

Cleaning manual to learn from the first

1から学ぶ清掃マニュアル 英語版

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TOKYO BUILDING MAINTENANCE ASSOCIATION



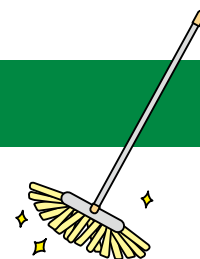
TOKYO BUILDING MAINTENANCE ASSOCIATION



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Chapter 1 Manners

JP : Manā



1. The importance of manners

Cleaning business is classified in a service industry. The key to decide the evaluation of the service industry is whether another person has a good impression of you or not. It is not you to evaluate yourself. Please be always aware of another person evaluating you. And to make the evaluation better, it is very important to have good manners. JP:Sabisugyou

Generally, it seems that the manner is formality. However, you are not able to make others have good impressions of you by only showing the formality of manners. It is necessary to have consideration for them. It may be said that consideration for other people gives form to manners.

We often tend to misunderstand what we know for what we can do. The state that you can do comes after the situation that your consideration is transmitted to other people with manners properly. Let's practice manners repeatedly so that other people have good impressions of you even when you behave unconsciously.

The effort on manner improvement does not become useless at all. It is not only for cleaning business workers (the following, workers), yourself but also for the sake of your company. At this opportunity, please review your manners and acquire right and good manners.

2. To improve your manners

(1) Tidy appearance and good manners JP:Midashinami

Workers₁ are expected to follow company policies and rules₂ at all times as manners. It is the first step to make your work successful.

The main purpose of following rules is to bring together the employees whose behaviors often become dispersive or selfish to achieve the goal. Also rules are made for working safely and having a good teamwork with coworkers. 1 JP:Jujjisha 2 JP:Kisoku

Therefore, following rules is very important for manner improvement.

Go to work a little early for the working hours. JP : Syukkin

➔ Make it possible to start work on time.

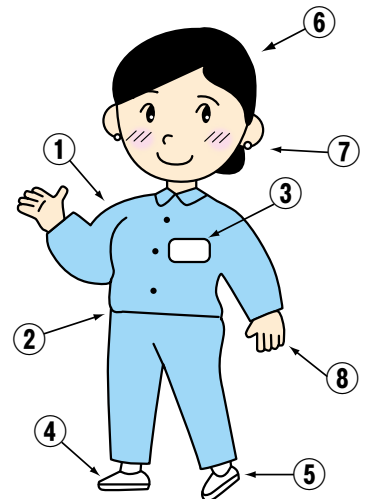
Greet in a cheerful voice at work in the morning. ➔ “Ohayou gozai masu”.

Good morning JP : Ohayou gozai masu

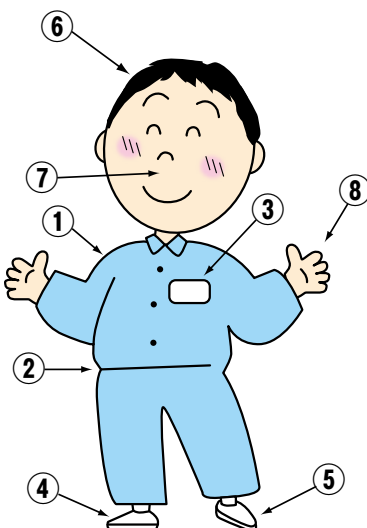
1) Neat personal appearance

For Women

- ① Wear a regular uniform. JP : Yunihōmu
- ② Uniform should be the right size for you, and be clean without a rip.
JP : Seiketsu
- ③ Button up your uniform, close its zipper and put on a nametag rightly.
- ④ Do not put on flashy socks and unstable sandals.
- ⑤ Put on socks or stockings neatly without a dirt or a hole.
- ⑥ Keep your hair clean. Bind your hair at the back if it is long enough. And make a neat hairstyle.
- ⑦ Do not put on heavy makeup and nail art. And do not wear flashy accessories. JP : Akusesarī
- ⑧ Cut your nails short and keep your hands clean.



For Men



- ① Wear a regular uniform.
- ② Uniform should be the right size for you, and be clean without a rip.
- ③ Button up your uniform, close its zipper and put on a nametag rightly.
- ④ Put on socks neatly without dirt or a hole.
- ⑤ Take care of your shoes to keep them clean. Do not slip on. Put on them properly.
- ⑥ Keep your hair clean and make a neat hairstyle.
- ⑦ Shave yourself not to have a stubby beard₁ and also cut your nose hair₂ which has grown. 1 JP : Bushouhige, 2 JP : Hanage
- ⑧ Cut your nails short and keep your hands clean.

Others

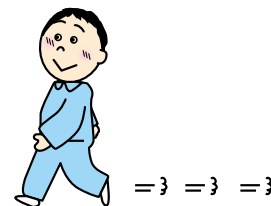
- Avoid dying your hair with a flashy color such as Blond.
- Avoid the perfume with a strong fragrance. JP : Kousui

2) Manners while working

① Push your chest out, straighten your back and walk with a proper posture.

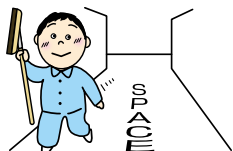
Especially when you walk holding cleaning tools, please be careful to keep a fine posture.

