

10 TIPS & TRICKS



TO CREATE A SAFE,
SATISFYING AND CLEAN
GUEST EXPERIENCE

- 1. GET INVOLVED**
Regardless of how you clean your floor, being involved in the equipment purchasing decision is crucial to your business. Three options for your floor care program:
 - Self or In-House Cleaning: Purchase equipment and supplies; hire labor
 - Outsourced Cleaning: Buy 'the result' through use of hired cleaning contractors
 - Hybrid Cleaning: Purchase equipment and supplies; outsource labor
- 2. VALIDATION**
Clean smarter with asset management and business intelligence metrics, which allow you to:
 - Objectively measure a clean environment
 - Create consistency across your restaurants
 - Develop a consistent process that you can track across your chain
 - Isolate issues and make corrective actions quickly and cost-effectively
- 3. STAFF TRAINING**
No matter which cleaning program you choose, staff must be properly trained to ensure consistency and quality.
 - Thoroughly train your staff and provide job aids like wall charts and videos
 - Build a successful on-boarding program and frequently retrain
- 4. PRIORITIZE**
Make the biggest bang for your buck by focusing on the most noticed areas of your restaurant.
 - Restrooms and entryways are more noticed than others
- 5. SPILL MANAGEMENT**
Risk increases and image suffers when spills are left to sit.
 - Put in place a spill management process to increase safety for your guests and employees
 - Utilize small automated scrubbers for quick cleaning and water pick-up, leaving the area dry and immediately ready for guest use
- 6. RIGHT PRODUCT AND EQUIPMENT**
Partner with excellence when choosing a cleaning product manufacturer.
 - Drop the mop: increase productivity and performance and reduce risk with mechanized cleaning
 - Give your teams the proper tools to do their job with high quality, durable cleaning equipment
- 7. BATTERY MAINTENANCE**
Good battery maintenance is essential for battery performance, extending battery life and increasing ROI.
 - Charge your cleaning equipment's batteries fully each night for optimal performance
 - Maintain performance by following the manufacturer's recommended daily maintenance procedures
- 8. SERVICE PROGRAM**
Optimal cleaning performance depends on timely and efficient service.
 - Increase productivity and minimize downtime by keeping machines properly maintained with regularly scheduled maintenance
- 9. PREVENTION AND FIRST IMPRESSIONS**
97% of customers consider cleanliness an important aspect of where they choose to visit.
 - By placing mats in the entryways, you can reduce dirt by up to 80%
 - Small, maneuverable scrubbers and vacuums should be used to prevent dirt from being tracked further into the restaurant
- 10. GO ODOR-FREE**
Minimize exposure to potentially harmful chemicals and strong detergent odors.
 - Detergent-free cleaning not only helps keep guests' noses happy, but also reduces waste, decreases shipping costs and minimizes exposure to VOCs (volatile organic compounds)