

## Enhancing your facility with cleaning best practices

As facility managers are asked to do more with less, they're facing a real challenge: keeping spaces consistently clean without a negative impact on other duties. There needs to be a balance between facility needs, staffing resources, and visitor expectations when it comes to flooring upkeep.

A hasty traditional mopping from an employee at the end of their shift might introduce mildew in forgotten corners, or run a food-serving location afoul of health department standards. Multi-location businesses may struggle to produce the same levels of cleanliness and upkeep from facility to facility, giving visitors an inconsistent brand experience that could hurt future sales. **How can a business commit to a cleaning routine that keeps their floors looking enticing without the routine itself becoming an obstacle to operational efficiency?**

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### Three Key Decisions to Make

Facility managers have a small handful of decisions they'll need to make in order to keep their facility clean - not just in the short term, but for the long run. The first hurdle to clear is who will be doing the cleaning. While in-house staff has been the traditional choice, hour restrictions, availability, and individual worker ability can all impact whether or not this path is the right fit. Some companies opt to use a third party cleaning service at regular intervals, instead. This takes stress off of their native staff and allows them to hire the work out during non-operational hours to minimize disruption.

### WHICH CLEANING PROGRAM IS RIGHT FOR YOUR OPERATIONS?



IN-HOUSE



HYBRID



OUTSOURCED

The second point of consideration is what equipment will be used. Will you purchase - and replenish - the chemicals, tools, gloves, mops, buckets and so on required for your in-house staff to clean? Will you trust that your third party company will bring everything they need at each session? If so, do you know if their cleaning chemicals are compatible with your store's surfaces? Discovering ugly splotches or streaking on colored surfaces isn't the best way to find out that a caustic cleaning chemical damaged fixtures. This issue can be avoided by investing in and providing your own floor cleaning machines for your staff, or others, to operate.

The third facet to think about is the impact of your cleaning method. In addition to potential surface damage, the fumes and fragrances from certain cleaning products can cause headaches or scent sensitivities indoors, which is why most major companies opt for a chemical-free floor cleaning solution rather than those that are heavy on bleach and ammonia. In addition, for companies committed to "green" practices or those that work in LEED-certified buildings, cleaning machines and products that won't waste water or pollute are valuable underscores in an ethical goal.

### What Your Customer Sees

Imagine the view that a potential customer, patient, student or employee has of your facility, the first time he or she enters. A recently-cleaned, cohesively scrubbed floor sends a message that their impression is important to you. A clean floor means that products haven't been damaged or opened, and that the company that maintains the floor cares enough to keep it regularly cleaned. It may sound overly simplified, but more and more professional surveys are finding that poll responses indicate that cleanliness directly affects their desire to shop, visit or work. What is your facility saying about you? Try to walk in your front door with the eyes of a customer, rather than a manager: is the floor bright, shiny, and free of debris and scuffs? If not, it's time to do something about it and start a more aggressive floor cleaning schedule. Are your floors telling a positive story?

A clean floor means that products haven't been damaged or opened, and that the company that maintains the floor cares enough to keep it regularly cleaned.



50%

of consumers are willing to pay more for socially responsible products and services

### CUSTOMERS' RESPONSES TO A DIRTY ENVIRONMENT



leave for a competitor



only visit store if there is no other choice



will shop in store, but lack of cleanliness negatively affects shopping decisions



unaffected

## Support Your Floor Cleaning Efforts

While cleaning your floors on a regular schedule is important for keeping them looking great, don't neglect additional products, such as matting placed both in front of and behind the entry door. These tools help keep dirt where it belongs: trapped or outside. With the right matting in place, you'll have far less trouble keeping interior floors free of smudges and dirt, so don't cut corners by cutting out your mat: it provides traction when it rains and stops mud from ruining your floors. Invest in a good, quality sealant or wax to lock in cleanliness on your tile floor; preferably one made to work with your specific floor cleaning model. Whether you're using your staff for the task or a third party cleaning company, make sure cleanup instructions are crystal-clear and documented somewhere that's easily accessible. When your machines and your cleaning staff both perform "as planned," you'll get dependable results.



UP TO **80%** reduction in dirt  
by placing mats  
in the entry way

## Find the Right Machine For Your Needs

Selecting an appropriate floor cleaning machine isn't simply a matter of browsing power specifications, it's a thought process that must also be pragmatic. Questions like these will help you narrow your search:

- ← Where will your unit fit on-site - a closet, a cabinet?
- ← Does the unit need to be secure or locked during storage?
- ← Do all of your facilities have the same amount or configuration of storage space?
- ← Are there ample outlets near areas that need cleaning, or would a longer cord be more convenient?

While floor washing machines come in a wide variety of sizes, shapes, and features, it's always best to have a talk with your staff to determine their cleaning goals and ideas. Together, you can select an ideal floor cleaning unit that will glide quickly and easily over any flat, flooring option. This level of efficiency gives both your company and your employees more free time for important operational tasks.

Flooring is carefully selected for its performance, its durability over time, and how easy it is to maintain. Make sure your company is getting the best of all three in its maintenance cycle by opting for a chemical-free, powerful floor washer. You'll always breathe easier knowing that smart, shiny flooring is in your grasp when there's a Tennant in your hand.

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