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ABSTRACT

This occupational analysis data was assembled to help instructors develop a course of study for commercial cleaners at the entry level. Following a job description for an institutional or commercial cleaner, the remainder of the content in standard task-analysis format presents an analysis of ten commercial cleaner duties (tasks). Bach of ten duties is broken down into its components (one or more sub-tasks) and for each sub-task the following, are given: task statement; tools, equipment, materials, objects acted upon; steps; safety-hazards, decisions; cues; errors; science skills/concepts; math-number systems skills/concepts; and communications (includes performance modes, examples, and skills/concepts). The commercial cleaner duties covered are caring for rooms, maintaining floors, caring for fabric surfaces, cleaning the bathroom, cleaning special items, cleaning special areas, cleaning waste receptacles, caring for cleaning equipment, controlling pests, and maintaining records. The sub-tasks for cleaning a guest room, cleaning discharge units, and cleaning occupied units are appended. (BM)

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AN ANALYSIS OF THE INSTITUTIONAL, AND COMMERCIAL HOUSEKEEPER OCCUPATION

US DEPARTMENT OF HEALTH. EDUCATION & WELFARE NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRO-DUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGIN: ATING IT POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY. REPRE-SENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY. Developed By

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The Instructional Materials Laboratory Trade and Industrial Education The Ohio State University

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PREFACE

The general purpose of this occupational analysis is to provide a workable reference to the instructor of commercial cleaners at the entry level. The need for properly trained and skilled employees is very important since the life span of a building is influenced more by the quality of custodial work than by any other factor.

The tasks selected for this analysis were chosen according to the most frequently performed or were indicated as important on a state wide survey of employers from schools, hotels, motels, nursing homes, hospitals and other commercial institutions.

This publication was organized so that the reader could correlate the housekeeping requirements, included herein with the operational functions of any particular building.

ACKNOWLEDGEMENT

Acknowledgement is extended to the following persons who provided valuable assistance in the development of this analysis.

Carol R. DiPietro - Communications Diana Buckeye - Mathematics Ted Gerber - Sciences

Special mention and acknowledgement is extended to William Ashley, Faith Justice and Charles Smithson for their assistance and guidance during the development of this analysis.

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JOB DESCRIPTION

The institutional and commercial cleaner is often referred to as a maid, housekeeper, janitor, custodian or service worker. The cleaner's main responsibility, whether he/she is employed at a health institution, motel, school or for a contract cleaner, is to keep the building in a clean and orderly manner. The cleaner is responsible for cleaning and caring for rooms, lobbies, special areas and bathrooms. The cleaner must care for all the building surfaces and furnishings. For optimum cleaning, the cleaner must also be able to care for his cleaning equipment. Minimal , record keeping is required of the worker.

ix

Duty A _ Caring for Rooms

1 Enter guest room

2 Enter patient's room

3 Complete preliminary room check

4 Replenish disposable guest supplies

5 Replace light bulb in light fixture

6 Spot clean washable surfaces

7 Damp dust washable surfaces

8 Dust all horizontal building surfaces and fixtures

9.

9 Dust wood furniture with treated dust cloth

10 Clean metal furniture

11 Collect soiled laundry

12 Strip bed

13 Disinfect bed

14 Make unoccupied bed

15 Make guest bed

16 Clean occupied bed

17 Complete final room check

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(TASK STATEMENT) Enter Guest Room

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON + STEPS SAFETY - HAZARD ٩. Maid sign Pass key 1. Knock on door 2. If no answer, unlock door and announce maid 3. Display maid sign 4. If someone answers, tell them you'll return later 5. Go to next room ... DECISIONS CUES <u>ERRORŞ</u> 1 1. Decide if room should be entered 1. No response 1. Someone being in room Night latch locked Response from room 11 10

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	SCIENCE			MATH - NUMBER SYSTEMS
Behaviorial sciences Courtesy	b	· ``		
Personal hygiene		· · · · ·	£	· · · · ·
· · · ·	•	• • •		
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		COMMU		¢
PERFORMANCE	MODES	EX	AMPLES	SKILLS/CONCEPTS
1. Speaking 2. Listening		1. Excusing self fr 2. Response from	rom occupied room room	1. Enunciation 2. Interpretation
	· · · · · ·			8
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(TASK STATEMENT) Enter Patient's Room

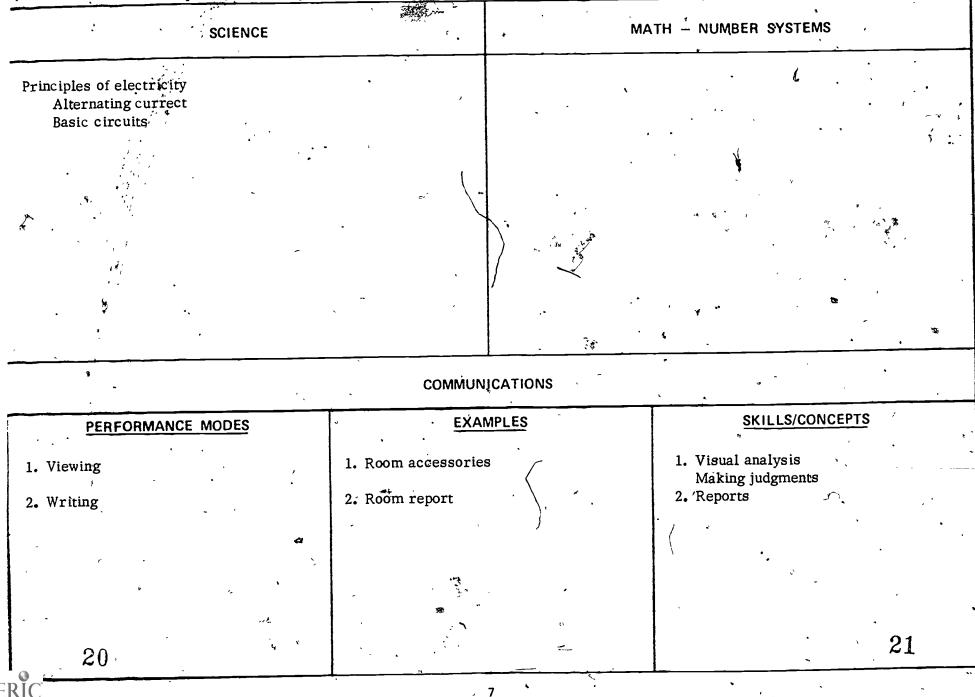
TOOLS, EQUIPMENT, MÀTERIALS, 1 **OBJECTS ACTED UPON** STEPS SAFETY - HAZARD Housekeeping cart 1. Place cart near wall by room being -Cart-blocking door or corridor cleaned 2. Knock on door and walk in 3. Greet patient pleasantly by name 4. Introduce yourself and give title 5. Explain-why you are in room 6. Do work pleasantly with as little conversation as possible 7. Leave room נ ז-~ DECISIONS <u>CUES</u> ERRORS 1. Determine when to enter patient's 1. Activity of patient 1. Entering room when patient is room sleeping eating to very ill 🕔 has visitors or being treated by physican or nurse 14 15 • •.

(TASK STATEMENT) Enter Patient's Room × 126 3 • MATH - NUMBER SYSTEMS SCIENCE Behaviorial sciences Courtesy and tact Emotional control Relationships with patients Personal hygiene ÷. ج 8. 11 COMMUNICATIONS SKILLS/CONCEPTS EXAMPLES PERFORMANCE MODES 1. Clarity of expression 1. Greet patient 1. Speaking Enunciation Introduce self State reason why in room 2. Hearing 2. Requests of patient 2. Listening 17 16 5

TOOLS, EQUIPMENT, MATERIALS, **OBJECTS ACTED UPON**. SAFETY - HAZARD STEPS Room check sheet 1. Report damage done to room, furniture, Electric shock equipment immediately 2. Report articles left by guest immediately 3. Check lights for replacement 4. Check T.V. and radio 5. Adjust air conditioner or heat 6. Report missing items 7. Inspect room for damage 8. Check plumbing (A)- د د د DECISIONS CUES ERRORS 1. Determine if items checked meet 1. Establishment standard the main and 1. Loss of time/redoing work standards 10 18

(TASK STATEMENT) Complete Preliminary Room Check

(TASK STATEMENT) Complete Preliminary Room Check



TOOLS, EQUIPMENT, MATÉRIALS,		
OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Disposable supplies as designated by supervisor	 Check disposable supplies Replace bathroom supplies (ex. toilet tissue, facial tissue, soap, shoe shine-strip, etc.) Replace room supplies (ex. drinking glasses, stationary, etc.) 	
DECISIONS	CUÉS	<u>ERROR</u> S
1. Determine if supplies are needed	*1. Guests checking out Article used Supply depleted	1. Unsanitary item

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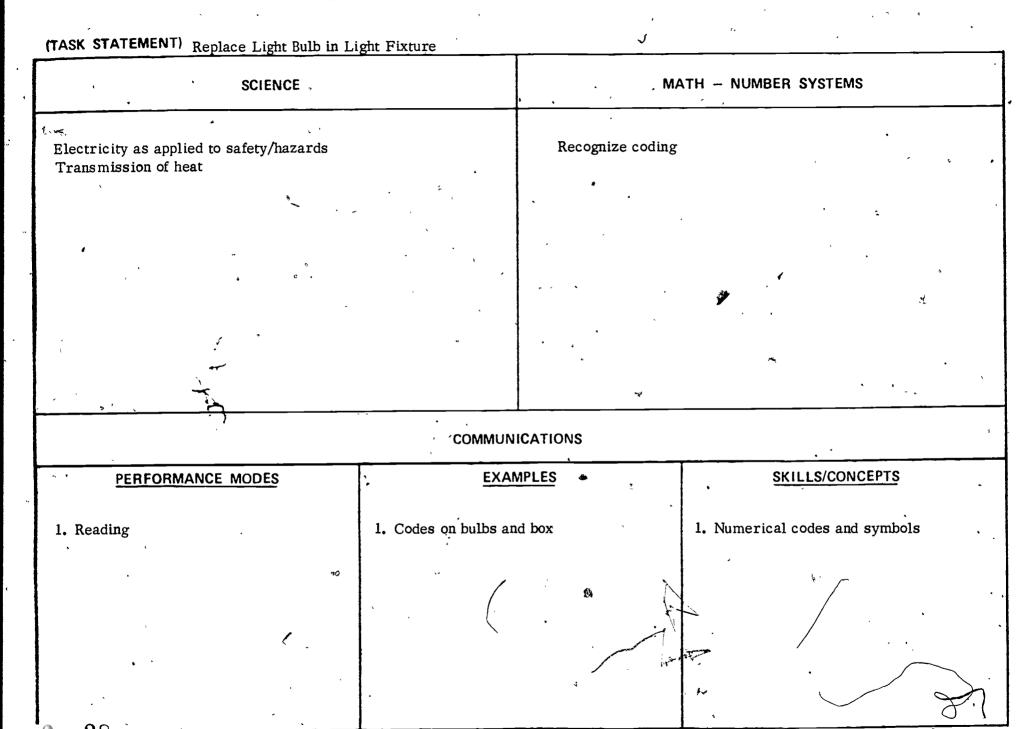
(TASK STATEMENT) Replenish Disposable Guest Supplies

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(TASK STATEMENT) Replenish Disposable Guest Supplies

SCIENCE		, , M	ATH - NUMBER SYSTEMS
•		Use of numbers-cour	nting
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	COMMUN	ICATIONS	
PERFORMANCE MODES	EXA	MPLES	SKILLS/CONCEPTS
1. Viewing	1. Supplies depleted	· · · · · · · · · · · · · · · · ·	1. Visual analysis, making judgements
		•	
ERIC 24	· · · · · · · · · · · · · · · · · · ·	9	÷ 25

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Light fixture New bulb, of like volts and watts of old bulb	1: Turn lamp off 2. Unscrew old bulb 3. Screw in new bulb 4. Turn lamp on	Electrical shock Hot bulb-burnt fingers Don't force old bulb out, it could break
· · · · · · · · · · · · · · · · · · ·	• • • • • • • • • • • • • • • • • • • •	
DECISIONS 1. Determine size of light bulb to be used	<u>CUES</u> 1. Size of old light bulb 2. Type of shade material	ERRORS 1. Replace incorrect size of light bulb 2. Overheat shade
26		27



11 '

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS .	SAFETY - HAZARD
Cleaner disinfectant solution Spray bottle Cloths, sponges Ladder, if necessary	 Prepare cleaner disinfectant solution Assemble supplies Spray soiled surface with cleaner disinfectant Wipe clean Put away supplies 	Skin irritation-handling and use of cleaning chemicals Ladder-falls
ς.	· · · · · · · · · · · · · · · · · · ·	
DECISIONS	CUES	ERRORS
. Determine need for spot cleaning	1. Evident smudges and soil	1. Unsanitary condition
2	E	· · · · · · · · · · · · · · · · · · ·
30 · ·		31

(TASK STATEMENT) Spot Clean Washable Surfaces

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(TASK STATEMENT)	Spot Clean	Washable Surfaces

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SCIENCE	,	. M/	ATH - NUMBER SYSTEMS	,
Bacteriology-control of microorganisms Chemical disinfection-technique Detergent action		Ratio and proportion	e-cleaner disinfectant/water	ン
Dermatitis	/ 	, , , , , ,	•	*
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•	COMMUNIC		•	
PERFORMANCE MODES	EXAM	PLES	SKILLS/CONCER	<u>YTS</u>
1. Viewing 2. Reading	 Evident smudges Clean surface Label directions 	,	 Visual analysis Making judgments Terminology Comprehension 	
		۰. ۱		~
	· · , .	<i>ب</i>		

TOOLS, EQUIPMEN OBJECTS ACTED U	PON	STEPS		SAI	FETY - HAZARD
Cleaner-disinfectar Clean rinse water, Cloths, sponges		 Prepare cleaner-disi Saturate cloth with so Wring out cloth as dr Wipe washable surface Rinse cloth when dirth Repeat step 2, 3, 4, Clean up 	olution y as possible ces y	ing°chemica	n-handling and use of clea als tion-dust particles
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		5	• • •	×.	• •
DECI	SIONS	<u>CUES</u>	· · · ·		
1. Determine freque	3	1. Establishment's stand Dust accumulation	lard	Í. Unsanitary	ERRORS condition
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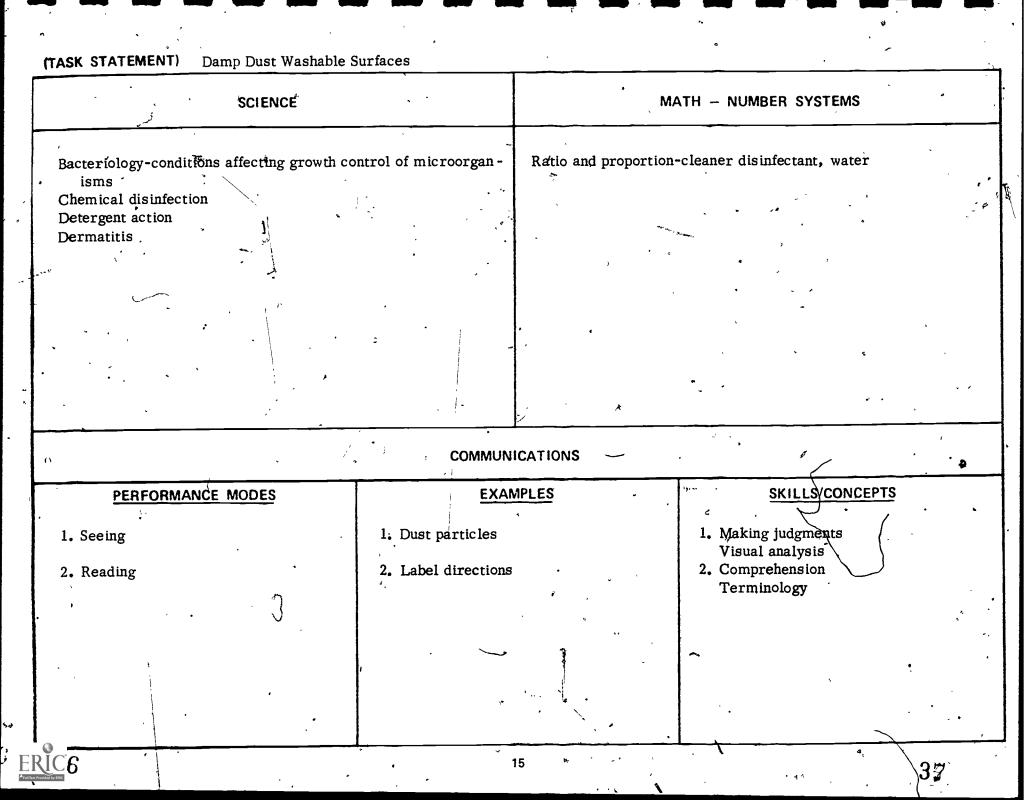
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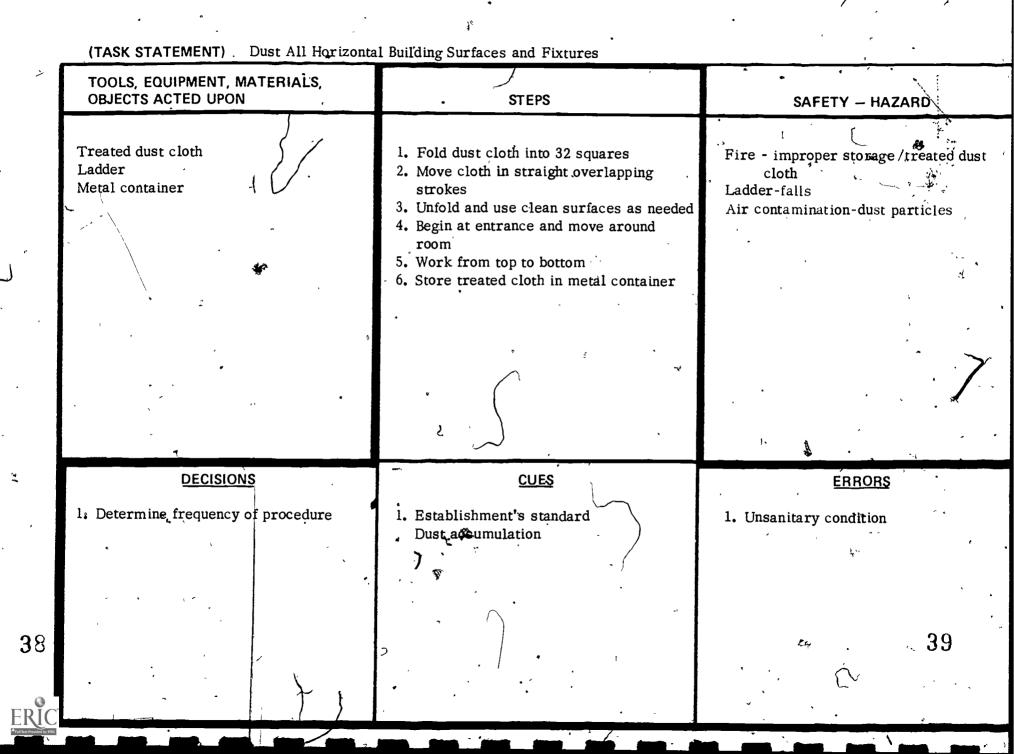
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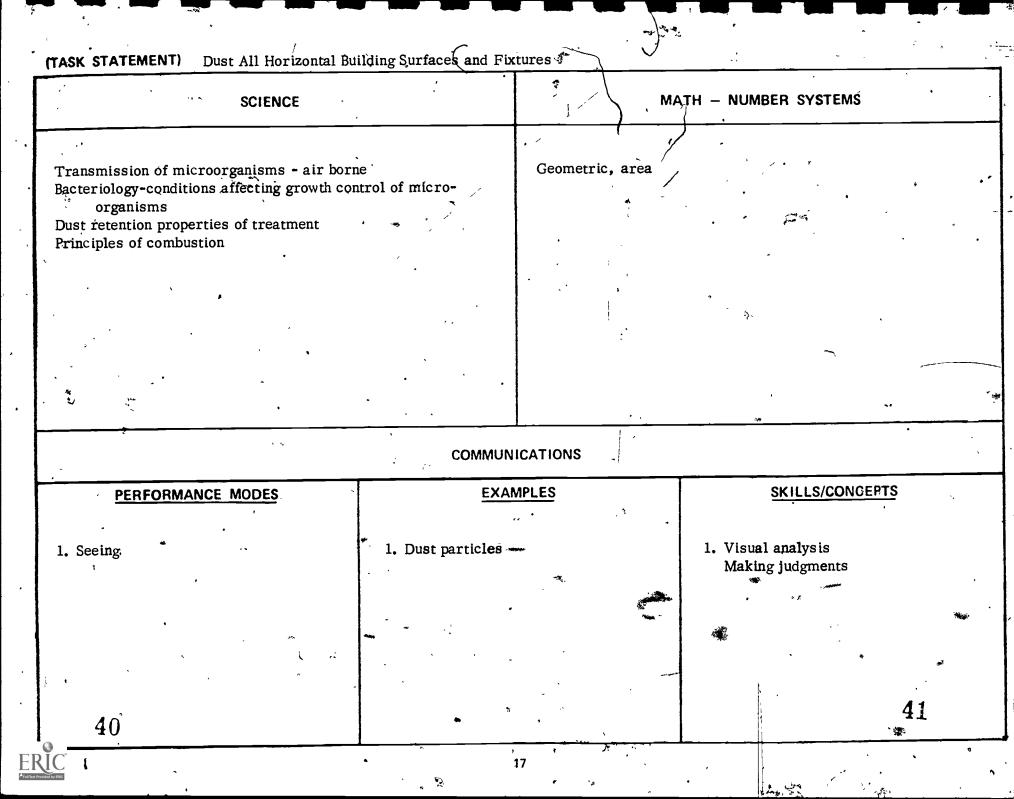
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(TASK STATEMENT) Dust Wood Furnitur		
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Treated dust cloth Metal container	 Fold treated dust cloth into 32 squares Use straight overlapping strokes Wipe cloth over wood surfaces, top to bottom; high to low 	Splinters Fire-improper storage of treated dust cloth Air contamination (dust particles)
	 4. Unfold and use clean cloth surface 4. as needed 5. Move objects to dust under them 6. Store treated dust cloth in metal con- 	All containination (dust particles)
•	tainer	
DECISIONS	<u>ACUES</u>	,° <u>Errors</u> '
1. Determine when to turn cloth over	- 1. Dirty cleaning surfaces	1. Inefficient cleaning job
		-) 43
C		· · · · · · · · · · · · · · · · · · ·

