Day cleaning etiquette for building occupants

Allowing cleaners into your space

- Allow cleaning staff time to clean your personal office space when they are in the area.
- If you are busy, please let the cleaner know when they can return and complete cleaning in your space within the timeframe they are in your area. If they cannot get to your space in the allocated time, your space will not be cleaned for another week. Remember that cleaning staff only need a few moments to clean the space on a weekly basis.

Communication

- Be friendly to the cleaning staff, but do not have long conversations with them or hold them up from the tasks that they have been allocated to complete.
- If the cleaner misses something in the normal scope of cleaning in our office or area such as emptying your bin or cleaning your desk, it is reasonable to ask them to clean them while they are still there. Otherwise contact clean@pf.uq.edu.au or your Cleaning Auditor and let them know what has been missed.

Extra cleaning requests/response cleans

- If you require extra cleaning to be completed, please send an email to clean@pf.uq.edu.au to request the work. Do not ask the cleaner to undertake any work outside the scope of ordinary cleaning. The cleaners are advised not to undertake any work without their supervisor’s permission. Check the Cleaning Scope of Works if you are unsure.
- If there is a spill or an urgent clean required in your area, you may request a cleaner to respond but please also email clean@pf.uq.edu.au and let us know that you have required a response clean and asked the cleaner to undertake the work. It is best if the cleaner completes the work in the immediate area they are working first and moves their equipment etc. out of the way before moving to the response task. You can also contact your Cleaning Auditor to request a response clean.

Day cleaning etiquette for cleaning staff

Appearance and demeanour

- Wear the correct uniform items, freshly laundered, and in good shape (not frayed, torn, etc.)
- Make sure hair is clean, neat, and tied back (if long).
- Wear minimal jewellery.
- Don’t eat anything while working (including chewing gum). Drinking (water only) is acceptable.
- Look like you want to do the work you are doing - smile!
- Be friendly to occupants (but don't have long conversations with them).
- Be very well mannered - say 'please', thank you', 'would you mind if ...'.
### Personal hygiene
- Shower or bathe before every shift, and use a subtle-smelling deodorant. Don’t wear strong-smelling deodorants or perfumes.
- Make sure nails are trimmed and clean.
- Wash uniforms after every shift.
- Use a tissue when coughing or sneezing, and wash hands directly afterwards.

### Interaction with occupants
- Don’t interrupt conversations of occupants. Respect the occupants’ privacy. Don’t listen to their phone conversations, read material left on desks or computer monitors, or try to organise messy desks.
- Knock on doors before entering offices, etc. that are occupied and ask whether it is convenient to clean. If not, determine a time when it is convenient to service the room.
- If getting into a lift, or going through a door, hold them open for occupants.
- Be respectful and friendly to everyone, and apologise immediately for any mistakes made.
- If occupants ask for a cleaning service to be done that is outside the scope, tell them that you’d be able to do it but must check with your Supervisor first.

### Health and safety
- Keep the cleaning trolleys and equipment clean and tidy. A messy trolley is an eyesore. Ensure trolleys are put away after use.
- Do not leave bags of rubbish unattended in any location - put them immediately into a wheelie bin. Ensure that wheelie bins that are used in buildings to collect rubbish are clean.
- Be mindful of potential trip and slip hazards in the cleaning work and eliminate them. Place adequate signage around wet floors, electrical leads, etc.
- Do not turn off any electrical equipment that belongs to the client.
- Do not take anything that has been thrown away by the client, or that is owned by the client. This includes food.

### Communication
- Keep mobile phones on either silent vibrate, or on a very low ring tone
- If the Supervisor or co-worker calls, have the conversation as far as possible away from the occupants
- Talk with your co-workers in a low voice - don’t shout
- Do not use mobile phones for personal communication while working - eg. Facebook, text messages. Do this in the breaks.