



新北市政府職業訓練中心
Vocational Training Center, New Taipei City Government

新住民 網上學

E-learning for new immigrants





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Household Services course

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Today we're going to talk about some great partners in our cleaning work, that is, our cleaning tools. These items can be easily bought from the market. But how to use them correctly? It may sound easy, but the methods are the fundamentals of our skills as cleaners. First, let me show you the different types of cleaning rags. The first one is a mop pad. You are advised to prepare at least four to five of them for each day's work. The next one is a water-absorbent cleaning rag. On online shopping websites, it is also called chamois cleaning rag. It is a synthetic material having a very good water-absorbing effect. The next one is what we frequently use for wiping glass, the dedicated glass-cleaning cleaning rag. It may come in a straight-striped smooth-surface design, or come with a fish scale pattern, or last but not least, come with a pineapple pattern. The following category is the most commonly used rags for wiping and cleaning. When we go to a client's house for cleaning,



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Classification and packing of cleaning tools

there are often different areas to be cleaned. It's a good idea to assign different cleaning rag colors to different areas to be cleaned. This kind of woven patterns can remove dirt relatively easily and therefore contributes to greatly increasing our cleaning efficiency. In a kitchen, which tends to have heavy oil or grease stains, you are advised to use dark-colored rags. For a toilet, you may choose medium-colored ones. The lightest-colored cleaning rags, like this white or water blue one, are recommended for cleaning cabinets. Now let's pack the cleaning rags separately. Stack them up. Get a relatively large zipper bag, and put in all the cleaning rags. Glass-cleaning cleaning rag must be kept from sand and stones, so it is important to pack the glass-cleaning rag separately. Lastly, put the mop pads for one day's work into a container. Chamois cleaning rag is used specifically in bathrooms and the kitchen, so I'll pack it later together with other kitchen and bathroom cleaning tools. Now, let me show you some brushes. This corner brush has a layered-bristle design. The second brush is suitable for small holes and gaps.



Such hard-bristle brushes can be easily bought in a supermarket. Let's move on to scouring pads. Scouring pads on the market are in different colors that indicate different levels of coarseness. In a newly handed-over house, you are advised to use the yellow-color scouring pad whenever scrubbing is needed. In a regular home, the blue-color scouring pad is the most commonly used for general dirt conditions, and the green-color one is particularly suitable for use on a hard surface, such as the balcony floor. The last brushing tool is the wire brush. It is important that the wire brush be packed independently. If it is put alongside a scouring pad, the steel filaments tend to get snagged. We're done. Since the tools used in a kitchen are the same as those used in a toilet, we can mark the zipper bag with the names of the areas to be cleaned, so as to prevent cross-contamination. Put in the scouring pads, the wire brush, and a pair of gloves. Don't forget the water-absorbent cleaning rag previously mentioned can be placed now. Next, let me show you all the cleaning agents. Each brand has its own advantages,



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so you may buy products of different brands and give them a try.

In the case that you cannot read Chinese, don't worry.

There are drawings or images for identification.

If a product is intended for kitchens, it will in most cases show the image of a stovetop

As far as kitchen products are concerned, please note that the word "Plus" indicates a relatively strong cleaning effect. As for bathroom products, common images include a bathtub and a toilet bowl, which indicate dedicated use in bathrooms and toilets.

The dose we use should be determined by the dirtiness of the area to be cleaned, and in this way we're less likely to cause damage to any material in a client's house.

The last bottle, which is also a commonly used product, is a glass cleaner.

As you can see here, there is an image of a window with glass windowpanes.

Bringing all the cleaning agents to a client's house is no easy task.

So we can buy these little bottles to store the cleaning agents separately in

smaller amounts.

After portioning the cleaning agents, don't forget to put them into your container. Let me remind you again that each brand has its own strengths and use methods, and all brands are good to use. Therefore, I will not recommend any specific brands to you. Now I will introduce some tools.

These are the tools commonly used for cleaning.

Let's start with the consumables. We use duster refills frequently.

This is a lint roller with a refill in place. I recommend you to buy a lint roller with a cover so the sticky part of the roller will not stick to other items in your suitcase. This is a window screen cleaner.

My suggestion is for you to buy the sectional type so that you'll be able to extend it according to the height of a window.

The next tool is a glass scraper for squeegeeing water off glass.

It is important to note that daily maintenance is necessary for your tools.

We have to check the rubber blade often for any unevenness.

If the rubber blade is notched, it must be replaced. The next category is mops.

This is a broom with a scraping edge.

As its name suggests, the tool can be used for sweeping and for squeegeeing water off.

This is a flat mop, and this is a flat dust mop. When you're buying these mops, you may as well get a mop handle first and try fitting the handle into different mop heads

to see if the handle is universal.

If it is, then it will be easy for you to switch the handle between different mop heads.

As for buckets, buy a large or small one to suit your needs.

You can bring it to a client's house to provide temporary storage for your tools and to make it easier to get water for cleaning. Some more tools that are commonly used: a flathead screwdriver, a cross-head screwdriver, and a natural bristle brush. These are all the tools we need.

After packing your tools separately, it's time to pack them into a suitcase.

My recommendation is to buy a zippered suitcase. This bag is for kitchens.

Put it into the net compartment.

Bathrooms

The cleaning rags we are going to use Glass-cleaning cleaning rag They are all packed into this compartment because here you can press them tightly together.

Now all the cleaning cleaning rags are in place. Into the left compartment we put the cleaning agents first, which are relatively heavy.

Put them at the bottom. Plate-shaped items, like the broom head, scraping blade, and mop head, can be placed vertically. Then we put in the consumables.

Brushes and stuff Put them into gaps. The last ones are the handles.

You need at least three of them daily. Put them close to the hinge side of the suitcase. OK.

Now we've packed the suitcase for our daily work.





You may feel intimidated by the heavy oil or grease stains in the kitchen and have the impression that they are difficult to deal with.

Today I'll use easily obtainable tools and cleaning agents to show you how to remove greasy kitchen stains.

In addition, good organization methods can make our daily cleaning and maintenance more effective.

Before starting today's demonstration, let me show you the tools we are going to use.

We have three types of scrubbers or scouring pads, two gap brushes of different sizes, and four cleaning rag.

We prepare four cleaning rag because this can speed up our cleaning process and prevent cross-contamination between soiled and clean cleaning rags.

We also have a water-absorbent cleaning rag and a glass-cleaning rag.

