

Are your cleaners getting away with “BLUE MURDER”?

If they are, is your cleaning company "on the ball" and doing anything about it?

Here are the 3 biggest confessions that most cleaners could tell, when they are not being closely managed;

1. 'Working the full shift? You must be joking. If we come in late enough and everyone's away, no-one knows when we arrive or when we leave. Empty the bins, spray some polish, pick up some papers and a quick flick round the loos, and we're out the door. Its amazing how little you can get away with'

How to overcome this - Ensure your cleaning company has an electronic log in and log out programme and ask to see the reports. There are plenty of these programmes about; Ezitracker, Staffcheck to name a couple. They are essential to help you see how much time is being spent on site, and almost always provide proof of which phone was used.

2. 'Proof of ID? I can't give that - I'm claiming benefits and can't afford to be caught! Besides, its only minimum wage'

How to overcome this - Get a written commitment from your cleaning company that they obtain stringent proof of address (eg bank statement, council tax book, utility bill), plus passport (everyone, regardless of nationality) and that they take their own photo of them. Ask also what their vetting procedure is, so you get some reassurance that they don't just take on anyone. Lastly, it's a good sign if your company pays a premium on the National Minimum Wage - with cleaning, paying the cheapest is often a false economy.

3. "Colour coding? Cross-contamination? I haven't got time for all that and no-one ever knows if you use the same cloth on the loo seat as the basin!"

How to overcome this - Look for evidence from the cleaning company that they operate a colour coding scheme. Quiz the managers on it and see if they know the basic colour coding rules. Check that they apply it to gloves, cloths, mops and buckets. Check for BICS (explain what this stands for) accreditation if



possible and look for evidence on their website of a robust training programme to all staff. Imagine the amount of days lost and cost to your firm, just because the cleaner is spreading germs unnecessarily.

If you suspect your cleaners are doing the bare minimum, or are less than 100% committed to providing an outstanding level of service, then why not...

For more information, or for a fresh quote to compare against your current service and more free advice, call Spotless on 0208 8855 909 or email Customerservice@spotlessclean.co.uk

