

HARD FLOOR CLEANING

Clean floors. Safe spaces. Professional results.

Clean, well maintained hard floors create the right impression, keep people safe and protect the floor for longer. Work methodically, use the right equipment and never leave a slip hazard.



BE SAFE



WORK SMART



RESPECT



DELIVER QUALITY



REMEMBER

- ✓ Check the floor type and choose the correct method and product.
- ✓ Remove dry soil first – don't just push it around.
- ✓ Use clean equipment and fresh solution.
- ✓ Don't over-wet floors – use as little water as needed.
- ✓ Place warning signs and keep the area safe.
- ✓ Report any damage or hazards.



A clean floor isn't just about appearance – it's about safety and care.

WE WORK IN MANY DIFFERENT ENVIRONMENTS

OFFICES



SCHOOLS



RESTAURANTS



HEALTHCARE



HOTELS



LEISURE & GYMS



✓ Different places, same high standards.

TYPES OF HARD FLOORS



TILES

Ceramic, porcelain or quarry tiles. Use neutral cleaner.



VINYL / LVT

Luxury vinyl tiles or sheets. Use low moisture and neutral cleaner.



SEALED STONE

Granite, terrazzo or marble. Use pH neutral products only.



SEALED WOOD

Sealed timber or laminate. Use minimal moisture – never saturate.



POLISHED FLOORS

High shine or polished finishes. Follow specific product instructions.

EQUIPMENT & PRODUCTS



Warning Signs



Flat Mop & Microfibre Pad



Buckets & Wringer



Neutral Floor Cleaner



Broom & Dustpan



Always read the product label and use the correct dilution. Never mix chemicals.

HARD FLOOR CLEANING – STEP BY STEP PROCESS



PREPARE

Check the area. Remove obstacles. Place warning signs to keep everyone safe.



REMOVE DRY SOIL

Sweep or vacuum the floor to remove dust, grit and loose dirt.



PREPARE SOLUTION

Fill bucket with clean, warm water. Add the correct amount of neutral floor cleaner.



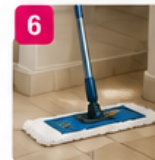
CLEAN THE FLOOR

Mop the floor using a figure of eight or overlapping strokes. Work from the back of the room towards the exit.



CHANGE WATER FREQUENTLY

Change solution often and when dirty. Use clean mops and pads.



EDGES & CORNERS

Use a clean cloth or small mop to clean edges, corners and around fixtures.



ALLOW TO DRY

Remove signs only when the floor is completely dry and safe.



CHECK & REPORT

Inspect your work. Report any damage, spills, or hazards immediately.

BEST PRACTICE

- ✓ Use the right product for the floor type.
- ✓ Use clean pads and change when dirty.
- ✓ Don't overwet floors – use the minimum moisture needed.
- ✓ Work in small sections.
- ✓ Allow floors to dry – don't rush.
- ✓ Keep doors open (if safe) to help air flow.
- ✓ Always follow site specific instructions.

AVOID FLOOR DAMAGE

- ✗ Don't use bleach or harsh chemicals unless specified.
- ✗ Don't use abrasive pads on vinyl, polished or sealed floors.
- ✗ Don't leave water to stand.
- ✗ Don't drag heavy items across floors.
- ✗ Don't ignore spills or stains.

EQUIPMENT CARE

- ✓ Rinse mops and pads after use.
- ✓ Wash and dry before storing.
- ✓ Empty and rinse buckets.
- ✓ Clean and store equipment properly.
- ✓ Report worn or damaged equipment.

TIP OF THE MODULE

The drier the floor, the safer the floor. Use just enough solution to clean effectively without leaving a slip hazard.



KNOWLEDGE CHECK

Circle or tick the correct answer.

- What is the first step before mopping a hard floor?
 - Mop the floor
 - Sweep or vacuum the floor
 - Add more cleaner
- Why is it important not to overwet floors?
 - It wastes product
 - It can damage the floor
 - It creates a slip hazard
- Which product should be used on most hard floors?
 - Bleach
 - Neutral floor cleaner
 - Oven cleaner
- When should warning signs be removed?
 - Immediately after mopping
 - When the floor is completely dry
 - After the job is finished



*Right product.
Right equipment.
Right method.
Every time.*

TRAINING RECORD

I confirm that I have received, read and understood the content of Module 12 – Hard Floor Cleaning.

Employee Name _____ Date _____

Employee Signature _____

Trainer Name _____ Date _____

Trainer Signature _____

! This training does not replace site specific instructions or risk assessments. Always follow the rules and use your judgement.