Last but not least, it's important to protect our hands during cleaning,

so we've prepared a pair of gloves.

These are some cleaning agents that you can easily buy from the market. Whichever brand works well.

Please note that



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Cleaning and tidying up the kitchen
(getting familiar with the cleaning agents and tools)

if the bottle is marked with "Plus," then the product has a relatively higher level of solvent. This means that the waiting time after application should be relatively short, and that you have to pay attention to if the product causes a color change in the object you are cleaning. It is important that before moving a kitchen item to a different countertop area, always put a cleaning rag where you're placing the item. This is to prevent drips from a condiment bottle from reaching the countertop, which if happening may change the color of the countertop material. If you're moving a pan, the bottom of the pan may have scorched stains that can damage the countertop material, too. Start by removing the detachable parts. Remove all the accessories of the range hood. The oil collection trough tends to have solidified grease. Wipe it off, before spraying the cleaning agent. Take off the pan support, the burner, and the drip pan.

Remove them all. Then spray the cleaning agent. Take them to the kitchen sink, allowing the cleaning agent to work. Now put on the gloves. The use amount of the cleaning agent depends on how greasy the range hood is. For normal stains, you only have to spray twice in each area. Smear evenly with both hands to make cleaning more efficient. The exhaust fan impeller are parts that we don't clean for our client. The exhaust fan impeller should be cleaned by a dedicated company. The next step is to take off the rack. Spray the cleaning agent, and put the rack aside. After spraying the cleaning agent, the waiting time is determined by the state of the stains. During the waiting time, let's start cleaning the kitchen appliances. Here we see a rice cooker and a microwave stove. Check inside to see if they need cleaning. If they are dirty only on the outside, just clean the surface. Wipe off the dust.



After that, don't forget that the glass part must be cleaned with a glass-cleaning cleaning rag. It is important that after cleaning, you should check for any fingerprints left. Now the kitchen appliances are cleaned. Let's start scrubbing the parts we just sprayed.

Why use different scouring pads? The main reason is to prevent the parts from scratches. Before scrubbing, we can apply some dishwashing liquid. During the scrubbing process, we can scrub in a wrapping manner by wrapping a particular portion with the scouring pad to increase the area of contact. Now use the green scrubber to scrub the pan support.

Grip the corner and scrub. Use a gap brush to brush the ring-shaped area. As for the burner, it should be pointed out that, before cleaning it, you must ask the client if they are going to cook right away. It may take half a day or an entire day for the burner to dry completely. Don't forget to ask.

Next, give the large parts a good rinse,

making sure that all the grease stains have been washed away. Now we have washed all the parts. Let's start scrubbing the cooking area. Start by moving your hand in large circles as you scrub. Grease tends to collect in the curved areas. Be careful not to move the grease into the internal blade areas. Now let's move on to the gas stove. This is a glass top. Glass can only be scrubbed with the yellow scrubber, or the glass surface may be scratched. Don't forget to clean the areas under the switches. Generally, we scrub only the surface of the gas stove, but when we do so, stains are very likely to be pushed into the gap. Therefore, we have to clean the gap with more effort. You can see black stains coming out of the gap. After scrubbing, you may be used to wiping with a damp cleaning rag. However, as bubbles will be produced with the addition of water, you are advised to use a dry cleaning rag instead. Wipe off most of the bubbles first. Then take off the glove on your left hand so that during the wiping process, you can check with your bare hand whether grease has been completely removed. Make sure that the switches are cleaned, too. After finishing the cooking area, let's turn to the kitchen sink. When scrubbing the faucet, please note that limescale tends to form at the bottom.

So when washing this part, use the force of your palm and rub a few more times. As for the long straight spout of the faucet, scrub it in a wrapping manner. The next thing to wash is the sink. Water stains usually appear around the edge of the sink. So we press our palm flat on the scouring pad as we scrub. During the scrubbing process, try to avoid using only your fingers. Otherwise, your finger joints may suffer from arthritis in the long run. Now, wash away all the bubbles. When you have washed everything, the parts that you washed earlier should have been dry. Just in case, prepare a dry cleaning rag for wiping off the remaining water and for polishing as well. Return everything to their original places. Put them back to exactly the same positions where they were so that your client can access them easily. A kitchen has many hidden places where there may be dirt or grime. Some examples are the cabinet door handles, the sealing strips around cabinet doors, and of course, the wall surfaces around the trash can. Just step into your client's shoes and think from the user's perspective, and there will be no missing spot.





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The living room is the most often used public space in a home, and elevating the quality of a living space is not difficult at all.

Today I'll show you how to create a tidy space where you can entertain your guests.

A living room can be divided into a sofa area, a table area, and, let's move over here, a cabinet area.

Take this table, for example.

The space under the table, I mean the floor under the table, can be difficult to reach when you mop.

So, while you're wiping the table, you may as well push the dirt away from under the table and then use a damp cleaning rag to clean the floor under the table.

Now cleaning is done.

Put these objects back in place.

After cleaning the side table, let's move on to the TV cabinet.

Start from the top edge.

Gently dust the top edge of the TV set. Sweep off the dust, including from under the TV set and from the farthest back.

Then take out a damp cleaning rag.

Remember that your cleaning rag must not be too damp.



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Cleaning and tidying up the living room, including sofas (getting familiar with the tools)



Use only a slightly damp cleaning rag to do more detailed wiping.

After cleaning the top of the TV cabinet, let's move on to the cabinet body.

The cabinet doors have a slatted design, so use the duster.

The duster can be inserted into the gaps to carry dust away.

These handles are also a key area to clean.

Pay particular attention to the gaps along the edges and the corners. Turning back to the handles.

The handles may be made of plastic or metal. Use a slightly damp cleaning rag to wipe them clean gently

because there may be fingerprints left on them. The objects in this area seem valuable.

Your client may place valuable items or prized possessions in the living room for display.

Basically, we would communicate with the client,

letting them know that we'll only remove the surface dust in this area, without moving any items.

We will dust only where it is accessible, including the objects on display, where possible.

The doors on my right are those leading to the living room. So they are frequently used. We have to clean them thoroughly.

Using a damp cleaning rag, wipe the wooden frame first. Remember that wood should be kept from dampness. So the cleaning rag we're using must not be too damp.

As to the glass panes, use a clean cleaning rag, a damp one, to remove the dirt on the glass.

The glass cleaner Spraying only once will do. Spread out the glass cleaner evenly. Use the glass scraper to remove any liquid on the glass. Now use the dedicated glass-cleaning cleaning rag.

