

NAME: _____

**MAINTENANCE & MANAGEMENT
TRAINING VIDEO
REVIEW QUESTIONS**

Choose the correct answer:

Customer Relations:

1. How do we greet people we see in the building?

- Carry on long conversations.
- Smile, make eye contact, and say hello.
- Look down and ignore them.

Cell Phone Policy:

2. Do we allow cell phone use at the work sites?

- Cell Phones are allowed only if hands free and no customers are in the building.
- Not allowed.
- Allowed at all times and in all buildings.

Cleaning Procedures:

3. How much floor soap should be put in a mop bucket?

- Only 1-cupful per mop bucket (the size of a small pancake)
- As much as you want per mop bucket
- Use 1-gallon per mop bucket

4. How often should we dust?

- Everyday! We dust open areas on desks, partitions, and file cabinets every day and then one-time per week for detail dusting.
- Never. That is not our job.
- When we can write our name in dust.

5. What do we use for dusting?

- Who dusts?
- White rags
- Yellow dust cloths/yellow micro fiber cloths and extension dusters for high work or low work

6. Do we only mop the center of a floor?

- No, always mop the floor edges and corners, which is where dirt collects
- Yes, only mop the center

7. Should we empty and rinse out our mop buckets at the end of every shift?

- YES – Rinse out and empty mop bucket after every shift.
- NO – Leave mop in bucket with dirty water.

8. What is the first thing we should do when we clean a restroom?

- Sweep the floor
- clean the toilets
- First, fill the toilet paper and paper towels and check the soap dispensers. Because running out of paper towels or toilet paper is the # 1 complaint!

Supplies:

9. How do we get more cleaning supplies?

- Wait until you run out and then demand them for the next day.
- Call the office and order them at least a few days before you need it.
- Go buy it yourself.