



CUSTODIAL CUSTOMER SERVICE GUIDE

what we clean
&
how often we clean it

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E. JAN 2013

classrooms

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Clean Boards	Boards and trays wiped
	Clean Furniture	Instructor's table and lectern cleaned
	Clean Floor	Dust, mopped or vacuumed
Weekly	Clean Surfaces	Student desks/tables, door frames and light switches cleaned
Monthly	Dust	HVAC vents, window sills & baseboards dusted
Yearly	Wash White Boards	Whiteboards are washed

What to Expect: Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. There are no trash cans in classrooms. Please use recycling stations in hall.

*teaching laboratories**

Frequency	Task	Details
2X Week	Clean Floor	Dust mopped and wet mopped.
	Empty non-hazardous trash	If prohibited items are visible in the trash, the can will not be emptied. If trash is full prior to the normal service day, you may place the can outside the door and we will empty it and replace the liner.
	Empty Paper Recycling Bins (if available)	Please take all other recyclable materials to recycling stations.

What to Expect: Occupants are responsible for cleaning all countertops, desktops and other surfaces where experiments are performed. Custodial will not move items on the floor or cleanup wet spills or chemicals on the floor.

***Laboratories where chemicals, biohazards, radiation, lasers and/or strong magnets are used as part of teaching or research.**

*research laboratories**

Frequency	Task	Details
Weekly	Clean Floor	Dust mopped and wet mopped.
	Empty non-hazardous trash	If prohibited items are visible in the trash, the can will not be emptied. If trash is full prior to the normal service day, you may place the can outside the door and we will empty it and replace the liner.
	Empty Paper Recycling Bins (if available)	Please take all other recyclable materials to recycling stations.

What to Expect: Occupants are responsible for cleaning all countertops, desktops and other surfaces where experiments are performed. Custodial will not move items on the floor or cleanup wet spills or chemicals on the floor. Floors will not be “waxed.”

nails and lobbies

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Glass	Entrance glass below 8' will be spot cleaned
	Clean Furniture	Lobby furniture will be cleaned and straightened
	Clean Floor	Dust mopped or vacuumed
	Empty Bins	Recycling bins and trash bins emptied as needed
Weekly	Clean Surfaces	Door frames and light switches cleaned
Monthly	Dust	HVAC vents, window sills and baseboards dusted
Yearly	Strip & Wax	Main lobby floors stripped and waxed

What to Expect: Carpet & tile is clean but may be worn in high traffic areas. Certain carpet &/or tile stains will remain if we are not able to remove them with spot cleaning techniques.

offices

Frequency	Task	Details
Weekly	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Clean Floor	Dust mopped or vacuumed
	Dust	Flat surfaces—we do not move items
	Empty Paper Recycling Bins	You are responsible for your trash and other recyclables. Please take to recycling stations.
<p>What to Expect: Occupants are responsible for cleaning their desk & any shelves that have “knick-knacks” on them. Dirt build-up may be noticeable about the floor boards and edges.</p>		

rest rooms

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Stock Supplies	Dispensers are checked and filled as needed
	Clean Fixtures	All fixtures cleaned and disinfected
	Clean Floor	Dust mopped and wet mopped
	Empty Bins	Trash bins emptied
<p>What to Expect: All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies stocked, toilets, sinks and floor are clean and disinfected.</p>		

stairwells

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Clean Floor	Dust mopped or vacuumed
Weekly	Clean Surfaces	Hand rails and light switches cleaned
Monthly	Dust	HVAC vents, window sills and baseboards dusted
Yearly	Strip & Wax	Main landings stripped and waxed

What to Expect: Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Finish may be dull between annual strip and wax times.

conference rooms

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Clean Boards	Boards and trays wiped
	Clean Furniture	Conference Table and chairs will be wiped down
	Clean Floor	Dust mopped or vacuumed
	Empty Bins	Recycling bins and trash bins emptied as needed
Weekly	Clean Surfaces	Door frames and light switches cleaned
Monthly	Dust	HVAC vents, window sills and baseboards dusted

What to Expect: Conference rooms will be checked daily and cleaned as used. Written information on boards will not be erased.

break rooms

Frequency	Task	Details
Daily	Pick Up Debris	Large debris removed before sweeping / vacuuming
	Clean Counter-tops	Clean flat surfaces, but not dishes, cups, etc.
	Clean Furniture	Table and chairs will be wiped down
	Clean Floor	Dust mopped or vacuumed
	Empty Bins	Recycling bins and trash bins emptied as needed
Weekly	Clean Surfaces	Door frames and light switches cleaned
Monthly	Dust	HVAC vents, window sills and baseboards dusted

What to Expect: Break rooms will be checked daily and cleaned as used. Users are responsible for cleaning sink, microwave, toaster, fridge and other such appliances.

Overview

There are recycling stations located conveniently throughout the buildings. Please place your recyclables and trash in the appropriate bin at these stations. For your convenience, paper will be collected from offices by the custodial staff as they clean the office once a week.

We recycle all kinds of paper, bottles, cans and cardboard in every building on campus. We also recycle other items when quantities make it feasible including electronics, toner cartridges, and pallets.

If you think it should be recycled and do not see a place to do it, or if you believe additional recycling stations are needed in a building, please call our recycling manager at 656.4219 .

additional services

Customers interested in additional services beyond what is listed on the previous pages, will be accommodated as possible and it may be on a chargeback bases. Our chargeback rate is \$20.54/hr. Due to staffing workload, some requested work may be charged at the overtime rate.

Listed Below are some of the most requested services.

- Window Washing
- Pre & Post Event Cleaning
- High Pressure Cleaning
- High Dusting / Cobweb removal
- Wall Washing
- Floor Stripping & Waxing
- Carpet Cleaning

Our goal is to provide the faculty, staff, students & guest of Clemson University a Clean and Healthy Environment. That means that we use products that are good for our health & the environment while keeping the common places as clean as possible.

If you see something that missed our attention, please let us know and we will do our best to address it in a timely manner.

You can help us by putting Recycling in the bins & trash where it belongs. Remember, every pound recycled lowers our carbon footprint, saves us money & time so we can do those things that are



Sustainable Cleaning

Even the chemicals we use are selected to be safe while still effective. We avoid using chemicals that can affect people with asthma and we make sure to use the most environmentally friendly product that can get the job done.



contact information

Custodial Main Office

310 Klugh Ave.
Clemson, SC 29634
864.656.0668

Alternate Numbers:

Charles Brown: 864.656.0241
Wanda Smith: 864.656.0668
Tom Jones, Director: 864.656.4940

Fax: 864.656.4610

Recycling Contact Information:

Work Order Requests—864.656.2186

Dave VanDeventer—864.656.4219