JP : Seisouyogu



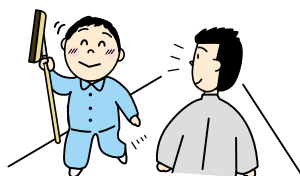
② When walking down a passage₁ or a corridor₂, walk along the wall as much as possible to leave the central space.

1 JP : Tsuuro
2 JP : Rouka



③ When passing visitors during the walk, give way to them and bow slightly.

JP : Okyakusama



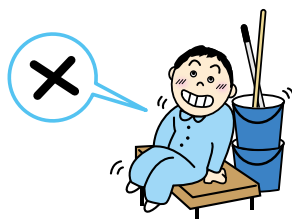
④ At the area of corridors, corners and stairs, please pay attention to other people so as not to interrupt other people's way and not to be in danger.

JP:Kaidan

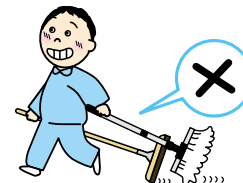


⑤ Do not sit on a desk₁, and do not lean on a wall₂ / a pillar₃ / cleaning tools. Do not behave unseemly.

1 JP:Tsuukue,
2 JP:Kabe,
3 JP:Hashira



⑥ Do not walk on a passage dragging cleaning tools such as mops.



⑦ Do not leave tools in the area of corridors or passages and do not lean cleaning tools on the walls or the corners of the passages. (When a visitor trips over a cleaning tool, it may cause a fall accident.)

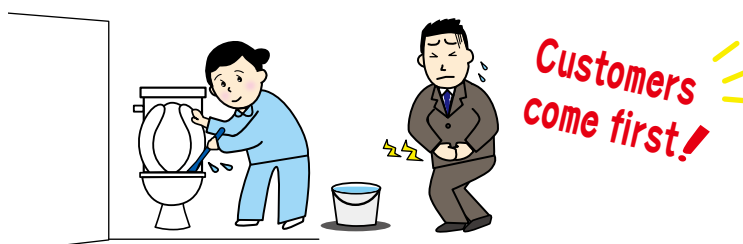
JP:Tentou



⑧ Refrain from chatting with coworkers while working.



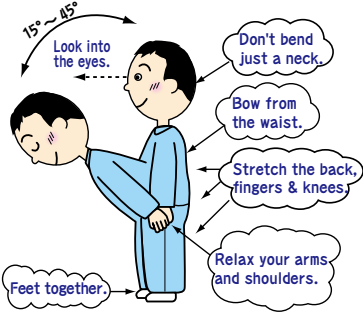
⑨ Visitors use a restroom even during cleaning work. Do not make them stop using it. Always remember to give a top priority to visitors when you work.



3) How to bow

A bow is an important movement to express respect for someone. The bow only hanging a head down gives a rather bad impression to other people. Please show your respect by a proper bow.

How to bow



- As to the position of hands, each hand comes on the seam of his trousers when he bends down. And when a woman bows properly, her fingers of both hands are piled up around her stomach naturally.
- Lower your head a little quickly, and raise your head slowly.
- Greet standing straight, then bow after finishing the greeting words.

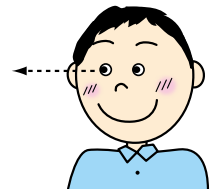
Ways and kinds of the bow

	① a slight bow	② a deep bow	③ a respectful bow
Degrees	about 15 degrees	about 30 degrees	about 45 degrees
Line of sight	Look at about 2m ahead from your feet	Look at about 1m ahead from your feet	Look at your feet
Situation	<ul style="list-style-type: none"> · Passing each other in a corridor · Serving tea, etc. 	<ul style="list-style-type: none"> · Coming to work · Leaving from work · Instructions of a boss · Meeting visitors, etc. 	<ul style="list-style-type: none"> · Expressing deep thanks · Making apologies · Important requests, etc. boss

4) Line of sight while talking

There are some proverbs concerning eyes such as “Eyes are more eloquent than lips” and “The eyes are the windows of the soul”. Line of sight while talking is very important.

- ① Always look at the face of the person who you are talking to. In that case, it is good to keep your eyes on the middle of his or her forehead lightly.
- ② Always pay attention to the movements and the way of talking of the person to talk with.
- ③ Do not glare at, glance upward, nor look around restlessly.



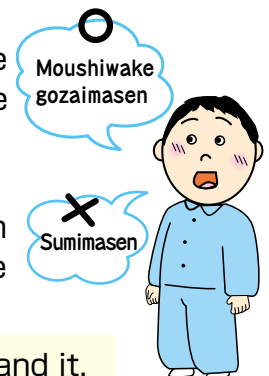
5) Expression language

Remember that an impression or an evaluation of a person can be changed by whether the person has proper expression.

For example, “Sumimasen₁” and “Moushiwake gozaimasen₂” have the same meaning; “I’m sorry.” However, the latter, “Moushiwake gozaimasen” is more polite and refine.

1 I'm sorry JP : Sumimasen, 2 I'm sorry JP : Moushiwakegozaimasen

The words for coworkers and the subordinates are different from those for visitors. Think about what the occasion is and who you are talking with, then use the proper expression.



