window frames with a cleaning cloth and APC.
5. Use your cleaning cloth and APC to clean the window sills..

BLINDS

REGULAR VISIT:

1. Lower them to their full length and turn the slats to the closed position so the blind curves away from you.
2. Pull them away from the window so you can clean behind them with your feather duster, dusting left to right, stroking in a slow speed.
3. Then, turn the slats so the blind curves toward you and dust the front the same way.

FIRST TIME VISIT:

NOTE: Properly cleaning venetian blinds which haven't been cleaned for a year or two requires specialized cleaning. Your franchise owner will normally recommend that the client have them cleaned by a blind cleaning service who specializes in this area. Otherwise, the only way to properly clean very dirty blinds is to take them down and clean the slats one by one, a very time-consuming process.

TV VCR AND STEREO

REGULAR VISIT:

1. Dust these electronics with your feather duster (and periodically, you'll need to use a cleaning cloth instead).
2. Spray APC on your cleaning cloth to remove smudges and fingerprints.
3. Use GC and a cleaning cloth on the picture tube (*except for large, front or rear screen projection TV screens, which should only be dusted carefully with the feather duster, or cleaned in accordance with manufacturer's directions*).

FIRST TIME VISIT:

1. In most cases, on a first time cleaning you will need to use your cleaning cloth to clean the TV, VCR and stereo.
2. Pay special attention to smudges and fingerprints.
3. Same as 3. on the left.

NOTE: DO NOT SPRAY CLEANER DIRECTLY ON TO FACE OF VCR, WHICH MAY CAUSE DAMAGE TO THE INTERNAL ELECTRONICS.

DESKS

1. Treat any desk you encounter similarly to maintenance of coffee and end tables (but clean only "open" areas on the desk, without moving papers on it).
2. Use your whisk to brush out areas on the carpet where the legs (or back partition) is nearest the wall, since the vacuum usually won't be able to fit into this tight area.
3. Set trash cans near the doorway.

ROTATION CLEANING

As the duster, you have the responsibility of deciding what things are to be cleaned on a "rotation" basis, that is, at certain cleaning visit frequencies only. For example, if a home has mini-blinds in several rooms, you don't dust blinds in every room on every visit. Determine which rooms blinds will be dusted in on which visit (and write this information down in the Room Control Book).

Another example is moldings -- do some on each visit. Likewise, you don't need to move beds or the sofa on each visit, and NEVER BY YOURSELF. On the other hand, you don't want the client checking these areas and finding that you've never dusted or vacuumed behind or beneath them, either.

There are things that can make a room LOOK CLEANER. Plump up the pillows on the couch, for example. Push room chairs lined up evenly around the

VISUALS

table; pictures hanging straight; magazines neatly arranged on the coffee table; towels hung neatly and uniformly in the bathrooms -- to illustrate a few examples.

THINGS OFTEN OVERLOOKED BY DUSTERS

- Window sills and molding on window panes
- Baseboards
- Chandelier chains
- Hanging light fixtures
- Bulbs in table lamps
- Lamp shades, both inside and outside
- Telephones
- Plants
- Backs of chairs
- Curved feet of chairs
- Curved feet of tables
- Table crossbeams
- Heater/exhaust vents
- Tops of drawers
- Tops of bookshelves
- Bottom shelves of end tables and coffee tables
- Top of drapes
- Curtain rods
- Louvered shutters
- TV picture tube
- Areas around electric cords that trap dust