



Day Cleaning

Preparation, Benefits, and Challenges



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Preparation

Collaboration, Communication and Conflict Resolution

Without collaboration between the custodial manager and facility supervisor, solid communication channels in place, and a method for conflict resolution, day cleaning can be a public relations disaster. Facility supervisors must have a relationship with their tenants and involve them in the planning process.

- Communication with tenants prior to changes is mandatory. You must have buy-in from your tenants and their staff for a successful transition.
- Need to know tenant schedules, understanding of jobs they do and their day to day activities.
- Need to know areas that may not be accessible at certain times (i.e. call center area where there would be no vacuuming) and to build a schedule around the requirements for each tenant and their employees
- Need the ability to be flexible in the cleaning schedule and be prepared to reschedule
- Clear channels of communication must be laid out in advance to be able to deal with issues as they arise.



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Labor Force

Custodians must be trained to master the art of cleaning without disturbing the tenants.

The challenge with day cleaning is not how to clean during the day but how to change the culture so people accept it and it is done efficiently as possible. It is critical to have the correct staffing for day cleaning. Cleaning is a labor focused industry that is changed to a people oriented industry when it is done during the day. Supply additional training for custodians is imperative for a successful transition.

- Custodians must wait at a door to gain acknowledgement when someone is on the phone or to make sure the occupant sees them.
- Custodians must be empathetic and flexible when changes to their schedule occur
- Custodians must know how to handle the “wave-off”. Custodians are to attempt one more time-but not again.
- Custodians must know how to extricate themselves from situations where occupants take too much of their time.
- Custodians must take additional safety training so as not to put building occupants at risk (i.e. handling of cords, wet floors, proper signage, etc)

Environmentally Responsible

Day cleaning has an immediate direct effect on the building occupants. Technology and proper equipment should be utilized to help protect vulnerable populations, or those with allergies, asthma and other chemical sensitivities. Potentially affected individuals will require a direct channel to communicate their issues with the building manager.

- High level HEPA filtration vacuums with quiet operation modes.
- Backpack vacuums
- Green seal or environmentally friendly/low toxicity chemicals
- Waterless/low-water-use floor care equipment
- Microfiber mops, dusters and cleaning cloths





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Benefit's of Day Cleaning

Your primary advantage to day cleaning is the conservation of energy. In some cases day cleaning has shown to lessen utility expenses by 25 to 30 percent. Day cleaning can also be seen as a public relations opportunity. Positioning your facility as environmentally friendly is a positive for future tenants. There are other benefits to be realized as well.

- Cleaning can be easier when you can see during the day (i.e. smudges on windows)
- There is increased visibility of the cleaning staff by tenants
- Reduced tenant complaints
- Level of cleaning can rise because of the increased accountability
- Positive psychological component (cleaning becomes contagious)
- Increased visibility can improve relationships. Tenants feel that their facility is being routinely well cleaned

From the cleaner's point of view:

- Increase in wages and benefits
- Full-time positions
- Better quality of life (i.e. time with their family, better security)
- Little turnover



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Challenges of Day Cleaning

Day cleaning is not without its challenges and should be considered in the decision making process. Each facility will be affected differently based on current tenants and union status.

- Critical to have the right staff. Custodians need to be personable, approachable and have a presentable appearance. This can prove to be difficult in a union environment where seniority takes precedence
- Difficulty of scheduling around your current tenant needs
- Productivity issues due to rescheduling
- Increased liability risk; electrical cords, wet floors, slip and fall, sensitivities
- Inconvenience to employees caused by shut down of areas i.e. restrooms
- Noise level complaints
- The effect on vulnerable populations (asthma, chemical sensitivities, etc.)
- Additional cost of training, replacement of equipment /chemicals
- Increased cost of union benefits



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Alternatives to Consider

- Early morning hours
- Staggering custodial shifts
- Shift some of the custodial work to day so you shut the building down earlier
- Utilizing a Saturday crew
- Scheduling project and periodic work at night (i.e.: floor stripping, carpet cleaning)