- ① Use the plain words and speak clearly so that anyone can understand it.
- ② Use proper respectful expressions (honorific language, humble language) thinking about occasions and a person to talk with.

6) Way of talking

Talking is the communication means to tell self-will to someone. The way of talking changes the way of transmitting of the intention, and the power of appealing to emotions.

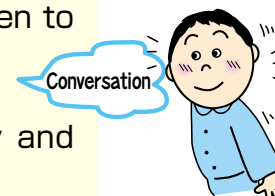


- ① Do not talk in a high-pitched voice nor shout unnecessarily. Speak slowly with a voice in moderate volume and of a good sound quality.
- ② Talk briefly understanding feelings of a person to talk with.
- ③ In the case of answering questions, talk carefully to be understood.

7) Attitude of listeners

It is decided by the attitude of listeners whether a speaker opens the heart and speaks sincerely.

- ① Pay attention to the speech of a speaker with sincerity, and listen to it in a good manner.
- ② Do not interrupt the speech of a speaker. Listen to it till the end.
- ③ When you do not understand, request an explanation frankly and politely.
- ④ Understand the meaning of the speech and have an accurate grasp of the situation.



(2) Keeping rules Rule JP: Ru-ru

Keeping rules means to carry out the decided things as they were decided. Rules are related with everything such as having good human relations, having good teamwork and being able to do good work.

1) It is better to stay out of abuse and a gossip.

Once people come together, speaking ill of others and gossip always come up. It is a human bad habit to enjoy them and sometimes causes troubles.

Do not speak ill of others and not spread a gossip. When you heard them, as a general rule, ignore them or leave the place nonchalantly so as not to be involved.

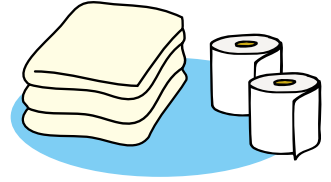
2) Mixing up official business with personal affairs causes a trouble

In the workplace, you must draw the line between official business and personal affairs strictly. Mixing up those things causes a trouble. It sometimes damages the trust of the company and may disturb human relationship. It is necessary to be strongly conscious of it.

3) Action without thinking causes a big mistake

There is various equipment including stationery and expendable supplies in the workplace. It is a real act of criminality rather than breach of manners to take them home, even though you think it is a little bit.

One piece of towel, one roll of toilet paper is not expensive. However, it is the valuable equipment purchased with the company's expense. Please stop acting without thinking.



Others
Draw a line
between good
and bad

- ① During working hours, do not leave the workplace without permission. (Manage personal matters off duty.)
- ② When you meet someone, meet during a break. When a family member or an acquaintance visits the workplace suddenly by urgent business, report it to a person in charge and follow instructions.
- ③ Take care of a uniform, shoes, towels or other articles which are lent from the company on a daily basis. And use them properly. When you change them for new ones or when you quit the job, all articles should be returned to the company.
- ④ Do not use company's equipment such as a telephone, a cell-phone, a fax machine, a PC and a copier for private use.



4) Rules of attending and leaving an office and having a break

① Attendance JP : Shukkin



Go to work a little early for the working hours. Greet in a cheerful voice at work. When you move to a work spot, report your destination to your coworkers before you go. Then start to work briskly.

② Break



- Take a break at an appointed place within a fixed time. As well as during the break, follow rules and behave appropriately.
- In the case of taking a break at a workplace, act with self-discipline. Remember to be seen from people around as an employee of the cleaning company.
- Clean up a tea set or an ashtray which you used at the place you took a break.

③ Leaving the office / the workplace

JP : Taikin



Good job

- Confirm that today's work was completed and leave the workplace after having reported it to a person in charge.
- After use, care for equipment and tools by a regulated method. Check them and confirm the conditions. When malfunction is found, report it to a person in charge by all means.
- When you leave the office / the workplace, do not forget to say “Otsukaresama desita₁” or “Osakini shitsurei shimasu₂.”

1 ※Good job JP : “Otsukaresamadeshita”

2 ※English does not have the applicable words to “Otsukaresama deshita.” “Good job” is a close expression, but please do not use this word to a superior person. It becomes rude way of speaking. “You must be tired. Take care” may be a better way to say to the superiors.

※“See you soon” / “Have a lovely night” JP : “Osakini shitsurei shimasu”

④ Being late, Leaving early, Absence

In case of being late, being absent and leaving early because of disease or an urgent business, notification or reports are necessary by all means.

Absence without permission causes customers or coworker’s troubles. The consideration for a person in charge and coworkers is indispensable.



Notification of being late for work

- Call and inform a person in charge about being late as soon as possible. Please apologize for being late first. And report the reason of it and inform the time you can to reach the workplace.
- When you know that you will be late beforehand, report it to a person in charge and get a permission in advance.
- When you come to the workplace after delay, report it to a person in charge, follow the instructions and get to work immediately. And when you do so, do not forget to say a word of apology to coworkers.



Notification of leaving the workplace early

- Report the reason of the leaving early and the estimated time you will leave to a person in charge and get permission. Rearrange the schedule of the work before and after leaving and make sure that your work will not be left unfinished.
- At the leaving time, report how the work is progressing to a person in charge. If necessary, clear away cleaning equipment and tools before leaving.



