

Residential Cleaning Connection Canada

NEWS, NETWORKING & EVENTS FOR THE CANADIAN CLEANING PROFESSIONAL



ISSA Canada Introduces Coffee Talk Forum



Do You Have a Strategy Problem?

BY DEBBIE SARDONE

It's a common myth: Most business owners think that they have a marketing problem when, in fact, they have a strategy problem.

"I just need more customers." No, you need a strategy. In reality, it's not a marketing problem. You really need a strategy that works. Then, you can pour on the marketing to scale up and grow.

Most people think, "I just need to fix my marketing." Or people believe that they have a technology problem. "Oh, I'm not a techie. That's why I'm not succeeding." They sign up for all these different technology programs, different software and different apps. They take Quick Book classes, and still we say, "You don't have a technology problem. You have a strategy problem."

Why do you need to learn Quick Books? You don't have any money coming in other than what somebody is paying

you to clean. Most people, again, think they have a technology problem; they think they have a marketing problem. They don't. They have a strategy problem. They don't know how to maximize what they already have coming into their business, so they just add more.

For example, this is something I learned years ago when I moved to Texas from Florida, where we didn't have fireplaces. In order for a fire to build and grow, you have to get the oxygen it needs for it to take. You have to stack the logs in the right order and build the right foundation.

When my children were little and my police officer husband was working, I used to try to build a fire for us. I put three giant logs in the fireplace, and kept trying to light it, but it never would take. Why? Because for a fire to take,

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ISSA Canada and its Residential Cleaning Committee are pleased to launch the free Coffee Talk Forum.

This monthly virtual gathering offers Canadian residential cleaning companies – and interested parties – an opportunity to participate in an open forum to discuss current industry trends and issues, as well as receive valuable information to make their business stronger.

You're not alone out there during these unprecedented times. Come join us and connect with fellow industry members. We're here to help!

Share. Network. Learn.

Please visit the ISSA Canada website for upcoming dates and registration details.

Check Out Recorded Coffee Talk Forum Sessions on the ISSA Canada YouTube Channel





Residential Cleaning Connection Canada is published three times per year by ISSA Canada. It is geared toward the Canadian residential cleaning sector.

The goal of the e-newsletter is to represent the residential cleaning sector by providing information on educational opportunities and trends to professionalize business practices and facilitate growth. Jam-packed with content focused on professionalism, **Residential Cleaning Connection Canada** features the latest educational opportunities, news on best business practices, tips on how to make the job easier and information on the latest products and services available.

To better represent the residential sector, ISSA Canada has formed a Residential Cleaners Committee to help better represent the sector and provide insight to the association into the challenges faced by these firms. The Canadian Residential Cleaning Committee is comprised of:

Mark Baker,
Motivated Maids, Paradise, NL

Patrick Martel
Maid4Condos Inc., Toronto, ON

Mike Nosko (Executive Director)
ISSA Canada, Whitby, ON

Tanja Nowotny (Chair)
ISSA Canada, Whitby, ON

Joanna Palumbo Saucier
Signature Cleaning Services,
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Clean Club Calgary, Calgary, AB



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Do You Have a Strategy Problem?

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you have to stack the logs in the right order and build the right foundation for the fire so that oxygen can get to the little flame that you start. Once it takes, you can have a beautiful roaring fire.

Your business is the same. We are piling logs and tasks, and marketing and technologies on top of a broken business, and that flame is never going to catch. You're still going to be cleaning, while I'm over here building myself a big old fire.

Here's a quick tip: Little pieces of kindling can start a massive fire.

My business operates with the same simple strategy as multi-million-dollar business that it operated when I had a \$200,000 business. I finally got my strategy right and it does work regardless of how big or how small the business is.

It's the same, simple system. That is why, after 20 years of being at a million and having all this freedom, I said, "I wonder if we can get to two million?" by using the same system, the same strategy and the same self-managing team, we ended last year at \$1.8 million, and we should be at two million this year. Why? Because it's the systems and the strategies that are helping me succeed, not me grinding it out more and more to get to that two million mark.

A TRUE STORY

Meet Paul Fasshauer, owner of Dirt Busters House Cleaning.

