

The Galleon Centre

Cleaning



N.O.P



99 Titchfield Street
Kilmarnock KA1 1QY

Telephone (01563) 524014
Fax (01563) 572395

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1. INTRODUCTION

On entering any public leisure complex which has a high throughput of customers, one of the first points to be noted by most individuals is the levels of cleanliness and general condition of the facility.

More often than not customer comments normally reflect how poorly they view the surrounding area rather than how well it looks. The Galleon Centre is no different from any other leisure complex. When our customers enter the Reception area they will immediately form an opinion of our level of service by what they see. If there is litter lying around or the floor is sticky with spilled juice they are normally quick to criticise and pass negative comments to friends and other customers.

If however, our facility is clean and fresh and standards are fairly high then there will almost always never be any positive comments made. This is because customers expect to see a clean facility and they expect a certain standard to be maintained. For a customer to make a positive comment on the cleanliness of an area they have to be overly impressed. This is the standard that must be aimed for on a daily basis. The facility should be so clean and in such a condition that the customer feels comfortable and impressed that we can maintain a continual high standard.

To achieve these standards all members of staff must be aware of the important role they have within the Centre. Cleaners must always take pride in all duties they perform no matter how small or insignificant they may seem to be.

This Normal Operating Procedure will outline the Cleaners role within the Centre and the duties which must be performed on a daily basis. It will act as a guide and a point of reference for the present Cleaners but also more importantly for new members of staff. Unforeseen or unusual circumstances will obviously require changes to be made.

Appendix 2 Cleaning Standards

To ensure the quality of work is of a standard which meets, and exceeds, customer expectations the following instructions must be adhered to.

- 2.1 **Brush** - Use a brush appropriate to the surface.
- 2.2 **Dry Vacuum** - Removal of dust and debris from a floor surface using a vacuum cleaner. Empty dust bag and/or files as and when necessary. Report any impregnated carpet stains that do not respond to treatment to the Duty Manager.
- 2.3 **Wet Vacuum** - Removal of all fluids including any cleaning chemicals from a floor surface using an electrical suction cleaner. The machine must be emptied of all fluid and rinsed out after use.
- 2.4 **Mop** - Position warning signs. Mop hard floor area by passing a mop which has been immersed in cleaning fluid and water over the floor area to remove all adherent debris. Ensure warning signs are removed when floor is dry or inform Senior Centre Attendant to remove them when floor dries.
- 2.5 **Manual Scrub - Floors** - Position warning signs as appropriate. Using a deck scrubber and the designated chemical, scrub floor to remove adherent debris. Hose down to remove all traces of chemicals and brush water to relevant drains using bristle brush or squeegee blade. Remove all sand/debris from drains.
- 2.6 **Machine Scrub - Floors, Deep Clean** - Position warning signs as appropriate. Prepare scrubbing machine. Attach designated scrubbing head - if machine has attachment to hold chemicals - apply the designated chemical. Otherwise sprinkle chemical manually with watering can onto floor area. Move machine over floor to remove adherent debris/marks. Hose down to remove all traces of chemicals and brush water to relevant drains (using bristle brush/squeegee). Remove all sand/debris from drains. Use wet vac as required.
- 2.7 **Buff - Floors** - Position warning signs as appropriate. Prepare machine, attach buffing pad (polish may be applied by spray cleaning - see 2.8). Move machine over floor applying an even spread of polish. Buff to consistent gloss finish.
- 2.8 **Spray Cleaning/Polishing** - Application of cleaning fluids/polish to a surface using a spray bottle.
- 2.9 **Wet Shampoo** - Cleaning of carpets using a wet shampoo machine. The carpet must be free of dust/debris. Machine floor. The carpet must be left free of cleaning chemical.