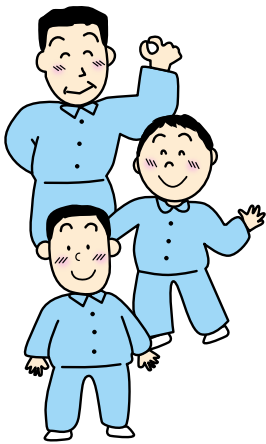
Notification of being absent

- When you know that you will be absent beforehand, notify a person in charge of your intended absence following the determined procedure of the company.
- In the case of sudden absence including on the day, call a person in charge as soon as possible. Formal notification can be made later following the determined procedure of the company.

(3) Making a good relationship in the workplace

A good relationship in the workplace becomes very important to do good work. In the workplace, keep the following matters in mind.

1) How to get along while considering each position



Toward a person in charge→

- The person in charge is in a position to supervise all the work in a workplace and takes a big responsibility. Cooperation with respectfulness and a way of thinking to make good teamwork are expected.

(On the other hand, it is important that the person in charge respects the staff and treats them with consideration.)

Toward your seniors→

- People having a long company history are seniors, even if they are younger than you. Because they have experienced a lot and have many superior points on work. It is always necessary to respect them as seniors.

Even if severe words are given, it is an advice for you. An attitude to accept it obediently is necessary.

Toward coworkers→

- Even if you and your coworkers are close, do not become selfish or emotional. Always respect each other and try to improve together.

Toward your juniors→

- Please be kind to them with the thought of "bringing up with affection". Even though there are nasty things you were given in the past, do not do the same thing against juniors. Counsel, advise and help them occasionally. Such gentleness is important.

2) The way of coping with a trouble when you are complained from a visitor¹ or warned from a person in charge



- It is important to put yourself into the other person's shoes. Take that it may be a result of your immaturity and receive a warning obediently.

- At first apologize², saying "I'm very sorry³. I'll be more careful next time⁴."

If there is something that you want a visitor or a person in charge to understand, you need to deliver the message with sincerity.

- Do not make an excuse, do not blame others and do not patch things up as a temporary. Or you will lose the trust and reputation.

- If you need to deal with something later, fulfill your responsibility with every possible effort.

※ It is important to be careful not to repeat the same mistakes again.

1 JP: "Okyakusama"

2 JP: "Owabi"

3 JP: "Moushiwake gozaimasendeshita"

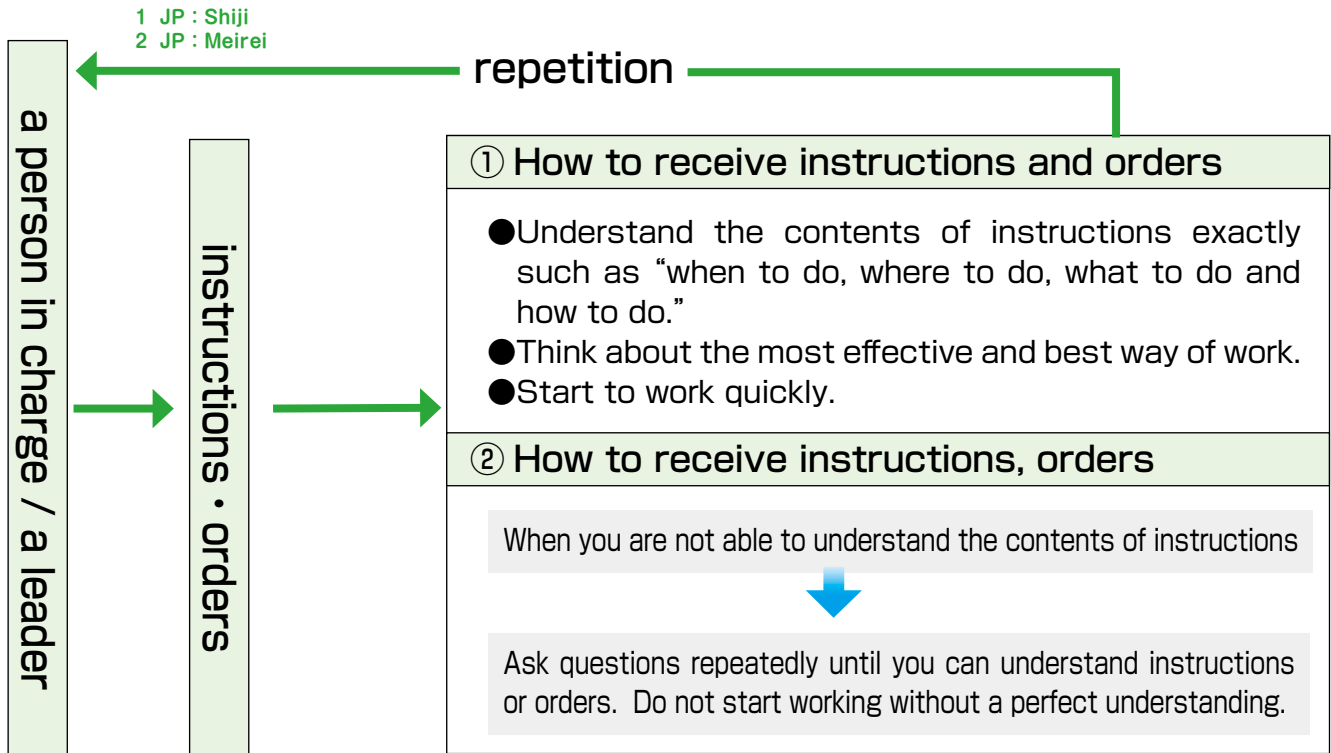
4 JP: "Korekara kiwotsukemasu"

3. The things you should know as a professional cleaning worker

(1) To proceed with work smoothly.