He joined CBF in 2017. When he joined, he told me, "I'm about ready to quit this thing. I'm sick of it." He had between nine to 11 employees during the high season, and down to nine employees during the bad off-season.

He was miserable. He was cleaning, but he wasn't making that much. He wasn't growing and scaling. His employee turnover was unbelievable. He was about half a million dollars a year, so approximately \$43,000 a month.

Three years later, he might have one of the largest maid services in the country by following the CBF formula. For three years, he's had 845 recurring customers. Even I don't have that many customers. I'm like, "You know what? This formula works. Eight hundred and forty-five



recurring customers. His run-rate, a little over three years later, is three million dollars a year."

He didn't grow by over-spending on marketing or becoming a tech wiz. He focused on his systems, and making them simple and scalable. He is one of those exceptional people, very driven, followed everything in the program to a T, added his own smart, brilliant touches.

People that have been in business 20 years can't get to three million. There's nothing special. He's a wonderful guy, and he's really, really smart, but there's nothing special about what he's doing. He's following a proven, simple formula. If it weren't proven, he wouldn't be doing it. If it weren't simple, his staff couldn't follow it.

Three-million-dollar run rate in three years! Now, he's definitely the extreme case of success. Most cleaning businesses are going to add \$200,000 or \$250,000 a year. I tell people, you're going to need three to five years to get to a million dollars, depending on the size of your market.

Paul's goal is to have a \$10 million cleaning business out of one location. It's never been done before in the United States. I know he can do it. This system will allow it. It is that simple. He's got a lot of drive and a long way to go, but he's already at \$3 million in three years.

I think he will get there. But, if he doesn't, what's the worst that could happen? Bummer, he only got to \$5 million. That still makes him one of the largest maid services in the world for residential cleaning.

Build as high as you want and, of course, the same is true for your business, your marketing, and all of your simple strategies and steps.

If you get the right foundation in place, the business can breathe and grow,

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Six Ways to Motivate Your Team

By JOHNNY PALLERES

High turnover with employees is a constant issue with home cleaning businesses. I feel a little lucky when I hear other owners complain, because it's not a problem we face. In 15 years of running De La Rosa House Cleaning, we've not had too many people leave our company. My friends ask for my secret, so I've given this a lot of thought.

My team members tell me all of the time they love working for us. I believe the secret is motivation. Keeping my team members motivated allows them to perform to the best of their abilities, and feel they are more than just a worker serving the boss.

Here are several ways to keep your team motivated and performing at the top of their game.

FAMILY CULTURE

My business started with my mother cleaning houses in the mid-1980s. The business grew steadily throughout the years. When I took over the business in 2005, I worked to keep the family feel and culture rooted within the company.

Here are some steps I take in making the family culture work for us:

My team members are not just numbers on a sheet to me. When I come into the office, I greet everyone by their first name. I talk to them about their lives

outside of the office, and I also make sure we acknowledge milestones with the employees. Birthdays, education achievements, and the birth of children are all celebrated as a family within the business. Celebrating life events with the team members adds to the family feel, and shows we care about the people who work hard for us every day.

Occasionally, there are times people have issues they need to attend to, such as an illness or the battery in their car died. These are times where I speak with the team member making sure everything is okay. Then I discuss with them if they need to take time off or if they want to work.

When team members call out of work, it can disrupt the flow of the workday because members need to be shifted to new teams. I am fortunate this doesn't happen often in my business. Our tight-knit family culture benefits us in these situations. The team members don't want to let each other down. Instead of calling out, the team members often power through the problem, when they can, and come into work. When the entire team is present it allows the business to continue providing its high standard of customer service.

FOCUS ON CUSTOMER SERVICE

Money isn't the main focus when it

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House Cleaning Technician (HCT) Training Dates Announced

The House Cleaning Technician (HCT) on-line certification workshop has scheduled additional training courses for 2021.

The HCT training and certification program is a comprehensive overview of best practices in cleaning. The course is designed specifically for the HCT who wants to meet the expectations of a more educated marketplace of homeowners. Those who complete the course and pass the certification exam, will be recognized as certified professionals who understand the value and methodology of proper cleaning.

