



# **METHOD STATEMENT FOR CLEANING OPERATIONS**

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# **KINZO Cleaning and Property Maintenance Ltd.**

## **Method Statement for Cleaning Operations**

### **1. Business Overview**

**KINZO Cleaning and Property Maintenance Ltd.** is an establishment dedicated to addressing the diverse cleaning and maintenance needs of commercial property and residents across U.K. With a commitment to exceptional service and eco-conscious practices, KINZO aims to position itself as a reliable and trusted partner for maintaining clean, healthy, and well-maintained properties. KINZO recognizes the importance of cleanliness and maintenance in enhancing the quality of life for its clients and strives to exceed expectations through its comprehensive service offerings.

### **2. General Mode of Operation for Cleaning a Commercial Property**

Cleaning a commercial property requires a well-organized and systematic approach to ensure thorough and efficient results. Here is KINZO's general mode of operation:

#### **2.1 Assessment and Planning**

##### Task

- Conduct a thorough walkthrough of the property with the client (or their representative) to understand their specific needs and requirements.
- Identify the type and size of the property (office, retail, etc.).
- Determine the scope of work, including frequency of cleaning, specific areas to be cleaned, and any specialized tasks.
- Assess the condition of the property and identify any areas requiring special attention (e.g., high-traffic zones, delicate surfaces).

##### Equipment

- Clipboard, pen, and paper (or digital equivalent) for note-taking.
- Camera to document the condition of the property (with client permission).
- Measuring tape (if needed for accurate estimates).

##### Method

- Communicate clearly with the client throughout the assessment process.
- Provide a detailed written proposal outlining the scope of work, cleaning schedule, pricing, and any other relevant terms and conditions.
- Obtain client approval on the proposal before commencing any work.

#### **2.2 Cleaning Procedure**

##### Task

##### Preparation

- Clear clutter and prepare the work area (e.g., empty wastebaskets, move furniture if necessary).
- Gather all necessary cleaning supplies and equipment.

##### Dusting

- High-dusting (ceiling fans, light fixtures)

- Mid-level dusting (furniture, shelves, equipment)

#### Surface Cleaning

- Wipe down all surfaces (desks, tables, countertops) with appropriate cleaning solutions.
- Disinfect high-touch surfaces (doorknobs, light switches, phones).

#### Floor Care

- Vacuum carpets and rugs.
- Mop hard floors (using appropriate cleaning solutions based on floor type).

#### Waste Removal

- Empty all trash and recycling bins.
- Transport waste to designated collection areas.

#### Restroom Sanitation

- Clean and disinfect toilets, urinals, sinks, and countertops.
- Replenish soap, paper towels, and toilet paper.

#### Kitchen/Breakroom Cleaning

- Clean and sanitize countertops, sinks, and appliances (microwave, refrigerator).
- Load and run the dishwasher (if applicable).

#### Equipment

- Personal Protective Equipment (PPE): Gloves, safety goggles, masks (as needed).
- Cleaning Supplies: Microfiber cloths, mops, buckets, all-purpose cleaners, glass cleaner, disinfectants, trash bags, etc.
- Vacuums, carpet cleaners (if applicable), floor scrubbers (if applicable).

#### Method

- Use color-coded cleaning cloths to prevent cross-contamination (e.g., red for restrooms, blue for general areas).
- Work from the top down to prevent recontamination of cleaned surfaces.
- Pay close attention to detail and ensure all areas are thoroughly cleaned.

## 2.3 Quality Control

#### Task

- Inspect all cleaned areas to ensure they meet KINZO's high standards.
- Address any oversights or areas requiring further attention immediately.
- Obtain client sign-off upon completion of the cleaning service.

#### Equipment

- Checklist to systematically inspect each area.

#### Method

- Implement a double-check system where a supervisor or senior team member inspects the work after the cleaning team.

- Actively seek client feedback to ensure satisfaction and address any concerns promptly.