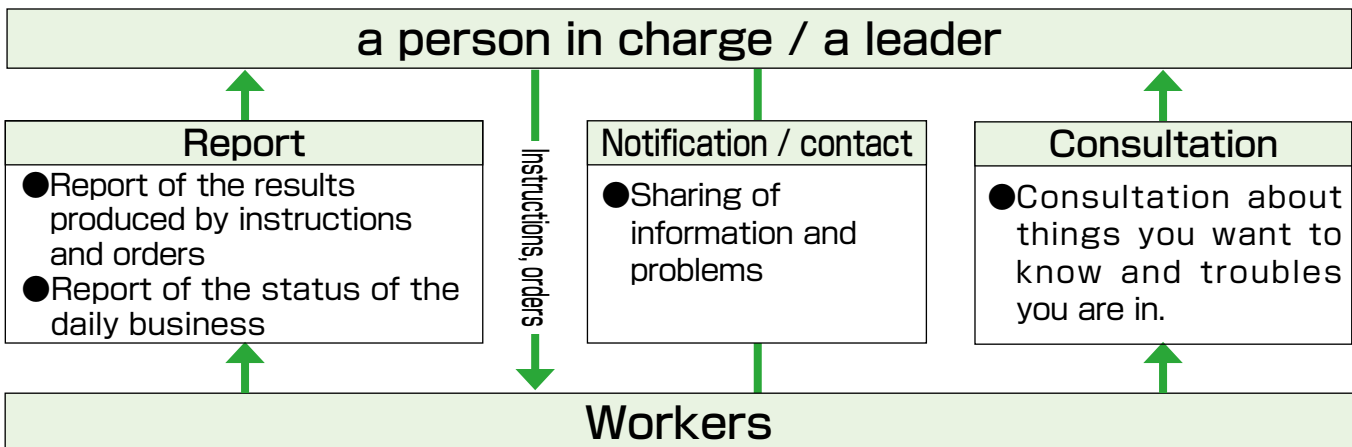
The total power of the team brought up together by a leader is indispensable in order to proceed with daily work smoothly. To bring together the total power of the team, it is important to carry out following 6 items surely.

1) How to receive instructions₁ and orders₂



2) Practice of a report, notification, consultation

Reports₁, notification₂ and consultation₃ are absolutely necessary factors when you proceed with work by a team (which is a group of people organized to achieve a certain goal). Share problems, take the appropriate responses and trust each other. Those things are very important.



1 JP : Houkoku
2 JP : Renraku
3 JP : Soudan

※ a report, notification, consultation JP : "Hou Ren Sou" This is a Japanese pun. Spinach is called "Hourensou" in Japanese.

3) A sense of solidarity among workers

① The basics of teamwork → Carry out with the consideration and cooperation among workers



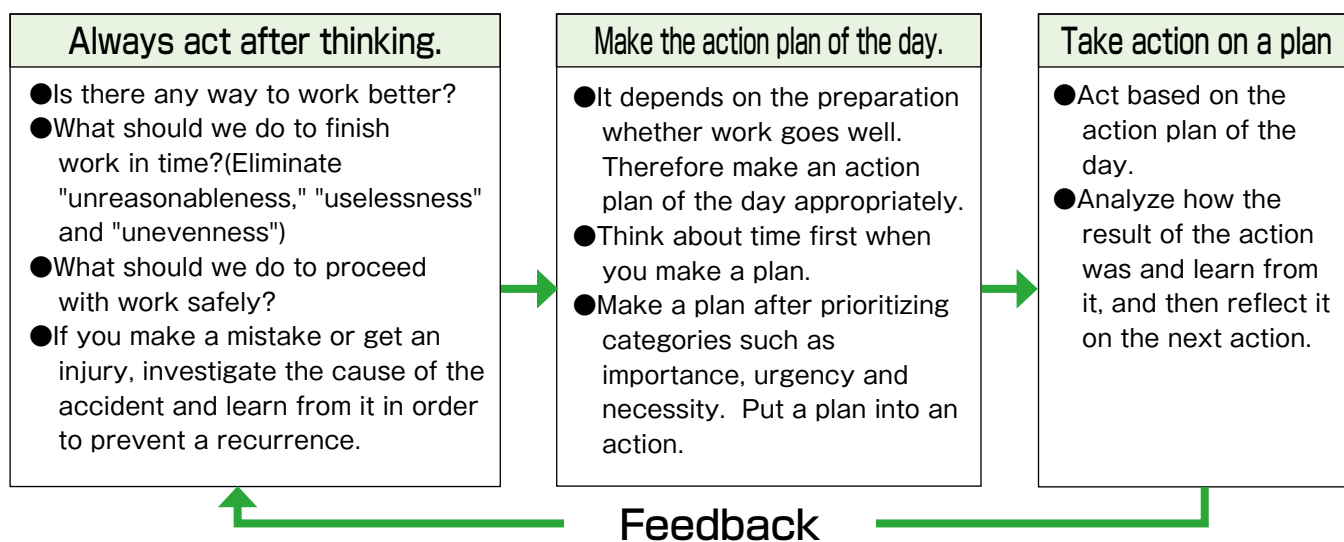
② Do not speak ill of coworkers. And do not abuse or bully them too.