- 2.10 **Dry Shampoo** - Cleaning of carpets using a dry shampoo machine. The carpet must be free of dust/debris. Sprinkle the powder onto the carpet and scrub into the pile using the dry shampoo machine. Leave to stand for 10 minutes then vacuum using a dry vacuum machine.
- 2.11 **Degrease** - Remove all traces of body fat and grease from all surfaces using an alkaline based detergent as specified. Remove all traces of cleaning chemical and leave surface free from smudges/streaks.
- 2.12 **Descale** - Remove all traces of scale build up using an acid based detergent as specified. Remove all traces of cleaning chemical and leave surface free from smudges/streaks.
- 2.13 **Disinfect** - Use the designated chemical on surfaces to inhibit the growth and development of micro-organisms.
- 2.14 **Damp Wipe** - Remove dust, debris, cobwebs, grease and stains from a surface using a damp cloth or appropriate tool for high level surfaces and specified cleaning agent. Surfaces must be left free of any cleaning agent smudges and streaks.
- 2.15 **Dust** - Wipe over with a dry cloth to remove dust from all surfaces. Alternatively use feather duster or specified dusting brush.
- 2.16 **Polish** - Apply a coating of polish, buff manually using a dry cloth to enhance a gloss surface.
- 2.17 **Replenish** - Check and replace (as necessary) consumable items, i.e. toilet rolls, soap, hand towels, paper towels and disinfectant.
- 2.18 **Spot Clean** - Cleaning of localised areas as required to maintain the appearance and acceptable level of cleanliness without repeating the cleaning process for the whole area.
- 2.19 **Scrub - Walls, Pipes etc** - Using hand scrubbers or scouring pads and designated cleaning agent, remove all traces of grease, body fat, stains and adhesive residue. Hose or wipe down with clean cloth to remove all traces of cleaning agent. Walls, pipes etc. must be left clear of smudges/streaks.
- 2.20 **Squeegee** - Removal of liquid by hand operated squeegee (rubber) blade. Remove to drain.
- 2.21 **Mirrors** - Clean using specified cleaning agent, wipe dry leaving surface free of smudges/streaks.
- 2.22 **Bins** - Empty contents into black sack and dispose of to rubbish collection point. Wash lids and bins with germicidal detergent/disinfectant and where appropriate replace bin liner.

- 2.23 **WC's** - Flush cistern, clean inside of pan with descaler/disinfectant chemical using toilet brush to remove all stains/deposits and lime scale. Wipe/clean pedestal, cistern and accessible pipe work, seat and surrounds - wipe dry
- 2.24 **Urinals** - as 2.23 above.
- 2.25 **Basins** - Descale, degrease and damp wipe basins (inner and outer surfaces) surrounds, taps, soap dispensers and hand dryers. Rinse, wipe dry leaving surface free of smudges/streaks.
- 2.26 **Showers** - Remove all dirt/stains from walls/floors using designate chemicals, wash down walls/floors. Clean/polish pipe work, remove all debris from drains.
- 2.27 **Chewing Gum Removal** - Remove ALL chewing gum by spraying designated chemical onto affected area. Remove by scraping up ALL gum on surface affected.

3. DAILY PROCEDURES

3.1 Cleaner No: 1 (Toilets)

7.00am: Toilets starting at the female/male squash toilets

1. Male Squash Toilets
2. Female Squash Toilets
3. Function Suite Toilets
4. Administration Male
5. Administration Female
6. Female Wet
7. Male Wet
8. Disabled
9. Male Dry Toilets
10. Female Dry Toilets
11. Female Dry
12. Male Dry
13. Male Bonspiel toilets
14. Female Bonspiel Toilets
15. Disabled Bonspiel Toilets
16. Ice Hall Male
17. Ice Hall Female

Under normal circumstances all toilet areas should be completed by 12.00 noon.

Please check COSHH regulation sheets prior to using cleaning chemicals.

Between 15 minutes and 30 minutes should be spent on each toilet area and the ongoing process should be very similar.

- 1 Floor areas must be mopped including all wall skirting. The chemical to be used should be Crusader and diluted 20 to 1 or Biotek (Fresh).
- 2 Toilets and urinals should be sprayed liberally with Concentrated Toilet Descaler and scrubbed with a toilet brush.
- 3 Cubicles should be sprayed with Biotek Fresh and wiped down.
- 4 Wash hand basins and surrounds should be cleaned thoroughly with Biotek Fresh.
- 5 All mirrors should be cleaned with glass cleaner.
- 6 All other fixtures and fittings should be cleaned with Biotek Fresh, e.g. hand driers, etc.

When going between toilet areas it is important that various other duties are taken care of i.e.:

Damp Wipe all Bins
Dust Ledges
Clean Door Windows
Damp wipe all Fixtures and Fittings

The toilet areas and the above cleaning duties should be completed by 12.00 noon allowing for a 30 minute break between 11.00am – 11.30am.

12.00 noon – Cleaner No 1 should mop the front and rear stairs with Crusader or Biotek (Fresh).

12.30pm until Finish – Cleaner No1 should commence the weekly cleaning duties (see Appendix 1) and any other cleaning duties required.

3.2 Cleaner No: 2

7.00am: Brush floor starting at reception, cover all downstairs area including main corridor, Bowling corridor and front stairs. Remove all litter, chewing gum found on the floor.

Mop and buff all floor areas, see following schedule.