(TASK STATEMENT) Dust Wood Furniture With Treated Dust Cloth

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42

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Principles of combustion (flammable solver Fluid dynamics (ventilation) Transmission of microorganisms (air born Bacteriology-conditions affecting growth co organisms Dust retention properties of treatment	ne) *	Geometric-area		
	ontrol of micro-	•	· · · · · · · · · · · · · · · · · · ·	•
	COMMUNI	CATIONS *		
PERFORMANCE MODES	EXAM	PLES	SKILLS/CONCEPTS	
1. Viewing	• 1. Dust-free wood su	rface	1. Visual analysis Making judgments	-
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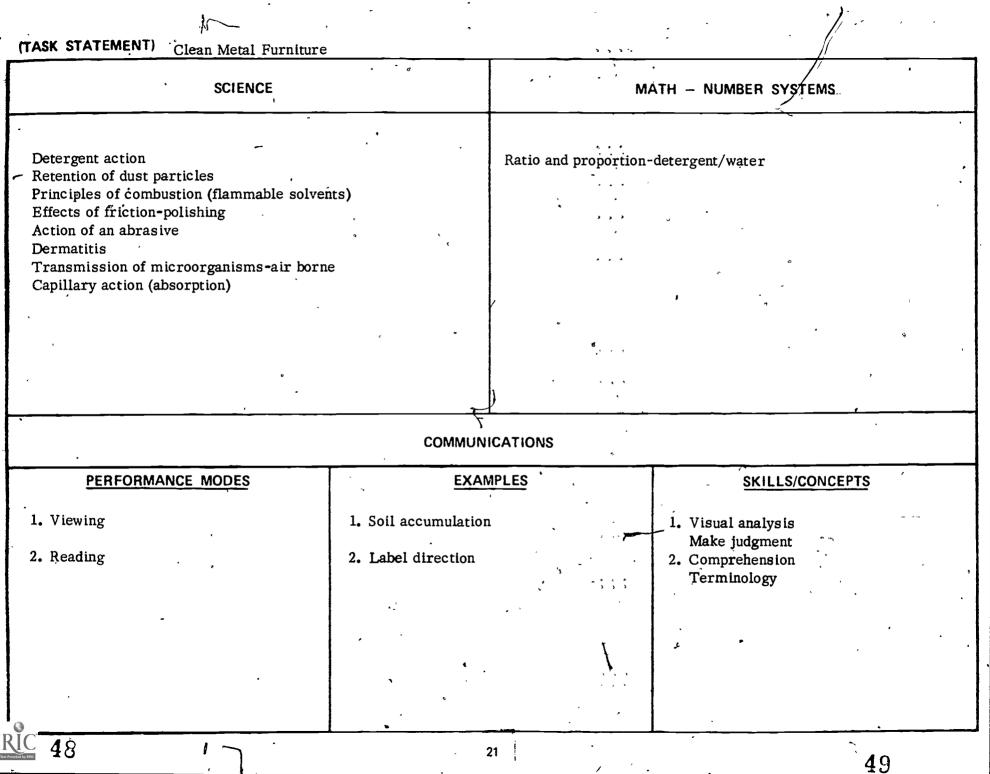
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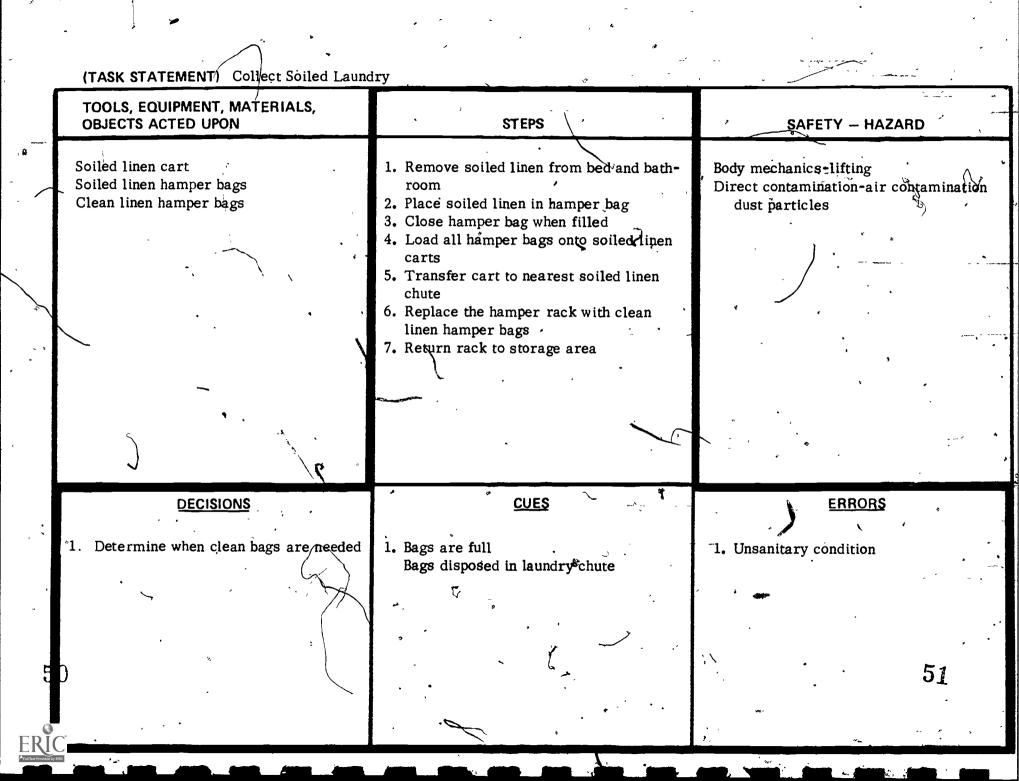
(TASK STATEMENT) Clean Metal Furniture

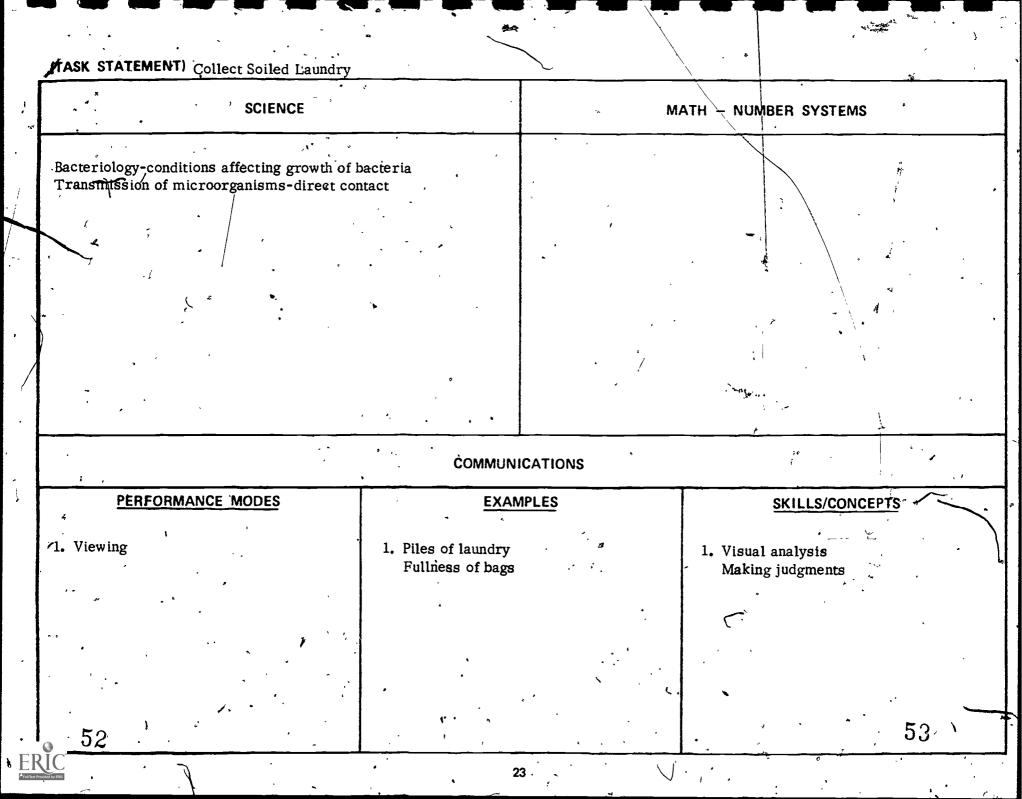
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Cloths Mild detergent solution; pail Warm water, pail Treated dust cloth Metal container Special metal cleaner	 Prepare detergent solution Assemble supplies Dust furniture with treated dust cloth Wipe surface with solution Rinse with warm water Dry and polish with soft cloth Use special metal cleaner when and if needed Store treated dust cloth in metal container 	Cuts-sharp edges Skin irritation Handling and use of cleaning chemical Fire-improper storage of treated dus cloth Air contamination-dust particles
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DECISIONS	CUES	ERRORS
1. Determine type of cleaning product to use	1. Type of metal Type of soil	1. Damage to finish
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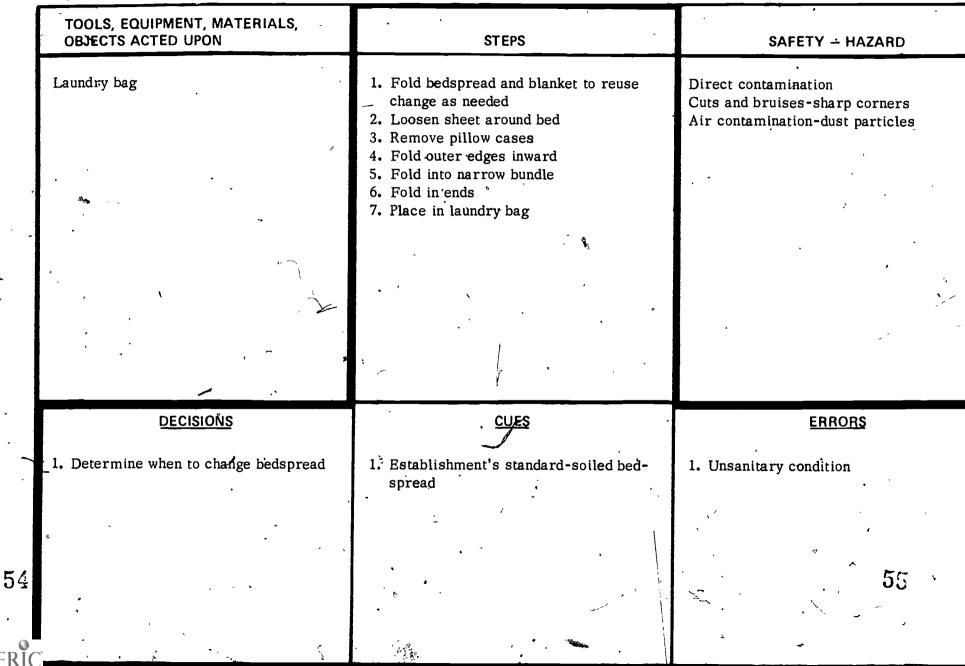
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(TASK STATEMENT) Strip Bed



(TASK	STATEMENT)	Strip Bed
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	SCIENCE	· · ·			MATH	I – NUMBER	SYSTEMS		8
, Transmissio Bacteriology	on of microorganism - -conditions that affect	direct of growth	contact and air-borne of bacteria						
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			COMMUN	ICATIONS			3 •	•	
PERF	ORMANCE MODES		EXA	MPLES	•	<u>SKI</u>	LLS/CONCE	PTS	
1. Viewing	, ``	, , , , , , , , , , , , , , , , , , ,	1. Soiled bedsprea	d		1. Visual ana Make judg			ia.
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(IASK STATEMENT) Disinfect Beds (Bed S		· · · · · · · · · · · · · · · · · · ·
TOOLS, EQUIPMENT, MATERIALS, , OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle with cleaner disinfectant solution Soiled line Hamper bag Cloths Bucket with clean water	 Prepare cleaner-disinfectant solution Assemble supplies and equipment Raise bed Carefully remove bed linens by folding covers toward the center Place bed linens in soiled linen hamper bag Wash mattress (turn and wash other side) Check mattress for damage (holes, etc.) Wash entire bed, include headboard (back & front) footboard (back & front), legs, wheels coasters, exposed portion of springs, cranks, side rails, etc. Rinse and dry all bed parts Lower bed 	Body mechanics-sprains or strains Skin irritation-handling and use of cleaner chemicals . Direct contamination Cuts and bruises-sharp edges
DECISIONS 1. When to replace mattress	<u>CUES</u> 1. Extremely soiled mattress	<u>ERRORS</u> 1. Unsanitary mattress in use
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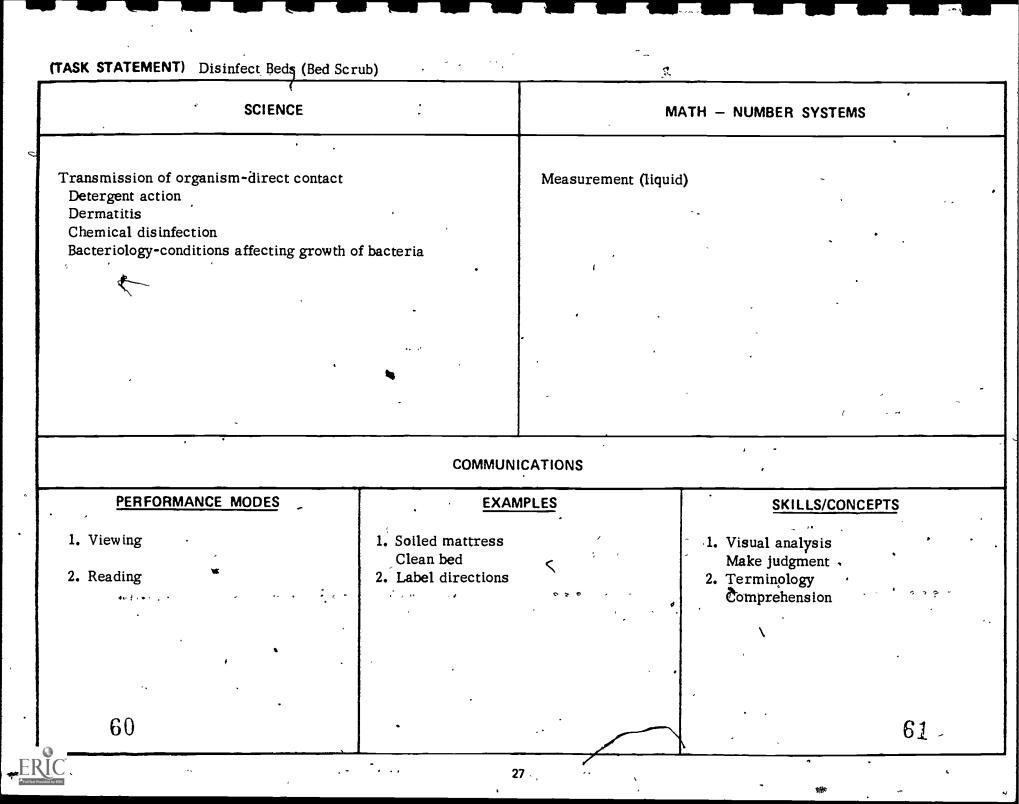
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(TASK STATEMENT) Disinfect Beds (Bed Scrub)

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD		
	 14. Go to other side and finish mitering lower corner 15. Form cuff at head 16. Put pillow case on pillow 17. Place pillow at head of bed 	\$		
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DECISIONS	CUES	, <u>ERRORS</u>		
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(TASK STATEMENT) Make Unoccupied Bed

2

TOOLS, EQUIPMENT, MATERIALS,		
OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Mattress cover and pad Draw sheet (rubber or plastic) Cotton draw sheet Flat sheets (2) Pillowcase Blanket (1-2) Spread	 Assemble bed linen Raise bed Remove soiled linen Cover mattress with cover Put mattress pad on bed Place bottom sheet on one side of bed miter top corner Place rubber or plastic draw sheet on the same side Place cotton draw sheet on the same side On opposite side tuck and pull sheets tight and miter top corner of bottom sheet Place top sheet on one side Place spread on one side Miter lower corner of each 	Body mechanics - sprains and strains Direct contamination Cuts and bruises - sharp edges
DECISIONS	tes CUES	ERRORS
1. Determine if sheets are drawn tight enough	1. Wrinkles	1. Patient with bed sores
2. To make one side at a time	2. Instructor's directions Quantity of work to complete	2. Worker wasting time and energy
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SCIENCE		MA	ATH - NUMBER SYSTEMS
Transmission of microoganisms-direct con Motion and time economy Personal hygiene	tact	Geometric-angles, n Knowledge of geomet	nitered corners ric relationships-parallel symmetry
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	COMMUN	IICATIONS	-
PERFORMANCE MODES		MPLES i	SKILLS/CONCEPTS
1. Viewing	1. Judging distances		1. Making judgments
		•• • • • • • • • • • • • • • • • • • •	
66 ?		31	67 .

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS .	SAFETY HAZARD
2 Sheets 2 Pillowcases 1 Blanket 1 Bedspread 1 Mattress pad	 Assemble supplies in order of use Place mattress pad Place bottom sheet, miter one side Place top sheet Place blanket, turn top sheet over blanket Miter lower corners Pull sheets and blanket to other side and repeat steps 3, 4, 5, 6 Put pillows in pillowcases Place pillow at head of bed Put spread in place 	Body mechanics-back strain
DECISIONS 1. Determine if flat or fitted sheets are used 2. Determine order bedmaking operation 68	CUES 1. Durability, cast, availability 2. The order you put them on the bed	ERRORS 1. None 2. Wasted motion 69

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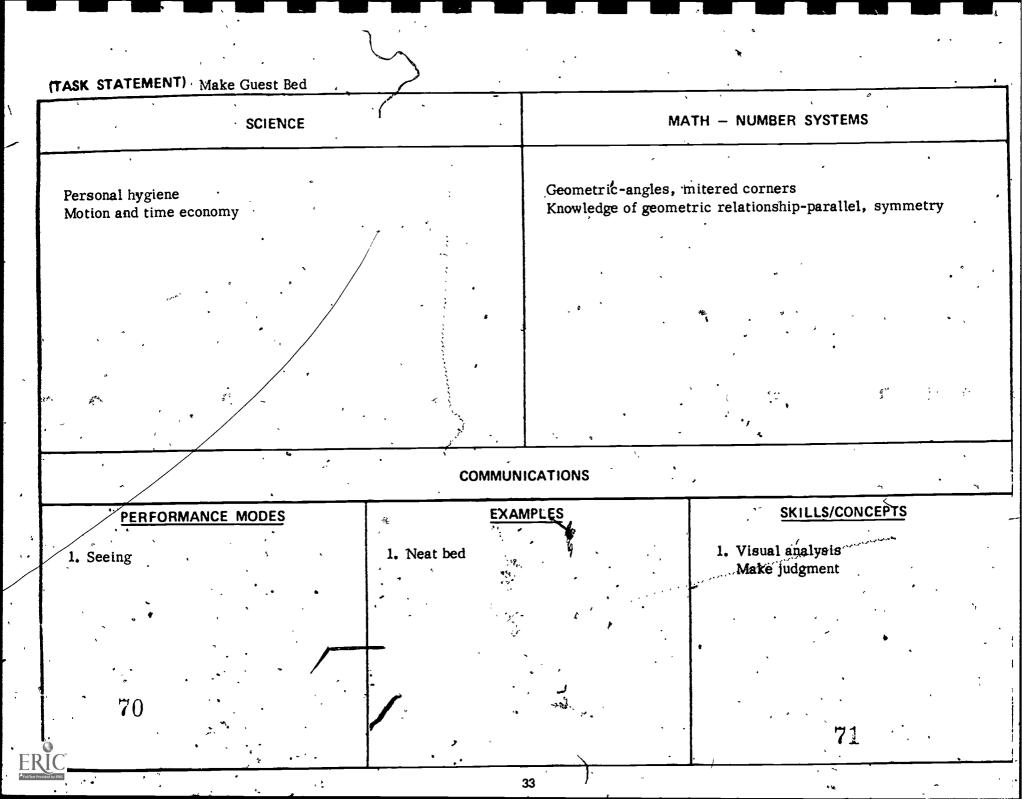
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(TASK STATEMENT) Clean Occupied Bed

TOOLS, EQUIPMENT, MATERIALS, **OBJECTS ACTED UPON STEPS** SAFETY - HAZARD Spray bottle with cleaner-disinfectant-1. Prepare cleaner - disinfectant solution Skin irritation-handling and use of cleaning solution 2. Assemble supplies chemicals Cloths 3. Wash headboard & foot Direct contamination Rinse water 4. Raise bed & clean thoroughly underneath Body mechanics-back strain Bucket* 5. Pull up side rails and clean-Cuts and bruises-sharp edges 6. Clean bedcasters. 7. Wipe electrical cord with dry cloth 8. Clean call light 9. Clean bedlight fixture 10. Report any needed repairs 11. Clean up ر CUES DECISIONS ERRORS 1. Determine when to clean occupied bed 1. Patient asleep 1. Disturb patient Doctor with patient · Patient's condition 73 72

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(TASK STATEMENT) Clean Occupied Bed

SCIENCE	•	. MA	TH - NUMBER SYSTEMS
Transmission of microorganism-direct co	ontact . F	Ratio and proportion-c	leaner/disinfectant/water
Personal hygiene Dermatitis Detergent action Bacteriology-condition affecting growth of Chemical disinfection	bacteria	*	•
	•	· · · · ·	
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	COMMUNICA	TIONS	· · · ·
PERFORMANCE MODES	EXAMPI	ES	SKILLS/CONCEPTS
1. Viewing	1. Clean bed		1. Make judgment Visual analysis
2. Speaking	2. Talk to patient	31	2. Clarity of expression
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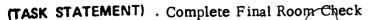
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(TASK STATEMENT) Complete Final Room Check

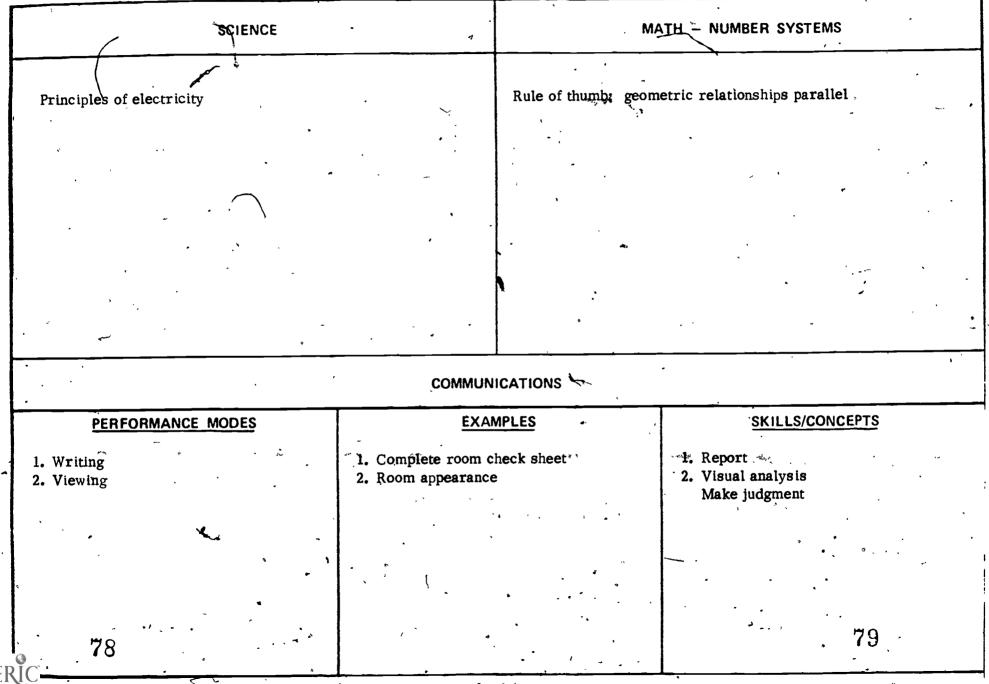
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Room check sheet	 Close windows Fill out room check sheet Check here a failure 	Electrical shock
· · · · · · · · ·	 Check hang of pictures Check placement of furniture Adjust draperies Untangle telephone cord 	· · · · · · · · · · · · · · · · · · ·
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	<ul> <li>7. Adjust lamp shades</li> <li>8. Adjust lamp cords</li> <li>9. Turn off all lights</li> </ul>	· · · ·
	10. Make sure door is locked 11. Dust outside of door and door frame	· · · · · · · · · · · · · · · · · · ·
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DECISIONS 1. Determine of items checked meet	<u>CUES</u>	ERRORS
standard	1. Supervisor's and institution standards	1. Loss of time-redoing work
76		77

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## Duty B Maintaining Floors

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Dust mop uncarpeted floors

Damp dust uncarpeted floors

3 Wet mop resilient and masonry floors

4 Scrub resilient flooring

5 Wet vacuum floor

6 Strip finished floor

7 Wax or refinish floors

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8 Spray-buff finished resilient or terrazzo floors

TOOLS, EQUIPMENT, MATERIALS,	STEPS	SAFETY - HAZARD
Treated dust mop Treated dust pan Counter brush Waste receptacle Dry vacuum cleaner Hose and attachment Metal container for treated dust mops Putty knife	<ol> <li>Assemble equipment</li> <li>Move furniture</li> <li>Start dust mopping, walking forward</li> <li>Pivot and mop in opposite direction at end of path</li> <li>Shake mop as needed</li> <li>Remove gum and sticky items from floor with putty knife</li> <li>Pick up piles of debris and dust with counter brush and dust pan</li> <li>Empty into waste receptacle</li> <li>Hang dust mop in well ventilated area</li> <li>Dry vacuum mop head when necessary</li> <li>Launder when needed</li> </ol>	Body Mechanics Lifting and straining Pulled muscle-incorrect mop handle height Air contamination-dust particles Fire hazard-treated dust mop Slips and falls-excessive treatment used Electric shock
DECISIONS 1. When to shake mop 2. When to pick-up piles of debris 3. Select size of mop head 4. Determine need for laundering mop head	CUES 1. Accumulated debris on dust mop 2. Accumulated debris 3. Congestion of furniture Size of area 4. Overloading of soil and dust	ERRORS <ol> <li>Inefficient cleaning</li> <li>Large piles on soil and debris suspection for contamination</li> <li>Too large-excessive motion to manuever mop         Too small-excessive motion fatigue. worker     </li> <li>Loss of ability to retain soil</li> </ol>