4) How to proceed with work increasing efficiency

Doing the routine work repeatedly by the same way is easy mentally and physically and you are not tense. However, the efficiency does not increase and you do not improve as a person if you continue working by the same pattern.

Behavior pattern for improving efficiency and safety



※There is a saying, "Dandori hachibu" in Japanese. The meaning is that 80% of task is preparation. It means how important preparations are in proceeding with work. It is essential to think about the preparation and the procedure of the work well before beginning to work.

5) Regular health care

The physical condition has a great influence on proceeding work. If the condition is bad, not only it influences on work, but also it may lead to an accident. Therefore, take care of your health sufficiently.



※Health JP : Kenkou

	checkbox
① Do you have breakfast every morning properly?	<input type="checkbox"/>
② Do you drink too much or eat too much?	<input type="checkbox"/>
③ Do you always sleep at least for six hours or so?	<input type="checkbox"/>
④ Are you not constipated?	<input type="checkbox"/>
⑤ Do you look fine?	<input type="checkbox"/>
⑥ Do you usually do any physical training?	<input type="checkbox"/>
⑦ Do you have symptoms such as palpitations, shortness of breath, and dizziness?	<input type="checkbox"/>
⑧ Is the blood pressure normal?	<input type="checkbox"/>
⑨ Do you have symptoms such as loss of appetite, feeling sluggish, and lack of motivation?	<input type="checkbox"/>

6) Avoidance of complaints₁ and troubles₂

The consideration for people around tends to be forgotten during work because of the concentration on working. Especially be careful about handling with items, tools and ornaments which customers / visitors use. 1 JP : Kurēmu, 2 JP : Toraburu

① Putting yourself in customers' / visitors' shoes when cleaning

- If there are customers working overtime, say "Excuse me." After the end of working, say to them "I'm sorry I interrupted you."
- Do not touch things on a desk such as documents, a keyboard and a mouse of PC.
- Return things you moved during work to the original position.
- Do not forget to lock doors or set a security system after working when it is necessary. JP : "Kagi"wo kakeru. "Kagi" means "Key".



② Be careful about handling with valuables and lost property.

- Be careful about handling with valuables or expensive things in a drawing room in particular and make sure not to have troubles.
- When lost property including cash and valuables is found, report it and bring the articles to a specified place promptly according to the rule.



③ Draw a line between public and private matters.

- We think we know, but we tend to forget about drawing a line between public and private matters. Do not stop working and have a chat without permission during work. And, do not use equipment or a telephone of the company for private use. In addition, during work, do not use your cell-phone for making private call.
- Do not take waste home out of the garbage collection point. JP : Gomi Okiba



④ Prevention of the disposal of garbage by mistake JP : Gohaiki

- Garbage collection is an important work in cleaning duties. Under the circumstances that users of a place and cleaners for the place are different, it sometimes happens during cleaning work that users' belongings such as documents and articles which are not garbage are thrown away by mistake, judging from a selfish conclusion, "this must be garbage."

A cause of these accidents is that garbage is thrown away from the place except garbage boxes by self-determination. For example, from a cardboard box which was put around a garbage box, or from a pile of documents or paper bags were put on a garbage box, etc. Be extremely careful not to throw away the articles of the customers / visitors by mistake.

POINT

- Do not throw away things except the contents of garbage boxes basically.
- Do not judge by yourself without permission. (When you cannot decide, do not throw away. Report it promptly according to the rule and leave the decision to the person in charge.)



(2) Usage of honorific language

Seven words that are used frequently on business

- ① JP : Ohayou gozaimasu EN:Good morning.
- ② JP : Arigatou gozaimashita EN:Thank you very much.
- ③ JP : Kashikomarimashita. EN:Certainly / Okay, Yes, Alright/ Sure
- ④ JP : Moushiwakegozaimasen EN: I'm very sorry.
- ⑤ JP : Osoreirimasu EN:It's my pleasure
- ⑥ JP : Omatase itashimashita Thank you for waiting.
- ⑦ JP : Shitsurei itashimasu EN:Excuse me.



Practice sheet

Let's practice!

Put feelings of consideration into words and say brightly.