The material presented in the workshop has been researched and peer reviewed, and presents the cleaning industry's best practices. The HCT course takes approximately 14 hours over the course of two days. An opportunity to take the HCT Certification Exam immediately follows the conclusion of the instruction; an additional payment of \$65 to IICRC/CleanTrust must be made at the time the technician attends to take the certification exam.

The added dates announced for 2021 include the following:

- **May 6 – 7**
- **June 24 – 25**
- **September 16 – 17**
- **November 13 – 14**

(Live at ISSA Show North America in Las Vegas, NV)

Limited to 20 participants per session, the class registration fee is \$275 (USD) for ISSA members and \$575 (USD) for non-members. The class registration fee includes the two-day class, study guide and materials. An additional fee of \$65 (USD) is charged for the actual certification exam.

For more information, please visit www.issa-canada.com.



Nine Ways to Safely Use Bleach

Household chlorine bleach is made to avoid damaging common household surfaces, such as stainless steel, non-porous surfaces like many kitchen and bathroom countertops, porcelain, glass, and stainless steel. That means it is safe to use as an effective disinfectant cleaner for things such as toilets and sinks, most floors, trash cans, and more. Because bleach has a strong smell and can also be irritating to the skin, eyes, and lungs, there are ways to use it properly to make it safer when cleaning your home. Here are nine ways our house-cleaning services experts recommend you use bleach safely.

1. A LITTLE GOES A LONG WAY

Bleach is highly effective and, therefore, doesn't require large amounts to do its job. The safest way to use it is dilute it with water using a ratio of 1/3 cup of bleach to four litres of water. This will provide a bleach disinfectant cleaner ideal for home use.

2. ONLY MIX BLEACH WITH WATER

While it may be tempting to mix bleach with other types of cleaners, this is a big no-no. Bleach with water is fine, but mixing it with anything else including vinegar will produce toxic gases. These gases are harmful and can cause breathing issues, burning watery eyes, and shortness of breath. Bleach and ammonia together are even worse, as it produces the highly toxic gas, chloramine. It too can cause issues including chest pain. Your safest bet is to avoid mixing bleach with anything other than water. For example, avoid using bleach even in combination with another cleaner such as when

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Six Ways to Movitate Your Team

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comes to my business. We are focussed on customer service, and good service begins with proper training.

I teach team members how to clean surfaces correctly so they don't have to go back and re-clean a client's home. There are different techniques to go about cleaning an oven versus a toilet. Over the years we have learned efficient ways of cleaning and we share these standards with every team member.

When a home is cleaned to the satisfaction of the client, the team members are more likely to get good comments. Receiving positive feedback from the clients motivates them to keep doing the job the way they were trained.

FRIENDLY COMPETITION

Creating a friendly competition within the business helps foster a healthy work environment.

I have a chart in my office that keeps track of how many good and bad comments we get, how many re-dos we've had, and how many houses are being completed. This chart is open for anyone to see when they come to my office.

One benefit of having the chart in the open is it allows my team members to see what I value in my company. By marking on the whiteboard, the team members see the areas they are excelling in, and areas where they need improvement.

When a team member reaches their goals for the month, I provide them with incentives. At the end of each month, the person with the most positive feedback gets a bonus, as does the person who has cleaned the most houses. Providing incentive motivates the team members to not only do their jobs well, but go above and beyond in their duties.

ALLOW FOR AUTONOMY

I have found micro-managing is not a suitable management style for me. I put trust in my teams, and I believe they can do their jobs without me hovering over them.

Allowing your teams to complete tasks with minimal interference boosts morale when a job is well done. Team members knowing they are trusted to do a job correctly motivates them to make sure they do the best job possible each time they

enter a home.

We have supervisors working on each team. Because everyone is trained and held to our standards of processes I can be sure our supervisors are working uniformly. Having trained supervisors allows me to promote from within as we grow because I know they will do the job the correct way. Putting my trust in the supervisors allows me to focus on my job and not micro-manage each of my teams throughout the day.

CONSTRUCTIVE CRITICISM

As a business owner, solely giving praise isn't beneficial as team members need to know areas where they can grow. I've developed a way to deliver constructive criticism so my teams respond well.

