



Our workshops are based on the approach: Show-Me/ Guide-Me demonstrations, and Let-Me-Try activities.

The course builds on the knowledge the students have gained in the theoretical eLearning course with **hands-on tasks** based on a variety of cleaning scenarios.

- The classroom points-based assessment, combined with the eLearning assessment ensures that both the students' knowledge and skills are evaluated.
- A certificate of achievement is awarded upon successful completion of both assessments.
- The course covers the risks and all necessary health and safety measures associated with performing cleaning tasks and procedures.

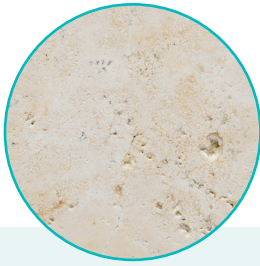
LEARNING OUTCOMES

At the end of this course, learners will be able to:

- ✓ Identify risks and associated precautions they need to take when cleaning to keep themselves and others safe.
- ✓ Identify the properties and care requirements of different types of surfaces and surface finishes.
- ✓ Clean and maintain surfaces and floors as efficiently and effectively as possible.
- ✓ Recognise the types of damage that can be caused to surfaces by incorrect or careless cleaning practices.
- ✓ Minimise the risk of causing costly damage to expensive surfaces.

Created for the luxury industry, this workshop was designed by professional instructional designers alongside industry experts.

LEARNING OBJECTIVES



SURFACES

Recognise the five most common surface categories and finishes.

Summarise the dos and don'ts of caring for the different surfaces and finishes.

Identify types of damage that you can cause to surfaces if you do not care for them correctly.



DIRT, SOILING & STAINS

Recognise different types of dirt, soiling and stains, and explain how to remove them.

Recognise when you need to engage an expert to remove a stain or repair a damage.



CLEANING TOOLS

Choose the most suitable cleaning tool/s (cloth, sponge or mop head), for a given task.

Choose the most suitable type of vacuum cleaner and vacuum cleaner head for a given floor-cleaning scenario.



CLEANING METHODS

Determine the most appropriate cleaning or mopping method to remove a given type of dirt or soiling from a given surface or floor type.

Summarize the dos and don'ts of vacuum cleaning and mopping.



CLEANING CHEMICALS

Choose the correct type of cleaning chemical for a given scenario.

Identify the safety precautions you must take when working with or storing cleaning chemicals.