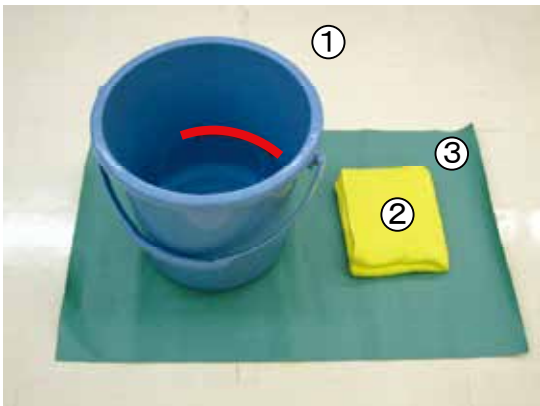
1. JP : Ohayou gozaimasu EN:Good morning.
2. JP : Arigatou gozaimashita EN:Thank you very much.
3. JP : Kashikomarimashita EN:Certainly / Okay / Yes / Alright / Sure
4. JP : Moushiwake gozaimasen EN:I'm very sorry.
5. JP : Osoreirimasu. EN:It's my pleasure.
6. JP : Omatase itashimashita EN:Thank you for waiting.
7. JP : Shitsurei itashimasu EN:Excuse me.
8. JP : Shitsureidesuga, dochirasama deshouka
EN:Excuse me. May I have your name, please?
9. JP : Douzo, okake kudasaimase EN:Please have a seat.
10. JP : Shoushou omachi kudasaimase EN:Just a moment please.
11. JP : ○○wa tadaima gaishutsu shite orimasuga,
※ EN:I'm afraid ○○ is out, but
12. JP : Ainikudesuga, ○○wa honjitsu wa oyasumi wo itadaite orimasu
※ EN:Unfortunately, ○○ has a day off today.
13. JP : Shouchi itashimashita EN:Certainly.
14. JP : Donoyouna goyoukende gozaimasuka? EN:How may I help you?
15. JP : Douzo, kochirae okoshi kudasaimase. EN:Come this way, please.
16. JP : Ainiku watakushidomode wa wakarikanemasu.
※ EN:Unfortunately, we are not sure about that.
17. JP : Hai, kashikomarimashita. Tadaima, mairimasu.
※ EN:Certainly, I'm coming.

Chapter 2 Practical skills



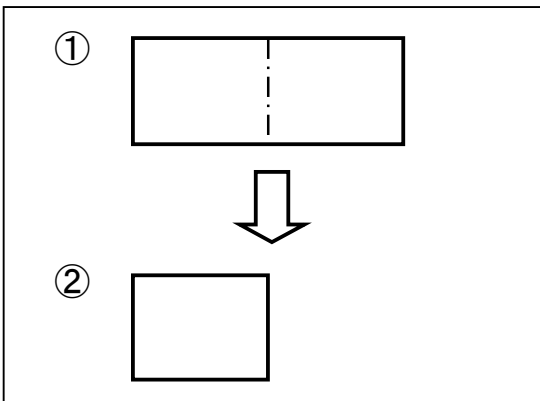
1. How to use towels

(1) Preparation of equipment and tools

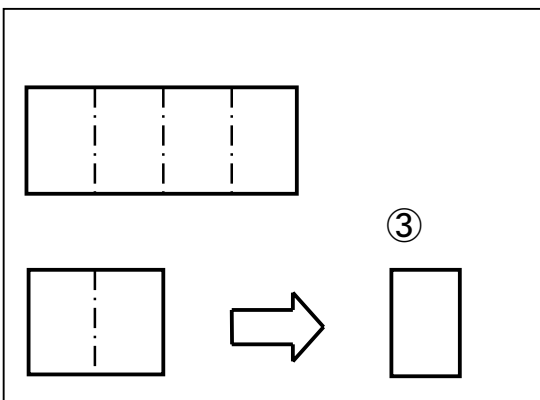


- A. A bucket (Photo①)
 - B. A towel (Photo②)
 - C. A curing sheet (Photo③)
- ※A red mark is put at a point of 1/3 from the bottom of the bucket.

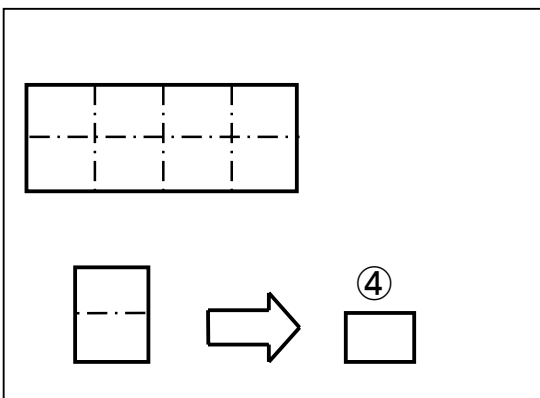
(2) How to fold



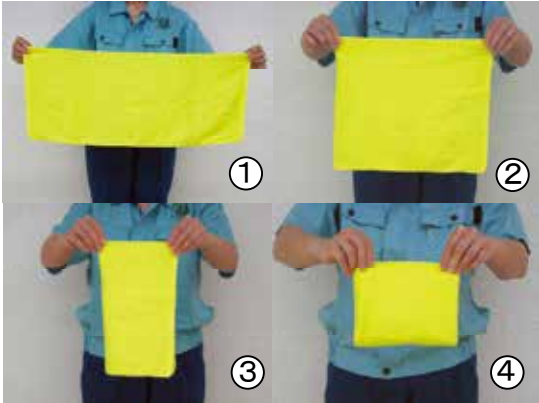
- A. Spread the towel horizontally. (Figure①).
- B. Fold in half. (Folding into two, Figure②)



