

# 10 TIPS & TRICKS



TO CREATE A SAFE,  
SATISFYING AND CLEAN  
SHOPPING 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 labour



## 2. VALIDATION

Clean smarter with asset management and business intelligence metrics, which allow you to:

- Objectively measure a clean environment
- Create consistency across your stores
- 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. PRIORITISE

Make the biggest bang for your buck by focusing on the most noticed areas of your store.

- Restrooms and the front of the store 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 customers and employees
- Utilise small automated scrubbers for quick cleaning and water pick-up, leaving the area dry and immediately ready for customer 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 & MACHINE 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. USE OEM PARTS

Correct parts are important, and OEM parts are designed specifically for your machine.

- OEM parts offer better cleaning performance and help machines last
- Clean your pads and check squeegees after every use



## 9. PREVENTION AND FIRST IMPRESSIONS

97% of customers consider cleanliness an important aspect of where they choose to shop.

- 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 store



## 10. GO ODOUR-FREE

Minimise exposure to potentially harmful chemicals and strong detergent odours

- Detergent-free cleaning not only helps keep customer's noses happy, but also reduces waste, decreases shipping costs and minimizes exposure to VOCs (volatile organic compounds)