

# Clean Talk



OFFICIAL PUBLICATION OF RED RIVER SANITORS,

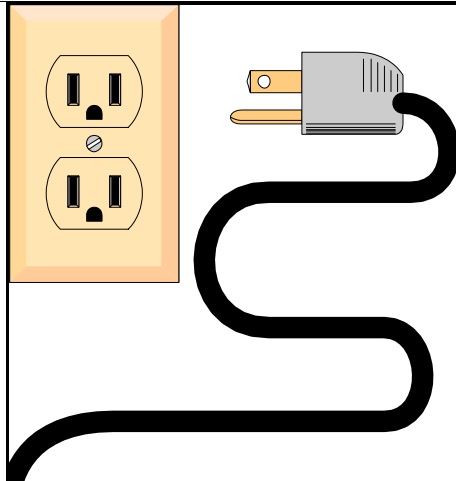
## Supervision.....You Get What You Give

Developing people is—or should be—a fundamental responsibility of every manager. No organization will survive for long if developing people is not a basic belief and practice in the organization. As a manager, you should always look for ways to train and develop your people. And delegation is one of the most powerful and effective ways you have to build your employees' skills.

Delegation gives your employees a chance to learn and grow. Properly done, it will encourage initiative and result in job satisfaction. When you delegate an important task to someone, you demonstrate your confidence in that person. That builds self-esteem.

If your employees feel you're providing opportunities for them to grow, they are more likely to be motivated and enthused. They will feel that you are genuinely interested in their career growth and not just in your own. They'll make that extra effort to complete the delegated task successfully because they want to satisfy you and themselves.

Many managers unintentionally treat their employees in a way that leads to less-than-optimum performance. They criticize when they should encourage. They reprimand when they should support. They talk when they should listen.



**Never unplug a piece of equipment by jerking the cord. This could cause serious injury to the plug and**

Employees who get instructions tinged with doubt or criticism are less likely to believe they can do a good job. The way you treat your people is often influenced by what you expect of them. If your expectations are high, productivity will likely be high. If your expectations are low, productivity will likely be low.

An employee's performance tends to rise or fall to meet the manager's expectations.

## Think Safety

### Safety Tip of the Week

Extension cords are used everyday at work and at home. Sometimes when a piece of equipment is used as often as extension cords, people tend to get careless with the way that they handle them. Extensions cords carry electricity that can hurt you. You have to be very careful while using them.

You should consider your extension cord as a piece of your equipment. Just as important as your vacuum or buffer. You must take care and handle it properly.

Look at the cord and plug before you use it. If the cord is broken or has bare wires, don't use it until it is repaired. If the plug has loose wires or the metal prongs are broken or blackened — have it fixed before you use it.

If you do have a problem with your extension cord, please contact your supervisor. We do not want anyone working with unsafe equipment.

To care for your extension cords, don't jerk them out of the socket. Always unplug them carefully. Don't let them get caught in doors. Don't run over your extension cord with your machine. This can damage them and can cause serious injury to you.

Take care of your extension cords and they will take care of you!

*Beckie Willis*



# Cleaning Your ATM Machine Properly

If you are assigned to a bank where there is an ATM machine you are responsible for the daily cleaning of the ATM machine. This is a very important part of your daily responsibilities. In fact from a health and safety stand point it is probably one of the most important task that you do.

As professional custodians we are responsible every day for the health and safety of many people. Not only the employees who work within the buildings that we clean. Also the many people who visit these places each day. The way that you perform your nightly cleaning really does make a difference. It affects hundreds of people each day. More and more people are using the drive up and stand alone ATM machines that we clean. In fact we use them ourselves. These machines need to be properly disinfected each night.

To clean the face of the ATM machine you need to use Forward DC that has been properly diluted down into the 16 ounce spray bottle. This product used properly will kill any bacteria and germs that may be on the ATM. It is important that we do this each day. Through out each day people are constantly touching that ATM machine. Someone with a cold may have sneezed into their hands or wiped their nose—then touched the key pad on the ATM. The point is, we don't know where the people who have been using that ATM machine have had their hands. It is important that on a daily basis we kill any germs left there.

