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# THREE KEY TIPS CONTRACT CLEANERS NEED TO KNOW TO BE A STEP AHEAD OF THE REST

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## 1. Know your products well

For example, if you have a large area of carpet to clean, and the carpet is heavily soiled with hard to remove stains, will you know the best setting and the best process for your machine to successfully remove and deep clean the carpet? Or just the average process that "should" do the job?

If you don't know the best and fastest way to get the job done with your machine, then I can guarantee you will have a competitor that will. Business can be particularly fussy about the presentation of their business premises.

There are many ways you can gain further knowledge about your machines. Speak with your machine distributor and ask about training. Your distributor may also have other avenues for re-training and learning that you may not have been aware of such as self-paced online programs or videos.

## 2. Gain some expert knowledge

Although you may think that your employers don't want to hear about the best ways to remove grout mould or why steam is one of the leading methods for killing bacteria, think again.

Anyone who is seen as an "expert" in their field of work is considered credible and reliable. Try dropping in your expert knowledge during your initial interview with your potential employer or briefly mention an interesting cleaning tip relevant to their industry when you bump into them during your shift. You may be surprised at the referrals you may start receiving.

## 3. Know the correct outbreak procedures

Particularly if you contract clean healthcare and aged care facilities, infection control procedures are a must know. If your processes don't meet standards, this can be costly.

First step is do some research online. Even if you are already aware of procedures, there is no harm in finding out what the latest research is or issues are. Easy ways to find out more can be done by contacting your distributor and asking for direction or reading industry magazine advice articles. Alternatively, looking up the Australian Standards for your industry may also be valuable. The Australian Standards for Healthcare (section 4187) states 'Moist heat in the form of steam under pressure is the most dependable, fast and economical method for the destruction of microbial life'.

**Murray McDonald** has over 20 years experience in the distribution of commercial cleaning machines as Director of Duplex Cleaning Machines, visit [the Duplex Cleaning website](#) for more information

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