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SCIENCE	reas	, MA	TH - NUMBER SYSTEM	S
Soil action and abrasion Motion economy Principles of combustion		•	•	
Dust retention (impregnating material with Simple machine (dust mop and wedge putty Principles of electricity	electrical charge) - knife)	• , •	•	•
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	EOMMUNICA	LIONS		-
PERFORMANCE MODES	EXAMPL	<u>is</u> ,'	SKILLS/CON	CEPTS
1°. Viewing	1. Dust free surface		1. Visual analysis Make judgment	
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5	TOOLS EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	( Chen STEPS	SAFETY – HAZARD
•	Cool water 2 Bucket with wringer Wet mop Treated dust mop Treated dust pan Putty knifé Metal container to store treated dust mops	<ol> <li>Assemble supplies and equipment</li> <li>Dust mop area to be mopped</li> <li>Put mop in water, wring out almost dry</li> <li>Define area to be mopped</li> <li>Mop with figure-8 motion</li> <li>Walk backwards</li> <li>Remove gum and sticky items with putty knife</li> <li>Rinse mop out in second bucket of water</li> <li>Repeat steps 3-8 to complete area</li> <li>Let floor dry</li> <li>Clean equipment before storing</li> <li>Store treated dust cloth in metal container</li> </ol>	Body mechanics Slips and falls-damp floor Misplaced mop handle - facial or eve injury Fire - improper storage of treated dust mop Air contamination - dust particles Pulled muscle-incorrect mop handle height
u •	DECISIONS 1. Determine size of area to be mopped	- <u>CUES</u> 1. Rule of thumb - 9', x 12'	ERRORS
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(TASK STATEMENT) Damp Mop Uncarpet	· · · · · · · · · · · · · · · · · · ·		······	
SCIENCE	~~ .	• M/	TH - NUMBER SYSTEMS	۱ ۱
Bffects of friction-physical action of mop Action of wringer Simple machines (putty knife-wedge-mop-lev Soil action and abrasion Dust retention properties of treatment	,	Rule of thumb-figure Rule of thumb-area	e 8 to be cleaned 9' x 12'	*
Transmission of microorganisms-air-borne Principles of combustion		· · · · · · · · · · · · · · · · · · ·		•
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æ.	COMMUNI	CATIONS	D	
PERFORMANCE MODES	EXAN	IPLES	SKILLS/CONCE	EPTS
1. Viewing	1. Clean floor		1. Visual analysis Make judgment	· •
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
2 Buckets with wringers 2 Wet mops Treated dust mop Dust pan Counter brush Warm water Detergent Putty knife Cloth Wet floor signs Rubber shoes	<ol> <li>Prepare detergent solution</li> <li>Assemble supplies and equipment</li> <li>Dust mop area</li> <li>Put mop in cleaning solution/wring out excess water</li> <li>Define area to be mopped</li> <li>Mop with figure-8 motion to loosen dirt</li> <li>Walk backwards</li> <li>Remove gum and sticky items with putty knife</li> <li>Return mop to cleaning solution</li> <li>Rinse area with clean water</li> <li>Rinse out mop, wring dry, then dry floor with mop</li> <li>Change solution and water as needed</li> <li>Repeat steps 4 - 11 until floor is com- plete</li> </ol>	Body mechanics Slips and falls, wet floor Facial or eye injury - misplace mop handle Fire - improper storage of dust mop Skin irritation-handling and use of cleaning chemicals
DECISIONS 1. Determine when to change solution and water 2. Determine size of area to be mopped 3. Determine length of time solution will be on floor 4. Determine concentration of detergent /solution	CUES 1. When it appears dirty 2. Rule of thumb - 9' x 12' 3. Amounts of encrusted soil 4. Detergent label	ERRORS 1. Inefficient cleaning job Redistribution of soil 2. Overextend worker 3. Too long - tiles pop loose 4. Too strong - tiles can crack and dry out - unsightly film left Too weak - inefficient cleaning

## (TASK STATEMENT) Wet May Resilient and Masonry Floors

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
	<ul> <li>14. Wipe off baseboards</li> <li>15. Clean equipment before storing</li> <li>16. Store treated dust mops in metal container</li> </ul>	
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DECISIONS	CUES	EBROBS
1 ERIC		92

(TASK STATEMENT) Wet Mop Resilient and Masonry Floors

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SCIENCE		MÀ	TH - NUMBER SYSTEMS
Effects of friction (physical action of mop) Detergent action-suspension of soil Compression (action of wringer) Simple machines (wet mop-lever-putty knife-	wedge)	Ratio/proportion-dete Rule of thúmb - figure Rule of thumb - area t	8
Soil action and abrasion Evaporation (drying) Dust retention properties of treatment Principles of combustion			• • • • • • • • • • • • • • • • • • •
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	COMMUN		· · · · · · · · · · · · · · · · · · ·
PERFORMANCE MODES	EXAN	<u>APLES</u>	SKILLS/CONCEPTS 1. Visual analysis Making judgments
•9 <u>3</u>			94

(TASK STATEMENT) Scrub Resilient Floo	ors	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STĘPS	SAFETY – HAZARD
<ul> <li>Single disc floor machine with nylon abrasive floor pads</li> <li>Buckets with wringers (I for wash, I for rinse)</li> <li>Clean wet mops (I for wash, I for rinse)</li> <li>Treated dust móp, treated dust pan Brush</li> <li>Detergent/water solution</li> <li>"Wet Floor" signs</li> <li>Wet vacuum</li> <li>Rubber shoes</li> <li>Rubber gloves</li> <li>Metal container</li> </ul>	<ol> <li>Prepare cleaner solution and machine</li> <li>Assemble equipment and supplies</li> <li>Move furniture</li> <li>Set up "Wet Floor" sign</li> <li>Dust mop</li> <li>Apply solution to floor</li> <li>Turn on machine</li> <li>Move in a 6 ft. path side to side</li> <li>Remove scrubbing solution with wet vacuum. Use brush to scrub' corners</li> <li>Rinse the floor</li> <li>Remove "Wet Floor" signs</li> <li>Clean equipment before storage</li> <li>Store treated dust mop in metal container</li> </ol>	Electric shock Slips and falls - wet floor Personal injury Floor machine out of control Mop handle Body mechanics - lifting and moving Fire - (improper storage of treated dust mop) Skin irritation-handling and use of cleaning chemicals
DECISIONS	CUES	ERRORS
<ol> <li>Determine width of work area</li> <li>Determine concentration of detergent solution</li> <li>Determine length of time solution will</li> </ol>	<ol> <li>Rule of thumb - 6 ft.</li> <li>Detergent label</li> <li>Amount of soil</li> </ol>	<ol> <li>Overextend worker</li> <li>Too strong - tiles crack and dry out difficulty in rinsing Too weak - inefficient cleaning</li> <li>Too long - tiles may pop out</li> </ol>
be on floor		•
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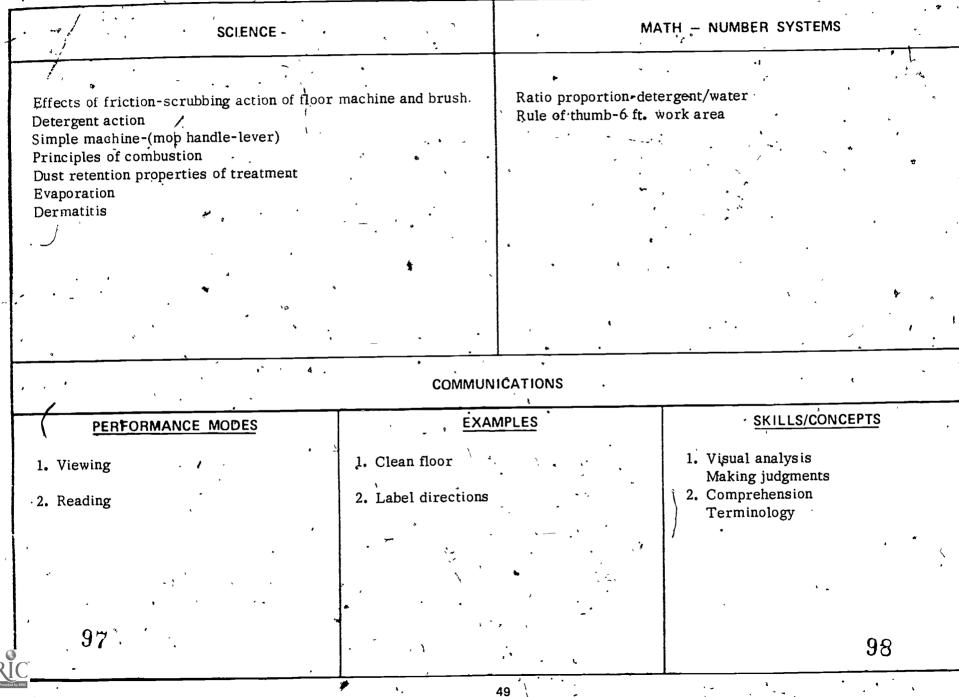
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(TASK STATEMENT) Scrub Resilent Floors



TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	, STEPS	SAFETY - HAZARD
Wet-dry vacuum Hose and extension wand Squeegee floor tool attachment Rubber shoes Rubber gloves	<ol> <li>Prepare wet-dry vacuum for wet vacuuming</li> <li>Check automatic cut-off mechanism</li> <li>Move floor tool attachment forward &amp; backward across floor overlapping strokes</li> <li>Empty water</li> <li>Clean wet vacuum and attachments</li> <li>Store equipment</li> </ol>	Electrical shock Slip and falls on wet floor Motor destruction-water in motor
DECISIONS	<u>CUES</u>	ERRORS
<ol> <li>Determine if automatic cut-off mech- anism is working</li> <li>Determine when to empty tank</li> </ol>	<ol> <li>Mechanism will not move up and down freely Machine will not operate</li> <li>Sound of motor No longer picking up</li> </ol>	<ol> <li>Water will damage motor</li> <li>Motor destruction</li> </ol>
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,	TASK	STATEMENT)	Wet Vacuum	Floors
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SCIENCE .	4	MA	TH - NUMBER SYSTEMS
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Bacteriology-infection control mechanically		2	
Principle of suction Principles of electricity (water) Buoyancy-cut-off mechanism Evaporation	•	1	
Simple machines - wedge, squeegee	•		
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			· · · · · · · · · · · · · · · · · · ·
PERFORMANCE MODES	EXAN	APLES .	SKILLS/CONCEPTS
PERFORMANCE MODES	1. Change in motor	APLES noise (indicates water	1. Interpretation
	,	ngise (indicates water	
1. Listening	1. Change in motor tank is full)	ngise (indicates water	<ol> <li>Interpretation</li> <li>Visual analysis</li> </ol>
1. Listening	<ol> <li>Change in motor tank is full)</li> <li>Wet spots</li> </ol>	ngise (indicates water	<ol> <li>Interpretation</li> <li>Visual analysis</li> </ol>
1. Listening	<ol> <li>Change in motor tank is full)</li> <li>Wet spots</li> </ol>	ngise (indicates water	<ol> <li>Interpretation</li> <li>Visual analysis</li> </ol>

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(TASK STATEMENT) Strip Finished Floor

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD	
Bucket with wringer (2) Wet mops (2) Treated dust mop Wet-dry vacuum Single disc floor machine Rubber shoes Rubber gloves Ammoniated stripper Water Metal container	<ol> <li>Prepare stripping solution</li> <li>Assemble supplies &amp; equipment</li> <li>Dust mop</li> <li>Put mop in stripping solution</li> <li>Let excess solution drip from mop</li> <li>Define area to be stripped with wet mop</li> <li>Mop floor with figure-8 motion</li> <li>Wait keeping area wet</li> <li>Mechanically agitate with single disc floor machine</li> <li>Pick-up dirty solution with wet vacuum</li> <li>Rinse floor twice</li> <li>Wet vacuum</li> <li>Check floor for missed finish,</li> <li>Repeat process if necessary</li> <li>Clean up</li> <li>Store treated dust mop in metal container</li> </ol>	Slips-falls, wet floor Fume inhalation-ammonia gas Skin irritation-handling and use of clean- ing chemicals Electrical shock-powered equipment	
<ol> <li>DECISIONS</li> <li>Select type of stripper</li> <li>Proportion of stripper dilution</li> <li>Determine length of waiting period or time stripper is on floor</li> <li>Select wet mop</li> <li>Determine if floor is completely free of finish</li> <li>Determine if all stripper has been completely rinsed off of floor</li> </ol>	<u>CUES</u> 1. Type of floor ing Type of floor finish used 2. Package directions 3. Thickness of layers of finish Package directions 4. Metal parts 5. Shiny spots 6. Finger test-white powder	<ol> <li>ERRORS</li> <li>Inefficient stripping of finish</li> <li>Excessively damaged floor or bleach color from tile</li> <li>Too short-inefficient stripping of finish Too long solution will work under tile causing loosening &amp; curling</li> <li>Corroded metal</li> <li>Poor adhesion of new finish-appear- ance of blotches</li> <li>Stripper left will soften new finish from beneath creating tacky or</li> </ol>	

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(TASK STATEMENT) Strip Finished Floor

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
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DECISIONS	<u>CUES</u>	<u>ERRORS</u> slippery floor Dull appearance
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(TASK STATEMENT) Strip Finished Floor	•	♥		······································
SCIENCE	-		MATH - NUMBER SYSTE	MS
Basic composition of stripping compounds non ammoniated compounds pH-acidity or alkalinity of solution Transmission of microorganisms-air-borne Emulsification-suspension of finish and soil Chemical detergent action Dermatitis-primary skin irritation (high alkal Simple machine (leverage of wet mop, dust m Effects of friction-(agitation of floor machines Evaporation Principles of combustion	line) op, etc.)	Ratio and proportio Mèasurement: time		
	COMMUN	ICATIONS		
PERFORMANCE MODES 1. Reading 2. Touch 3. Viewing	EXA 1. Package labels 2. Floor residue 3. Floor shine vs.	MPLES .	SKILLS/CC 1. Terminology, com 2. Texture 3. Visual analysis	•
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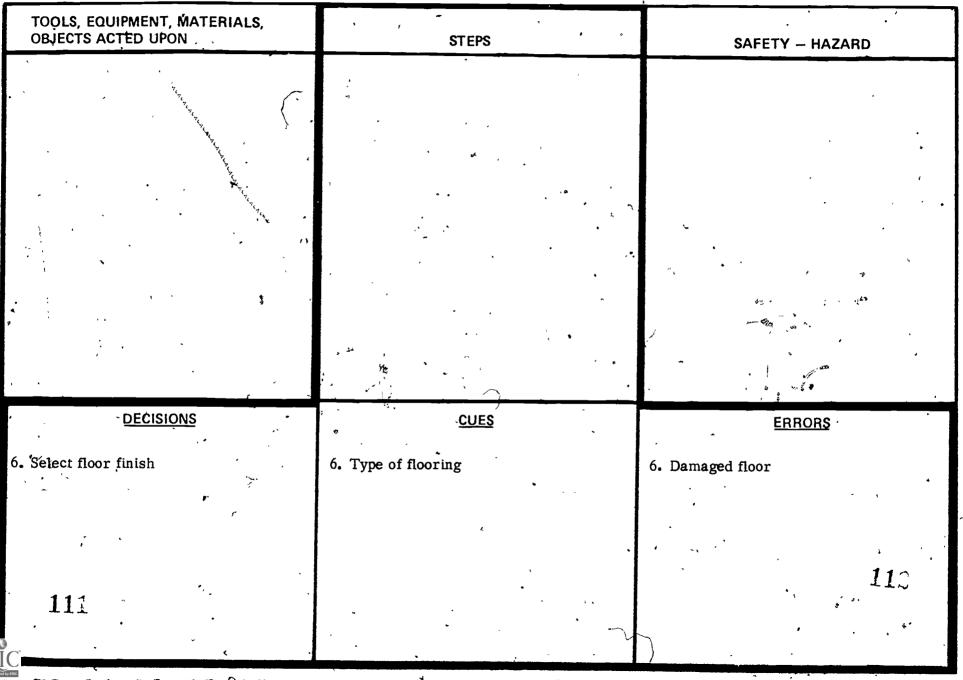
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◆ E) ^Full Tex • • ب (TASK STATEMENT) Wax or Refinish Floors

	DLS, EQUIPMENT, MATERIALS, IECTS ACTED UPON	STEPS	SAFETY – HÁZARD
• Clear Floor	ets with wringer n rayon mop finish or wax Noor caution signs	<ol> <li>Assemble supplies and equipment</li> <li>Check stripped floor for dryness</li> <li>Pour finish in bucket</li> <li>Soak application mop in finish</li> <li>Apply 1st thin coat of finish with figure- S strokes horizontally</li> <li>Walk backwards</li> <li>Let floor dry</li> <li>Apply second thin coat vertically</li> <li>Let floor dry</li> <li>Apply third thin coat diagonally</li> <li>Let floor dry</li> <li>Clean up</li> </ol>	Fume inhalation - ammonia gas-highly toxic to persons with respiratory problems Slips and falls-wet floor Skin irritation-finish
-	DECISIONS	CUES	ERRORS
1. De	etermine thickness of coats applied	1. Coat should be as thin as possible $i$	1. Coats too thick are softer, slipperier and retain soil causing dingy, dirty
2. De	cide no. of coats to apply	2. Volume of traffic	appearance 2. Wax build-up adjacent to walls and furniture
3. De	etermine length of drying time	3. Humidity, temperature, air movement, thickness of wax film, nature of the sub-surface, formulation of finish	3. Mottled or splotchy appearance along with powdering, bubbling, etc.
ар 5. De	etermine proper technique of finish - plication etermine amount of finish to pour bucket	<ul> <li>4. Training, supervisor directions</li> <li>5. Size of area to be waxed Absorption capacity of mop</li> </ul>	<ol> <li>Splotches of wax on baseboards, doors, door jams, furniture legs, etc.</li> <li>Finish wasted</li> </ol>
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(TASK STATEMENT) Wax or Refinish Floors



# (TASK STATEMENT), Wax or Refinish Floors

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SCIENCE		• M/	ATH - NUMBER SYSTEMS	
Basic composition of synthetic finishes-poly metal-interlock	/mers, co-polymers,	Rule of thumb-wax a P Directions-diagonal a	manageable area at a time and horizontal	
Basic composition of natural wax-carnauba, etc. Solubility: water base wax (resilient flooring solvent base wax (wood flooring)	1g)	Measurement: time		、 、 、
Emulsification-bacterial action on emulsion '(sportage of finish) re-emulsification Evaporation (drying) Simple machines (leverage of mop)			* <b>#</b>	
Dermatitis-primary irritation			· · · · · · · · · · · · · · · · · · ·	•
	COMMUN	ICATIONS		· · · · · · · · · · · · · · · · · · ·
PERFORMANCE MODES	EXAM 1. Finish contaiher 2. Sticky vs. dry fi		SKILLS/CONC 1. Terminology, comp 2. Texture, tactile ana	prehension
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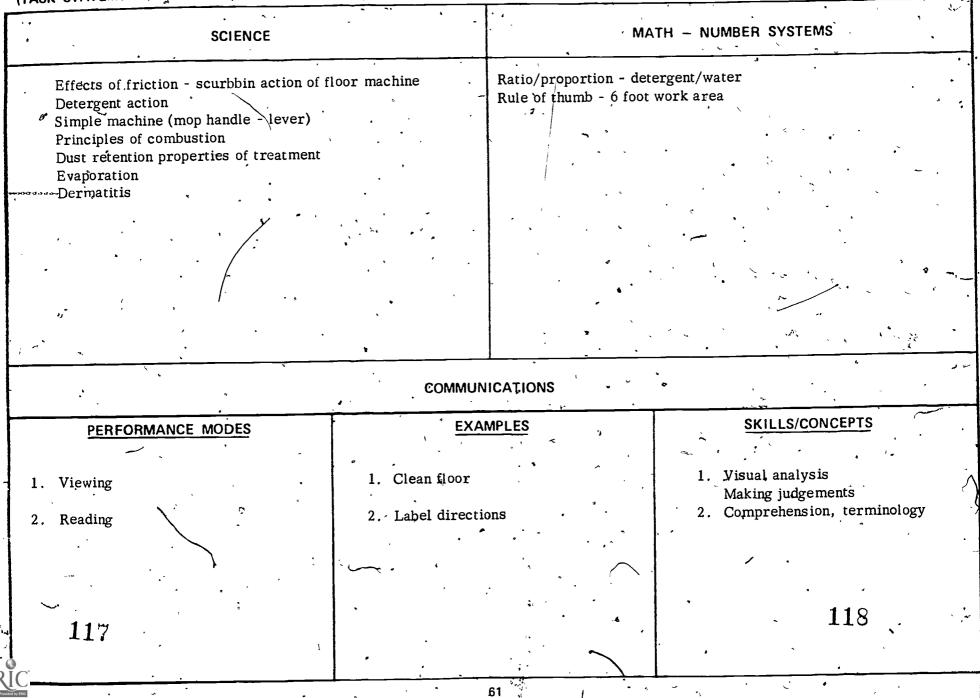
(TASK STATEMENT) Scrub Resilient Floors

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS ,	SAFETY – HAZARD
<ul> <li>Single disc floor machine with nylon abrasive floor pads</li> <li>Buckets with wringers (1 for wash, 1 for rinse)</li> <li>Clean wet mops (1 for wash, 1 for rinse)</li> <li>Treated dust mop Brush</li> <li>Detergent/water solution</li> <li>"Wet Floor" signs</li> <li>Wet vacuum</li> <li>Rubber shoes</li> <li>Rubber gloves</li> <li>Metal container</li> </ul>	<ol> <li>Prepare cleaner solution and machine</li> <li>Assemble equipment and supplies</li> <li>Move furniture</li> <li>Set up "Wet Floor" sign</li> <li>Dust-mop</li> <li>Apply solution to floor</li> <li>Turn on machine</li> <li>Move in a 6 ft. path side to side</li> <li>Remove scrubbing solution with wet vacuum. Use brush to scrub corners</li> <li>Rinse the floor</li> <li>Replace furniture</li> <li>Remove "Wet Floor" signs</li> <li>Glean equipment before storage</li> <li>Store treated dust mops in metal container</li> </ol>	Electric shock Slips and falls - wet floor Personal injury Floor machine out of control Mop handle Body mechanics-lifting and moving Fire-(improper storage of treated dust mop) Skin irritation-handling and use of cleaning chemical
DECISIONS	<u>CUEŞ</u>	ERRORS
<ol> <li>Determine width of work area</li> <li>Determine concentration of detergent</li> <li>Solution</li> <li>Determine length of time solution will be on floor</li> </ol>	<ol> <li>Rule of thumb-6ft.</li> <li>Detergent label</li> <li>Amount of soil</li> </ol>	<ul> <li>Overextend worker</li> <li>Too strong-tiles crack and dry out difficulty in rinsing Too weak-inefficient cleaning</li> <li>Too long - titles may pop up</li> </ul>
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(TASK STATEMENT)

Scrub Resilient Floors



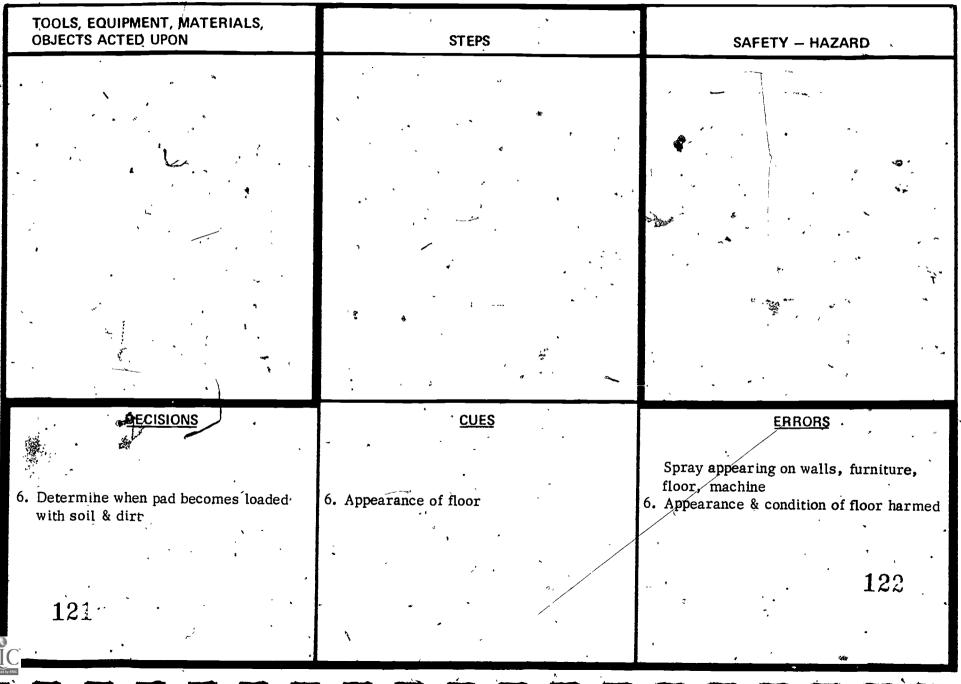
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Single disk floor machine Buffing pad Hand spray bottle Polish of type recommended for specific floor area cut 50-50 with water	<ol> <li>Move the furniture from the area</li> <li>Dust mop the floor</li> <li>Check floor pad for cleanliness</li> <li>Prepare machine for spray-buffing</li> <li>Perform equipment safety check</li> <li>Plug in machine</li> <li>Begin buffing operation-move machine to the right then to the left, repeat</li> <li>Walk backward</li> <li>Spray black marks, scuffs, spots, scratches, etc.</li> <li>Repeat buffing operation until the damage is removed</li> <li>Turn pad over when loaded</li> <li>Clean floor pad and machine</li> <li>Store equipment</li> </ol>	Body mechanics-lifting and straining Electrical shock Personal injury-floor machine out of control Air contamination-dust particles Slips and falls-damp floor
<ol> <li>DECISIONS</li> <li>Determine the type of flooring</li> <li>Determine type of finish to use</li> <li>Select appropriate buffing pad</li> <li>Determine if floor is (complete, buffed)</li> <li>Determine the length of spray pattern ahead of buffer</li> </ol>	CUES 1. Check building specifications - Ask supervisor Terrazzo floor is poured with chips and seams 2. Finish provided by supervisor Finish previously used to wax floor 3. Color code 4. Shine of floor 5. Coarse droplets of polish Difficulty in removing spray polish	ERRORS 1. Applying incorrect finish to flooring 2. Incompatible finish-result in peeling and finish powdering 3. Pad too coarse will scratch floor Pad too fine will lead too quickly 4. Dull floor 5. Spray dried on floor before buffer reaches it, leaves a pattern of dark circles
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(TASK STATEMENT) Spray-Buff Finished Resilient or Terrazzo Floors

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(TASK STATEMENT) Spray-Buff Finished Resilient or Terrazzo Floors