Please follow the following steps when cleaning your ATM machine. Remember what you do really does matter. If you do your job properly you can cut down on the amount of colds and other illnesses that are spread by human contact.

- ◆ Lightly spray the entire face of the ATM machine with Forward D.C. This should include all stainless steel and plastic. Remember anywhere a person might have touched needs to be disinfected. Sometimes people place their hands on the top of the machine and lean there while using the machine. Do not wipe the machine yet.
- ◆ Empty the trash receptacle or pick up an debris that may be on the ground while the germicidal is “setting.” You must allow enough time for the “Forward DC” germicidal to properly do its job. If you spray it on and immediately wipe it off you are not killing any germs.
- ◆ Using a clean paper towel wipe off the ATM machine. Please be sure to wipe between the keys also. You know where that black gunk can build up. Never use a rag when you clean your machine. Always use paper towels that you can throw away as soon as you have cleaned your machine. We do not want to cross contaminate when we clean. If you are wondering what I'm talking about think of it like this. You could transfer germs from one surface to another if use a cloth rag.
- ◆ Forward DC germicidal will polish up the stainless on your ATM machine also. Use it just like you would use stainless steel cleaner.

If you follow these four simple steps on a DAILY basis you will always have a clean ATM machine.

## PERSPECTIVE

TWO BUCKETS were on their way to the well. “You look mighty sad,” said one bucket to the other.

“I was just thinking about the futility of what we do,” said the sad bucket. “Time after time we go down to the well and get full, but we always come back to the well empty.”

“You've got the wrong slant,” said the other bucket. “I enjoy what we're doing. The way I look at it, no matter how many times we come to the well empty, we always come away full.”



Clean Closet Winner

## Alford Wins Award!

The winner of this weeks Clean Closet Award is Mr. Lemmie Alford. Lemmie was nominated for this award by Mrs. Cathy Gates. Cathy won for his closet at Louisiana Tower. Cathy said, "*Lemmie always keeps his janitor closet in order.*" when she was nominating him for this honor.

Congratulations Lemmie! We are proud of the great work that you do. Cathy Gates has been turning in good reports on the work that you are doing. Keep up the good work!

Each pay period Area Supervisors check the appearance of every accounts custodial closet. They check for the following things:

- \*They check the equipment to see if the vacuum bags have been emptied.
- \*Vacuums are clean and polished.
- \* Mops and wringers are cleaned and rinsed.
- \*The sinks are scoured and the closet floor is swept and mopped.
- \*They check to see that all containers of chemicals are clearly labeled with the proper HASCOM labeling.
- \*The MSDS books are checked to see if there is a sheet for each chemical that is used in that particular account.

The winner of the Clean Closet Award receives \$25.00 cash. As with all of our contests, the winner must call or come by the main office within two (2) weeks of this newsletter to claim their prize.

Employee Communication

# Using The Right Tool

Have you ever heard the saying "You need the right tools to do the job right That saying is certainly true and surely applies to all jobs, including the cleaning industry.

Cleaners and janitors need the right tools to do their jobs properly. For us, that means vacuum cleaners, buffers, mop buckets and wringers. Supplies such as glass cleaner and bowl cleaner and even the simple items like spray bottles.

You also must know how to use these tools and take care of them. Your supervisor should insure that you are trained properly in how to use the equipment and supplies required to do your job.

This includes using a vacuum properly on the right setting. Using glass cleaner for mirrors and the proper disinfectants for cleaning floors or commodes.

Sounds simple, doesn't it? But you would be surprised how often a worker is found mopping a floor with a stripper instead of a neutral cleaner, and then wondering why the floor looks bad. Be sure to ask questions about the use of your tools. Supervisors—take the time to instruct cleaners properly in the right things to use, and the proper way to use them.