Go around the border and across areas where liquid has not been scraped off, the objective being to reduce water stains.

My demonstration of door cleaning ends here, but don't forget to clean both sides of the glass panes.

Only by doing so will the glass look crystal clear.

The next areas I'm cleaning are the coffee table area and the sofa area. The coffee table area is where the client's guests watch TV or have snacks and where the client's family gets together.

If you spot any valuable item here, it's important that you don't move it elsewhere, or the client may not find it. This is an electronic device.



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The buttons are frequently pressed, so there may be dirt or grime build-up. Use a relatively dry cleaning rag to wipe the surface clean.

As with wood, don't use a cleaning rag that is too damp, or excessive water may seep through the gaps around the buttons and compromise the use of the electronic device.

Newspaper and magazines can be put in the same place so they look tidy and neat.

Another electronic device
This is a charging cable.

You may find it here and there.

To tidy it up, just roll it roughly.

After putting everything in its place, let's start wiping the table.

To begin with, fold the cleaning rag twice.

In this way

we'll have many surfaces to clean with.

Wipe the table

by moving the cleaning rag in the shape of the letter Z slowly toward you.

Don't forget the table edge.

Before cleaning another area, turn the cleaning rag to expose an unused surface,

so you have a clean cleaning rag surface to clean with.

After finishing the coffee table, let's move on to the sofa area.

The client may have throws or blankets for use while they are watching TV. We can fold them up

and put them in place so everything is well organized, looking nice and neat.

Sofas nowadays may be made of different materials. If you're not sure

of the material of the sofa you're about to clean, do ask the client. Is it synthetic leather or real leather?

Is it necessary to wipe it with some special oil or leather-care product? If no,

general cleaning involves wiping with a slightly damp cleaning rag to remove surface dust.

Bear in mind that leather sofas must also be kept from dampness.

So, be sure to use a dry cleaning rag to go over the places you just wiped. This area, in particular, is an armrest, where you may rest your arms when sitting on the sofa.

This area of the sofa tends to be slightly dirtier than the other areas.

Therefore, clean it with more effort.

Check if the cleaning rag surface you're using is dirty.

If it is, refold the cleaning rag to expose a clean surface, and then keep wiping.

Don't forget to dry the wiped area with a dry cleaning rag.

In a sofa, the gaps between seats are very likely to collect hair, dust, and food crumbs. We can prepare a piece of dusting paper, wrap it around our hand, and insert the wrapped fingers into the gaps to pick up the dirt, dust, and hair and carry them away.

After that, wrap what you've picked up in the dusting paper and dispose of it altogether.

Or, if the client has a vacuum cleaner with a pointed nozzle, you may use the vacuum cleaner and insert the nozzle into the gaps to suck out dirt.

Have you learned the techniques for cleaning and tidying up the living room? The last step is to mop the floor.

Be sure to mop from the innermost area to the entrance.

Otherwise, you may have to step on where you have mopped, causing contamination that you'll have to clean up again. Bear in mind all the techniques I've shown you today.



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The bedroom is a place where we rest and relax every day. If the bedroom is untidy, not only will our sleep quality be affected, but also our health may be impacted in the long run. Today we'll learn how to clean the bedroom quickly and effectively so that the space stays tidy and clean. We are now in the client's bedroom. In the client's master bedroom, there are usually a lot of taboos, such as this crystal lamp. If we come across a valuable item in the room, such as this cellphone, we'll have to put it back after cleaning. In the headboard area, please be aware that as far as Taiwan's religions are concerned, you may find a religious charm for safety placed under a pillow. In that case, you must ask the client if the charm can be touched. Another taboo is about the client's privacy. For example, the client may be in the habit of throwing worn underwear randomly on a table or a sofa. If this is the case, be sure to confirm with the client



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Cleaning and tidying up the bedroom
(including changing the bedsheets and tidying up the vanity)

if we are allowed to fold or even touch the underwear. Next, we see a lot of stuff on the floor. Prepare a trash can and a small basket to clear away the objects on the floor. Trash goes directly to the trash can in the room. As for scattered clothes, we may ask the client for a clothes basket and put the clothes in it. Here we see that the client has prepared the bedsheets to be changed. Beside it, we see some unorganized items, including clothes that the client has allowed us to fold. Fold it up. Blankets can be folded and stacked up here at one end of the sofa. As to clothes, my recommendation is to put them on top of the blankets. Then the sofa surface can be cleaned simply by dusting it with a duster. The mat on the floor can be cleaned with a damp cloth by wiping dust onto the floor. Now put the mat aside, so all the area to be cleaned is exposed to view.



Let's start the cleaning work from the innermost area of the room. This is an electric fan. If it is dirty, we can help our client remove it. To remove the fan, we check along the periphery of the fan cage to find a rectangular tab, which may be at the top or bottom end. Simply pull it outward, and the front part of the cage can be removed. Turn the end cap according to the OPEN/CLOSE arrow. If not, turning counterclockwise will work in most cases, or try turning clockwise. There is another rotary fastener. Screw it off to take off the remaining parts of the fan cage. All the removed parts will be washed in the bathroom later. We can now remove the hair on the motor shaft by pulling it off. Then we dust the exterior. Now let's move on to the floor lamp. Dust tends to collect at the top. So remove the dust carefully. Going down, don't forget to clean the cable and the switch. We notice that the client uses essential oils. The bottles of essential oils cannot be dusted because the dust on the duster will attach to the bottle surface.

Therefore, if your client is in the habit of using essential oils, you can use a damp cloth to wipe the bottles clean. Now turning to the bedside table, we have been told that the crystal lamp is not to be moved. So we dust it with a duster with a handle. Next, we're cleaning the headboard. Sometimes the bed is so wide that it is impossible for us to reach the entire headboard. In that case, make sure to confirm with the client if we are allowed to get on the bed to clean the headboard. Some clients do not allow us to even touch the bed. Here the client has allowed us to do so. My recommendation for you, however, is to prepare a clean cloth and lay it where you'll have your knee on the bed. In this way we are less likely to touch the client's bed set. If the headboard is carved, use a brush to help cleaning. Make sure that the dust removed falls on a cloth. Now it's time to change the bedsheets. I recommend you to ask the client for a laundry basket

so that the bedsheets removed can be put into the basket, making it easier to take the sheet to the balcony for machine washing. This extra pillow will be taken to the sofa area to have its case replaced. The safety charm, we have confirmed with the client, can be moved. Now remove the pillowcase. As for the mattress protector, you have to confirm with the client if it needs cleaning, too. Most clients replace the mattress protector only at the turn of the seasons. This is the bedsheets the client prepared. My tip for you when putting on the bedsheets is to fit the corners along a diagonal first. By fitting the corners along a diagonal, we can prevent the bedsheets from springing back when we pull it. Otherwise, you may have to go to each corner and do the same thing repeatedly. We're done. The next thing is to change the pillow cases. Place your forearm at the center of the pillow insert. Then fold the pillow insert in half. Grip the front end together and insert it into the opening of the pillow case. Pull the pillow case until you reach the top end, and only then should we release our right hand. Shake the pillow until the insert is fully covered. Lastly, we lay out the client's duvet. Spread it out to the sides, and now it's done.