Mon, Wed, Fri

Activity Hall floor and skirting area mopped by 7.45am using Biotek Fresh
Downstairs main corridor mopped and spray buffed by 10.30am
Tea Break from 10.30am – 11.00am
Continue with weekly duties (see Appendix 1)

Tues, Thurs, Sun

Wet Changes (Female, Family & Male respectively) scrubbed with machine before 8.15am.
Downstairs corridors mopped for 8.45am
Downstairs main corridor spray buffed by 10.30am
Tea Break from 10.30am – 11.00am
Upstairs carpet area from Activity Hall to Excells hoovered by 11.30am
Continue with weekly duties (see Appendix 1)

The chemical to be used in the water for mopping the floor should be Crusader or Biotek Fresh, diluted 20 to 1. Please check COSHH Regulation Sheets prior to using chemicals. All equipment can be found in the Cleaners Store and any cleaning products and chemicals will be issued by the Senior Centre Attendant. When mopping floors, the water must be changed at regular intervals and 'Wet Floor' signs put in place to inform patrons of the slipping hazards.

On completion of the mopping process the floor must then be spray polished using the ultra high speed buffing machine. A one pint spray bottle diluted 40 to 1 with Crusader should be used to spray the floor. Please ensure that the 'Loose Cable' sign is on display to inform patrons of the tripping hazard.

All signs should be removed from public view when they are no longer required. If Cleaners are unable to do this prior to finishing e.g. floors still wet, please inform the Senior Centre Attendant who should have them removed at the first opportunity.

Any faults that are noticed by cleaners while they are going about their duties should be recorded on a repairs form (see appendix 2) and submitted to the Duty Manager at the earliest opportunity. Any faults relative to cleaners equipment which cannot be repaired by the maintenance department, should be reported to the original supplier. A full list of supplier can be found in appendix 3.

4. HOURS OF WORK

Cleaning staff will work on a 3 weekly rota and the total hours average is 31.5 per week.

- Total hours worked over 3 weeks equals 94½.
- Average hours per week equals 31½.

	WEEK 1	WEEK 2	WEEK 3
Monday	7.00am - 2.00pm 7	OFF	7.00am - 1.30pm 6½
Tuesday	OFF	7.00am - 2.00pm 7	7.00am - 1.30pm 6½
Wednesday	7.00am - 2.00pm 7	7.00am - 2.00pm 7	OFF
Thursday	7.00am - 2.00pm 7	7.00am - 2.00pm 7	OFF
Friday	7.00am - 2.00pm 7	OFF	7.00am - 1.30pm 6½
Saturday	OFF	7.00am - 1.30pm 6½	7.00am - 1.30pm 6½
Sunday	OFF	7.00am - 1.30pm 6½	7.00am - 1.30pm 6½
TOTAL	28	34	32½

5. THE CLEANERS ROLE

The role of a Cleaner in the Galleon Centre is fairly self explanatory by the title of the position.

As outlined in the Introduction of this Operating Manual the Galleon Centre should be so clean and in such a condition that the customer feels comfortable in it and impressed that we can maintain a continual high standard.

The whole facility must be in the condition that you would expect if you were a paying customer.

Cleaning staff should always ensure their own safety and the safety of others when going about their daily duties. Do not take unnecessary risks and always ensure any potential hazards are reported immediately.

Finally, it is every member of staffs duty to ensure the equipment and satisfaction of each customer using our Centre. Treat all customers as you would expect to be treated yourself and assist them in any way you can.

6. CHANGES TO PROCEDURES

Procedures for all operations in the Galleon Centre are continually being improved to keep up with the progress and development of the business. If any employee feels that changes in any of the procedures outlined at present would improve the operations please detail them on a Changes to Procedures Form (See Appendix 4) and then forward to the Duty Manager.

The Changes to Procedures Form can be obtained from the Duty Manager.

7. FIRST AID PROTOCOL

FIRST AID PROTOCOL

FIRST AIDER

- Holds a current First Aid Certificate issued by an organisation whose training is Health and Safety Executive approved. Employed by the Galleon Centre.

APPOINTED TEAM MEMBERS

- Holds current First Aid Certificate or Pool Lifeguard Qualification or Spinal Injury Certificate. Employed by the Galleon Centre.

AIMS AND PRIORITIES

- To preserve life.
- To prevent the casualties condition from worsening.
- To promote recovery.