I begin every constructive conversation with a team member by praising an aspect of their work. For example, being a team player or any good comments they recently received.

Next, we go into issues that need improvement. We discuss areas they should be doing better, challenges they may be facing in meeting the standard, and possible solutions to get them where they need to be. I reinforce their supervisor, and I am here to help them improve.

Lastly, I end on a positive note. I mention how many good comments they have recently received or that I have noticed the extra work they have been putting in. By ending on a positive note, it lets the team member know they are appreciated within the business.

CELEBRATING WINS

Showing team members you care about them makes them work harder. One way I show my teams is by celebrating company wins at our annual holiday party.

At the party, we go through all of the good comments the business received throughout the year to reinforce the impact we are having. We give credit where it is due by giving out incentives such as gift cards. We take care to learn which kinds of cards our individual team members appreciate.

Overall, I let the team members know I care, and I am proud of the work they are doing.

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Transitioning A Family Business

When the time comes to transition from one generation to the next, the process can be an emotional minefield

By CHUCK VIOLAND

My father was reasonably handy around the house. Guys of his generation had to be. There was no Google or YouTube to go to for videos on how to repair things. You had to figure stuff out on your own, and people took great pride in doing so.

I remember an event from when I was in grade school. It was Christmas-time, and I had just come home from a friend's house where his father had assembled a train set around their Christmas tree. I was so impressed with what he had done that I started going on and on to my mom about how great my friend's dad was. My father was home at the time, probably catching a nap between the two jobs he worked to support our family, and my mom was concerned that he might have been within earshot. When I finished blithering on, she reminded me about all the great qualities of my dad, and that, while my friend's father might also be great in some areas, I didn't want to ignore the qualities of my own. This lesson has stayed with me over the years, and it's one I've also applied to business.

Ninety per cent of all businesses in North America are considered "family businesses," so it's only natural that many have multiple generations of the same family working in them. My company is frequently asked to help our clients navigate the transition of ownership within a family business – usually parents transferring ownership to their children. These are the same children whose diapers they changed, whose ball teams they coached, and whose recitals they attended. And these are the same parents whose younger legs their kids clung to when they were frightened or feeling insecure. Too often, past events like these, and the relationships and emotions they forged, are forgotten when it comes to business.

It's typically only one of the family members who requests outside help for the transition. And it's only natural for the expert to be viewed as the latest "friend's parent" who is being championed by that party. When either generation asks for help, even if it's just to get along better when they're at work, we always keep in mind the role we're playing, and the responsibility we have to all

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Nine Ways to Safely Use Bleach

wiping down a counter with bleach, followed by another kitchen surface cleaner, which can contain things such as alcohol that produces chloroform.

3. EXCELLENT FOR DISINFECTING

A diluted bleach solution is perfect for sanitizing things such as toys, doggy bowls, shower curtains, etc. It not only kills germs, but can also help remove stains. If you find your outdoor furniture has grown mould, it is the perfect solution to remove it and keep it away. When using bleach, even a diluted kind for anything that might come into contact with food, hands, or mouth, always thoroughly rinse it away.

4. KITCHEN USE

As mentioned, bleach is safe for use on most kitchen surfaces. This includes sealed granite countertops and stainless steel. For kitchen use, dilute the bleach with ½ cup of bleach for four litres of water. Apply the bleach to the surface, wait five minutes, and then rinse it away. Allow it to air dry. Other areas where you can use bleach in the kitchen include:

- To clean the inside of the fridge
- Cleaning the sink
- The outside of other kitchen appliances
- To disinfect trash cans
- To disinfect cutting boards
- To clean your scrubbing sponges
- Kitchen floors

5. BATHROOMS

People have used bleach to clean bathrooms for years. It does a great job in showers, sinks, tubs, toilets, and floors. It is the ideal choice for bathrooms because this is a room where germs like to hide. Use the same dilution as for the kitchen, and follow the same instructions. You can also pour a ½ cup of bleach directly into the toilet bowl, give it a good scrub with your toilet brush, and wait about five minutes before flushing it down the toilet. If you have kids and keep bath toys in the bathroom, they will be prone to germs and bacteria. Place the toys in a bucket with a ½ cup of bleach and

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Nine Ways to Safely Use Bleach

four litres of water, and let them sit in a well-ventilated area for five minutes. Make sure you rinse them thoroughly and air dry before using them again.

