

MODULE 1 PROFESSIONAL CLEANING OPERATIVE

Professional standards. Professional behaviour. Professional results.

-  **BE SAFE**
-  **WORK SMART**
-  **RESPECT**
-  **DELIVER QUALITY**

As a Northern Commercial Cleaning operative, you are trusted on our clients' premises. Your attitude, behaviour and standards reflect on our company every day.
Be professional. Take pride. Do the job properly.

01 PROFESSIONAL STANDARDS



- Arrive on time and ready to work.
- Follow the site cleaning specification.
- Use company-approved products and equipment.
- Work carefully, systematically and safely.
- Complete every task to the required standard.
- Leave areas clean, tidy and presentable.

02 PERSONAL PRESENTATION



- Wear clean uniform (where provided) and appropriate footwear.
- Maintain good personal hygiene.
- Wear PPE correctly.
- Keep hair secured and jewellery to a minimum.
- Do not smoke/vape on site.
- Always present a professional appearance.

03 PROFESSIONAL CONDUCT



- Be polite, respectful and helpful.
- Treat clients and colleagues professionally.
- Use appropriate language at all times.
- Do not argue or cause upset.
- Do not use client facilities or property without permission.
- Never behave in a way that could damage our reputation.

04 CLIENT PROPERTY & CONFIDENTIALITY



- Do not read documents, screens or correspondence.
- Never take photos or remove anything from site.
- Do not use client equipment without permission.
- Report lost property and accidental damage immediately.
- Keep keys, access cards and alarm information secure.

05 WORKING INDEPENDENTLY



- Understand the site specification.
- Plan your work and stay organised.
- Check your work as you go and at the end.
- Report shortages, damage and hazards.
- Ask if you are unsure.
- Never ignore an unsafe condition.

06 REPRESENTING OUR COMPANY



- You represent Northern Commercial Cleaning.
- Be professional and courteous.
- Respect the client's workplace and people.
- Work quietly and avoid unnecessary disruption.
- Follow site rules and procedures.
- Deliver consistent, high-quality cleaning.

BEFORE YOU LEAVE THE SITE



TASKS COMPLETE

Have all required tasks been completed?



WORK CHECKED

Have you checked all areas and standards?



EQUIPMENT STORED

Is all equipment clean, stored and ready for next use?



PROBLEMS REPORTED

Have you reported any issues, damage or shortages?



SITE SECURE

Are doors secure, lights off and site left as instructed?



KNOWLEDGE CHECK

Circle the correct answer or write your response.

1 What should you do if you are unsure how to safely complete a task?

2 What should you do if you accidentally damage client property?

3 Why is it important to check your work before leaving the site?

4 Who does your behaviour on a client's premises represent?



TRAINING RECORD

I confirm that I have received, read and understood the content of Module 1 – Professional Cleaning Operative.

Employee Name: _____

Employee Signature: _____ Date: _____

Trainer Name: _____

Trainer Signature: _____ Date: _____

 This training does not replace site-specific instructions or risk assessments. Always follow site rules and speak to your supervisor if in doubt.



**CLEAN STANDARDS.
BETTER ENVIRONMENT. EVERY TIME.**



BE SAFE



WORK SMART



RESPECT



DELIVER QUALITY