Custodial Customer Service Guide

What We Clean & How Often We Clean It

Our Goal

Our goal is to provide the students, faculty, staff, and guests of Shawnee State University a clean and healthy environment. We strive to be aesthetic as well as cost-effective, incorporating recognized housekeeping standards and best practices in everything we do.

What to Expect

- In an effort to better align services with allocated resources, industry standards and best practices, the custodial staff has been reorganized based on the following priorities:

  - ❖Public Areas (Restrooms, Corridors, Lobbies, Stairs, Guest Reception Areas)
  - ❖Classrooms, Laboratories, & Conference Rooms
  - ❖All other areas (this includes private offices)

Classrooms/Auditoriums

Schedule

FREQUENCY	TASK	DETAILS
DAILY	Empty Trash/Recycling Cans Boards Washed Spot Clean Remove Debris Arrange Furniture	As needed Boards and trays washed as needed in high use areas (i.e. Math Lab) Desks/Tables/Walls/Glass Pick up large debris Straighten as needed
WEEKLY	Clean Surfaces Clean Floors	Door frames & light switches cleaned Vacuum/mop
MONTHLY	Dust – Twice Monthly	HVAC vents, window sills, baseboards, etc.
YEARLY	Scrub Floors/Clean Carpet	

Public Areas/Lobbies/Entrances/Hallways/Elevators/Etc.

Schedule

FREQUENCY	TASK	DETAILS
DAILY	Empty Trash/Recycling Cans Water Fountains Glass Clean Floor Remove Debris Furniture	As needed Clean, disinfect, polish Entrance glass cleaned Dust mopped or vacuumed; damp mop when needed Pick up large debris Clean and straighten as needed
WEEKLY	Clean Surfaces	Door frames & light switches cleaned
MONTHLY	Dust	HVAC vents, window sills, baseboards, etc.
YEARLY	Strip/Wax/Scrub Floors/Clean Carpet	

Restrooms/Locker Rooms/Showers

Schedule

FREQUENCY	TASK	DETAILS*
DAILY	Empty Trash/Recycling Cans Pick Up Debris Clean Fixtures Clean Floor Common Surfaces Stock Supplies	As needed Large debris removed All fixtures cleaned and disinfected Dust mopped and wet mopped Light switches, door handles, mirrors, cleaned Dispensers are checked and filled as needed
WEEKLY	Scrub Floors	
YEARLY	Strip/Wax/Scrub Floors	
*Monitored throughout the day		

Stairwells/Landings

Schedule

FREQUENCY	TASK	DETAILS
DAILY	Remove Debris Spot Clean	Pick up large debris As needed
WEEKLY	Clean Floor Clean Surfaces Overall Appearance	Dust mopped or vacuumed; damp mop when needed Door frames, handrails, & light switches cleaned Spot-clean walls, scuffs, etc.
MONTHLY	Dust	HVAC vents, window sills, baseboards, etc.
YEARLY	Strip/Wax/Scrub Floors/Clean Carpet	

Conference Rooms/Event Spaces

Schedule

FREQUENCY	TASK	DETAILS
DAILY	Remove Debris Clean Boards Clean Furniture Clean Floor Empty Bins Overall Appearance	Pick up large debris Boards and trays wiped Table(s) and chairs wiped down Dust mopped/vacuumed Recycling/trash bins emptied as needed Spot-clean walls, scuffs, etc.
WEEKLY	Clean Surfaces	Door frames, handrails, & light switches cleaned
MONTHLY	Dust	HVAC vents, window sills, baseboards, etc.
YEARLY	Strip/Wax/Scrub Floors/Clean Carpet	

Offices

Schedule

FREQUENCY	TASK	DETAILS
WEEKLY	Pick Up Debris Clean Floor Dust* Empty Recycling Bins Empty Trash Cans	Large debris removed before sweeping/vacuuming Dust mopped or vacuumed Flat surfaces only – we do not move items Recycling only. **All perishable trash should be taken to the receptacles in the hallways/common area as these are monitored and emptied daily or as needed.**
YEARLY	Strip/Wax/Scrub Floors/Clean Carpet	
*Occupants are responsible for cleaning their desk & any shelves that have “knick-knacks” on them.		

Specialty/Auxiliary Spaces

- Non-academic areas of specialty/auxiliary spaces will be cleaned on an arranged basis and will incur a departmental chargeback. Those identified are:

  - VRCFA
  - Rhodes Athletic Center
  - CLC
  - University owned housing