6. LAUNDRY

Bleach cannot be poured directly onto clothes. It will actually bleach out colours and leave marks that will ruin your clothes. To use bleach in the laundry, it has to be placed in the washer bleach dispenser. About ¾ cup of bleach should do the trick. If you have tough stains on whites only, you can soak them in ¼ cup of bleach and four litres of water for no longer than 10 minutes. In the case of some light coloured clothes, you can do this as well, but only if the instructions on the label say they are bleach safe. If you aren't sure, avoiding bleach altogether for laundry might be best. A better option might be using powdered oxygen bleach products. When dissolved with warm water, it can be used to remove stains. However, you should do a spot check somewhere, like under the collar or where the shirt might be tucked in before trying it! If it seems safe, apply the powder/water mix, and let the clothes soak in cold water overnight.

7. OUTDOOR USE

We've already mentioned using bleach on outdoor furniture, but you can use it for many things in the garden including:

- Cleaning garden tools in one-part bleach to four-parts water to reduce the risk of spreading diseases to plants.
- Plant pots should also be cleaned with the same solution before re-using to reduce the risk of diseases.
- Hardscaping such as stepping stones, masonry, concrete, and brick can also be cleaned with bleach solutions to remove moss and algae growth using one cup bleach to four litres of water sprayed in areas with growth.

Make sure you rinse everything well. In the case of hardscaping, when rinsing with a hose, direct the water

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Scrub a Dub-Dub: The Truth in How to Clean a Toilet

By JUDITH VIRAG

Cleaning the toilet. It's something that must be done... but it's rarely the chore that anyone raises their hand to complete.

Still, the toilet can cause health, well-being, and aesthetic problems when not properly cleaned. And, if it's not done effectively, you're putting yourself and your family at risk.

Today we're breaking down how to scrub the toilet to remove both the visible, and the not so visible dirt and other particles (you know what I mean).

There are seven typical areas of the toilet that must be cleaned. That's right, SEVEN!

1. Toilet bowl
2. Seat cover
3. Flush handle/buttons
4. Tank
5. Walls around the toilet
6. Toilet lid
7. Floor and baseboards, and a possible carpet or area rug

And here you thought it was just cleaning the toilet!

So, how do we clean these well-used seats in every single home?

Well, it's not pretty, but it starts by getting down on our knees for the best elbow grease power. Then, we tackle the toilet section by section.

THE TOILET BOWL

Every single inch of the bowl should

be scrubbed... unfortunately many homes ignore this and do a quick swish of the toilet brush. But, because water and urine flow down the sides, when dried, it sticks and leaves behind germs.

THE TOILET SEAT

The seat itself does not have one or even two sides. It has four! Of course, it's important to clean the top of the seat, but the bottom is often much dirtier due to sewage backsplash... that's dried! It's a serious hotspot for collecting germs and, if not regularly cleaned, these particles enter the air you breathe. Who wants that?

THE FLUSH HANDLE/BUTTONS

Yes – even the handle needs to be cleaned as everyone touches it, often with unwashed hands. The toothbrush comes in handy to get right into the tiny cracks of the handle. Our team at Clean Club Calgary also disinfects the handle over and above cleaning, because of the amount people who touch it.

THE WATER TANK

This is often hidden, so it makes sense to miss cleaning it. However, it doesn't hurt to toss in a chlorine tablet from time to time to keep the tank clean and disinfected. If the tank is exposed, dust – especially toilet paper dust – will fall in. We also make sure that we always clean the top of the tank, along with the sides to

remove any dust or backsplash that may have gotten away from you during your “private time.”

THE WALLS AROUND THE TOILET

I don't want to scare you, but have you ever looked at the walls behind your toilet? They are dirty with both toilet water and urine. While you may have cleaned the toilet, if you're not wiping down the walls around it, you're leaving urine and fecal particles behind for you and your family to breathe in. Make sure you wipe down the walls.

