

## Unit 5: Housekeeping Standards and Quality Control

### \*\*A\*\*

**Acidic Cleaners:** Cleaning solutions with a pH level below 7. These cleaners are effective in removing hard water stains, mineral deposits, and soap scum. However, they should be used with caution as they can damage certain surfaces and finishes.

**Adhesive Residue:** Leftover residue from stickers, labels, or tape that can be difficult to remove. Specialty cleaners and scraping tools may be required to completely remove adhesive residue.

**Air Fresheners:** Products used to eliminate or mask unpleasant odors in a room. They can come in the form of sprays, gels, or plug-in devices.

**Allergens:** Substances that can cause an allergic reaction in sensitive individuals. Common allergens found in housekeeping include dust mites, mold, and pet dander.

**Antibacterial Cleaners:** Cleaning solutions that contain chemicals that kill bacteria on surfaces. These cleaners are commonly used in high-touch areas such as doorknobs, handrails, and remote controls.

**Aromatherapy:** The use of essential oils to enhance mood, reduce stress, and promote relaxation. Aromatherapy can be used in housekeeping through the use of scented candles, diffusers, or room sprays.

### \*\*B\*\*

**Bacteria:** Microscopic organisms that can cause illness or infection in humans. Proper cleaning and sanitation can help prevent the spread of bacteria.

**Bleach:** A strong disinfectant and cleaning agent that can kill bacteria, viruses, and fungi. Bleach should be used with caution as it can be harmful to skin and lungs if not used properly.

**Buffing:** The process of polishing a surface to a high shine using a buffer or polishing machine. Buffing can help restore the appearance of surfaces such as wood or tile.

### \*\*C\*\*

**Calcium Deposits:** Hard white or grayish deposits that can form on surfaces due to hard water or mineral buildup. Calcium deposits can be difficult to remove and may require specialized cleaning products.

**Carpet Cleaning:** The process of removing dirt, stains, and odors from carpets. This can be done through methods such as steam cleaning, bonnet cleaning, or dry cleaning.

**Color-Coding:** The practice of using different colored cleaning supplies for different areas or tasks to

prevent cross-contamination. For example, using red rags for bathrooms and blue rags for kitchens.

**Cross-Contamination:** The transfer of bacteria, viruses, or other contaminants from one surface to another. Proper cleaning and sanitation can help prevent cross-contamination.

**D**

**Daily Cleaning:** Routine cleaning tasks that are performed on a daily basis, such as dusting, vacuuming, and emptying trash.

**Dehumidifiers:** Devices that remove excess moisture from the air. Dehumidifiers can be used to prevent mold and mildew growth in humid environments.

**Disinfectants:** Chemical agents that kill bacteria, viruses, and other microorganisms on surfaces. Disinfectants are commonly used in high-touch areas such as bathrooms and kitchens.

**E**

**Enzyme Cleaners:** Cleaning solutions that contain enzymes that break down and remove organic matter, such as protein or starch. Enzyme cleaners are effective in removing tough stains and odors.

**F**

**Fabric Softeners:** Products used to reduce static cling, wrinkles, and odors in fabrics. Fabric softeners can be added to laundry or used in a dryer.

**G**

**Germs:** Microscopic organisms that can cause illness or infection in humans. Proper cleaning and sanitation can help prevent the spread of germs.

**Green Cleaning:** The practice of using environmentally friendly cleaning products and methods. Green cleaning can help reduce the impact of cleaning on the environment and improve indoor air quality.

**H**

**Hard Water:** Water that contains high levels of minerals such as calcium and magnesium. Hard water can cause mineral buildup on surfaces and make cleaning more difficult.

**Heavy Duty Cleaning:** Cleaning tasks that require specialized equipment or cleaning products, such as removing graffiti or cleaning ovens.

**High-Touch Areas:** Surfaces that are frequently touched by multiple individuals, such as doorknobs, handrails, and light switches. High-touch areas should be cleaned and sanitized regularly to prevent the spread of germs.

**I**

**Impressionable Surfaces:** Surfaces that can be easily scratched or damaged, such as marble or granite. Impressionable surfaces should be cleaned with care and gentle cleaning products.

**Inspections:** The process of evaluating the cleanliness and condition of a space. Inspections can be performed by supervisors, managers, or third-party inspectors.

**J**

**Jansan:** A term used to describe the janitorial and sanitation industry.

**K**

**Kitchen Cleaning:** The process of cleaning and sanitizing kitchen surfaces, appliances, and utensils. Kitchen cleaning is important for preventing foodborne illness and ensuring food safety.

**L**

**Laundry:** The process of washing, drying, and folding linens, towels, and uniforms. Proper laundry procedures are important for maintaining cleanliness and hygiene in a housekeeping operation.

**M**

**Mold:** A type of fungus that grows in damp or humid environments. Mold can cause health problems and should be removed promptly.

**N**

**Natural Cleaners:** Cleaning products that are derived from natural ingredients such as plants, minerals, or essential oils. Natural cleaners are often less harmful to the environment and human health than traditional cleaning products.

**O**

**Odor Control:** The process of eliminating or masking unpleasant odors in a space. This can be done through methods such as air fresheners, deodorizers, or ventilation.

**P**

**Personal Protective Equipment (PPE):** Protective gear worn by housekeeping staff to prevent exposure to hazardous materials or conditions. PPE can include gloves, masks, and safety glasses.

**Polishing:** The process of applying a protective coating to a surface to enhance its appearance and protect it from damage. Polishing can be done manually or using a machine.

**Preventative Maintenance:** The practice of performing regular maintenance tasks to prevent equipment failure or damage. Preventative maintenance can help extend the life of equipment and reduce repair costs.

**Q**

**Quality Control:** The process of monitoring and evaluating the quality of cleaning and maintenance tasks. Quality control can help ensure consistent results and identify areas for improvement.

**Quarantine:** The practice of isolating individuals or items that have been exposed to a contagious disease or condition. Quarantine can help prevent the spread of illness.

**R**

**Restocking:** The process of replenishing cleaning supplies, linens, and other materials used in a housekeeping operation. Restocking should be done regularly to ensure that staff have the necessary tools to perform their tasks.

**Sanitizers:** Chemical agents that reduce the number of bacteria on surfaces to a safe level. Sanitizers are less powerful than disinfectants but are still effective in preventing the spread of germs.

**S**

**Safety Data Sheets (SDS):** Documents that provide information about the hazards, composition, and handling of chemical products. SDS should be readily available to housekeeping staff and used to ensure safe handling and use of cleaning products.

**Scouring Powders:** Abrasive cleaning powders that can be used to remove tough stains and buildup on surfaces. Scouring powders should be used with care to prevent damage to surfaces.

**Soil:** Dirt, dust, and other debris that accumulates on surfaces. Soil can be removed through cleaning methods such as sweeping, vacuuming, or mopping.

**Stain Removers:** Products used to remove stains from surfaces or fabrics. Stain removers can be chemical or enzyme-based and should be used according to the manufacturer's instructions.

**T**

**Task Management:** The process of assigning, scheduling, and monitoring cleaning and maintenance tasks. Task management can help ensure that all tasks are completed on time and to a high standard.

**Toxins:** Harmful substances that can cause illness or injury. Housekeeping staff should be trained to handle cleaning products and other hazardous materials safely to prevent exposure to toxins.

**U**

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