RESPONSIBILITIES

- A **DUTY** to respond to an emergency while acting as a first aider.
- Using **SKILLS** that require professional training and updating.
- Ensuring **SAFETY** to yourself, the casualty and bystanders.
- Providing **EMERGENCY CARE** for the casualty.
- Summoning the **EMERGENCY SERVICES** when necessary.
- Involvement in organising and updating **EMERGENCY ACTION PLAN**.
- Keeping **RECORDS** and **REPORTS**.
- **MAINTAINING** and **RESTOCKING** first aid kits

Appendix I

REPAIRS FORM



TO BE COMPLETED BY MEMBER OF STAFF

Area: Machine No:

Machine Name: Date and Time Fault Recorded:

Nature of Fault

Health & Safety Issues:

Reported By: Duty Managers Signature:

TO BE COMPLETED BY DUTY MANAGER/MAINTENANCE

Reported to Maintenance: YES/NO

Engineer Required: YES/NO

Date and Time Fault Repaired:

If more than 5 days since report please state reason:

Brief description of problem and repairs attempted:

Maintenance Signature: Engineers Signature:

Duty Managers Signature:

PUB/GEN/FOMS/RAPAIRFORM
20.03.03

Appendix 2

Appendix 3

CLEANERS DUTIES		
DAY:		DATE:
TIME	TOILET AREAS	INITIAL WHEN COMPLETE
7.00am	Male Squash Change	
7.20am	Female Squash Change	
7.40am	Male Administration	
8.00am	Female Administration	
8.20am	Male Wet	
8.40am	Female Wet	
9.00am	Male Dry (Sauna Corridor)	
9.20am	Female Dry (Sauna Corridor)	
9.40am	Disabled	
10.00am	Male Ice Rink	
10.20am	Female Ice Rink	
10.40am	Break	
11.10am	Male Bonspiel	
11.30am	Female Bonspiel	
11.50am	Function Room	
12.10pm	Bonspiel Bar hoovered and windows & surrounds cleaned. Cordwainer Bar hoovered and windows & surrounds cleaned. All other areas as necessary.	

Between 15 minutes and 30 minutes should be spent on each toilet area and the ongoing process should be very similar.

1	Floor areas must be mopped including all wall skirting. The chemical to be used should be Biotek and diluted 20 to 1 (or Biotek Fresh)
2	Toilets and urinals should be sprayed liberally with Concentrated Toilet Descaler and scrubbed with a toilet brush.
3	Cubicles should be sprayed with Biotek Fresh and wiped down.
4	Wash hand basins and surrounds should be cleaned thoroughly with Biotek Fresh.
5	All mirrors should be cleaned with glass cleaner.
6	All other fixtures and fittings should be cleaned with Biotek Fresh, e.g. hand driers, etc.

DUTY MANAGERS SIGNATURE:	DATE

Appendix 4

CLEANERS DUTIES

DAY:

DATE:

TIME	CORRIDORS	INITIAL WHEN COMPLETE
7.00am	Brush reception area floor and squash court corridor floor.	
7.20am	Brush main corridor and sauna corridor floor.	
7.40am	Machine scrub reception floor and squash court corridor floor	
8.30am	Machine scrub main corridor and sauna corridor floor.	
9.30am	Downstairs dry changes brushed and mopped (or machined)	
10.00am	Break	
10.30am	Spray Buff all Corridor Floors. (Main, Sauna, Squash Courts)	
12 noon	Clean passenger lift inside and out. Clean chrome turnstyles at reception and glass on barriers.	
12.30pm till finish	All doors, windows and bowling hall windows including frames, bins and bin lids, offices, sports clinic, First Aid Room and any other areas necessary.	

DUTY MANAGERS SIGNATURE:

DATE

Appendix 5



**TOILET AREA
CLEANING SCHEDULE**

DATE:		TIME:	
TASK		INITIAL WHEN COMPLETED	
Ventilation grills (inlet and or extract) cleaned			
Toilets and urinals sprayed liberally with concentrated toilet descaler and scrubbed with a toilet brush. Ensure toilet rolls are available.			
Rims, seats and external parts of toilets and urinals cleaned thoroughly with toilet descaler			
Cubicles cleaned thoroughly with Biotek Fresh			
Tiled areas cleaned thoroughly with Biotek			
Sinks, taps and surrounds cleaned thoroughly with Biotek			
Mirrors cleaned with glass cleaner			
All other fixtures and fittings eg hand driers cleaned thoroughly with Biotek			
Floor area swept and mopped and all skirtings cleaned thoroughly with Biotek.			
DUTY MANAGERS SIGNATURE:		DATE:	

Appendix 6

Changes To Procedures

DEPARTMENT _____

SECTION _____

PRESENT PROCEDURE _____

PROPOSED PROCEDURE _____

NAME: _____

DATE: _____