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(TASK STATEMENT) Spray-Buff Finished Resi	illent of Terrazzo Flob.	· · · · · · · · · · · · · · · · · · ·	TH - NUMBER SYSTEMS
Evaporation (floor finish) Surface tension - cohesion - adhesion Centrifugal forces (rotating floor machine)		Ratio and proportion Rule of thumb-spray furniture	-floor polish dilution polish no closer than three steps from
Properties of light reflection (floor gloss) Effects of friction on product quality (buffer) Effects of heating on state of matter		· · · · · · · · · · · · · · · · · · ·	
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	COMMUNI		· · · · · · · · · · · · · · · · · · ·
PERFORMANCE MODES 1. Reading 2. Listening 3. Viewing	EXAN 1. Floor finish label 2. Instruction by sup 3. Loaded buffing page	pervisor	<u>SKILLS/CONCEPTS</u> 1. Comprehension, terminology 2. Language - terminology 3. Making judgments, visual analysis
123			. 124
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#### Duty C Caring For Fabric Surfaces

1 Vacuum dust draperies

2 Hang draperies on non-traverse rods

3 Hang draperies on traverse rods

4 Spot clean upholstered furniture

5 Remove stain from carpet and upholstery___

6 Vacuum upholstered furniture

7. Clean vinyl upholstery

8 Vacuum carpeting

9 Shampoo carpet (wet method)

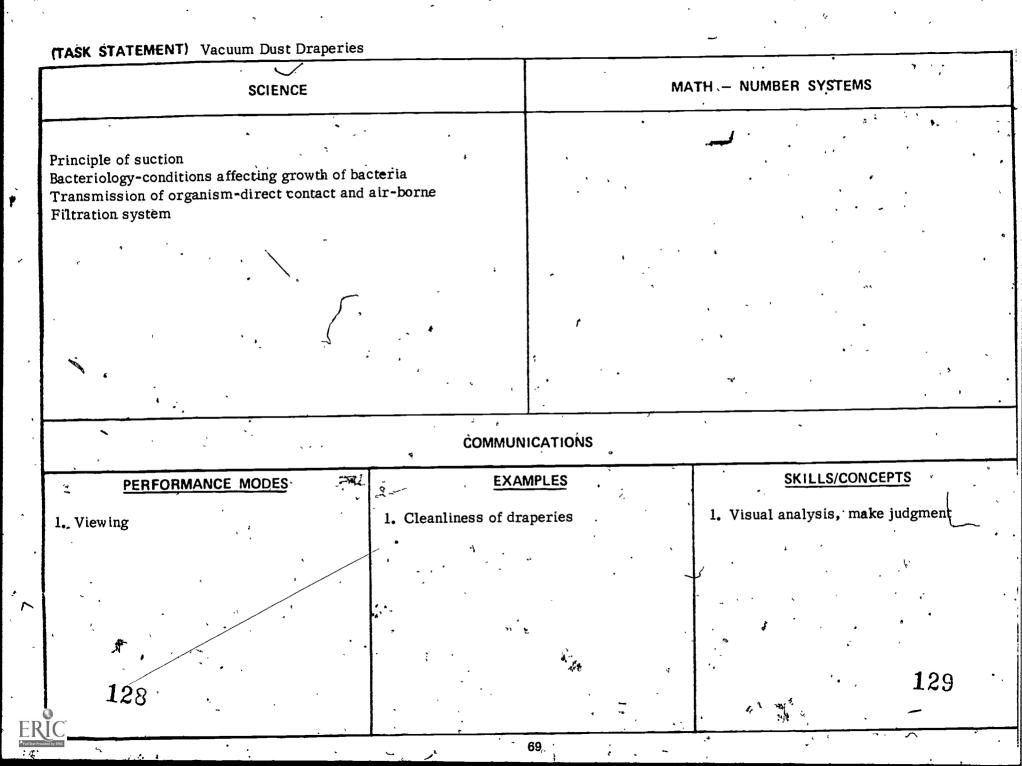
10 Shampoo carpet (dry method)



(TASK STATEMENT) Vacuum Dust Draperies

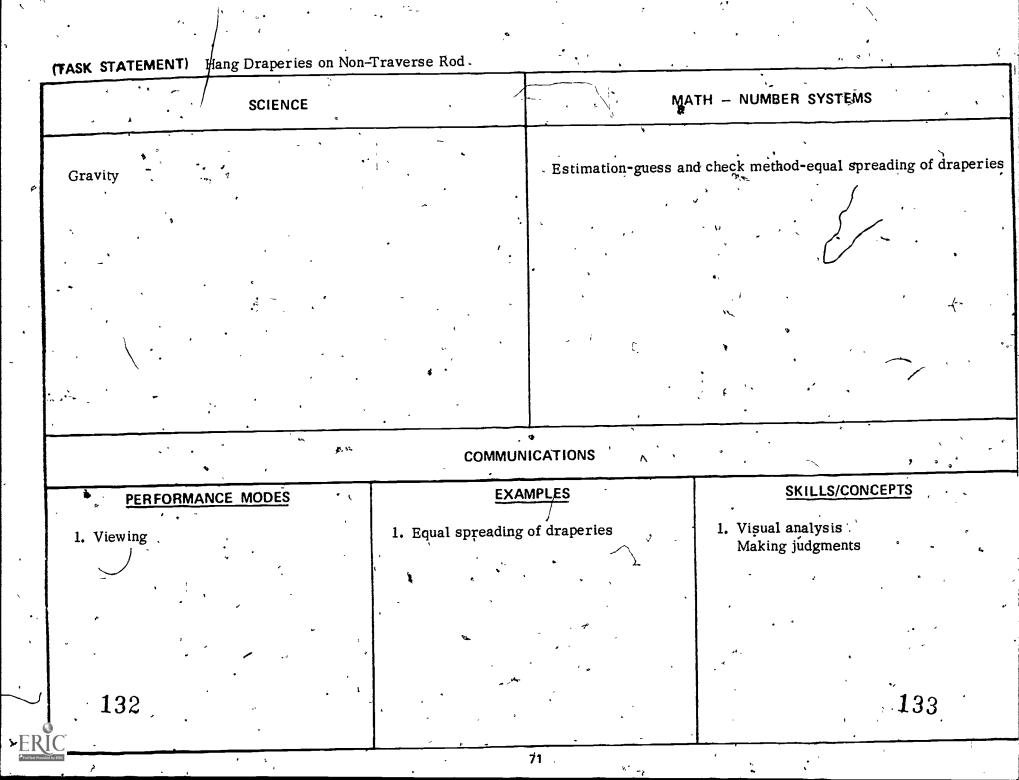
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD	
Vacuum cleaner Hose Extension wand Upholstery tool and crevice tool attach- ments Stepladder	<ol> <li>Assemble equipment</li> <li>Place stepladder</li> <li>Secure locking device</li> <li>Remove tie backs from drapes</li> <li>Slide drape along rod until fullness is removed</li> <li>Plug vacuum cleaner into electric outlet</li> <li>Run crevice tool up into pleats</li> <li>Run upholstery tool over entire surface, both sides.</li> <li>Adjust drapes and replace tie backs</li> <li>Dust cords and pulls and hardware</li> <li>Clean and replace equipment</li> </ol>	Ladder-falls Direct contamination Air contamination-dust particles Electric shock	
DECISIONS 1. Determine frequency of task 126	CUES 1. Establishment's standard Visible dust on draperies	ERRORS 1. Unattractive appearance 12.	



TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON STEPS SAFETY - HAZARD Non-traverse rod 1. Slide draperies on rod Falling objects Draperies 2. Hang rod on brackets Falls-ladder Ladders 3. Spread out draperies evenly across the entire area 4. Check draperies for needed repairs 5. Report damage to supervisor DECISIONS CUES ERRORS • 1. Determine if draperies need repair 1. Snags in fabric 1. Unattractive appearance Holes in fabric 131 130

(TASK STATEMENT) Hand Draperies on/Non-Traverse Rod



TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	ries on Traverse Rod STEPS	SAFETY – HAZARD
Traverse rod Hooks Draperies Ladder	<ol> <li>Close traverse rod</li> <li>Place hooks in draperies</li> <li>Place hooks in guide or carrier, start- ing at center working toward outside</li> <li>Check to see all hooks are attached to rod</li> <li>Check operation of traverse</li> <li>Check to see if cord has slipped</li> <li>Replace cord, if slipped</li> <li>Report needed repairs to supervisor</li> </ol>	Falling objects Ladder-falls
DECISIONS 1. Determine if rod is operating properly 134	CUES 1. Cord has slipped Pulley working	ERRORS 1. Draperies will not open or close 135

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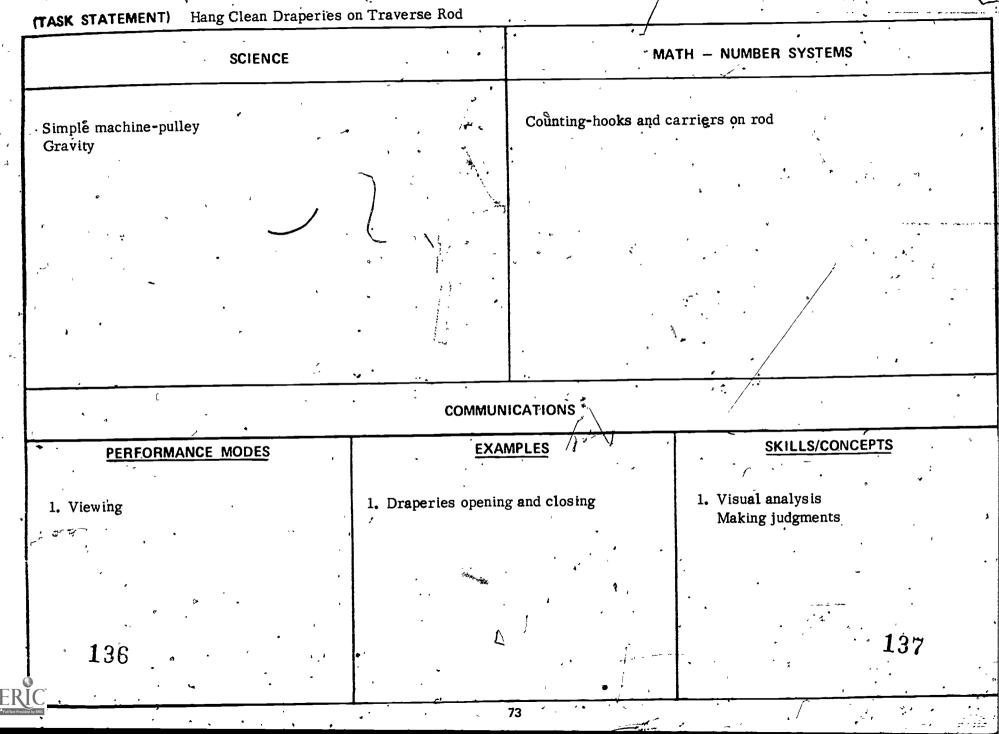
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Clean cloth Cool water Bucket	<ol> <li>Blot spot with clean cloth as soon as possible</li> <li>Wash surface with clean, cool water</li> </ol>	Spills-water damage
	<ul> <li>3. Blot dry</li> <li>4. If spot is not removed use steps for stain removal</li> </ul>	
DECISIONS 1. Determine type of spot, if possible 2. Determine if stain removal task is necessary	CUES 1. Observe accidental spill Appearance, feel and color of spot 2. Spot remains after spot-clean task is completed	ERRORS 1. Permanently set stain
<b>13</b> 3	. A	- 139

(TASK STATEMENT) Spot Clean Upholstered Furniture

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SCIENCE	· · ·	MA	ATH - NUMBER SYSTEMS
Capillary action - (absorption) Characteristics of fibers Effects of friction (rubbing vs. blotti Oxidation-reduction reaction (aging o Soluability of substances in water (	of stain)	· · · · · · · · · · · · · · · · · · ·	
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	COMMUN		•
PERFORMANCE MODES	EXA	MPLES	SKILLS/CONCEPTS
<ol> <li>Viewing</li> <li>Touching</li> </ol>	<ol> <li>Spot on upholster</li> <li>Feel spot</li> </ol>	c <b>y</b>	<ol> <li>Make judgment Visual analysis</li> <li>Tactile analysis Texture</li> </ol>
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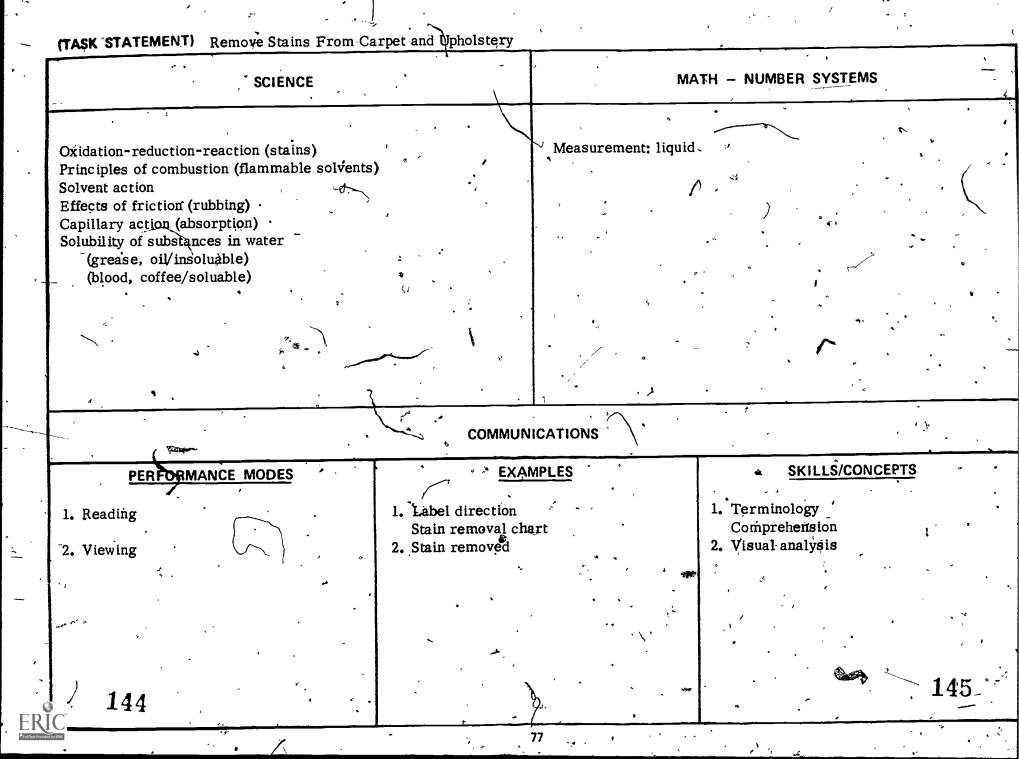
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	یمپ SAFETY – HAZARD
Carpet - upholstery Stain removal chart Stain removal kit:	<ol> <li>Be prepared keep stain removal kit handy</li> <li>Blot and remove excess matter</li> <li>Test removal formula in conspicuous area</li> <li>Prepare appropriate removal formula</li> <li>Apply formula</li> <li>Work gently from edge of soiled area toward center</li> <li>Blot occassionally</li> <li>Dry fabric as quickly as possible</li> <li>Stubborn stain, call professional cleaner</li> </ol>	Skin irritation-handling and use of cleaning chemicals Handling and use of cleaning chemicals Fire-flammable solvents Fume inhalation-solvents Explosion-aerosol cans
DECISIONS <ol> <li>Determine appropriate removal         formula</li> <li>Determine amount of liquid stain removal to use</li> <li>Determine cleaning action pressure</li> <li>142</li> </ol>	<u>CUES</u> 1. Type of stain Age of stain Stain removal chart suggestion 2. Size of stain Fabric and backing composition 3. Stability of color and fiber	ERRORS 1. Indelible stains Permanent pile distortion 2. Too much-damage fabric backing liquid 3. Excessive agitation - unsightly distortion of pile Rubbing or brushing-spot forced deeper into fabric 143-

(TASK STATEMENT) Remove Stains From Carpet and Upholstery

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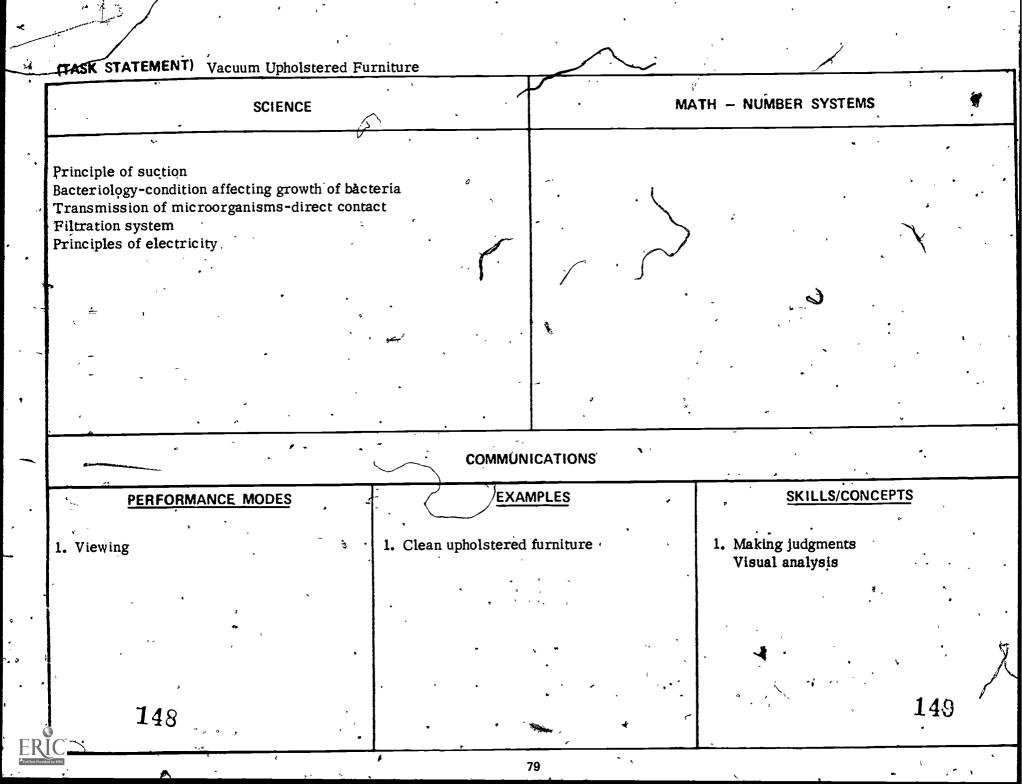


TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON		
Vacuum cleaner Hose, extension wand Upholstery tool	<ol> <li>Assemble vacuum cleaner</li> <li>Remove all cushions</li> <li>Plug into electric outlet</li> </ol>	Electric shock Body mechanics-sprains, strains-
Crevice tool attachments	<ul> <li>4. Run attachment over entire upholstered surface</li> <li>5. Run crevice tool attachment over seams and buttons</li> </ul>	· · · · · · · · · · · · · · · · · · ·
	<ol> <li>Vacuum cushions</li> <li>Replace cushions</li> <li>Clean and replace equipment</li> </ol>	
8 	A	
DECISIONS 1. Determine when to vacuum upholstere furniture	<u>CUES</u> ed 1. Establishment's standard Visual dirt	<u>ERRORS</u> 1. Unsanitary condition
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## (TASK STATEMENT) Clean Vinyl Upholstery

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Cloths Warm water Mild detergent solution Treated dust cloth 2 Pails Metal container	<ol> <li>Prepare detergent solution</li> <li>Assemble equipment and supplies.</li> <li>Dust upholstery and other surfaces</li> <li>Apply solution with cloth to loosen soil</li> <li>Remove loosened soil with clean cloth</li> <li>Repeat steps 3 and 4</li> <li>Dry and polish surface with damp cloth</li> <li>Store treated dust cloth in metal containen</li> </ol>	Skin irritation-handling and use of cleaning chemicals Air contamination- dust particles Fire-improper storage of treated cloth
DECISIONS	CUES	ERRORS
1. Determine frequency of cleaning	l. Establishment's standards	1. Unattractive appearance
150		15.1
	· · · · · · · · · · · · · · · · · · ·	• ,

Detergent action       Ratio and proportion         Dust retention properties of treatment       Ratio and proportion         Principles of combustion (flammable solvents)       Dermattis         Effects of friction (rubbing)       Transmission of organism (air-borne)         Capillary action (absorption)       COMMUNICATIONS         PERFORMANCE MODES       EXAMPLES         1. Viewing       1. Soil accumulation         2. Reading       1. Soil accumulation         1. Viewing       2. Label directions         1. Term inology       152	TASK STATEMENT) Cl	SCIENCE	• •	MA	ATH - NUMBER SYSTEMS	
PERFORMANCE MODES       EXAMPLES       SKILLS/CONCEPTS         1. Viewing       1. Soil accumulation       1. Making judgments Visual analysis         2. Reading       2. Label directions       2. Comprehension Terminology	Dust retention propertie Principles of combustio Dermatitis Effects of friction (rubb Transmission of organi	on (flammable solvents bing) ism (air-borne)			n	· · · · · · · · · · · · · · · · · · ·
1. Viewing       1. Soil accumulation       1. Making judgments         2. Reading       2. Label directions       2. Comprehension		`. · · ·	7 • • • •	· ·	۰.	
2. Reading 2. Label directions Visual analysis 2. Comprehension Terminology			COMMUN	CATIONS	· · · · · · · · · · · · · · · · · · ·	*
152	PERFORMANC	E MODES	·	· · · · · · · · · · · · · · · · · · ·	SK4LLS/CON	۲ <u></u>
	1. Viewing		EXAM 1. Soil accumulation	APLES	<ol> <li>Making judgments</li> <li>Visual analysis</li> <li>Comprehension</li> </ol>	T CEPTS

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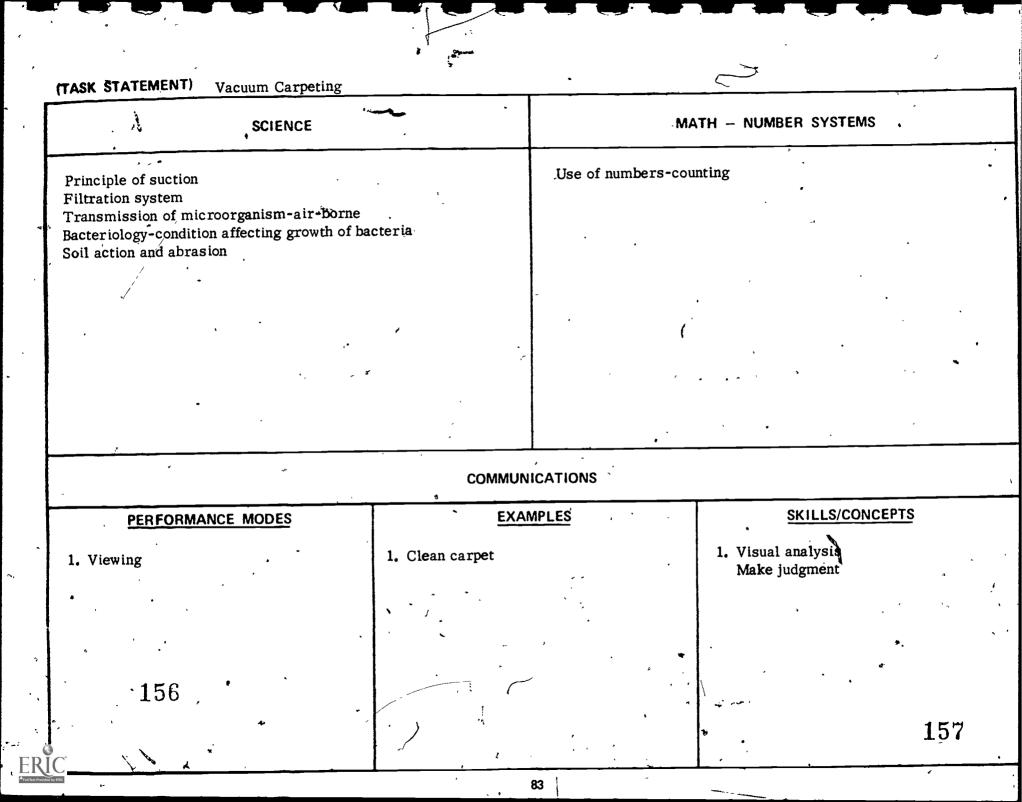
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## (TASK STATEMENT) Vacuum Carpeting

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Vacuum cleaner with beater bar or brush	<ol> <li>Assemble equipment</li> <li>Move furniture</li> <li>Plug in vacuum and turn on</li> <li>Operate vacuum cleaner with 3 stroke method (slowly forward-backward-for- ward)</li> <li>Clean entire area with 3 stroke method moving in direction of grain</li> <li>Empty and clean dust bags as they are needed</li> <li>Replace furniture</li> <li>Clean and store equipment when job if finished</li> </ol>	Body mechanics-lifting Electrical shock
DECISIONS	CUES	ERRORS
1. Determine when to empty bag 154	1. When bag is 1/3 to half full	1. Inefficient vacuum operation

