



COMMUNICATION



Example 1:
“My mop head is causing friction and shredding leaving fibers on the new type of tiles in the newly built facilities I am cleaning. I will notify my Account Manager to provide me with an alternate mop so I can perform my duties correctly.”

Example 2:
“I should effectively communicate when I cannot attend my shift on time and or if I am sick. Email communication is not adequate notification. A phonecall to my Account Manager or work land line is effective communication.”

Example 3:
“I have been rostered on to a carpet cleaning shift, but I don't know how to use the carpet shampoo machine. I will notify my Account Manager so they can organise some training prior to my shift or find a replacement.”



MAKE IT HAPPEN



Example 1:
We only have 1 hour left to complete the vacuuming of the pavilion and I can see one of my fellow cleaners are struggling. I know that I can finish my tasks early so once I have finished, I will help them complete the task on time.”

Example 2:
“I completed a 4-hour shift today. As I was leaving, my Account Manager notified me that there is a spill to clean up and asks me to stay to complete the task. I make it happen for the client and stay.”

Example 3:
“I have been called in for an after-hours job, which is outside of my normal working times. I had other plans and wanted to stay home, but instead I made arrangements so that I can complete the shift for my team and for the client.”



SUSTAINABILITY



Example 1:
“When I am emptying the Paper & Cardboard bins, I noticed that a few General Waste items had contaminated the bin. I was able to remove these items and place them in the correct bin. I then let my Account Manager know so they could pass the feedback on to the client.”

Example 2:
“I notice a lot of Organics contaminating the General Waste bins in the kitchen when I take out the rubbish. I think the site will benefit with a small organic bin in the Kitchen. I will notify my Account Manager so they can liaise with the client and see if they would like to purchase some.”

Example 3:
“I've noticed that one of the sites I work on only use a General Waste bin. I don't often see the client, but I will leave them a note in the communications diary letting them know about the different bins available. I will also let my Account Manager know so that they can assist and educate the client with a more sustainable waste system.”

Example 1:



TEAMWORK



“Before we started our shift we discussed the tasks we had to complete as a team, including who was going to complete each task and how long we had to spend on them. We all worked hard and got the work done to a great standard with half an hour to spare so our Supervisor rewarded us with an early minute.”

Example 2:
“I work on a site with other cleaners. Today, I noticed my colleague has a dirtier area than usual but mine is not so dirty. I will help my colleague to clean their area once I have finished mine so that we can both finish on time.”

Example 3:
“I have finished my area at the event, I will let my supervisor know and wait for further instructions. While waiting I can see that my teammate still has tables and chairs to clean, I will jump in to help out instead of standing here.”



EXCELLENCE



Example 1:
“I found a new and effective way to clean the mirrors in the bathroom, which saved us time. I notified my Supervisor so we could let the other cleaners know about this improved method.”

Example 2:
“I'm on leave at my usual site next week and I know there is an order that is due before I return. So that my cover can still complete the tasks, I will submit my order before I go on leave to ensure they have the right tools for the job.”

Example 3:
“I will go over and ask this group of people if they have finished with their waste and clean down the tables for them, as it looks like they are finished with their meals/drinks and it is in the way.”