Let's move on to the vanity, about which the lady of the house cares the most. First, use a duster to dust the exposed surfaces of the open cabinet. Small earrings like these should be put in a noticeable place. Once the shelf is clear, wipe the mirror with a damp cloth to remove surface dirt. After wiping, use a dedicated glass-cleaning cloth to remove the remaining water. The four edges are where water stains are most likely to occur. So move along the rectangular edge to ensure dryness. Then it's time to put the bottles back to their original positions. When returning the bottles, you're advised to start with the largest one. Place the bottles in a descending order of height, from left to right. When placing the bottles, try to make the brand names face out, so the client can identify them with ease. After tidying up the vanity, including the shelf, check again for any water stains that were left on the mirror during the cleaning process. Looking upward, check through the reflection of light. You may also look from side to side. What do you think? The entire room looks new.



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Windows are an important interface between the interior of a home and the outside. Clear spotless glass window panes let sunshine into the house. Dust and water stains, however, make windows look dirty and can be very difficult to deal with. Today I'll show you some effective cleaning methods. These are the basic tools we need for cleaning windows. First of all, you need four microfiber cloths. Three of them will be used for window frames, window screens, and window tracks, all of which are relatively dirty areas. The other cloth has a special color and is used exclusively on glass to wipe glass clean. You also need a dedicated glass-cleaning cloth. The next tool is a soft bristle brush. When cleaning the window tracks, we can use this brush to remove dust from inside the track grooves. The next one is a flathead screwdriver. In areas where your fingers cannot reach, you may use the flathead screwdriver, with its tip covered with a cloth. This is a bottle of glass cleaner, and this is a glass scraper. The last one is a window screen cleaner. One thing to note before cleaning



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Knowledge and skills of window cleaning



is the height of the windows to be cleaned. You may need to ask your client for a chair or ladder in order to clean the windows. Here you see two chairs. This folding chair is relatively unsafe because when you stand on it, the chair may topple over as your center of gravity moves. That's dangerous. This chair, on the other hand, has four metal legs and is relatively stable. Now, let's start cleaning the windows. Take great care when you step on a chair. To clean the window screen, always start by cleaning the outer side. Brush horizontally. Once you've done brushing horizontally, brush vertically. As for the inner side, my assistant will demonstrate the cleaning process for you. The inner side is cleaned in the same way as the outer side. When you finish brushing horizontally, brush vertically. After dry brushing,

prepare a damp cloth, and cover the window screen cleaner with the damp cloth. Now brush horizontally. Repeat the horizontal and vertical brushing operations. Perform each step properly. The outer side of the window screen will be cleaned by my assistant as a demonstration. When cleaning the outer side, be sure to keep your body balanced. You may hold the window with the other hand. Please be reminded that the cloth for cleaning the glass should be different from the cloth for cleaning the window screen and window frame. After cleaning the window screen, let's start cleaning the window frame. Clean the window frame from top down. First, fit the cloth into the track grooves as you move the cloth. This allows you to remove the dirt on the top track. Then clean the frame of the window on your right and of the window on your left. To clean the bottom track, begin by brushing dust away. To clean the track grooves,



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use a flathead screwdriver wrapped in a cloth. The grooves and corners can be better cleaned in this way. You should pay attention to the structural details, too. If you are tall enough, then you don't have to ask the client for a chair. If the window is too high for you, don't skip the upper portions simply because you can't reach them. If you leave the upper portions uncleared and clean only the lower portions, the upper portions will look all the dirtier. Now let's clean the glass window panes. To clean the glass, start from the outer side, too. After that, clean the inner side of the glass. The cleaning order is like that during the cleaning process, you don't have to push or pull the window. Otherwise, you may leave fingerprints on the inner side of the glass. To begin with, use the cloth for wiping glass. Start from the top and move down to remove dust and dirt

Wipe the glass clean. Spray once on top, and the second time on the bottom. Refold the cloth to expose a clean cloth surface. Spread the glass cleaner evenly over the glass. The glass cleaner can provide the glass surface with a protective coating to prevent dust from attaching to the glass. Tilt the scraper at about 45 degrees and squeegee off the liquid on the surface. Scrape gently. Then use the cloth we just used to wipe the scraper blade dry. Squeegee the liquid off from the top down. Now take out the dedicated glass-cleaning cloth. Use this cloth to remove the liquid remaining along the edges. Wipe it off. This cloth is water-absorbent and is lint-free to prevent cloth fiber from sticking to glass. The next window pane is also cleaned from the outside in. After cleaning the outer side, clean the inner side. Go from the top down as you wipe. Take out your glass cleaner. Spray twice. One spray on top. One spray on the bottom. When wiping the glass, pay attention to the edges and corners,

This is where dust easily builds up. Very good. Then use the glass scraper. Tilt the scraper toward the glass, at about 45 degrees. Move to the right to squeegee liquid off. When there is liquid accumulating on the blade, be sure to use a cloth to wipe off or absorb the liquid on the blade. Then you'll be able to better remove the water stains on the glass and be more efficient. Now take out the glass-cleaning cloth. Wipe along the edges to absorb the remaining liquid. After cleaning the glass, it is crucial to check the glass for water stains. One checking method is to look from the left and right and check if there is any water stain. The second method is for you to squat down and make use of the incoming light as you look from side to side for water stains on the glass. The water stain check is very important. Windows come in various types. Not all windows have an outer side that is accessible for cleaning. When it is impossible to wipe the outer side, don't climb out of the window to clean it. Personal safety always comes first. All you have to do is explain the situation clearly to your client and provide your reasons. Your client will be able to understand.