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON		
Upright carpet vacuum with beater bar or brush Wet shampooing machine rubber pads Wet vacuum pickup Pile flfting machine Brush Shampoo solution	<ol> <li>Determine appropriate carpet cleaning</li> <li>Assemble equipment and supplies</li> <li>Clear area of furniture or protect bottom and legs of furniture</li> <li>Thoroughly vacuum carpet with seven stroke method</li> <li>Remove spots</li> <li>Prepare shampoo solution and fill tank</li> <li>Hand scrub corner and along wall</li> <li>Apply suds uniformly</li> <li>Machine scrub in circular motion</li> <li>Overlap strokes</li> <li>Wet vacuum</li> <li>Brush pile with grain</li> <li>Mechanically lift pile</li> <li>Allow carpet to dry</li> <li>Replace furniture</li> <li>Clean and properly store equipment</li> </ol>	Electrical shock Tripping - cord
<ul> <li><u>DECISIONS</u></li> <li>1. Determine appropriate carpet cleaning method</li> <li>2. Determine amount of liquid to use</li> <li>3. Determine number of people to complete task</li> <li>4. Determine need for wet vacuum</li> </ul>	CUES 1. Type of fiber and backing, amount of soil 2. As little as possible 3. Size of carpet Quickness in which liquid should be removed 4. Standard - soil removal	ERRORS 1. Wool carper use dry method only 2. Too much soaking - shrink rug 3. Overwork employees 4. Liquid and dirt remain in rug 150

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(TASK STATEMENT) Shampoo Carpet (Wet Method)

SCIENCE	MATH	- NUMBER SYSTEMS
Detergent action (suspension of soil) Capillary action (absorption) Evaporation Principle of vacuum Filtration system Soil action and abrasion	Measurement: liquid	
	COMMUNICATIONS	
PERFORMANCE . MODES	EXAMPLES	SKILLS/CONCEPTS
1. Reading 2. Touching		Comprehension Terminology Instruction Tactile analysis
		.161

(TASK STATEMENT) Shampoo Carpet (Dry Method)

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Dry carpet shampoo Vacuum cleaner Pile lifting machine Brush	<ol> <li>Determine cleaning method to use</li> <li>Provide ventilation</li> <li>Move furniture</li> <li>Mechanically lift carpet pile</li> <li>Vacuum, using 7 stroke method</li> <li>Remove stains</li> <li>Sprinkle absorbent material over small area</li> <li>Brush powder into pile with brush or machine</li> <li>Repeat step 7, 8 until entire carpet is complete</li> <li>Allow carpet to dry</li> <li>Vacuum</li> <li>Mechanically lift carpet pile</li> <li>Replace furniture</li> <li>Clean equipment before storing</li> </ol>	Fume inhalation-solvent Body mechanics-lifting, moving- Electrical shock
DECISIONS 1. Determine when carpet is dry 2. Determine when carpet is clean 162	CUES 1. "Wetness" of powder, absence of strong solvent odor 2. Dirty spots	ERRORS 1. Incomplete job 2. Incomplete job 163

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SCIENCE		MATH	I - NUMBER SYSTEMS
Solvent action		Use of numbers-counting	g
Capillary action-absorption Principle of suction Filtration system	-		
Fluid dynamics-ventilation for solvent Principles of stain removal Soil action and abrasion	· , ]	*	•
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	COMMUN		
PERFORMANCE MODES	, EXAN	MPLES	SKILLS/CONCEPTS
<ol> <li>Smelling</li> <li>Viewing</li> <li>Reading</li> </ol>	<ol> <li>Solvent dryness</li> <li>Clean carpet</li> <li>Label directions</li> </ol>		<ol> <li>Olfactory analysis</li> <li>Visual analysis, make judgment</li> <li>Terminology, comprehension</li> </ol>
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## Duty D Cleaning the Bathroom

- 1 Clean sink
- 2 Clean bath tub
- 3 · Clean shower stall
- 4 Clean shower curtain
- 5 Clean glass shower door
- 6 · Clean metal bathroom fixtures
- 7 Remove mold and mildew from bathrooms and shower areas
- 8 Wash tile walls
- 9 Clean toilet and urinal
- 10 Clean bathroom partition
- 11 Clean vents in bathroom and/or kitchen

(TASK STATEMENT) Clean Sink

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle of cleaner disinfectant or Synthetic neutral detergent solution Cloths Hand mirror	<ol> <li>Prepare solution</li> <li>Assemble equipment and supplies</li> <li>Clear the sink area of soaps and personal items</li> <li>Clean inside surface overflow and underside surface of bowl</li> <li>Rinse and dry bowl</li> <li>Inspect under rim with hand mirror</li> <li>Wipe and polish metal fixtures</li> <li>Wash wall area nearby</li> <li>Clean-up</li> <li>Inspect work</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Cuts-exposed sharp edges Direct contamination
	*	
, <u>DECISIONS</u>	CUES	ERRORS
1. Select cleaning product	1. Surface material of sink 💊	1. Cleansers-scratch and remove finish
		• •
167		163

## TASK STATEMENT) Clean Sink

SCIENCE		. M	ATH - NUMBER SYSTEMS	•
		•		<b>^</b>
acteriology-conditions affecting growth		Ratio & proportion-c	leaner disinf <del>ectant/</del> water	•
etergent action ransmission of microorganisms	·	· · ·		
hemical disinfection omposition of surface material (metal allo	vs. glass fusion. etc.)			•
ction of an abrasive	· · · · ·	· · · ·	· · · · · · · · · · · · · · · · · · ·	3
ard water minerals	•		· · ·	
ermatitis			ì	
ffects of friction		· · ·	-	-
apillary action (absorption)			۶ ۲	•
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PERFORMANCE MODES	EXA	MPLES	SKILLS/CONCEPTS	· _
• Viewing	1. Clean sink	•	1. Visual analysis Making judgments	
Reading	2. Label directions		2. Comprehension Terminology	
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle of cleaner disinfectant Cloths Liquid cleanser, if needed	<ol> <li>Prepare cleaner disinfectant</li> <li>Assemble supplies and equipment</li> <li>Clear area of used toilet articles</li> <li>Clean wall tile</li> <li>Wipe shower curtain or glass shower curtain</li> <li>Clean all bath fixtures</li> <li>Wipe dry and polish with cloth</li> <li>Clean bath safety mat</li> <li>Scrub porcelain surface, if needed</li> <li>Rinse and wipe dry</li> </ol>	Slippery surfaces-falls Skin irritation-handling and using of cleaning chemicals Personal injury-bruises, cuts Direct contamination
DECISIONS 1. Determine when to use a liquid cleapser 171	<u>CUES</u> 1. Dry crusty soap and soil film Rúst spots Water hardness	ERRORS 1. Scratch porcelain surface 172

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TEMENT) Clean Bath Tub

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(ASK STATEMENT) Clean Bath Tub SCIENCE	•	MAT	H - NUMBER SYSTEMS
Bacteriology-control of microorganisms Molds Fungi Action of an abrasive (liquid cleanser) Chemical disinfection Effects of friction (rubbing action) Dermatitis Hard water minerals Detergent action	•	Ratio and proportion-c	eleaner disinfectant/water
Capillary action (absorption)	• •	· · · · · · · · · · · · · · · · · · ·	»
· · ·	COMMUN	ICATIONS	· ·
PERFORMANCE MODES	EXA	APLES	SKILLS/CONCEPTS
1. Viewing 2. Reading	<ol> <li>Clean bath tub</li> <li>Label directions</li> </ol>		<ol> <li>Visual analysis Making judgments</li> <li>Comprehension Terminology</li> </ol>
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(TASK STATEMENT) Clean Shower Stall		· · · · · · · · · · · · · · · · · · ·
TOOLS, EQUIPMENT, MATERIALS	STEPS	SAFETY – HAZARD
Spray bottle of cleaner disinfectant Cloths Mild chlorine water mixture	<ol> <li>Prepare cleaner disinfectant "</li> <li>Assemble supplies and equipment</li> <li>Clear area of used toilet articles</li> <li>Scrub and rinse walls, ceilings and floors</li> <li>Allow to drain</li> <li>Wash shower head and fixtures</li> <li>Dry and polish with cloth</li> <li>Clean non-skid mat</li> <li>Wipe off shower curtain, change as needed</li> <li>Clean with chlorine solution periodically to kill bacteria and fungi</li> </ol>	Falls-slippery areas Skin irritation-handling and use of cleaning chemicals Direct contamination Fume inhalation
DECISIONS	CUES	ERRORS
<ol> <li>Check operation of shower nozzle</li> <li>Determine when to clean with chlorine</li> </ol>	<ol> <li>Crusty build-up</li> <li>Appearance and smell of mildew</li> </ol>	<ol> <li>Insufficient shower spray</li> <li>Unsanitary condition</li> </ol>
<ul> <li>solution</li> <li>Determine concentration of chlorine bleach solution</li> <li>Determine when to change shower curtain</li> </ul>	<ul><li>3. Label directions</li><li>4. Appearance, smell</li></ul>	<ul> <li>3. Too strong-toxic hazard, damage to shower stall.</li> <li>4. Unsanitary condition</li> <li>176</li> </ul>

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SK STATEMENT) Clean Shower Stall	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	*, 	
SCIENCE	· · · · ·	MA	TH - NUMBER SYSTEMS	
cteriology-control of microorganisms	· · · · · · · · · · · · · · · · · · ·	Ratio and proportion; ch	lorine bleach/water. eaner disinfectant/water	
Molds Fungi-athlete's foot remical disinfection (action of chlorine blea	ch on mold and			s ,
mildew) ffects of friction (rubbing action)		· · ·		•
ard water minerals			•	
apillary action (absorption)			· · · · · · · · · · · · · · · · · · ·	: بر بر
	COMMU		¹ 24)	
PERFORMANCE MODES	EXA	MPLES	SKILLS/CONCEF	<u>YTS</u>
Viewing Sensing Reading	<ol> <li>Clean shower sta</li> <li>Mildew odor</li> <li>Label directions</li> </ol>	11 . , , .	<ol> <li>Making judgments Visual analysis</li> <li>Smell-odor</li> <li>Comprehension Terminology</li> </ol>	•
177			-	178

(TASK STATEMENT) Clean Shower Curta	in	•
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Bucket, cleaner disinfectant Bucket, rinse water Mild chlorine bleach solution Cloths	<ol> <li>Prepare cleaner disinfectant solution</li> <li>Assemble supplies</li> <li>Wipe plastic shower curtain to remove soap and water spots</li> <li>Regularly clean with mild chlorine bleach solution</li> <li>Rinse and dry</li> <li>Change cloth shower curtains when soiled</li> <li>Clean-up</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Fume inhalation-chlorine bleach solution Direct contamination
DECISIONS 1. Determine type of cleaning procedures to use 2. Determine when to treat with chlorine bleach solution 3. Determine concentration of chlorine bleach solution 173	<u>CUES</u> 1. Type of shower curtain 2. Appearance of milder and odor 3. Label directions	ERRORS 1. Unsanitary condition 2. Unsanitary condition 3. Too strong-toxic hazard, damage to curtain 1.80

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SCIENCE	,	MA	TH - NUMBER SYSTEMS
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cteriology - conditions affecting growth		Ratio and proportion-o	leaning disinfectant/water
nemical disinfection - action of chlorine ble	each on mold and		
mildew			•
etergent action	•		
ffects of friction (rubbing action)		· )	~, 5
oncentration vs. dilution	· · · · · ·	· · ·	
apillary action (absorption)	, 9	, (	-
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	COMMUN	IICATIONS	
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PERFORMANCE MODES	EXA EXA	MPLES ^D	SKILLS/CONCEPTS
· · ·		1	1. Visual analysis
. Viewing	<ol> <li>Soap and water sp</li> <li>Odor of mildew</li> </ol>		2. Smell-odor
Sensing Reading	.3. Label directions		3. Terminology, comprehension ,
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(TASK STATEMENT) Clean Glass Shower Door

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	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
•	Spray bottle Cleaner disinfectant Cloths  Mild chlorine bleach solution Rust remover Liquid cleanser	<ol> <li>Prepare cleaner disinfectant</li> <li>Assemble supplies and equipment</li> <li>Wash and dry inside of glass</li> <li>Wash and dry outside of glass</li> <li>Wipe slide grooves and top of frame</li> <li>Wipe dry and polish metal frame</li> <li>Treat for special problems, rust, mildew, hard water spots as needed</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Falls-wet floor Fume inhalation-chlorine bleach solution
-	*		· · · · · · · · · · · · · · · · · · ·
• •	· · · · · · · · · · · · · · · · · · ·	)	
	DECISIONS 1. Determine need for special treatment 2. Determine type of treatment necessary	CUES 1. Visible mildew, rust or spots 2. Type of problem	ERRORS 1. Unattractive appearance 2. Inefficient cleaning
<b>`</b> `			
ERI	190 C	••• ·	184

(TASK STATEMENT) Clean Glass Shower Door

SCIENCE		MA	TH - NUMBER SYSTEMS	
Bacteriology-condition affecting growth		Ratio/proportion-clea	ner disinfectant/water	_
Chemical disinfection			·	, .
Detergent action		,		. (
Dermatitis			· .	· (
Effects of friction (polishing)				)
Capillary action (absorption) Oxidation-reduction, reaction (bleach)	• ,		. ,	
Concentration vs. dilution	» ·			
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	· · · · · · · · · · · · · · · · · · ·		SKILLS/CONC	FPTS
PERFORMANCE MODES	EXA	MPLES	SKILLS/CONC	
1. Viewing	1. Spot-free clean of	loors	1. Visual analysis Making judgments	
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(TASK STATEMENT) Clean Metal Bathroom Fixtures

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Cloths Spray bottle of cleaner disinfectant Glass cleaner Liquid cleanser	<ol> <li>Prepare cleaner disinfectant</li> <li>Assemble supplies and equipment</li> <li>Wash fixtures with cleaner</li> <li>Polish with glass cleaner and dry cloth</li> <li>Remove hard water deposits with liquid cleanser</li> </ol>	Cut-rough edges Skin irritation-handling and use of clean- ing chemicals
		*
<ul> <li>DECISIONS</li> <li>1. Determine if hard water deposits are present</li> <li>2. Determine when to use liquid cleanser</li> </ul>	CUES 1. White crusty deposits 2. Water hardness, rust spots	<b>EBRORS</b> 1. Unsanitary condition 2. Will scratch metal surface
187		193

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(TASK STATEMENT) Clean Metal Bathroom Fixtures

SCIENCE	•	MATH - NUMBER SYSTEMS
Effects of friction-polishing	Ratio/proportion	-cleaner disinfectant/water
Hard water minerals Dermatitis Action of abrasive Detergent action Capillary action (absorption)	چ 	•
		· · · · · · · · · · · · · · · · · · ·
	COMMUNICATIONS	
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
1. Viewing	1. Shiny fixtures	1. Visual analysis Make judgment
		· · · · · ·
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	<b>STEPS</b>	SAFETY – HAZARD
Mild chlorine bleach solution Cloths Bucket (2) Sponge Brush 7	<ol> <li>Prepare bleach water solution</li> <li>Assemble equipment and supplies</li> <li>Apply solution to area and let remain 5 minutes</li> <li>Rinse with clear water</li> <li>Dry</li> <li>Repeat procedure if mold and mildew remain</li> </ol>	Skin irritation-handling and use of clean ing chemicals Fume inhalation Direct contamination
· · · · · · · · · · · · · · · · · · ·		е
DECISIONS	CUES	ERRORS
1. Determine if procedure should be repeated	1. Appearance or smell of mildew	1. Unsanitary condition
101		192
<b>191</b>		• • • •

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SCIENCE		. M	ATH - NUMBER SYSTEM	S .
cteriology-control of microorganism Mold		Ratio/proportion-b Measurement-time	leach/water	•
Fungi ransmission of organism-direct contact	•	· · ·		•
hemical disinfection	•		•• • • ⁷	• * *
xidation reduction reaction (bleach)	} .	•	- <b>.</b>	· /
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PERFORMANCE MODES	EXA	MPLES	SKILLS/COM	ICEPTS
. Seeing	. 1. Mildew, mold	2	<ol> <li>Visual analylis Making judgments</li> <li>Olfacţory analysis</li> </ol>	
• Smell	2. Mildew			
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(TASK STATEMENT) Wash Tile Wal	ls	
* TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Spray bottle of cleaner disinfectant Sponge (2) Cloths Pail, clear water Mild chlor ine bleach solution	<ol> <li>Prepare cleaner disinfectant</li> <li>Assemble equipment and supplies</li> <li>Wash wall</li> <li>Rinse wall with different sponge</li> <li>Dry and polish with soft cloth</li> <li>Wash grouting with mild chlorine bleach solution as needed</li> </ol>	Skin irritation-handling and use of clean- ing.chemicals Fume inhalation-chlorine bleach solution
*		
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DECISIONS 1. Determine when to clean with chlori solution 2. Determine concentration of chlorine bleach solution		ERRORS <ol> <li>Unsanitary condition</li> <li>Too strong-tile grouting will crack and fall out, toxic hazard</li> </ol>
<b>`1</b> 95		190
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(TASK STATEMENT) Wash Tile Walls			
SCIENCE	~ 2	МАТ	
Bacteriology-condition affecting growth	• •	Ratio/proportion-clean	er disinfectant/water
Mold Mildew Chemical disinfection (action of chlorine blead Effects of friction (rubbing action) Dermatitis Hard water minerals Detergent action Capillary action (absorption)	ch on mold & mildew)	R	
(	· · ·		
	COMMUN		
PERFORMANCE MODES 1. Viewing 2. Sensing 3. Reading	EXA 1. Soil 2. Mildew 3. Label directions	MPLES	SKILLS/CONCEPTS 1. Interpretation 2. Smell-odor 3. Comprehension, terminology
RIC RIC	•	105	190

(TASK STATEMENT) Clean Toilet and Urinal

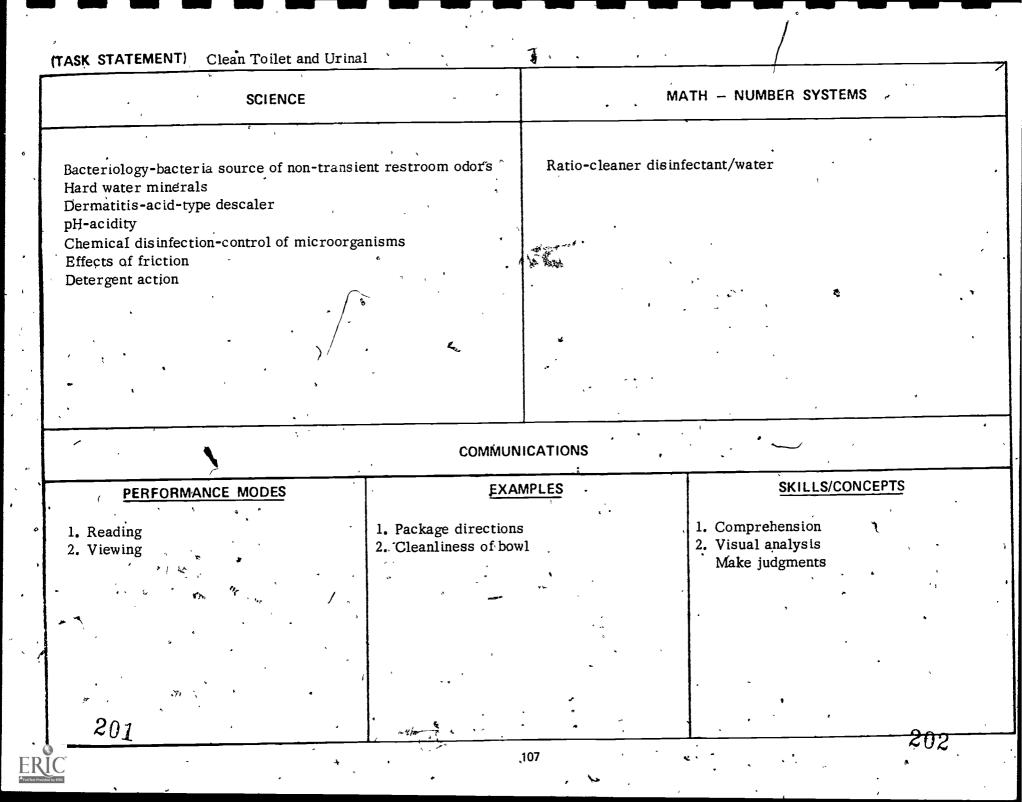
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	/ SAFETY – HAZARD
Bowl mop/receptacle, Sponge or cloths Cleaner disinfectant Hand mirror Toilet bowl cleaner (acid type descaler- weekly) Rubber gloves	<ol> <li>Assemble supplies and equipment</li> <li>Prepare cleaner disinfectant</li> <li>Flush the toilet (check operation)</li> <li>Put cleaner disinfectant in bowl, let stand few minutes (use toilet bowl cleaner weekly to remove scales)</li> <li>Clean exterior surfaces of toilet</li> <li>Polish metal surface with dry cloth</li> <li>Clean interior surfaces of toilet with bowl mop</li> <li>Inspect inner rim with hand mirror</li> <li>Flush toilet to rinse bowl</li> </ol>	Skin irritation-acid descaler, cleaner disinfectant Damage to clothing Damage to metals
DECISIONS 1. Check operation of toilet 2. Determine frequency of acid descaler use 190	CUES 1. Won't flush Stoppage found 2. Hardness of water Frequency of flushing	ERRORS 1. Improper water fill Toilet overflow 2. Too often-damage restroom fixtures Too little-water line evident in bowl 200

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(TASK STATEMENT) Clean Bathroom Partition

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD	
Spray bottle of cleaner disinfectant Cloths	<ol> <li>Preparation of cleaner disinfectant</li> <li>Assemble supplies and equipment</li> <li>Spray solution on partition</li> <li>Wipe dry and polish</li> <li>Do not forget both sides of stall doors</li> <li>Repeat same procedure for each partition and/or stall</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Cuts-sharp edges Direct contamination	
	· · · · · · · · · · · · · · · · · · ·		
<u>DECISIONS</u> 1. Determine if job is done	<u>CUES</u> 1. Back of door cleaned, spots removed	<u>ERRORS</u> 1. Unsanitary condition	
202		204	

· · · · ·	SCIENCE	,		MATH - NUMBER SYSTEMS
	A-			e
Bacteriology-conditi Transmission of org	ons affecting growth ganisms-direct contact		Ratio/proporti	ion-cleaning disinfectant/water
Chemical disinfection Detergent action	n .	•		
Effects of friction-p Dermatitis	olishing		•	· · · · · · · · · · · · · · · · · · ·
	· · ·	· · ·		
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	 	COMMU		
PERFORMA	NCE MODES	EXA	MPLES	SKILLS/CONCEPTS
1. Viewing	4	1. Cleanliness of p	artitions	1. Visual analysis Make judgment
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD	
Tank vacuum cleaner with brush and crevice Tool attachments Screwdriver Detergent solution Cloths Bucket, clear water Ladder, if needed	<ol> <li>Assemble equipment and supplies</li> <li>Regularly, vacuum vents</li> <li>Periodically, remove vents</li> <li>Wash, rinse and dry</li> <li>Replace vents</li> <li>Clean-up</li> </ol>	Electric shock Cuts-sharp edges on vents Skin irritation-handling and use of clean- ing chemicals Direct contamination Falls-ladder	
DECISIONS 1. Determine need for washing vents	<u>CUES</u> 1. Visible dirt on vent	ERRORS 1. Unsanitary condition Inadequate air ventilation	
207	а Д Д Д Д Д Д Д Д Д Д Д Д Д Д Д Д Д Д Д	208	

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EI Full Text

SCIENCE		. MAT	H – NUMBER SYSTEMS ▼	, <b>*</b>
Bacteriology Fransmission of organisms (air borne) Disinfection (agents and techniques) Detergent action Simple machines-screwdriver Dermatitis Principles of electricity		Ratio and proportion	-detergent/water	)
	COMMUNICA	ATIONS	•	
PERFORMANCE MODES 1. Viewing 2. Reading 209	(EXAMPL 1. Soiled vent 2. Label directions	5	SKILLS/CONCEPTS 1. Visual analysis 2. Comprehension, terminology	

