

Cleaning

An overview of what you
can expect as part of the
Recruitment Process

Agenda

- Introductions and Overview of session
- Understanding of what it is to work in Cleaning & Waste Management
- Understanding the importance of Customer Service
- Proficiency Questions
- Signposting the Recruitment Process
- Conclusion and Next Steps

Understanding Of What It Is To Work In Cleaning

- Find out from the group what they know about the sector? Why do they want to work in this area?
- Divide small teams. “I would like you as teams to list as many qualities & behaviours as you can that you feel are essential to someone working within the sector – and why.”
- Debrief: How do they feel now? Has their awareness of improved?
- (skills that should be identified are customer service, literacy, numeracy & teamwork)

Understanding The Importance Of Customer Service

- (Divide into small teams). “In your teams talk about the last time you received good customer service – Name the location and on a flip chart tell us what, in particular, was good about the experience.
- Similarly, can you then talk about where you have had bad customer service and put this on your flip chart . Tell us what was bad about the service. Finally tell us what changes you would make to improve the service?
- Debrief: How did that feel? What have you learned from doing this?

These are all signs that you might see at work.
Match each sign to its meaning.

	No entry	Wash your hands
First aid	No smoking	Emergency exit



















Complete the signs for the recycling bins.
Put the correct symbols with the words.


 Glass


 Paper



 Metal


 Food waste


This sign tells you what to do if there is a fire. Look at the sign and then answer the questions with True or False.

In case of fire, you must :	True	False
use the stairs	<input type="radio"/>	<input type="radio"/>
use the lifts	<input type="radio"/>	<input type="radio"/>
call 999	<input type="radio"/>	<input type="radio"/>
sound the alarm	<input type="radio"/>	<input type="radio"/>


In case of fire




Sound the alarm



Call 999



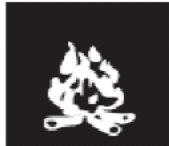
DO NOT use lift



Use the stairs

Which type of extinguisher below would be most suitable to tackle a fire in a piece of faulty electrical equipment such as a vacuum cleaner? Write A, B, C or D in the answer box

Answer:



Class A Extinguishers will put out fires in ordinary combustibles, such as hair, wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish.

A



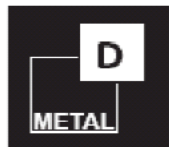
Class B Extinguishers should be used on fires involving flammable liquids, such as grease, hair spray, oils, etc. The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish.

B



Class C Extinguishers are suitable for use on electrically energised fires. This class of fire extinguisher does not have a numerical rating. The presence of the letter "C" indicates that the extinguishing agent is non-conductive.

C



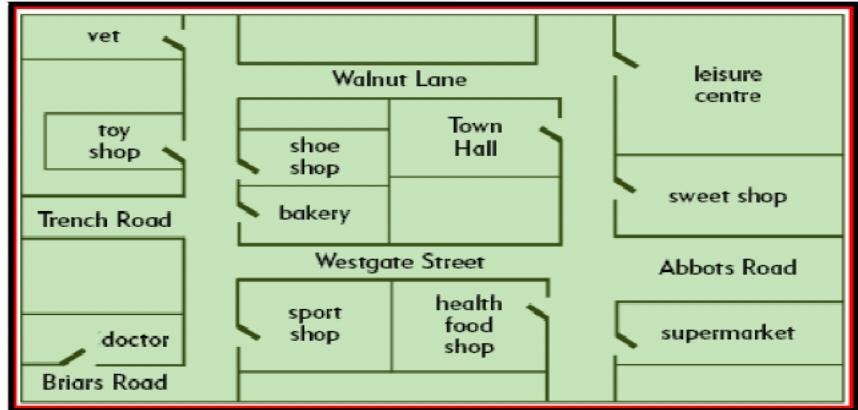
Class D Extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium.

D

Read the directions.

Follow them on the map.

Choose the correct answer.



Tick **one** box.

Turn right out of the sweet shop. Take the next left. At the end of the road, turn left. The first shop on the right is:

- | | | | |
|----------------|--------------------------|---------------|--------------------------|
| the sport shop | <input type="checkbox"/> | the shoe shop | <input type="checkbox"/> |
| the bakery | <input type="checkbox"/> | the toy shop | <input type="checkbox"/> |

Tick **one** box.

Turn left out of the toy shop. Take the first road on the right. At the end of the road, turn left. The building on the right is:

- | | | | |
|------------|--------------------------|--------------------|--------------------------|
| the vet | <input type="checkbox"/> | the leisure centre | <input type="checkbox"/> |
| the doctor | <input type="checkbox"/> | the Town Hall | <input type="checkbox"/> |

Tick **one** box.

Turn right out of the sport shop. Take the first road on the right. At the end of the road, cross over the road and walk straight on. The road you are in is called:

- | | | | |
|-------------|--------------------------|-----------------|--------------------------|
| Walnut Lane | <input type="checkbox"/> | Trench Road | <input type="checkbox"/> |
| Abbots Road | <input type="checkbox"/> | Westgate Street | <input type="checkbox"/> |

Conclusion and Next Steps

- Assessor/Facilitator will bring together all the elements undertaken today.
- Stress again what is to happen next.
- Where and if appropriate, introduce live vacancies and the process involved. This will be useful specifically where there is solely an on-line process and no further assessments to be undertaken.