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The laundry balcony is the most easily neglected place in the house. There you may find not only dust build-up, but also residual lint and detergent stains. All of the above may affect the cleanliness of clothes. Today I'll show you, in a step-by-step manner, how to clean the laundry balcony. Let's get started. Now I'm on the client's laundry balcony. Take an empty laundry basket. Remove the hair and dust. Then wipe the basket with a damp cloth. To begin with, take down the large pieces of clothing. To prevent making a mess, we can hold the hangers with one hand and take down the clothes with the other hand. In this way, the hangers need not be taken off and are kept from being scattered around. Collecting the clothes first aims to prevent the dust removed during the following cleaning process from falling on the clothes. Now we begin to clean the home appliance area. Here you see a front-loading washing machine. If the door of the washing machine cannot be opened,



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Cleaning and tidying up the laundry balcony

it means that the machine is in operation. So don't open the door forcibly. Please note that lint tends to remain on this peripheral portion and on the rubber gasket. When there is a lot of lint, my recommendation is to use dusting paper to carry most of the lint away. As for the rubber gasket, press your fingers into the groove and move along the gasket to take dirt and grime away. To wipe the machine, use a slightly damp cloth to remove the dust and grime on the surface. If the grime sticks to the surface, wipe a few more times with greater force. Remember this. The hand holding the door should not be pulled forcibly downward, or the door hinge may be damaged. After wiping the surface, use a dry cloth to dry the wiped area, removing residual water. For the gasket, refold the cloth, and wipe with your fingers on the cloth. At a lower corner of the machine there is usually a filter valve. Open the valve to allow water to flow out. Wait until no more water comes out before detaching the filter.



Now all the water has come out. Take out the filter. Here the filter is clean. So we only have to clean the exterior. There is usually detergent residue on the machine surface. During the wiping process, we can find that, because of the environment of the balcony, there are rust stains here and there. We don't have to insist on removing them completely. Nowadays, many home appliances have a mirror-like surface. Don't forget to use the dedicated glass-cleaning cloth for wiping so that we can keep the glass crystal clear. The casing of the machine may also get splashed with detergent and become dirty. So wipe it clean. Now let's clean the detergent area. During use, detergent is very likely to drip along the bottle body to the bottom. Be sure to help our client clean the bottles. They don't have to be spotless because they will soon get dirty again. Just remove the residue and dirt

E-learning for new immigrants

on the outer surface and bottom of each bottle, and we're done. Please note that many people are in the habit of using laundry scent boosters. The packaging of each individual pack is made of water-soluble plastic. So when you wash the balcony floor, don't splash any drop of water on it. The next area to tidy up is the supplies area on the laundry balcony. Your client may have bought a lot of supplies and piled them up in this area. You can help your client check the products for their expiration dates. This one, for example, has expired on June 4, 2021. You can put it in a temporary storage area and then ask the client if the product should be disposed. Don't ever dispose any of the client's objects without asking first. When a product is still good, wipe off its surface dust. My recommendation is to make the user instructions face the client, so the product can be easily identified. Here we can see a lot of laundry clips. I recommend you to urge your client to keep some spare boxes, so the clips

can be stored in the boxes. The client's hangers are usually in disorder. So you can help your client sort the hangers out. For example, take the large ones first. These are good for hanging winter duvets. Move them to the left end. Multifunctional hangers like these tend to be tangled up, which if happening may cause damage to the hooks or clips on the hangers. So you are advised to move them to a separate area first. When arranging the hangers, be sure to leave enough room. Then we can begin classifying the hangers. They can be classified by color or material. The ones I'm holding are plastic hangers. In fact, plastic hangers are not recommended for use in a sun-lit laundry room because they can easily get damaged or become brittle after exposure to the sun. Some hangers are anti-slip. The anti-slip strip on this one has shown signs of coming off. You can move hangers with a loose anti-slip strip to the same area, allowing the client to decide if they need to be replaced. After arranging all the hangers, wipe the laundry pole from left to right, one section after another. Now that we have a lot of hangers here, we can move them to the left or right to make it easier to wipe the pole. Wrap the pole with a cloth, and move the cloth in one direction. Then use a dry cloth to dry the area you just wiped.

Now move the hangers carefully to the pole section that has been wiped. Don't forget which sections you have wiped. The last step is to clean the floor. Begin by using a broom with a scraping blade to remove the dirt on the floor. We only have to remove dirt that is plain to the eye. Just sweep it up. Before washing the floor, check two things to determine if the floor can be washed. The first thing is the location of the water source. The second one is where the water drains. A water outlet like this, as can be seen under the washing machine, cannot be used as a drainage hole. The water on the floor, as you can see, is flowing to a proper drainage hole. Once the water flow direction is checked, we can be sure that we can start washing the floor. Before scrubbing, apply a little dish-washing liquid. The first tool I'm using is the client's floor brush. The next tool is a mop with a large sponge scrubber head, and this tool works more efficiently. After scrubbing the entire floor, rinse with water to remove the bubbles. After washing, doesn't the floor look much cleaner? Don't forget that we still have to use the broom with a scraping blade to squeegee off most of the water.





E-learning for new immigrants



In this video I'll show you how to fold and sort clothes. If we can properly fold and sort our client's clothes, we not only help keep the closets tidy, but also make it easier for the client to access their clothes on a daily basis. During a cleaning service, the client may request us to help them sort the clean laundry. In this case, for example, the client has a young child. The winter clothes are separated from the summer ones. And down here we see underwear and socks. As to the client's clothes, work clothes and shirts as well as polo shirts are stored in the closet by being hung. Seeing this, we have to put the clothes in place according to the client's habit. The last thing is to confirm with the client if the clothes on the floor need cleaning. Please be reminded that a walk-in closet seldom has a workbench on which we can work. So we'd choose to use the client's bed instead, and this also prevents the client's clothes from falling to the floor. Now I invite my assistant to practice folding clothes with me. We begin with the standard folding method.



Household Services course

Folding and storing clothes and towels, including hanging up clothes



Turn the T-shirt over so that its back faces you. Spread the T-shirt flat. Find the shoulder lines. Pinch up the two ends of one shoulder line with your fingers and fold inward. Align the cuff with the edge we just formed. Fold it over. Repeat on the other side. Now bring the tail to the collar, and spread it flat. Turn it over, and we're done. OK. This is the first folding method. Next we're going to show you two faster ways to perform the standard folding method. Use your thumbs and index fingers to pull up the T-shirt by the upper ends of the shoulder lines. Use the other three fingers of each hand to fold the sleeves inward. Fold the T-shirt over as you put it down. Now the second folding method. On the side away from you, find points A, B, and C. Use your thumbs and index fingers to pinch up points A and B. OK. Don't let go of point B. Bring point A to point C at the tail of the T-shirt. Pull it up and shake.