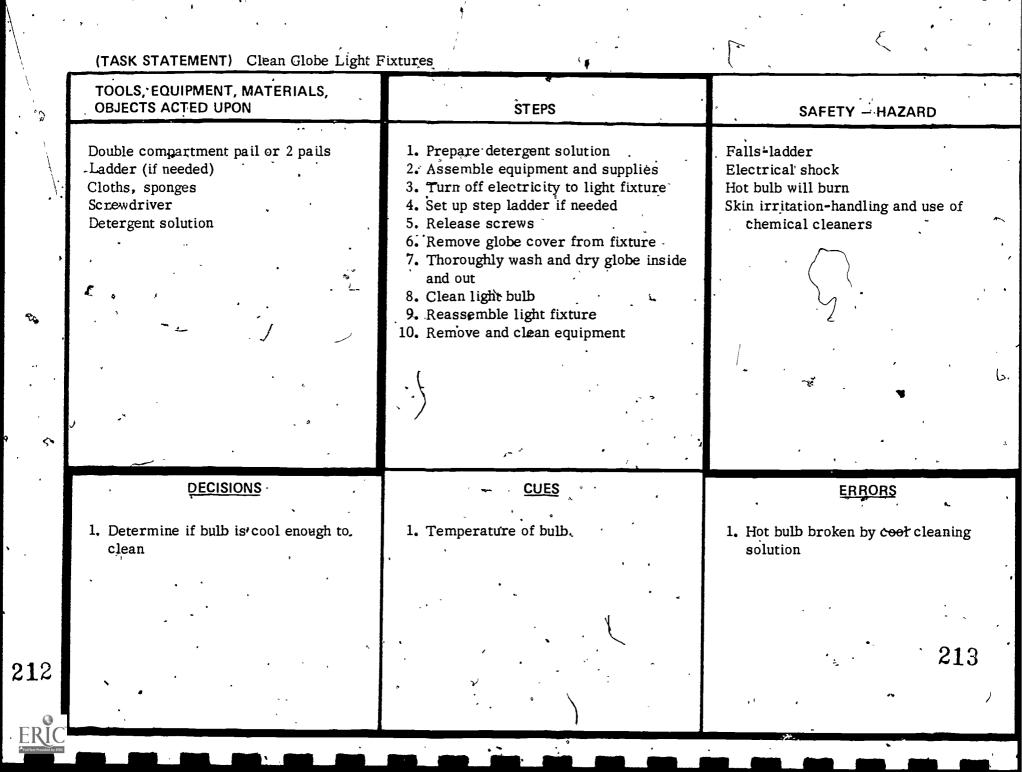
## . Duty E Cleaning Special Items

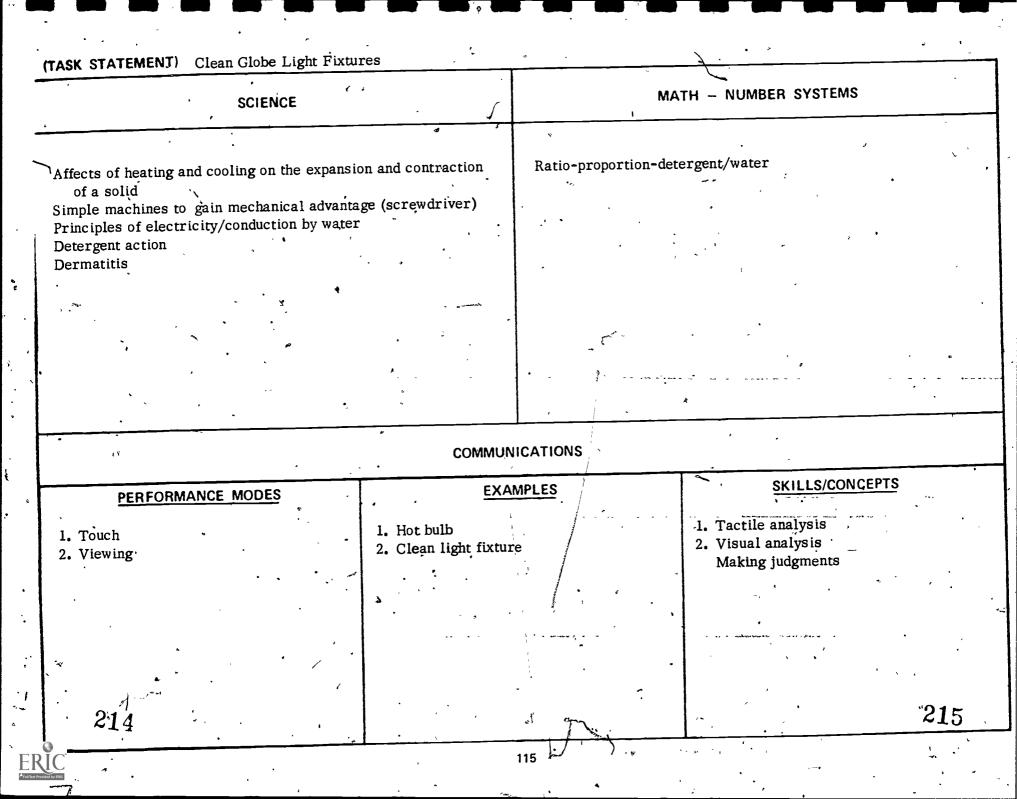
- l Clean globe light fixtures
- Clean fluorescent light fixtures 2
- 3 Clean glass
- Polish and clean mirror 4
- Clean drinking fountain Clean telephone 5
- 6

- 41

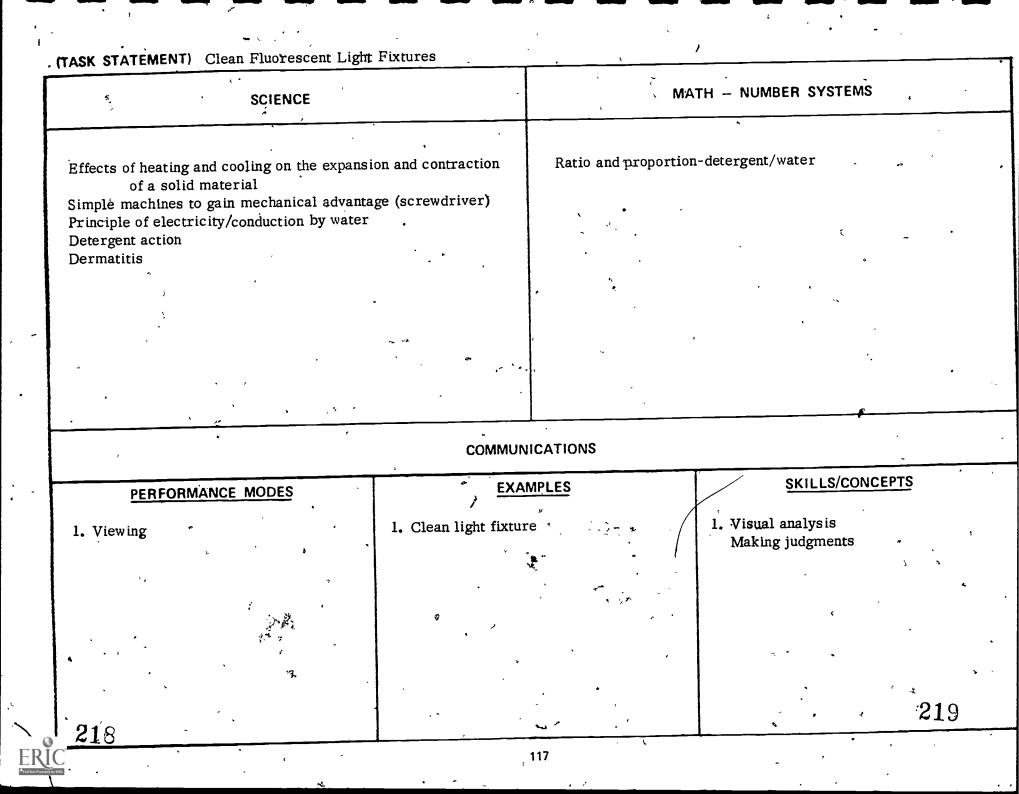
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(TASK STATEMENT) Clean Fluorescent I		
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	· · · SAFETY – HAZARD
Double compartment pail or two pails Ladder(if needed) Cloths sponges Screwdriver Detergent solution Alternate Vacuum cleaner with hose, extension wand, and dusting tool	<ol> <li>Prepare detergent solution</li> <li>Assemble supplies &amp; equipment</li> <li>Turn off electricity to light fixtures</li> <li>Set up stepladder if necessary</li> <li>Unscrew &amp; remove grid covers</li> <li>Remove fluorescent tubes</li> <li>Clean frame that holds bulbs</li> <li>Damp wipe and dry fluorescent tubes</li> <li>Return bulb to fixture</li> <li>Screw grid panels in place</li> <li>Alternate         <ul> <li>Vacuum dust fixtures with long handled cleaning appliance</li> </ul> </li> </ol>	Electrical shock Falls-ladder Glass-cuts Hot bulb will burn Skin irritation-handling and use of clean ing chemicals
DECISIONS	CUES	ERRORS
· · · · · · · · · · · · · · · · · · ·	-	•
210	i ⁹	. 217



(TASK STATEMENT) Clean Glass (Doors,	(TASK STATEMENT) Clean Glass (Doors, Windows, Etc.)		
TOOLS, EQUIPMENT, MATERIALS, ØBJECTS ACTED UPON	STEPS	SAFETY – HAZARD	
Bucket (2) Sponge Window squeegee Dry cloth Ladder Water Glass cleaner Spray bottle	<ol> <li>Clear area</li> <li>Prepare glass cleaner solution-clean sills</li> <li>Clean frame</li> <li>Apply cleaning solution to one pane at at a time</li> <li>Remove soiled water with squeegee</li> <li>Wipe blade dry after each stroke</li> <li>Wipe sill and frame</li> <li>Change solution as needed</li> <li>Clean up</li> </ol>	Falls-ladder Cuts and bruises-sharp edges Skin irritation-handling and use of cleaning chemicals	
DECISIONS	CUES	ERRORS	
<ol> <li>Determine type of cleaning solution</li> <li>Determine frequency of solution change</li> <li>Determine correct concentration of solution</li> </ol>	<ol> <li>Type and amount of soil on glass Supervisor's decision</li> <li>When solution appears dirty</li> <li>Label directions</li> </ol>	<ol> <li>Streaking</li> <li>Streaking, redistribution of soil</li> <li>Streaking</li> </ol>	
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(TASK STATEMENT) Clean Glass (Doors, Windows, Etc.)

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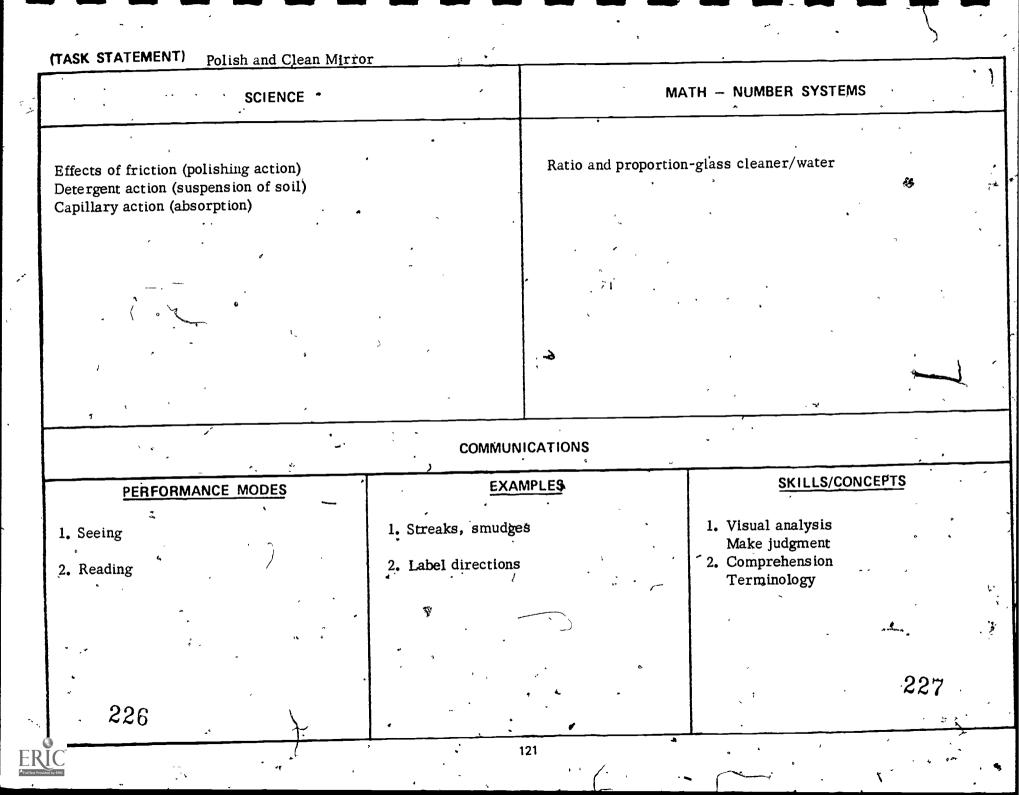
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SCIENCE	· · · ·	MA	TH - NUMBER SYSTEMS	
Detergent action-suspension of soil Simple machine (squeegee-wedge) Effects of friction Dermatitis	• , .	Measurement: liq Ratio and proporti	uid on-glass cleaner/water	
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PERFORMANCE MODES	· · · · · · · · · · · · · · · · · · ·	MPLES,	SKILLS/CONCE	PTS ·
1. Seeing 2. Reading	1. Streaking 2. Label direction	S	<ol> <li>Visual analysis Make judgment</li> <li>Comprehension Terminology</li> </ol>	, °
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222	0		•	223

(TASK STATEMENT) Polish and Clean Mir	ror	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Water Cloths Glass cleaner Spray bottle	<ol> <li>Prepare glass cleaner solution</li> <li>Assemble supplies</li> <li>Apply water or cleaner to mirrors and trim</li> <li>Wipe dry</li> <li>Polish with dry cloth</li> </ol>	Cuts-mirror edge
DECISIONS 1. Evaluate results 224	<u>CUES</u> 1. Streaks and smudges or clear surfaces	ERRORS 1. Unattractive appearance 225

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(TASK STATEMENT) Clean Drinking Fountain

TOOLS, EQUIPMENT, MATERIALS, **OBJECTS AGTED UPON** STEPS SAFETY - HAZARD Spray bottle of cleaner-disinfectant 1. Prepare cleaner disinfectant solution Skin irritation-handling and use of clean-Fountain brush 2: Assemble supplies and tools ing chemicals 3. Check water flow Cuts-exposed sharp edges Test tube brush 4. Clean fountain jet with fountain brush Sponge . 5. Clean inside surfaces Clean dry cloth 6. Clean drain holes with test tube brush Liquid cleanser 7. Remove stains and sticky substances . Putty knife 8. Rinse exposed parts 9. Wash outer surface 10. Polish metal and outer surfaces 11. Clean-up CUES DECISIONS **ERRORS** 1. Determine adequacy of water flow-1. None or insufficient water flow 1. Unsanitary conditions 2. Unsanitary conditions 2. Shiny clean fountain 2. Determine when job is finished 229223

ASK STATEMENT) Clean Drinking Fountain	4				TENAC	*
SCIENCE '			MA	TH - NUMBER SYST		
				·		~
Bransmission of: Bacteriology-conditions affecting growth con	trol of micro-	Ratio-clea	iner-disinie	ctant dilution/water		
organisms		•		i		
Characteristics of surface, (i.e. stainless st	eel-porcelain, etc.)	. •			*	
Concentrations vs. dilutions	v	1	•	,		
pH-alkalinity				c		
Dermatitis Principles of stain removal			r			
Effects of friction			/	,		
Simple machine (putty knife-wedge)		/		· ·		
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	Соммин	ICATIONS	.*		· ·	
PERFORMANCE MODES	EXAN	MPLES	•	SKULLS/	CONCEPTS	
				• •		
1. Reading	1. Cleaner disinfecta	ant label		1. Word recognitio		
2. Viewing	2. Ćlean drinking fou	untain	L	2. Making judgmen	ts	
				Visual analysis	k	
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(TASK STATEMENT) Clean Telephone		
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle with cleaner disinfectant solution Cloths	<ol> <li>Assemble supplies</li> <li>Prepare cleaner-disinfectant solution</li> <li>Lift receiver and place finger on button</li> <li>Wipe and dry receiver</li> <li>Wipe and dry telephone case</li> <li>Replace receiver</li> <li>Clean-up</li> </ol>	Skin irritation-use and handling of clea ing chemicals
· · · · · · · · · · · · · · · · · · ·	a } ,	· · · · · · · · · · · · · · · · · · ·
· · · · · · · · · · · · · · · · · · ·		
DECISIONS	CUES	ERRORS
<ol> <li>Determine frequency of cleaning tel- ephone</li> </ol>	<ol> <li>As often as possible, at least once daily</li> </ol>	1. Unsanitary condition 4
<b>.</b>		
230 (	· · · · · · · · · · · · · · · · · · ·	233

(TASK STATEMENT) Clean Telephone

MATH - NUMBER SYSTEMS SCIENCE Ratio and proportion-cleaner disinfectant/water Bacteriology-conditions affecting growth control of microorganisms resistent forms (spores) · Chemical disinfection Detergent action Dermatitis ٩ COMMUNICATIONS SKILLS/CONCEPTS **EXAMPLES** PERFORMANCE MODES 1. Visual analysis 1. Clean telephone 1. Viewing Making judgments 2. Terminology 2. Label directions 2. Reading Comprehension 235 234

## Duty F

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Cleaning Special Areas

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Clean elevators

Clean stairways

Clean drawers

4 5 6 Clean shelves

Clean closets

Clean linen closet room

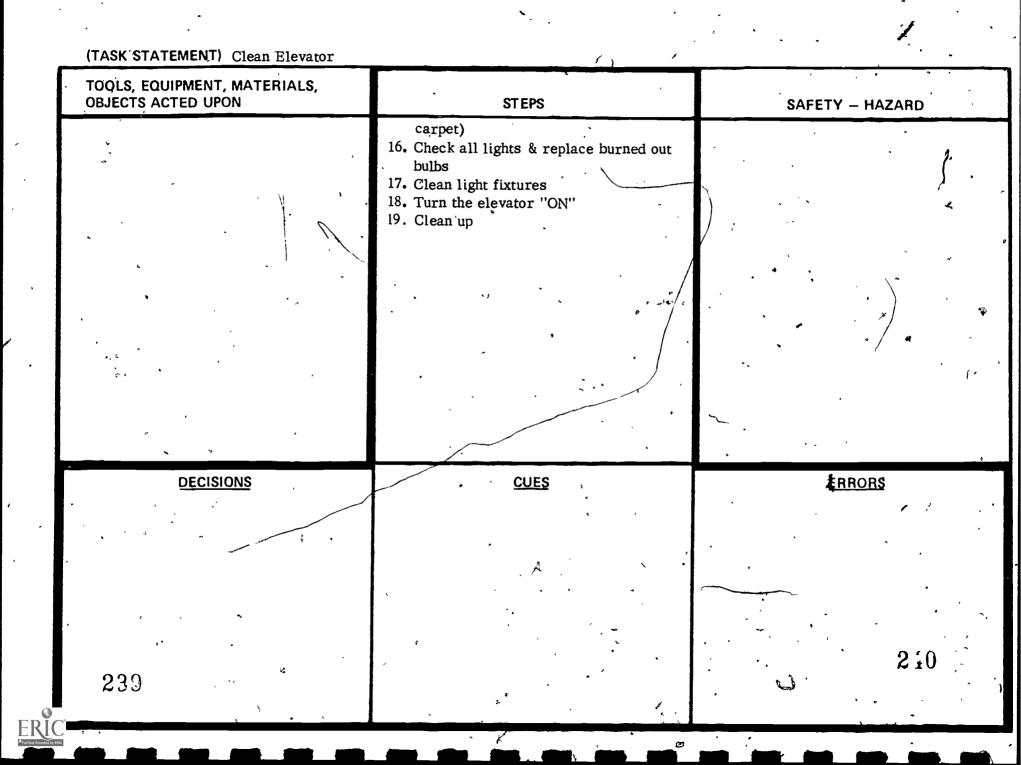
(TASK STATEMENT) Clean Elevator

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	م STEPS	SAFETY – HAZARD
Spray bottle with cleaner disinfectant Cloths or sponges Brush Putty knife Light bulbs Vacuum cleaner/crevice attachment Floor machine (resilient flooring)	<ol> <li>Prepare cleaner disinfectant solution</li> <li>Assemble supplies and equipment</li> <li>Wash outside of wall around signal button</li> <li>Damp - dust outside doors of the ele- vator</li> <li>Polish doors</li> <li>Get elevator car to your floor</li> <li>Turn elevator switch to "OFF" position</li> <li>Wash inside of doors</li> <li>Polish inside of doors</li> <li>Vaguum tracks of doors</li> <li>Scrub tracks of doors</li> <li>Clean and wash interior walls</li> <li>Polish all metal surfaces</li> <li>Remove gum and sticky items from floor with putty knife</li> <li>Clean floor-(wet mop resilient vacuum</li> </ol>	Caution - water running down into elevator pit Skin irritation - use and handling of chemical cleaners Falls - wet floors Electric shock
DECISIONS 1. Decide the best time to clean an ele- vator	<u>CUES</u> 1. During hours the elevator is not being used very much	<u>ERRORS</u> 1. Constant interruptions
237	· · · · · · · · · · · · · · · · · · ·	238

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(TASK STATEMENT) Clean Elevator

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SCIENCE	, ,	M	ATH - NUMBER SYSTE	MS
Bacteriology-conditions affecting growth	control of microorganisms	Ratio-cleaner disinf	ectant/water	
Chemical disinfection Detergent action Principle of suction,	° ~			·
Filtration system Simple machine to gain mechanical advar Centrifugal force (rotating floor machine Effects of friction-polishing	ntages (putty knife-wedge)			
Dermatitis Principles of electricity	τ	*	`	-
	• • • • • • • • • • • • • • • • • • • •		:. ) [*]	, .
	COMMUN			
PERFORMANCE MODES	EXAI	MPLES	SKILLS/CC	<u>ONCEPTS</u>
1. Reading	³ 1. Cleaning labels	<b>4</b> 17	1. Comprehension Terminology	· , /
2. Viewing	2. Clean area	· · ·	2. Visual analysis Make judgment	· · · · ·
	, .	• •		
241			3	242
C		· · · · · · · · · · · · · · · · · · ·	^	• •

(TASK STATEMENT) Clean Stairway

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD
Caution signs Double bucket with mop press on dolly Treated dustmop Dustpan and brush Putty knife or scraper Treated dust cloths Spray bottle of cleaner-disinfectant Cleaner-disinfectant Metal container for treated dusting equipment	<ol> <li>Prepare cleaning solution</li> <li>Assemble supplies at top landing</li> <li>Place caution signs at both doors</li> <li>Clean entrance door</li> <li>Dust mop, if needed</li> <li>Remove trash and debris with brush and dust pan</li> <li>Damp dust railings, banisters</li> <li>Spot clean walls</li> <li>Check lights replace if needed</li> <li>Remove gum and other sticky items from floor with putty knife</li> <li>Wet mop landings and steps</li> <li>Dry steps</li> <li>Assemble all equipment and begin next flight of stairs</li> <li>Reposition caution sign</li> </ol>	Wet floors-falls Body mechanics Skin irritation-handling and use of clean- ing chemicals Fire-improper storage of treated dusting equipment Air contamination-dust particles Facial injury-mop handle
DECISIONS 1: Determine when floor is dry 2. Decide to dust mop 3. Decide to replace light bulb 243	CUES 1. No visible water 2. Visible light soil 3. Light bulb burned out	ERRORS 1. Person falling down on wet floor 2. Cleaning job more difficult 3. Person falling-no lighted stairway 244

(TASK STATEMENT) Clean Stairway

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STEPS	SAFETY – HAZARD
<ul> <li>15. When task is completed remove all signs and equipment</li> <li>16. Store treated dusting equipment in metal container</li> </ul>	, , , , , , , , , , , , , , , , , , ,
container	۲.
	• • •
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CUES	ERRORS
······	245
	<ul> <li>15. When task is completed remove all signs and equipment</li> <li>16. Store treated dusting equipment in metal container</li> </ul>

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## (TASK STATEMENT) Clean Stairway

SCIENCE		M#	TH - NUMBER SYSTEMS	
Bacteriology-conditions affecting growth contr	ol of microorganisms	Proportion/ratio-clean	er disinfectant/water	
Chemical disinfection Detergent action Simple machine-putty knife-wedge	v	,	`•••	
Action of a wringer Principles of combustion Dermititis Dust retention properties of treatment			- -	
Evaporation (drying)				
	~~ ·			•
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PERFORMANCE MODES ~		MPLES	SKILLS/CONCEPTS	· · · ·
1. Viewing 2. Reading	<ol> <li>Floor dryness</li> <li>Label directions</li> </ol>	3	<ol> <li>Making judgments</li> <li>Comprehension Terminology</li> </ol>	•
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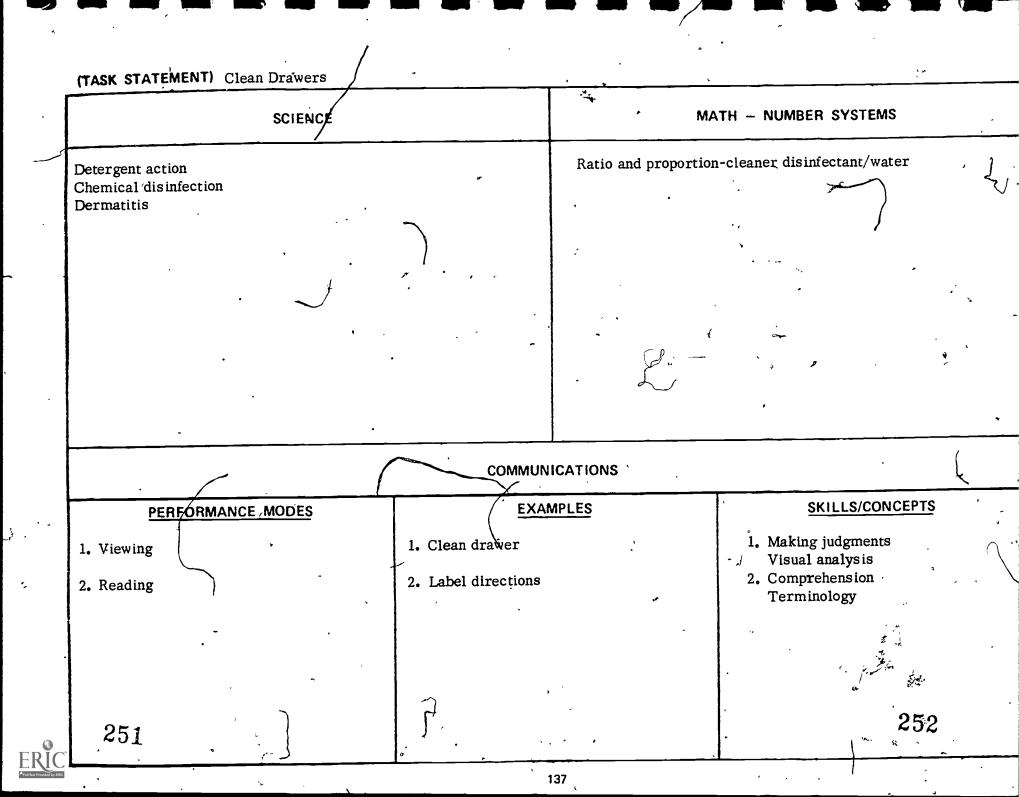
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(TASK STATEMENT) Clean Drawers