### **3. List of Cleaning Operations**

#### **List of services**

#### **3.1 General Cleaning**

- Dusting: Removing dust and cobwebs from all surfaces, including furniture, shelves, picture frames, lamps, electronics, skirting boards, and windowsills.
- Vacuuming: Thorough vacuuming of carpets, rugs, and upholstery, paying attention to corners and edges.
- Mopping: Mopping hard floors with appropriate cleaning solutions based on floor type (e.g., hardwood, tile, laminate).
- Window Cleaning: Cleaning interior and exterior windows, mirrors, and glass surfaces to a streak-free shine.
- Emptying Trash & Recycling: Emptying and relining trash and recycling bins.
- Surface Cleaning & Disinfection: Wiping down and disinfecting high-touch surfaces such as doorknobs, light switches, countertops, appliances, and handles.

#### **3.2 Kitchen Cleaning**

- Countertops & Sinks: Cleaning and disinfecting countertops, sinks, backsplashes, and faucets.
- Appliance Cleaning: Cleaning the exterior and interior of appliances, including ovens, microwaves, refrigerators, dishwashers, and stovetops.
- Cabinet Cleaning: Wiping down cabinet doors and drawers (interior cleaning upon request).
- Floor Cleaning: Vacuuming, sweeping, and mopping kitchen floors.

#### **3.3 Bathroom Cleaning**

- Toilets, Sinks, & Tubs/Showers: Thorough cleaning and disinfection of toilets, sinks, tubs, and showers, including grout and tile cleaning.
- Mirrors & Fixtures: Cleaning and polishing mirrors, faucets, and other bathroom fixtures.
- Floors: Mopping bathroom floors with disinfectant cleaner.

#### **3.4 Bedroom Cleaning**

- Dusting: Dusting furniture, shelves, lamps, and other surfaces.
- Vacuuming/Mopping: Vacuuming carpets and rugs, and/or mopping hard floors.
- Bed Making: Changing bed linens (upon request).
- Emptying Wastebaskets.

#### **3.5 Specialized Cleaning Services**

- Deep Cleaning: A more comprehensive cleaning service that includes all aspects of general cleaning, plus deep cleaning tasks such as baseboard cleaning, inside oven cleaning, refrigerator cleaning, and window cleaning.

- Move-In/Move-Out Cleaning: A thorough cleaning service designed to prepare a property for new occupants, typically including deep cleaning tasks.
- Post-Construction Cleaning: Removal of construction debris, dust, and residue after renovations or building work.
- Carpet & Upholstery Cleaning: Deep cleaning of carpets, rugs, and upholstered furniture using professional equipment and techniques.
- Window Cleaning: Interior and exterior window cleaning for residential and commercial properties.

#### **4. Health & Safety**

- Personal Protective Equipment (PPE): All staff must wear appropriate PPE, including gloves, safety footwear, and eye protection when handling cleaning chemicals.
- Chemical Handling: All cleaning chemicals must be stored and used according to manufacturers' instructions. Provide proper training on chemical handling and potential hazards.
- Slips, Trips, and Falls: Ensure floors are dry after cleaning and use appropriate signage to warn of wet floors.
- First Aid: Maintain a well-stocked first aid kit on site and ensure all staff know its location and how to administer basic first aid.
- Emergency Procedures: Establish clear emergency procedures, including evacuation routes, and communicate these to all staff.

#### **5. Environmental Sustainability**

- Eco-Friendly Products: Utilize eco-friendly cleaning products whenever possible to minimize the impact on the environment.
- Waste Minimization: Implement waste reduction strategies, such as using reusable cleaning cloths and refillable cleaning product containers.

#### **6. Continuous Improvement**

KINZO is committed to continuous improvement in all aspects of its operations. Regularly review and update cleaning procedures and methods to incorporate best practices, new technologies, and client feedback.

#### **7. Contact Information**

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