Lay the T-shirt down and spread it flat. Now we are demonstrating the pocket-like folding method. Turn the T-shirt over so that its back faces you. Then do the first few steps of the standard folding method. Bring the tail end to the armpits. Now you'll find that Now you'll find that a pocket is formed here. There's a hole. So tuck in the right half with your hand. Put in the collar. As you do so, use your fingers to level the two ends inside, so the tucked-in portion is less likely to come out when the T-shirt is moved. Clothes folded by the pocket-like folding method can be put into a container basket vertically one after another. The clothes can now be pulled out individually without turning the remaining clothes into a mess. Next we are showing you the army rolls. First, lay the T-shirt down with its front facing you, and with the tail end close to you. Then turn the bottom edge inside out by approximately a thumb's length, like this. Turn the T-shirt over by gripping one end of the bottom edge and the same side of the collar so that the lateral side of the T-shirt is close to you.



E-learning for new immigrants

Then do the first few steps of the standard folding method.

Fold it over.

Now we begin to roll,
like making a spring roll.

The tighter, the better,
because the gaps between the rolled layers
will be smaller.

When the T-shirt is completely rolled up,
you'll find a pocket here.

Insert your hand into the pocket,
and pull the fabric with your thumb
to turn it inside out.

That's it.

Now an army roll is completed.

Next we'll show you
how to fold a towel into an army roll.
To begin with, fold the towel in half.

Fold the unfolded edge
like this by a thumb's length.

Then fold the two transverse sides
toward the center.

A pocket is formed here. Can you see it?
You can turn it this way,
and then start rolling away from you.
During the rolling process,
the pocket may open.

So press it down slightly.

Now the pocket is completely formed.
Insert your hand into the pocket.

The towel can be difficult to fold over at this stage.

This is a towel army roll.

Such rolls are suitable for a container in a basket.

We can stack them up
in the basket.

After all, there can be a large number of bath towels and hand towels in the house.

Next, we're showing you
how to fold long pants.

Bring the two opposite ends of the waistband together.

Use your fingers to pull up the two legs.

Then fold the two ends toward the center.

Now you'll find a pocket
at the waistband.

Insert the opposite end
into the pocket with your hand.

Pants folded in this way can be stacked up
or allowed to stand vertically.

The next demonstration is about folding the panties.

Please be reminded that
there may be a cute design
at the waistband of a pair of panties.

So we turn the panties over to let the design
face down.

There are two lines.

Fold inward along the lines.

Then fold the waistband over
to reveal the design.

Tuck the opposite end
into the pocket.

This is a folded pair of panties.

Now, folding is done.

You may recommend your client
to buy a panties container bag with
compartments,
so they can put their panties into the

compartments one after another
and pull out the panties
individually.

Some clients would fold their socks into balls.

But folding in this way
is very likely to cause
loss of elasticity,
and the socks will soon be baggy.

Now let me show you
the cross folding method.

First, find the heels.

Arrange the socks in a cross shape.
Fold the left and right arms of the cross
toward the center.

Then fold the lower arm upward.

Now you'll see
a pocket at the upper end.

So, insert the lower arm into the pocket.
Once folded in this way,
the socks will not come loose.

Next, we'll show you how to fold boxers.
Turn them over so that the back faces you.

Fold in thirds
toward the center,
like this.

Now a pocket is formed here.
So, using the force of your hand,
grip this end firmly and tuck it in.

Done.

The folding methods I have shown you
can adapt to different container spaces
and suit your clients' clothes folding habits.
The clothes-folding methods you use
should match your clients' habits,
and only in this way can your clients' clothes
stay clean and organized for a long time.



E-learning for new immigrants



Are you frustrated with cleaning the bathroom? Now I'll show you how to clean the bathroom. Let's start with an introduction to the tools. This is a gap brush, or groove cleaning brush. And these are the three basic types of scouring pads. The green one contains abrasive grit, so it has relatively high cleaning strength. The blue scouring pad has medium coarseness, and its blue sponge can be used on relatively new metal parts. The last one is the yellow scouring pad. It is the most delicate of all. The next tool is a wire brush. Wire brush can be applied to stubborn water stains and areas affected by mold. This is a dedicated toilet bowl brush, and we pack it separately. This black tool looks like a small toothbrush. It is used to clean places where corner brushes cannot reach. And don't forget to protect our hands. So a pair of gloves is prepared. And this one. This cloth is a piece of chamois cloth. It is used for water absorption.



Household Services course

Cleaning and tidying up the toiletbathroom



Here you see more cleaning rags. Today these two cleaning rags will serve separately as a damp and a dry one. First of all, wet the entire wet area of the bathroom. Turn on the shower. Cover the dirty areas with a layer of water. Spray the cleaning agent on where there are noticeable water stains. The key principle of bathroom cleaners is the use of acid-alkali neutralization. If the water stains are thick, the waiting time should be extended. On the metal parts, spray the bathroom cleaning agent as well. Chances are there are a lot of water stains on the metal surface, including the showerhead. Spread the cleaning agent evenly. On the walls, you are very likely to find soap scum and mold. Apply some dish-washing liquid. Why dish-washing liquid? It is used because during a shower, liquid soap will carry away the lipids and dead skin on our body, and the bubbles

tend to stay on the walls and the floor. Dish-washing liquid can effectively remove grime that is oil-soluble. Wipe evenly. Do not miss any spot on the wall. The grout lines should be washed with more effort. Now let's move on to the glass partition wall. Apply more water to the scouring pad. Spray the dish-washing liquid. Stand on one side of the glass, allowing your arm to extend, and move your hand in circles as you scrub the glass. Move from the top down. Now take the showerhead. Scrub its surface in circular motions. And don't forget the hose. Grab the hose and scrub the bulk of it by wrapping it in the scouring pad. Then use the corner brush to brush away the mold. After completing the scrubbing process for the wet area, rinse off the bubbles and grime. Take the showerhead and move it over all the areas you just scrubbed to give them a good rinse, including the floor.