THE TOILET LID

The lid itself must also be cleaned and disinfected (top and bottom) to ensure a true cleaning of the toilet.

THE FLOOR, BASEBOARDS AND CARPETS

Much like the walls, the floors, baseboards and toilet area carpet (if you have one), must be cleaned. Plain and simple – gravity takes over when we use the washroom, causing splashing and overflow. Cleaning these are MANDATORY (I mean... many of us use the bathroom without socks or slippers... just think about what you're stepping on for a moment). When we clean, we vacuum and then handwash around the toilet to get the best results, as well as some sparkle.

Now that you know WHAT needs to be cleaned, let's chat about the HOW.

YOUR TOILET CLEANING TOOLS

Gather all your tools ahead of time:

- Toilet brush.
- Bucket of clean, hot water.

• Cleaning product. Dish soap with a splash of bleach in water will do the trick.

• Toothbrush (not the one you use on your teeth!! A separate toothbrush solely for scrubbing nooks and crannies. Make sure you keep it separate from your actual toothbrush. No one wants to mix these up).

- Two cloths – one damp and one dry.

CLEAN YOUR TOILET IN 10 STEPS

1. Fill the bucket with clean, hot water, and then add your cleaning product. We use dish soap and bleach as this cleans AND disinfects.

2. Use the damp cloth to wipe down the toilet lid first, followed by the dry cloth. If there are any tough to remove stains, use the toothbrush to scrub them off. To use the toothbrush, dip it in your hot water bucket first to ensure there is disinfectant on it. When finished, run hot water on the toothbrush before putting it away for next time.

3. Add your cleaning product directly to the toilet bowl and scrub with a good toilet brush. Then flush. Note – if you are a fan of bleach in your toilet do not mix it with the toilet bowl cleaner! This produces toxic fumes and is extremely harmful to breathe.

4. Using the toilet brush, scrub under the rim of the toilet bowl. This is often overlooked, however, it is prone to black mould as urine/fecal splatter deposits here. If you have kids, they may put their tiny fingers here to hold onto while going and you do not want them touching this.

5. Take your damp cloth and wipe down the toilet tank, along with the handle/buttons, followed quickly with

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Nine Ways to Safely Use Bleach

away from garden beds.

8. WHEN NOT TO USE BLEACH

First and foremost, bleach is a disinfectant. Therefore, for everyday cleaning, using an appropriate surface cleaner is best. That's because bleach won't remove dirt or residue, but instead kills germs. If you want to use bleach as disinfectant on dirty surfaces, always clean the dirt away first, rinse with water, and then apply the bleach solution.

9. BEWARE OF FUMES AND SKIN CONTACT

If you've used bleach in the past, you know it stinks! However, those fumes can cause harm. When possible, either open the windows or turn on a fan when using bleach to help keep the fumes to a minimum. As well, always work wearing gloves to protect your skin from irritation.

If you want to keep your home germ-free and spotless, leave it up to our expert house-cleaning professionals to keep your house clean.

SOURCE: Maid4Condos Blog

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Six Ways to Motivate Your Team

So when my friends ask my secret, I tell them there's no big mystery. Team members want to feel that they are appreciated within the business, and not just a number. Keeping team members motivated by having the right company culture, staying positive with constructive criticism, celebrating positive feedback, and showing appreciation for a job well done will go a long way in keeping your team performing to the best of their ability.

— Johnny Pallares is the owner and operator of De La Rosa House Cleaning LLC. De La Rosa House Cleaning has been serving the Phoenix, Arizona area for 15 years with over 500 clients served.

SOURCE: Cleaning Business Today





Calendar of Events

MAY 6-7, 2021: House Cleaning Technician On-line Training For more information and to register, [click here](#).

MAY 12, 2021: ISSA Canada Residential Cleaning Committee Coffee Talk Forum Noon to 1 p.m. (Eastern). For more information and to register, [click here](#).

JUNE 9, 2021: ISSA Canada Residential Cleaning Committee Coffee Talk Forum Noon to 1 p.m. (Eastern). For more information and to register, [click here](#).

