



Prepare to work as a Cleaner

Essential
SKILLS • TRAINING

This program is ideal for anyone planning to work as a Cleaner. Employment opportunities include private residential cleaning companies, industrial cleaning businesses and hotels and other hospitality related jobs.

Modules of study include:

1. The Essential Skills

2. Cleaning

- Kinds of Cleaners
- Qualities of a Good Cleaner
- Housekeeping
- Equipment
- Techniques

3. Thinking Skills

- Problem Solving
- Decision Making
- Critical Thinking
- Job Task Planning/Organizing
- Memory Use/Finding Information

4. Customer Service

- What is Customer Service
- Communication
- Respecting Your Client

5. Health & Safety

- Ergonomics & Cleaning
- Lifting
- Slips, Trips & Falls
- WHMIS Overview

6. Numeracy

- Equations & Cleaning
- Ratio and Cleaning
- Map Reading