E-learning for new immigrants

Don't miss any corner.
As for the floor,
pay attention to the drainage hole.
The drainage hole is a typical source of smell.
Be sure to remove the hair and gunk
and throw it
into the trash can.
Don't let it flow into the drainage hole.
Otherwise, the piping system
of the entire building
may get stuck over time.
For drying,
it is important to use the chamois cloth.
Wipe from the top down
in order for the cloth
to completely absorb the water on the walls.
After wiping the walls,
take out the scraping head,
and scrape from the farthest area from the
drainage hole toward the drainage hole.
Dry everything from the top down.
The glass partition wall is the last to wipe.
This is because if the partition wall is already
wiped
when you scrape the floor,
water may splash on the partition wall
while you are scraping the floor,
and the partition wall will get dirty again.
Now let's clean the dry area.
Move all the bottles into a basin.

Then start cleaning in a top-down order.
Start by cleaning the mirror.
Use a damp cloth
to wipe dirt off the mirror surface.
Then use a glass scraper
to squeegee water off the mirror.
Immediately after that,
use the dedicated glass-cleaning cloth
to wipe off the water marks along the edges.
On the glass shelf,
there is
noticeable soap scum.
Apply a little bathroom cleaning agent
and scrub off all the soap scum
or water stains.
After scrubbing,
use the damp cloth
to wipe off the bubbles and grime.
Next, we're cleaning the washing bowl.
The key area of the washing bowl
is the metal parts.
The metal parts,
especially the gaps and corners,
are the most likely places for grime to
accumulate.
So brush with more effort.
If rinsing is possible,
rinse every area you just brushed.
If rinsing is not an option,
use a cloth
to wipe off
the grime you just removed.
The next area to clean is the toilet bowl.
Use the blue scouring pad.
Add some dish-washing liquid
and water.
Remove all the soil.
Start from the inner side of the toilet seat.
Scrub away any noticeable soil.
Then take out the dedicated corner brush for

or use the client's toilet bowl brush.
Our work ethic dictates that
we never use a toilet bowl brush
to clean anywhere
other than a toilet bowl.
Then use the damp cloth
to wipe off the cleaning agent on the surface.
It is important
not to skip
the areas
under and around the toilet bowl,
where you may find urine residue.
So clean these areas with more effort.
After scrubbing the dry area,
what remains to be cleaned is the floor.
Take out the mop pad.
In today's case,
the dry area is relatively clean
and not very dirty,
so I choose to clean the floor of the dry area
by mopping.
By mastering the correct cleaning steps,
and inviting your client to form the basic
cleaning habit,
you'll be able to make the bathroom
a truly clean
and relaxing place.
Don't forget
to put the client's objects back in their original
places
after cleaning.





E-learning for new immigrants



The way modern people work is gradually changing. More and more people have home offices. It is precisely because we work from home that we tend to turn our home offices into cluttered storage areas without our knowing it. Today I'll show you how to restore a clean and comfortable home office. The high corners of a home office often have cobwebs, but the client is very likely not aware of it. First, we take out a piece of dusting paper. Turn it over, and we can see the excess paper portions. Tuck the excess paper portions into the four holes. Tighten the screw for the duster head. Once locked, the duster head will not wobble easily and can be better used for cleaning. Now press the duster head flat on the ceiling. When you come to a corner, where there may be a lot of cobwebs, use the corners and sides of the duster head wisely. The dusting paper works on the principle of static electricity and can adsorb the dust removed, preventing the dust from falling



Household Services course

Home office study (tidying up and cleaning)

during the cleaning process. Lamp shades cannot be cleaned with the duster head. So I recommend using the extendable duster instead. It allows you to clean not only the lamp shades, but also the decorative metal parts on top. A tool for cleaning both of them. During the cleaning process, be sure to dust gently. Next we're going to clean the work table. Begin by removing the dust on the table surface. Do pick up the objects on the table and clean the table surface beneath them. As the tabletop is rather large, my recommendation is to divide the tabletop into a left, middle, and right section. Work from left to right, and far to near. After dusting, prepare a damp cloth and a dry cloth. To begin with, use the damp cloth to wipe in the shape of the letter Z. While you're wiping, don't forget that corners and edges should be wiped in a wrapping manner. You can move the objects to the right to clear the space to be cleaned. Wipe with the damp cloth in one hand, and then wipe with the dry cloth in the other hand.



The packaging for tissues and wet wipes tends to have creases. To make the packaging look neat, you can pull and smooth it flat. Before cleaning the 3C area, please note that your cleaning rag must be only slightly damp. That is to say, they should not feel moist. Before cleaning the client's computer, be sure to confirm with the client if the computer is still on. Many people work 24 hours a day and will keep their computers on. Don't let your cleaning work cause your client's data loss. Similarly, start by using the duster to remove most of the dust. On the client's screen or keyboard you may find fingerprints or sticky stuff left after eating. As for the mouse, my recommendation is, in addition to using the duster, see the gaps here? you should use the soft bristle brush that is normally kept in your apron pocket. Use the brush to brush away the dirt and crumbs in the gaps. If there is anything sticking to the surface, use a more or less dry cloth to wipe off the stains.



E-learning for new immigrants

If it has been confirmed that the computer is off, you can close the lid.
Wipe off the surface dirt.
Then move it to the right.
When you're moving it, pay attention to its power cord.
Don't forget to clean the base of the screen.
When putting objects back in their original places, try to do so according to the client's habit.
Many people don't want us to clean their work tables simply because after cleaning, they may have a problem finding particular items.
That's why they want us to leave things where they are.
Next, let's move on to this area.
You can tell that the client is in a habit of making tea.
A tea set is definitely a valuable item.
Therefore, before cleaning, you're advised to move the valuable item aside so that during the cleaning process, the risk of causing damage to it is reduced.
Move it to an area where you just cleaned.
The tea-making area may include hot water.