The other part of tool use is how to take care of them. Vacuum cleaners are a good example. A vacuum cleaner will not work properly if the bag is full. Bags on all upright machines should be emptied each

Friday. Back pack vacuum cleaners should have the paper filter emptied each night. On Friday the small circular dome filter on the inside underneath the cloth bag should be taken out and rinsed off. The large foam filter underneath the machine should also be taken out and rinsed off. Do not put these filters back into your machine wet. Set them aside and allow them to dry over the weekend. You should take a damp cloth and wipe off both the interior and the exterior of your machine.

If you have a problem with a piece of equipment, report it to your supervisor. Supervisors—if you can't fix the equipment, you are responsible for tagging the equipment and identifying exactly what is wrong. Then bring it to the office for repair. Also identify the location where the equipment is used so it can be returned to you when repaired.

All cleaners are also responsible for cleaning their equipment, including buffers and brute barrels. This should be done daily to keep them looking good. This makes you and the company look good too!

So remember, use your tools properly and take care of them. You need them more than they need you!

*Beckie Willis*

## Sexual Harassment Policy

We feel that all employees should be able to do their job without concerns about any type of harassment. If you feel that you have been subjected to harassment by either a co-worker, supervisor or customer, please feel safe in reporting it directly to the Vice President, Beckie Willis. You may reach Beckie anytime by either coming by the office, or phoning her at 222-6070. Maintaining a positive working environment for our employees is a high priority at Red River Sanitor's.



# *RRS Bulletin Board*



## Automatic Time Keeping Emergency Number

# 673-4760

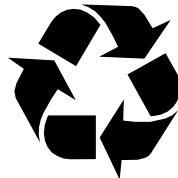
If you can not get through to the Time-keeping Computer, call this number.

Please remember to speak clearly and give the following information.

01. Your name and employee number.
02. Your access number and the name of the building that you are working in.
03. Whether you are checking in or out.

**NEVER CLOCK OUT FROM ANY PHONE OTHER THAN THE PHONE LOCATED INSIDE THE BUILDING YOU WORK AT.**  
If you do your check will be short.

Remember  
to  
Recycle!



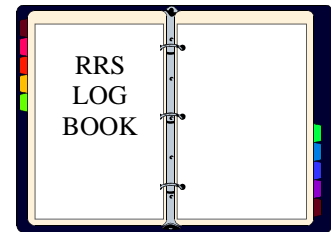
Please remember to bring in your dirty mop heads, rags, bonnet pads, buffing pads, and empty gallon jugs. We recycle these items by washing them here at our warehouse.

When you come into the office to get a clean mop head, you should always bring a dirty mop head with you to exchange. Mop heads are very expensive. If you leave your dirty mop head in your janitor closet it will mildew and sour. This will not only ruin the mop head, it will stink up your janitor closet.

## Supply Orders

If you pick up your supplies here at the office, please follow these simple guidelines. It will result in you getting your supplies much faster.

- ◆ Call the day before you are coming to pick up your order. All supply orders must be approved by your supervisor.
- ◆ Place your order with your supervisor.
- ◆ Know what products that you need. Don't assume that the person taking the order knows what you use.
- ◆ Be specific on the size of items that you use, such as mop heads. Be sure to bring your dirty mop head with you to exchange.



## RRS LOG BOOKS

Please check and respond to your Log Book on a daily basis. If there is a request that you can not handle, please contact your supervisor. Log Books are very important. If you notice any maintenance problem within the building that you are cleaning, such as burnt out lights, leaky faucets, etc. please take the time to write them down in the Log Book for the customer. They will appreciate it very much.

If you don't have a Log Book in the building that you are working in. Please call your supervisor.

## Let's Talk Trash

RRS policy is not to remove any item from the building that we work in. Not even if it is in the trash. All employees should remember this and avoid any suspicion of theft by not taking anything home that is not yours!

If there is something in the trash that you do not think belongs there—place it in the janitors closet and check with your supervisor.

Please remember removing any item from the trash is grounds for termination.