JUNE 17, 2021: ISSA Show Canada Virtual Experience. For more information, [click here](#).

JUNE 24-25, 2021: House Cleaning Technician On-line Training. For more information and to register, [click here](#).

JULY 14, 2021: ISSA Canada Residential Cleaning Committee Coffee Talk Forum Noon to 1 p.m. (Eastern). For more information and to register, [click here](#).

NOVEMBER 15-18, 2021: ISSA Show North America, Las Vegas, NV. For more information, [click here](#).

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Do You Have a Strategy Problem?

and that's all Paul had to do. Of course, he's an extra smart guy. That does help, but hey, if I can get my business to a million dollars, I know you can. You stack as much wood on top as you want. When you have the right foundation, you can make that fire as big as you want. You can increase your marketing and hire more staff because you can grow at a rate that works for you.

- Known as *The Maid Coach*, Debbie Sardone is America's top cleaning business consultant. Debbie helps owners of residential cleaning companies build a seven-figure dream business, with a six-figure income and the freedom in their lives that they deserve.

SOURCE: Debbie Sardone Blog

Scrub a Dub-Dub: The Truth in How to Clean a Toilet

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your dry cloth to add some shine.

6. Next up, the toilet seat itself. Start on the underside, at the back where the seat attaches to the bowl. Wipe down the whole seat; remember all four sides. Then follow up with your dry cloth. Again, if there are any super tough stains, use that toothbrush to scrub them off.

7. Now, wash the outside of the toilet with the damp cloth, paying attention to where the bottom of the bowl meets the floor. This is often where "drippings" collect. If needed, use your toothbrush here too.

8. Wipe the back of the toilet and then behind it. This is where the water pipe connects to the wall and is notorious for catching lint and dust from toilet paper.

9. Wipe down the walls and baseboards, removing those unsightly stains that have splashing onto them.

10. Finally, clean the floor. I recommend doing this by hand rather than a mop to make sure your elbow grease removes any stains on the floor.

TIPS TO REMEMBER FOR A COMPLETE TOILET CLEAN

1. It takes approximately 10-15 minutes to do a proper cleaning/disinfecting of the toilet alone. This is not a quick two-minute job. If it is, well, you're fostering more grime, more urine, and more fecal particles that impact the quality

of the air not just in your bathroom but throughout the entire home.

2. Clean the toilet last so as not to spread the germs around your home.

3. Always disinfect the toilet paper holder.

4. Clean and disinfect the toilet brush, and holder as well.

5. Replace the toothbrush every so often, just as you do the toilet brush.

6. Do not use the rags and sponges you use the clean the toilet everywhere else. If you do not want to throw them out, wash them with detergent at a high temperature. Even if you do this, still only use them to clean the toilet."

Not the quick swish you may have thought, but an in-depth technique to ensure you home's "throne" is truly clean, keeping you and your family's health intact.

Of course, even with all this information on how to properly clean your toilet, you may still not want to rush and tackle this chore. That's exactly where a residential cleaning service can assist. We're here for scrubbing toilets to keep you healthy, and your home all sparkly too.

- *Judith Virag is the Owner of Clean Club Calgary, a professional residential cleaning company in Calgary, AB. Judith may be reached at judith@cleanclubcalgary.com or visit the company's web site at <https://www.cleanclubcalgary.com/>.*

SOURCE: Clean Club Calgary Blog

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Transitioning a Family Business

parties involved. As management experts, we might have specific skills in certain areas, but the family members do as well. And the expert's role with the company is transient, while the family members have a long history that hopefully will continue after the expert's involvement ends.

Successful transitions occur when all generations involved are brought into the process, when everyone is trusting and feeling secure, and when everyone feels their voice is being heard and their interests are being taken seriously. An expert's job is to create such an environment while they facilitate the transition.

Unfortunately, raised voices and hurt feelings are all too often part of learning to work better together or part of the

ownership transference process. But it doesn't have to end that way. If we enter the process focused on respect, inclusion, and mutual gain we're much more likely to produce a successful result.

Wealth transfers hands from person to person, or generation to generation. The relationships that are left behind are what matter most. They transcend time.

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