So you should feel the kettle briefly. A burn protection mechanism is usually in place, but you should still check if the kettle contains hot water before moving it. If there is water in the kettle, you may confirm with your client if you should empty the kettle for them. This is the kettle base. You can help your client wipe off the surface dirt. Clearing the top of the side table first helps increase our cleaning efficiency. As you can see, there are tea stains. Use a cloth that is only slightly damp to wipe in the shape of the letter Z. Then wipe it dry. Moving on to the cabinet below, dust it with the duster. Check for dirtiness. It is important that before you put things back in place, you should check their bottoms for cleanliness. Then return the client's tea set. When moving it, move slowly to be safe. When everything is back in place, and if you have unplugged any appliance, do plug it in again. If the appliance was on in the first place, then switch it back on. Now we've done cleaning this area. The last thing is to clean the rollers of the computer chair. The rollers can be the most neglected part in this room and also a source of dirt in the entire office. First, use the principle of the lever,

and by holding the backrest with one hand and the seat with the other, tip the chair over to make the rollers accessible. Now you can see the roller surfaces are attached with a lot of dirt. Wrap the roller in a cloth, and then turn the roller. This cleaning method is not only efficient, but is also effective in removing dirt. When you have turned the roller in a full circle, you know you have completed cleaning it. If you have to rotate the legs of the chair repeatedly, it will be too much work. My recommendation is to clean the upper, left, and right rollers before rotating the chair legs. Now the rollers are clean. Please be reminded that if you find a damaged roller or if you find the roller surface peeling off, you should advise your client to replace the defective roller. This is because no matter how hard you clean it, the surface of the defective roller will keep peeling off. The last step of cleaning the home office is to clean the floor. As people spend more and more time in their home offices, their floor cleanliness requirement becomes more and more stringent, too. When you're mopping, don't leave any spot untouched.



E-learning for new immigrants



Cleaning services are not just physical activities but also involve interactions between people. This episode includes different scenarios to show you the basic communications between us cleaners and our clients and how we can help our clients in decluttering and letting go. The main scenario is this. The client wants us to help her tidy up her shoe cabinet. When the client needs your assistance in discarding something, you should ask the client to stay with you during the entire process. I want to organize my shoe cabinet today. There is no room for my new shoes. OK. That's all right. Shoes accumulate one pair after another. I've prepared two boxes for you. Later, if you find a pair that is in good condition, put them into the "keep" box. OK. If you find a pair that is not so good, put them into the "go" box. No problem. Now I have three questions to ask you. The first question is: are there any shoes that you haven't worn for three months or longer? The second question is: are there any shoes



Household Services course

PPhilosophy and method of decluttering and letting go(practical application)

—domestic chores are more than physical work



that don't feel comfortable on your feet now? The third question is: are there any shoes that don't match your current style? OK. Well, take a look at these. Are you going to throw away these four pairs of shoes? This pair I want to keep. They have sentimental value, and I'm a little reluctant to let them go. That's OK. Let's put them in the "keep" box for now. Should we throw the other three pairs away? Yes. I'm sure I won't wear them anymore. The other three pairs are to go. So I put them into the "go" box. Yes, please. This pair you're reluctant to throw away, so we'll leave them here for now and see if next time you'll choose to make them another memory of yours. OK. Very well. I'm now putting the remaining shoes back into the cabinet to see if we have created any extra space. The heavy ones I'll put on the lowest shelf. Sneakers and foam clogs are going to the upper shelves. Now it seems we have room for two more pairs, where you can put your new shoes. Great.

In the next scenario, the client wants us to help her organize her closet. We can help the client look through her clothes, one by one, to see if any of them haven't been worn for a long time or has pilled and can be discarded. This process will not turn the client's closet into a minimalist one overnight. Rather, the client will have to come back again and again to reconfirm her choices. Only by doing so can the client establish her own style. I often have problems matching my clothes and always feel I need more and am one item short. OK. I see. Today let's try to say goodbye to styles that no longer suit you, shall we? Are there any clothes that you haven't worn for two years or longer? Two years... This one. Are you sure you want to throw it away? This shirt has a lot of sentimental value because it was bought during my first job. Totally understood. Now that its material is still in good condition, may we give this shirt, a memory of your previous efforts, to someone else so that they are equipped to make their efforts? What do you think?

Good idea.
 Then the box to our right
 will be used for clothes to be given away.
 Any clothes that should be discarded?
 This one has a loose thread.
 Right.
 So I'd recommend that
 you discard these two pieces.
 Good. Let's throw them away.
 Yes. OK. Next,
 suppose the reason you often find it difficult
 to find the clothes to wear
 is that some of your clothes
 don't match your style.
 So, please find me three tops
 and three pairs of pants
 that you think are easy to match
 and that you wear frequently.
 We'll put them
 in your dedicated personal section.
 OK. These clothes are going to
 your dedicated personal section.
 Afterward, you can put other clothes
 that you frequently wear and love to wear
 into your dedicated personal section.
 The remaining clothes
 will be candidates for the next round of
 elimination.
 Eventually, you'll find that your closet
 begins to look like a boutique.

Understood.
 I also want to ask for your help with my home office.
 I work from home.
 So can you help me organize the office?
 No problem.
 People nowadays have gradually shifted work
 into their daily lives.
 The line between work and life has been
 blurred.
 Our goal is to help our client change their
 perspective and treat their home office as a
 work partner so that the screening of items can
 be made easy.
 Educating our client is not to change their living
 habits but to help them gradually form
 a new good habit that allows them to find their
 own pace of life.
 The first question to ask is:
 is there anything that is irrelevant
 to your work objectives?
 These cosmetics, maybe. Oh. Cosmetics.
 I can help move them...
 I'll move them to your room later.
 Are these post-it notes
 frequently used in your work?
 Yes, but I may have bought too many of them.
 I'll put the stationery
 in its place shortly.
 I can see that you're in a habit of eating
 snacks, but there are so many snacks.
 May we prepare a container for storing
 snacks?
 This way, we can prevent
 the snacks from going uneaten
 and then expiring, which would be a waste.
 Tea-making tools.
 May I move them to the tea-making area?
 OK. That's great.
 For miscellaneous items such as your hand

and Tiger Balm,
 you should try your best
 to keep them within this box.
 No problem.
 When it comes to
 charging cables and chargers,
 leave only one of each out for use.
 The rest will go into a zipper bag
 for you in the container.
 These are frequently used items.
 Please check for me
 if they can fit into this box.
 Let's try.
 May I put this alongside the tissues?
 OK.
 The last thing I need you to help me with
 is to group your snacks by type.
 Help me check
 if there are any snacks that you don't want
 anymore or any bags that are already empty.
 Empty bags... This one has expired.
 uly 12, 2024.
 I'm putting expired snacks into a bag.
 Alright, I've helped you tidy up this area a bit.
 For future maintenance, please put small
 packages into this box without overloading it,
 so nothing will expire without your knowing it.
 For the things on the lower shelf,
 try to store them vertically.
 The last shelf is where I put the supplies.
 Books and similar objects should be put on the
 bookshelves whenever possible.
 As a final reminder to all of you,
 keep the right mindset
 and a genuine smile while you serve.
 This is key to establishing long-term trust with
 our clients
 and is the attitude we should have as cleaning
 professionals.