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle with cleaner-disinfectant solution Cloths Drawer liners Appropriate guest supplies	<ol> <li>Prepare cleaner disinfectant solution</li> <li>Assemble supplies</li> <li>Open all drawers</li> <li>Wipe out interior</li> <li>Replace liner if used</li> <li>Report any articles left by guest immediately</li> <li>Replenish guest supplies in appropriate drawers</li> <li>Replace laundry bags</li> <li>Close all drawers</li> </ol>	Skin irritation-handling and use of cleaning chemicals Cuts, bruises
DECISIONS	, CUER	
DECISIONS	<u>CUEŞ</u>	ERRORS P
1. Determine if liner is needed	1. Establishment's standard Designated contents of drawer	
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(TASK/STATEMENT) - Clean Shelves

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle of cleaner-disinfectant solution Service cart Cloths	<ol> <li>Prepare cleaner-disinfectant solution</li> <li>Assemble supplies</li> <li>Remove items on top shelf</li> <li>Place items on clean service cart</li> <li>Wash walls and three sides of shelf (top, bottom and edge)</li> <li>Replace items on shelf</li> <li>Remove items on next shelf and proceed as in steps 3,4,5, &amp; 6</li> <li>Completely clean all shelves</li> <li>Clean-up</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Cuts-sharp edges Rolling objects-service cart Falling objects
DECISIONS 1. Determine frequency of cleaning	<u>CUES</u> 1. Establishment's standards	ERRORS
250		. 254

(TASK STATEMENT)	Clean Shelves
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SCIENCE	,` ≸	·	ATH – NUMBER SYSTEMS		1
Bacteriology-condition affecting growth control	l of microorganisms	Ratio and proporti	on-cleaner disinfectant/wa	iter	r *
Chemical disinfection Detergent action Transmission of organisms Dermatitis	· · · · · · · · · · · · · · · · · · ·			. <i>r</i>	
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PERFORMANCE MODES 1. Viewing 2. Reading	EXAM 1. Clean shelf 2. Label directions	<u>APLES</u>	SKILLS/CONO 1. Making judgments Visual analysis 2. Comprehension Terminology	<u>;</u> }	. /
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Spray bottle with cleaner-disinfectant	1. Prepare cleaner-disinfectant solution	Skin irritation-handling and use of
solution	2. Assemble supplies	cleaning chemicals
Cloths	3. Turn on closet light, replace as needed	
Wet mop and bucket	4. Clean shelves	Electric shock
or N	5. Clean rod	, c
Vacuum cleaner	<ol> <li>6. Check number of good coat hangers</li> <li>7. Dust inside of closet.door</li> </ol>	· · · · · · · · · · · · · · · · · · ·
	8. Spot clean soiled marks	
۵. · · · ·	9. Clean mirror	U .
	10. Clean closet floor	•
, ,	11. Turn off light	
· ·	12. Close door 🏾 🛤	
0	13. Clean up 🚖 🛸	
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DECISIONS	CUES	ERROBS
1. Determine floor equipment needed	1. Type of flooring	1. Poor cleaning results
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(TASK STATEMENT) Clean Closets

SCIENCE		MATH - NUMBER SYSTEMS
Detergent action		Ratio and proportion-cleaner disinfectant/water
Chemical disinfection Dermatitis Transmission of organisms	, ``.	
Simple machine (wet mop-lever) Principles of suction		
Filtration system Principle of electricity	3	•
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	•	· · · · · · · · · · · · · · · · · · ·
· · · ·		
	COMMUNIC	ATIONS
PERFORMANCE MODES	EXAMP	PLES SKILLS/CONCEPTS
1. Viewing	1. Orderly and clean of	closet 1. Making judgments Visual analysis
2. Reading	2. Label directions	2: Comprehension Terminology
250		
259		250
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(TASK STATEMENT) Clean Linen Closet Room

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - KAZABD
Spray bottle of cleaner disinfectant solution Disinfectant spray Clean cloths Wet mop Mop bucket Cart Clean sheet	<ol> <li>Prepare cleaner-disinfectant solution</li> <li>Assemble supplies</li> <li>Clean cart</li> <li>Cover cart with clean sheet</li> <li>Place linen from top shelf on cart</li> <li>Wash walls and 3 side of shelf with- cleaner disinfectant solution</li> <li>Spray shelf and walls with disinfectant spray</li> <li>Replace linen on shelf</li> <li>Continue steps 5, 6, 7, &amp; 8 until all shelves are clean</li> <li>Mop floor</li> <li>Wash door</li> <li>Close door</li> <li>Clean-up</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Slips and falls-wet floor Aerosol can Face and èye injury-mop handle
DECISIONS	CUES	ERRORS
261 7		262

(TASK STATEMENT)	Clean Linen Closet Room
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SCIENCE	•	MATH - NUMBER SYSTEMS
Bacteriology-conditions affecting growth	Ratio and propor	rtion-cleaner disinfectant/water
Chemical disinfection (agents & techniques) Transmission of organisms (direct contact) Personal hygiene Dermatitis	a	
Effects of friction Simple machine-mop-lever Detergent action	•	· ·
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· · ·	COMMUNICATIONS	· /
PERFORMANCE_MODES	EXAMPLES -	SKILLS/CONCEPTS
1. Viewing 2. Reading	<ol> <li>Clean room</li> <li>Label directions</li> </ol>	<ol> <li>Visual analysis Make judgments</li> <li>Comprehension Terminology</li> </ol>
	• • • • • • • • • • • • • • • • • • •	
263		964

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Duty G Cleaning Waste Receptacles

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- Člean ashtrays 1
- Clean wastebasket 2
- Dispose of contaminated trash Clean refuse containers 3
- 4

(TASK STATEMENT) Clean Ashtray

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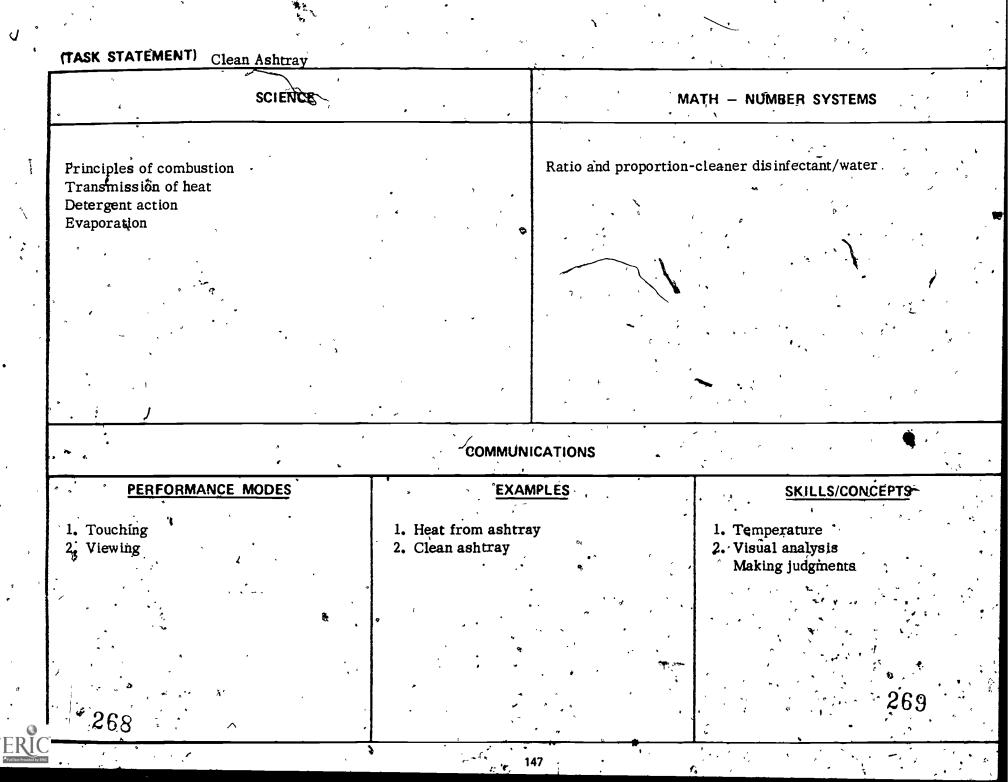
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Metal container Cloth or sponge, dainpened with detergent solution Matches (motel)	<ol> <li>Prepare cleaner disinfectant solution</li> <li>Empty ashtray into a metal container</li> <li>Wipe ashtray with a damp cloth or sponge</li> <li>Replace ashtray to correct area</li> <li>Place a full package of matches with ashtray (motel)</li> </ol>	Fire-debris in ashtray Skin irritation - handling and use of cleaning chemicals
· · · · ·	· 2 • •	
¢	· · · · · · · · · · · · · · · · · · ·	
DECISIONS	CUES	ERRORS
1. Determine if waste in ashtray is hot	1. Presence of heat Smoke	1. Improper disposal may cause a fire
266	AL.	267



(TASK STATEMENT) Clean Wastebaskets	(Hotel/Motel Guest Rooms)	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Old newpapers Cloth or sponge, dampened with cleaner disinfectant solution Bottom liner	<ol> <li>Prepare cleaner-disinfectant solution</li> <li>Assemble supplies</li> <li>Open two sheets of an old newspaper on the floor</li> <li>Empty wastebasket in center of news- paper</li> <li>Check for guest articles which may have dropped in wastebasket by mistake</li> <li>Wrap up the waste in newspaper</li> <li>Place waste in trash receptacle on cart</li> <li>Wipe inside of basket</li> <li>Replace bottom liner</li> <li>Return basket to proper place</li> <li>Clean-up</li> </ol>	Avoid-putting hand inside basket-sharp object will cut Direct contamination-bacteria in wastebasket Air contamination Skin irritation-handling and use of chemical cleaner
DECISIONS 1. Determine if article found in waste- basket was dropped by mistake 2. Determine if wastebasket is clean 270	CUES 1. Value of article 2. No visual spots or dirt	ERRORS 1. Article may not be valuable 2. Dirty wastebasket 271

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SCIENCE			TH - NUMBER SYSTEMS
Bacteriology-conditions affecting growth Transmission of infectious diseases-air-	control of microorganisms borne, direct contact	Counting Ratio and propo <b>r</b> tic	on-cleaner disinfectant/water
Chemical disinfection Detergent action • Evaporation •	```***;		
Dermatitis	· · · · · · · · · · · · · · · · · · ·	* • •	
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PERFORMANCE MODES	1 EXA	MPLES	SKILLS/CONCEPTS
1. Viewing	1. Clean wastebask	<b>`</b>	1. Visual analysis Making judgments
'2. Reading	2. Label directions	* *	2. Comprehension Terminology
		. •	
272	• •	• •	273
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SĄFETY – HAZARD
Trash container Trash basket liner Cleaner-disinfectant solution in bucket Cloths Lined wastebasket	<ul> <li>Assemble equipment &amp; supplies</li> <li>Prepare cleaner - disinfectant solution</li> <li>Roll up cuffs of liner &amp; close bag from outside</li> <li>Place trash in large trash container outside</li> <li>Be sure lid is shut tight</li> <li>Wipe basket -</li> <li>Place clean liner in the basket</li> <li>Make a deep fold in outside cuff of liner</li> <li>Place wastebasket</li> <li>Take contaminated trash to designated place</li> </ul>	Direct contamination Skin irritation-handling and use of clean- ing chemicals
DECISIONS 27	CUES	<u>ERRORS</u> 275

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(TASK STATEMENT) Dispose of Contaminated Trash

SCIENCE		MATH - NUMBER SYSTEMS	
Bacteriology-conditions affecting growth cor	ntrol of microorganisms	Ratio and proportion	1-cleaner-disinfectant/water
Chemical disinfection Transmission of infectious disease Detergent action Dermatitis	-	· · · · · ·	· · · · · · · · · · · · · · · · · · ·
	· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·
	COMMUNI	CATIONS ,	· · · · · · · · · · · · · · · · · · ·
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PERFORMANCE MODÉS	EXAM	IPLES	ŚKILLS/CONCEPTS
1. Reading	1. Label directions	IPLES	1. Terminology Comprehension
		IPLES	
1. Reading	1. Label directions	IPLES	1. Terminology Comprehension
1. Reading 2. Viewing	1. Label directions	IPLES	1. Terminology, Comprehension

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er h (TASK STATEMENT) Clean Refuse Containers

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STÉPS	SAFETY - HAZARD
Cleaner disinfectant solution Access to hot water spray Long handled brush Floor squeegee Rubber gloves Drain rack	<ol> <li>Prepare cleaner disinfectant</li> <li>Assemble supplies and equipment</li> <li>Empty refuse container</li> <li>Spray inside of container with hot water (160°)</li> <li>Completely flood container</li> <li>Scrub with brush if needed</li> <li>Drain container</li> <li>Repeat steps 4-8</li> <li>Store upside down on racks</li> <li>Air dry</li> <li>Clean area with hose</li> <li>Use floor squeegee to dry floor</li> </ol>	Slips and falls-wet floor Burns-hot water Broken glass-cuts Skin irritation-use and handling of cleaner chemicals Direct contamination
DECISIONS 1. Determine if container should be scrubbed 273	CUES 1. Dried refuse, garbage	ERRORS 1. Unsanitary condition 279

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(TASK STATEMENT) Clean Refuse Contained	ers		TH - NUMBER SYSTEMS
Bacteriology-conditions affecting growth Temperature-control of microorganisms Transmission of infectious disease-direct of Effects of friction-water pressure scrub Detergent action	contact	Measurement-tempera Ratio proportion-clean	ture er disinfectant/water
Dermatitis Simple machine-squeegee		e Ofor	
	1		
	COMMUN		
PERFORMANCE MODES  1. Sensing 2. Seeing 3. Reading	EXAI 1. Garbage odor 2. Clean refuse cont 3. Label directions	MPLES	SKILLS/CONCEPTS 1. Smell 2. Visual analysis Make judgment 3. Terminology Comprehension
<b>2</b> 80			281
		153	

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## Duty H

### Caring For Cleaning Equipment

1 Treat dust-mop (initials)

2 Retreat dust-mop

3 Disinfect equipment

4 Clean wet mop

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5 Clean bucket and wringer

6 Clean wax applicator, soft brush, and sponge

7 Clean vacuum cleaner

8 Clean wet-dry vacuum

Clean single disc floor machine

10 Prepare cart for day's work

(TASK STATEMENT) Treat Dust Mop (Initial)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
New dust mop head or newly laundered dust mop head Treatment board Treatment liquid-20z. per foot of head Metal container	<ol> <li>Assemble supplies and equipment</li> <li>Place mop head on treatment board strands up</li> <li>Pour treatment for strands</li> <li>Roll mop head into ball</li> <li>Store in a closed metal container for 48 hours before using</li> <li>Wipe off treatment board and store</li> </ol>	Fire hazard-treatment liquid Slipping-treatment film on floor Fume inhalation
DECISIONS	⊈ <u>CUES</u>	ERRORS
1. Determine amount of treatment to use 233	1. Size of mop head	<ol> <li>Over treating-a film of treatment deposits on floor, causing slippery hazard - flooring softens from chem- ical attack - Under treating - dry soil becomes air borne</li> <li>284</li> </ol>

SCIENCE		h.	MATH - NUM	BER SYSTEMS	đ
Dust retention properties of treatment Principles of combustion Capillary action (absorption of treatment)	• •	Measurement:	liquid area time	. , ,	,
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· · · · · · · · · · · · · · · · · · ·	сомми		¢	• • •	
PERFORMANCE MODES	EXA 1. Absorption of tre Treatment remai		1. Visual Make	SKILLS/CONCEF analysis udgment	<u>YTS</u>
2. Reading	2. Label directions			ehension	
	¥ \$5, \$5,			• •	

(TASK STATEMENT) Retreat Dust Mop	· · ·	•
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HÁZARD
Dust mop head Treatment board Spray treatment Dust mop hanger Dry tank vacuum Hose and attachments	<ol> <li>Assemble supplies and equipment</li> <li>Dry vacuum</li> <li>Place mop head on treatment board, strands up</li> <li>Part strands in the middle</li> <li>Spray treatment into mop strands</li> <li>Store mop head hanging downward overnight</li> <li>Wipe off treatment board and store</li> </ol>	Fire hazard-treatment spray Slipping-treatment film on floor Fume inhalation Aerosol can
DECISIONS	, <u>CUES</u>	ERRORS
1. Determine amount of treatment to use	1. Size of dust mop head Non-damp appearance	<ul> <li>Overtreating-a film of treatment deposits on floor, causing a slippery hazard</li> <li>Flooring softens from chemical attack Undertreating-dry soil becomes air borne</li> <li>288</li> </ul>

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SCIENCE		, ,	· MATH – NUMBE	R SYSTEMS	
Dust retention properties of treatment Principles of combustion Evaporative action (penetration of treatment)	, , , , , , , , , , , , , , , , , , , ,	Measurement: Estimation	time	· .	
Principle of suction Gravity		•	· • • •		•
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PERFORMANCE MODES	EXA	MPLES	, s	KILLS/CONCEPT	S
1. Viewing	1. Adequate treatme	ent of dust mop	1. Visual an Making ju	nalysis udgmenns	
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Disinfectant solution Detergent and water solution Pail for detergent solution Cloths Container Boiling water	<ol> <li>Prepare cleaner and disinfectant solution</li> <li>Assemble supplies and equipment</li> <li>Damp dust</li> <li>Wash surface with detergent solution to remove soil</li> <li>Disinfect in one of the following ways:         <ul> <li>a. Cover items with boiling water for 30 minutes or</li> <li>b. Apply disinfectant to area (spray or solution)</li> </ul> </li> <li>Clean-up</li> </ol>	Skin irritation - handling and use of cleaning chemicals Direct contamination Air contamination - dust particles Aerosol can Burns - boiling water
DECISIONS 1. Determine what disinfectant to use 2. Determine disinfectant method to use 231	CUES 1. Kind of bacteria, environment, clean- liness of area, time necessary to kill organism 2. Size of item or area Type of item	ERRORS 1. Ineffective job 2. Ineffective disinfection 292

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(TASK STATEMENT) Disinfect Eulpment

SCIENCE		. MA	TH - NUMBER SYSTEMS	· · · · · · · · · · · · · · · · · · ·
ransmission of microorganisms acteriology conditions affecting growth contr hemical disinfection (agents and techniques) betergent action bermatitis	ol of microorganisms	Measurement - time Ratio proportion - d d	etergent/water is infectant/water	~.
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	•	· · ·	i i i i i i i i i i i i i i i i i i i	
	COMMUNIC	ATIONS		
PERFORMANCE MODES	. <u>EXAMP</u>	LES	SKILLS/CON	CEPTS
I. Seeing	1. Cleaning surface		1. Visual analysis Making judgments	
24 28-1		×.		•
- 293	· · ·	• / .		. 294

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# (TASK STATEMENT) Clean Wet Mops

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Cleaner disinfectant solution Bucket with wringer Wet mop Utility sink	<ol> <li>Take to designated area</li> <li>Rinse mops in hot water</li> <li>Prepare cleaner disinfectant solution</li> <li>Wash mops</li> <li>Rinse mops under hot running water</li> <li>Wring mops out</li> <li>Straighten strands</li> <li>Cut off loose and uneven strands</li> <li>Hang mops to dry-mop head down</li> <li>Clean-up</li> </ol>	Slips and falls-wet floor Skin irritation-handling and using chemical cleaners Facial and eye injury-mop handle Direct contamination
	11. Fluff out mop head prìor to reuse	
DECISIONS 1. Determine when to clean mop 2. Determine area where equipment should be cleaned	<ul> <li><u>CUES</u></li> <li>Standard-after each use</li> <li>Supervisor designated</li> <li>Area away from clean area</li> </ul>	ERRORS 1. Unsanitary, smelly mop 2. Spread of bacteria Redeposit dirt
<b>2</b> 95		296

	SCIENCE	·	M	ATH - NUMBER SYSTEMS	
	Bacteriology-conditions affecting growth of b Transmission of microorganisms-direct cor	pacteria	Ratio and proportic	on-cleaner disinfectant-water	
	Chemical disinfection Gravity- (drying) Evaporation				
	Capillary action-absorption Simple machine-lever Dermatitis Compression (wringer)		•	· · · · · · · · · · · · · · · · · · ·	
			•	• • •	
ļ		COMMU	NICATIONS		
ł	PERFORMANCE MODES	EX/	AMPLES	SKILLS/CONCEPTS	
-	1. Viewing -2. Reading	1. Clean mop 2. Cleaning label		<ol> <li>Visual analysis Make judgment</li> <li>Comprehension Terminology</li> </ol>	
	•		\$		
	- · · · · · · · · · · · · · · · · · · ·			298	

(TASK STATEMENT) Clean Buckets and Wringers

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Buckets Wringers Cleaner disinfectant solution Gong or handled scrub brush	<ol> <li>Bring equipment to designated cleaning area</li> <li>Empty bucket or pail</li> <li>Remove loose mop yarn, string, foreign matter which is snarled in wringer</li> <li>Rinse bucket and wringer</li> <li>Fill bucket with 2 gallons of water</li> <li>Add cleaner disinfectant</li> <li>Wash and scrub all surfaces with brush</li> <li>Rinse with hot water</li> <li>Wipe dry</li> <li>Oil parts on wringer</li> <li>Store wringer in "release" position in a dry place</li> <li>Turn bucket upside down to dry</li> </ol>	Skin irritation-handling and use of clean- ing equipment Cuts and bruises-sharp edges Burns-hot water
DECISIONS	CUES	ERRORS
1. Determine if bucket is clean	1. No sediment of cleaning materials re-	1. Inefficient cleaning
<ol> <li>Determine area where equipment should be cleaned</li> </ol>	main 2. Supervisor's designation Area away from clean area	2. Spread of bacteria Redeposit dust and dirt
289		• 300

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SCIEN	CE	•	. M	ATH - NUMBER SYST	EMS
·····			· · · ·	· · · · ·	
Dermatitis Transmission of microorganisms Bacteriology-conditions affecting g	direct contact	of microorganism	Measurement: liqu	leaner disinfectant/wat id	· ·
Detergent action Chemical disinfection Evaporation Capillary action (absorption) Effects of friction	•			··· •	2 <b>5</b> 1
Action of a wringer Simple machine-wringer, lever	, ,			4 2* <b>5</b> 2	,
	, . 			· · · · · · · · · · · · · · · · · · ·	
	<b>,</b>	COMMU	NICATIONS		
PERFORMANCE, MODES		EX/	AMPLES	<u>SKILLS/</u>	CONCÉPTS
1. Seeing	· · · · · ·	<ul> <li>Bucket and wringe</li> <li>Label directions</li> </ul>	•	¹ . Visual analysis Making judgmen 2. Comprehension	its
	· .		•	Terminology	, ' · · ·
	· .	· ͡≯ (			· · · ·
301			•. •		302 '

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY, – HAZARD
Soap solution Clear water Wet mop Soft brush Sponges	<ol> <li>Bring equipment and supplies to area</li> <li>Prepare mild detergent solution</li> <li>Rinse article thoroughly in clean repid water</li> <li>Place article in solution</li> <li>Wash article</li> <li>Rinse article in clean water</li> <li>Cut off loose and uneven strands on mop</li> <li>Hang &amp; let dry</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Direct contamination
DECISIONS	CUES	ERRORS
<ol> <li>Determine if article is clean</li> <li>Determine if article is dry</li> <li>Determine area where article should be cleaned</li> <li>303</li> </ol>	<ol> <li>Rinse water is clear</li> <li>Feel</li> <li>Area away from clean area Supervisor's designated areà</li> </ol>	<ol> <li>Unsanitary cleaning equipment</li> <li>If not dry, ideal condition for bacteria growth</li> <li>Redeposit soil Spread of bacteria</li> <li>304</li> </ol>

(TASK STATEMENT) Clean Wax Applicator, Soft Brush and Sponges

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SCIENCE	· · · ·	. Ν	ATH - NUMBER SYSTEN	15
ransmission of microorganisms-direct com acteriology-conditions affecting growth-back of finish product)		Ratio/proportion-soa	p and water solution	,
hemical disinfection etergent action ermatitis	•			
vaporation apillary action (absorption)	÷ į,		-	,
ravity	4		- '	
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•		, <b>3</b>		•
<b>2</b> .	COMMUN	ICATIONS		ri o
PERFORMANCE MODES.	EXAN	MPLES	SKILLS/COM	ICEPTS
Touching Seeing/observing	<ol> <li>To determine if a</li> <li>To determine if w</li> </ol>		<ol> <li>Tactile analysis</li> <li>Visual analysis</li> <li>Making judgments</li> </ol>	- o
, Reading	3. Label directions	•	3. Comprehension Terminology	
305		;		306 ¹
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(TASK STATEMENT) Clean Wax Applicator, Soft Brush, and Sponge

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(TASK STATEMENT) Clean Vacuum Clea	ner ,	· ·
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Newspaper Cloths Damp cloths Vacuum cleaner Disposable bags if needed Cleaner disinfectant solution	<ol> <li>Disconnect machine from electrical outlet</li> <li>Take to designated cleaning area</li> <li>Spread newspaper on the floor and place vacuum cleaner on it</li> <li>Remove and empty bag         <ul> <li>if disposable bag, throw out</li> <li>if cloth bag, empty on some news- paper, carefully roll up and dispose of</li> </ul> </li> <li>Replace bag</li> <li>Dispose of newspaper</li> <li>Wipe machine and cord with damp cloth</li> <li>Monthly, clean with cleaner disinfect- ant</li> </ol>	Electric shock Direct contamination Air contamination- dust particles Skin irritation-handling and use of cleaning chemicals.
DECISIONS	CUES	ERBORS
<ol> <li>Determine now often to clean vacuum cleaner</li> <li>Determine area where machine should be cleaned</li> </ol>	<ol> <li>After every use-standard when bag is 1/3 to 1/2 full</li> <li>Supervisor's designation</li> <li>Area away from clean area</li> </ol>	<ol> <li>Inefficient cleaning</li> <li>Spread of bacteria Redeposit dust and dirt</li> </ol>
307		308
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г	(TASK STATEMENT) Clean Vacuum Cleaner	,			
	SCIENCE		MA	TH - NUMBER SYSTEMS	•
•	Transmission of microorganism-air-borne, Bacteriology-conditions affecting growth Dermatitis Principle of electricity (cord insulation)	direct contact	Ratio and proportio	n-cleaner disinfectant/water	¢
•	• * *		*	, ,	
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	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	COMMUN	ICATIONS	· · · · · · · · · · · · · · · · · · ·	
	PERFORMANCE MODES	EXAM 1. Clean vacuum	MPLES	<u>SKILLS/CONCEPT</u> , 1. Visual analysis Making judgments	<u>s</u> *
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY - HAZARD	
Wet dry vacuum Cleaner disunfectant solution Cloths	<ol> <li>Disconnect machine</li> <li>Bring equipment to designated area</li> <li>Prepare cleaner disinfectant solution</li> <li>Remove motor unit and run to dry out the unit</li> <li>Empty vacuum after each use</li> <li>Clean and oil casters</li> <li>Wipe out machine with cleaner disinfec- tant</li> <li>Dry thoroughly</li> <li>Check automatic cut off mechanism</li> <li>Flush hose for wet dry vacuum with clear water</li> <li>Wipe and polish exterior of vacuum and cord</li> <li>Clean attachments</li> <li>Store machine with top removed</li> <li>Monthly clean tank with disinfectant</li> </ol>	Electric shock Skin irritation-reaction to cleaner dis infection. Motor destruction-water in motor Air contamination-dust particles	
DECISIONS 1. Determine when to clean wet dry vacuum 2. Determine if automatic cut off mech- anism is working properly 3. Determine area where machine should be cleaned 311	CUES 1. After each use 2. Mechanism will not move up and down freely Machine will not operate 3. Supervisor's designated area Area away from clean area	ERRORS 1. Unsanitary equipment in usé 2. Water will damage motor 3. Spread of bacteria Redeposit of dust and dirt 312	

SCIENCE	-		MATH - NUMBER SYSTEMS	<b>š</b>
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Transmission of microorganisms Bacteriology - conditions affecting growth	a control of micro-	Ratio /proportion.	-cleaner disinfectant/water	
organisms Dermatitis	!	· · ·	• .	• ب
Principles of electricity (water) Buoyancy (cut off mechanism)		· · · · · · · · · · · · · · · · · · ·		
Chemical disinfection Detergent action Copillary action (absorption)		,		ι.
Capillary action (absorption) Effects of friction (polishing)	- 1		,	
	$\frac{1}{2}$	à		•
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	COMMUN	ICATIONS	· .	
PERFORMANCE MODES	EXA	MPLES	SKILLS/CON	CEPTS
1. Viewing 2. Reading	<ol> <li>Clean Wet-dry vacuum</li> <li>Label directions</li> </ol>		<ol> <li>Making judgments Visual analysis</li> <li>Comprehension Terminology</li> </ol>	
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(TASK STATEMENT) Clean Single Disc Floor Machine

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Single disc floor machine Cleaner disinfectant solution Warm water Hot water Cloths	<ol> <li>Prepare cleaner disinfectant solution</li> <li>Disconnect machine</li> <li>Take equipment to designated cleaning area</li> <li>Remove brushes or pads</li> <li>Rinse brushes or pads in warm water</li> <li>Agitate brushes or pads in cleaning solution</li> <li>Rinse in hot water</li> <li>Hang to dry</li> <li>Check machine for loose screw, nuts or bolts a</li> <li>Wipe entire machine and cord with damp cloth with machine tilted back on wheel</li> <li>Store machine in tilted position</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Electrical shock
DECISIONS 1. Determine correct machine position for storage 2. Determine area where machine should be cleaned 315	CUES 1. Manufacturer's instructions Department regulations 2. Supervisor's designated areas Area away from clean area	ERRORS 1. Damage to brushes or pads 2. Spread of bacteria Redeposit dirt 316

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(TASK STATEMENT) Clean Single Disc Floor	Machine		
SCIENCE	_	. M	IATH - NUMBER SYSTEMS
· · ·	, ł	~	
Dermatitis .		Ratio/proportion-cl	leaner disinfectant/water
Oscillating action-agitation in water Transmission of microorganisms Bacteriology-control of microorganisms	· · · ·		• • • • • •
Detergent action Chemical disinfection Evaporation (drying)	<b>, · ·</b>		• A ³ • •
Gravity	• 7	• • • •	
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PERFORMANCE MODES	EXA	MPLES	SKILLS/CONCEPTS
1. Viewing 2. Reading	1. Clean floor mach	line	<ol> <li>Visual analysis</li> <li>Making judgements</li> <li>Comprehension Terminology</li> </ol>
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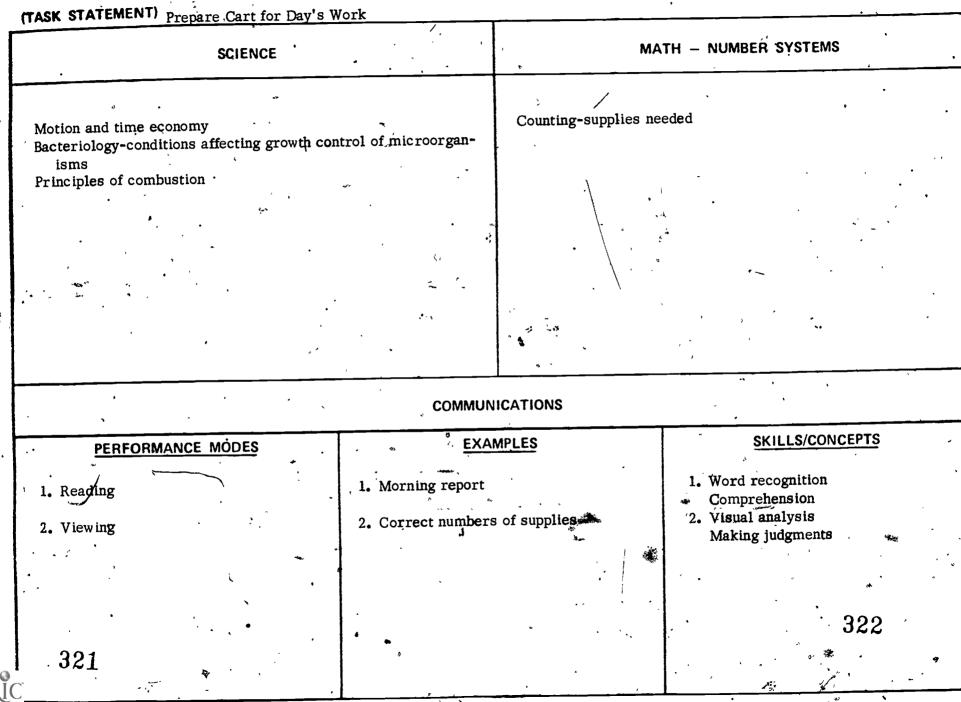
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS-ACTED UPON	STEPS	SAFETY - HAZARD	
Housekeeping cart Disposable paper supplies Cleaning supplies Equipment (broom, vacuum cleaner, pails, mops, etc.) Bed linens Bath linens Trash receptacle Metal(container	<ol> <li>Prepare cart at end of day for next day's work</li> <li>Check equipment for cleanliness</li> <li>Replenish depleted supplies in cart</li> <li>Arrange supplies in designated places</li> <li>Place most frequently used items near front</li> <li>Stack linen in complete sets or in fike groups</li> <li>Push cart to assigned area</li> </ol>	Skin irritation-handling and use of clean- ing chemicals Fire-improper storage of treated dusting equipment	
DECISIONS	CUES	ERRORS	
1. Determine needed supplies	1. Tasks to be performed	<ol> <li>Task performed with incorrect supplie</li> <li>Extra trip to supply area</li> </ol>	
2. Determine needed equipment	2. Tasks to be performed	<ul> <li>2. Task performed with incorrect equipment</li> <li>Extra trip to supply area</li> </ul>	
1.9 3. Determine number of linen sets re- quired	3. Number of rooms to be cleaned	3. Extra trip to supply area 3. Extra trip to supply area 32.0	
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(TASK STATEMENT) Prepare Cart For Day's Work



#### Duty I 🔹 Controlling Pests

Report rodent and insect sighting, Control insects 1

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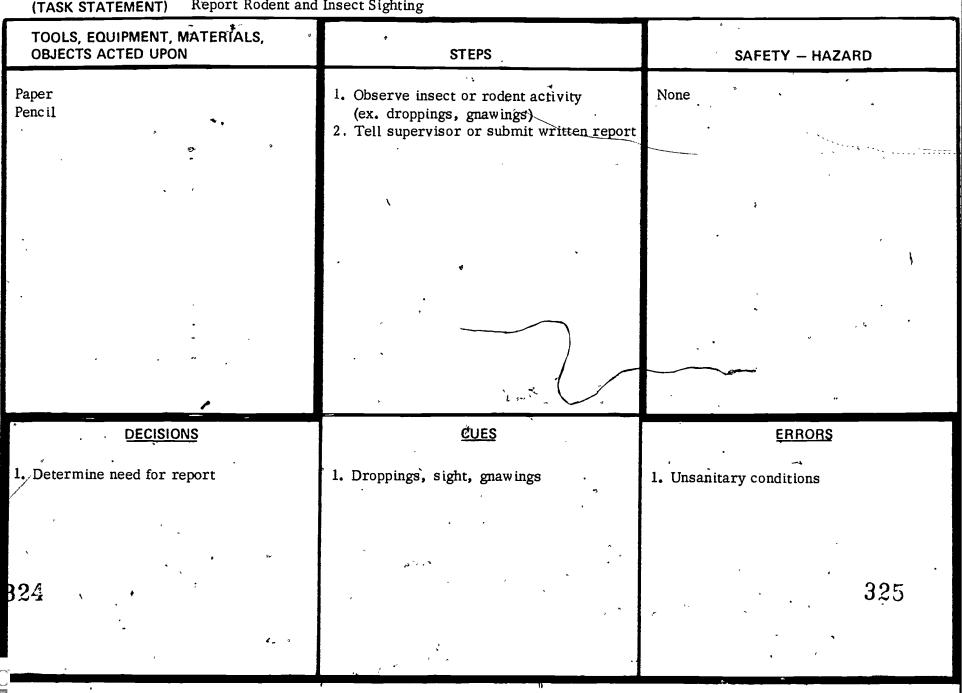
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Control rodents

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Report Rodent and Insect Sighting (TASK STATEMENT)

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(TASK STATEMENT) Report Rodent and Insect	t Sighting			
SCIENCE		MA	TH NUMBER SYSTEMS	
Insect identification Rodents identification Transmission of infectious disease Bacteriology-conditions affecting growth of ba	acteria		· · · · · · · · · · · · · · · · · · ·	- -
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	COMMUNICA	ATIONS		
PERFORMANCE MODES	EXAMPL	LES	SKILLS/CONCEPTS	
1. Seeing	1. Rodents, insects		1. Make judgment Visual analysis	
2. Writing	2. Report		2. Memo format, reports	<b>(</b>
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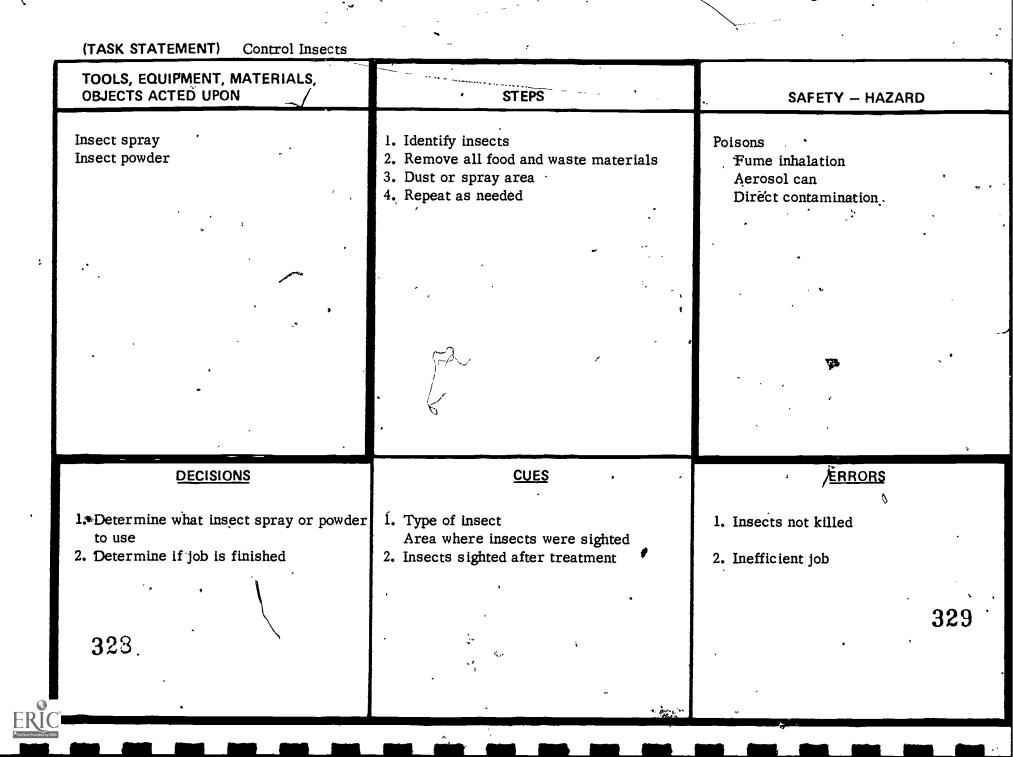
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## (TASK STATEMENT) Control Insects

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Poisons Insect identification Transmission of infectio Bacteriology-conditions			,	
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	<u>ن</u>	COMMUN	ICATIONS	
PERFORMANCE	MODES	EXA!	MPLES	SKILLS/CONCEPTS
1. Viewing		1. Dead insects		1. Visual analysis Make judgments
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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Traps Poisons Rodent resistant material to close opening	<ol> <li>Identify rodents (type and size)</li> <li>Close all openings</li> <li>Place poisons</li> <li>Set traps, if needed</li> <li>Repeat as needed</li> </ol>	Poisons Pinched fingers-setting traps
		· · · · · · · · · · · · · · · · · · ·
DECISIONS	CUES	ERRORS
<ol> <li>Determine whether to use traps or poisons</li> <li>Determine what size rodent is</li> </ol>	<ol> <li>Area where rodents are found</li> <li>Size of droppings</li> </ol>	<ol> <li>Poisons do not kill immediately- animal could die anywhere</li> <li>Wrong method of killing</li> </ol>
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(TASK STATEMENT)	Control Rodents
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· · · ·	SCIENCE		MATH - NUMBER SYSTEMS	•
Poisons Rodent indentification Transmission of infectious	disease-air-borne and direc	ct contact		
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	• • •		•, •	
		COMMUNICATIONS		
PERFORMANCE MO 1. Viewing 2. Listening	 	EXAMPLES g traps, dead rodents s of rodents/traps	<u>SKILLS/CONCEPTS</u> 1. Visual anlaysis 2. Make judgment	
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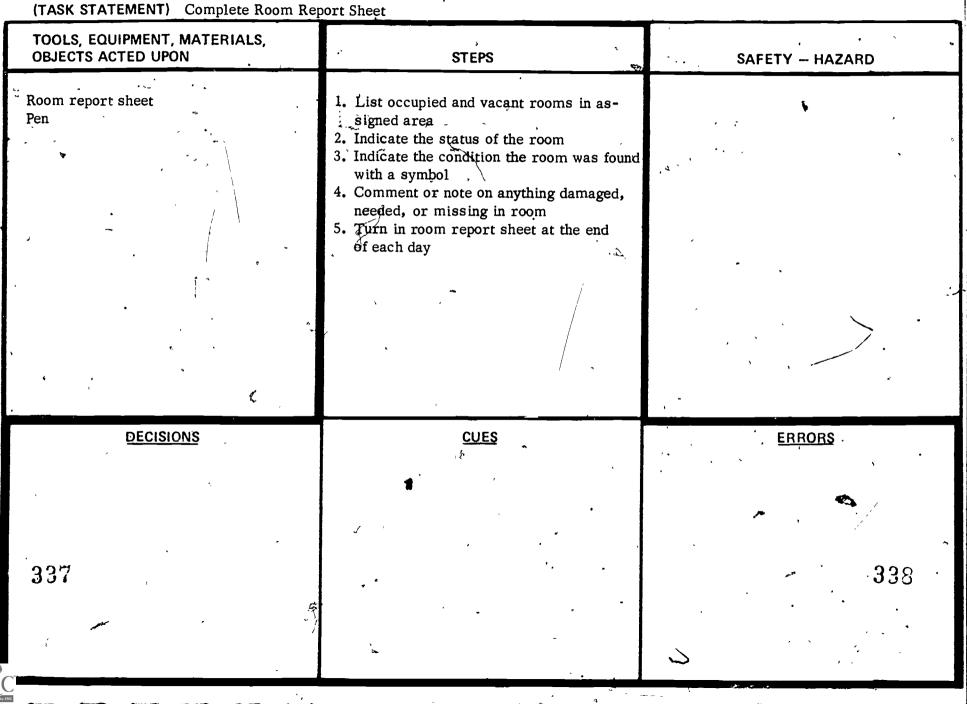
#### Duty J Maintaining Records

Complete room report sheet 1

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- 2
- Inventory housekeeping supplies and equipment Submit supply and material requisition to supervisor 3

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(TASK STATEMENT) Complete Room Report Sheet

SCIENCE MATH - NUMBER SYSTEMS Uses of number: coding COMMUNICATIONS PERFORMANCE MODES : EXÁMPLES 1 SKILLS/CONCEPTS 1. Reading 1. Room report sheet 1. Terminology Comprehension 2. Writing 2. Room report 2. Recognition of symbols, codes, and emblems 3. Viewing 3. Condition of room 00 3. Visual analysis Make judgment ,۱ **3**40 **3**39 187

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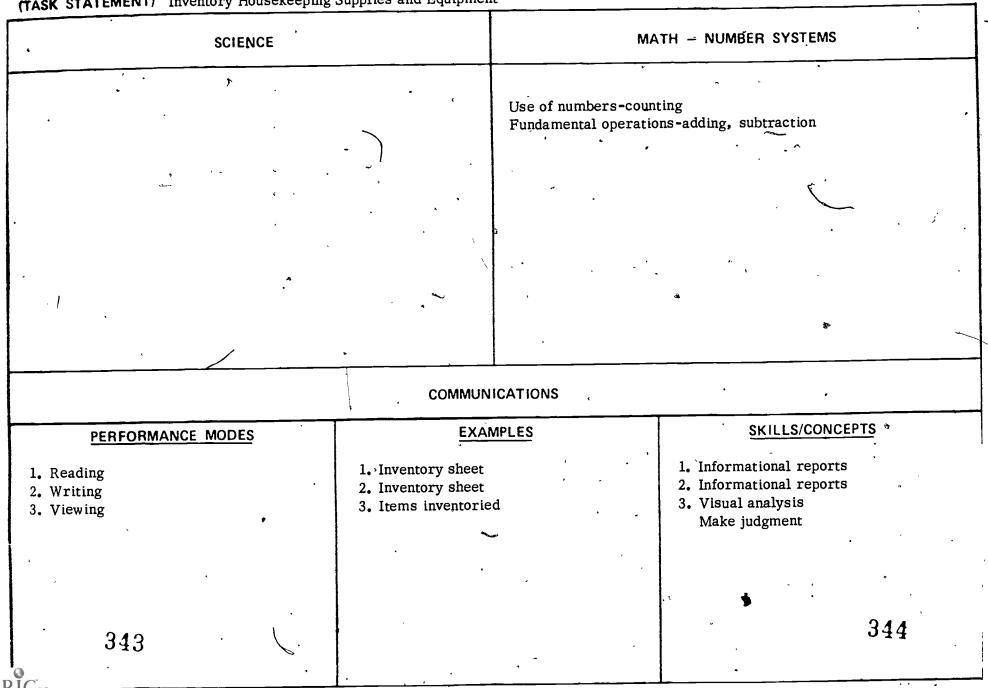
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	STEPS	SAFETY – HAZARD
Inventory sheet Pencil Ladder	<ol> <li>Read inventory sheet</li> <li>Count items to be inventoried</li> <li>Check inventory list for comparison</li> <li>If quantity is low, consumption high, reorder</li> <li>If high loss is obvious, report to supervisor</li> </ol>	Ladder-falls Falling objects
-	•	
DECISIONS	CUES	ERRORS
1. Determine frequency of inventory	1. Loss rate increase Establishment standards	<ul> <li>Higher loss rate</li> <li>Needed products unavailable</li> </ul>
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# (TASK STATEMENT) Inventory Housekeeping Supplies and Equipment

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(TASK STATEMENT) Inventory Housekeeping Supplies and Equipment

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	' STEPS	SAFETY - HAZARD
Purchase requisition form Pen Inventory list Catalogs, brochures, etc.	<ol> <li>Check inventory of supplies</li> <li>Check catalogs, etc. for information</li> <li>State product or item required</li> <li>Give clear description of product or item</li> <li>State how much of product or how many items are required</li> <li>State when product or item will be required</li> <li>State pr indicate the location where it it to be delivered</li> <li>Give form to supervisor</li> </ol>	Paper cuts
DECISIONS 1. Select brand, company, etc. 2. Determine amount of product or item needed 3. Determine date product or item is needed 4. Determine location of delivery	<ul> <li><u>CUES</u></li> <li>1. Standard of establishment Cost and budget allotment</li> <li>2. Size of establishment Inventory' Storage space available • Time of year</li> <li>3. Delivery time Projected amount of business</li> <li>4. Business policy</li> </ul>	ERRORS 1. Overspending 2. Oversupply - no storage 3. Supply depleted 4. Incorrect delivery

	SCIENCE	ial Requisitions to Sup	MATH – NUMBER SYSTEMS
			Use of numbers: ordering coding Fundamental operations: addition Measurement: time weight liquid dry
·· · · · · · · · · · · · · · · · · · ·	9 9 6		MPLES SKILLS/CONCEPTS
PERFORMANC 1. Reading 2. Writing 3. Viewing 347 C	<u>E MODES</u>	1. Catalogs, etc. 2. Purchase requisit 3. Catalogs, etc.	1. Comprehension Terminology

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E) Full Text

Appendix A

### Clean Guest Room

Prepare cart for day's work

Enter guest room

3 · Complete preliminary room check

4 Open windows

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5 Straighten room furnishings and guest supplies

6 Clean ashtray

7 Strip bed

8 Clean bathroom

9 Empty and dispose of trash

10 Make guest bed

11 Dust furniture

12 . Vacuum carpet

13 Complete final room check

14 Complete room report sheet

15 Leave room

Appendix B

Clean Discharge Unit

1 Prepare cleaning supplies

2 Assemble supplies and equipment

3 Strip bed

4 Damp dust

bedside cabinet patient's closet overbed table telephone furniture walls footstool a ir conditioning unit windows and sills vents radiator doors

5 Wash and dry. sink sanitary napkin receptacle ceramic tile ashtray partition shower and tub wastebaskets mirror paper towel all pipes

toilet paper dispenser

.6 . Dust mop

7 Wet mop floors

8 Dispose of trash, replace liner

9 Make up bed

10 Replenish needed supplies

11 Clean-up

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## Appendix $\mathcal{L}$

Prepare cleaning supplies

2 Assemble supplies and equipment

3 Clean occupied bed

Clean Occupied Unit

4 Damp dust

bedside cabinet overbed table furniture

> footstool window sills

5 Wash and dry

sink toilet shower or tub ashtray mirror telephone walls, as required window, air condition units vents

wastebaskets toilet paper dispensér paper towel dispenser ceramic tile walls and partitions

6 Dustymop floor

7 Wet mop and rinse

patient unit floor bathroom floor

8 Dispose of trash

9 Insert fresh liners

10 Check for needed supplies

11 .Clean-up