- C. Fold in half again. (Folding into four, Figure③)

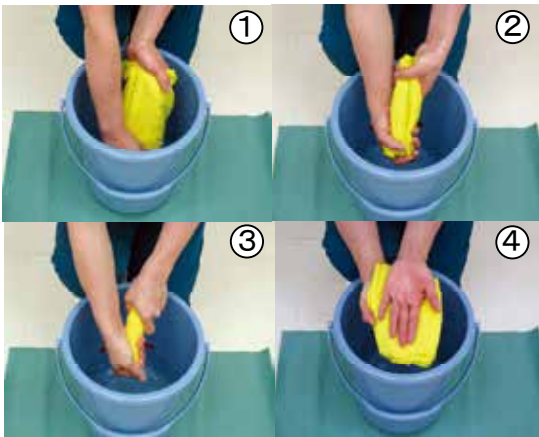


- D. Fold in half vertically at the end. (Folding into eight, Figure④)



- A. Original form (Photo①)
- B. Folding into two (Photo②)
- C. Folding into four (Photo③)
- D. Folding into eight (Photo④)

(3) How to wring out a towel



- A. Hold both ends of the towel and wash it by rubbing. (Photo①)
- B. After washing, fold the eight-layered towel in half (folding into 16 layers) and wring it. (Photo②)
- C. The way to hold vertically both ends of the towel folded into 16 layers is similar to holding a bamboo sword of kendo (Japanese Fencing). A bamboo sword of kendo is called "Shinai" in Japanese. This form of wringing is called "Shinai shibori" in Japanese. "Shibori" means "wringing". (Photo③)
- D. After wringing, unfold the towel into eight, and wipe up your hands. (Photo④)

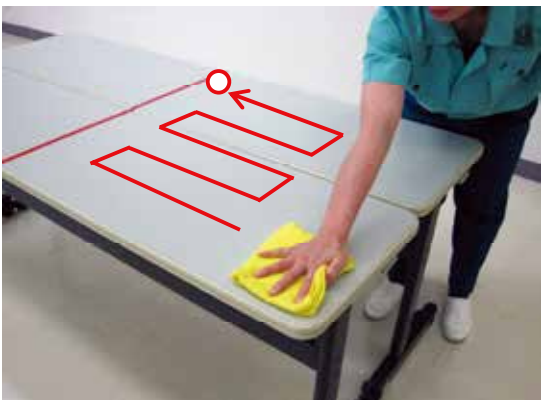
(4) How to wipe a table

1) Preparations

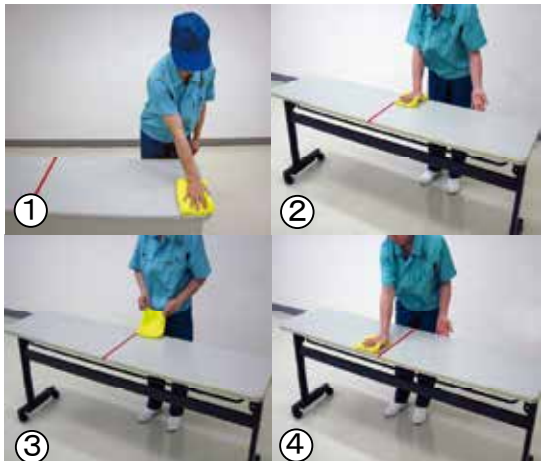


- A. Put a curing sheet at an open space not to disturb any work.
- B. Place a towel folded into eight on the curing sheet.
- C. Pour water into a bucket to 1/3 of the depth and place it on the curing sheet. (Putting a red mark at a point of 1/3 from the bottom of the bucket makes the work easier.)
- D. Wring the towel.

2) Working procedure

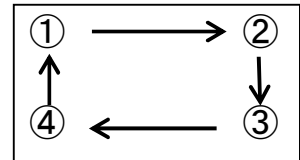


3) Review

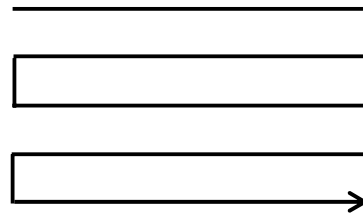


A. Clean a desk dividing into 2 parts, the left half and the right half. Hang a thumb on the flapping side of the towel is folded in eight. And then begin to wipe a desk from the upper corner on the left.

B. Wipe the edge of the left half of the desk and come back to the start spot.



C. Wipe it to ○ point of the left photo while making the towel lower little by little according to this lower figure.



D. Change the surface of the towel. (Photo①)

E. Hold the lower part of the towel with both hands. Reverse it vertically. Begin to wipe it from the central position. (Photo②)



Repeat the same movement in the right half of the desk.

A. Start from the upper corner on the left and wipe the edge of the left half. When you return to the start spot, wipe it to the central down part while making the towel lower little by little. (Photo①②)

B. Change the surface of the towel and move to the central top. Start from there and wipe the edge of the right half. (Photo③④)

C. Wipe it to the down corner on the right while making the towel lower little by little and finish it. (Photo⑤)



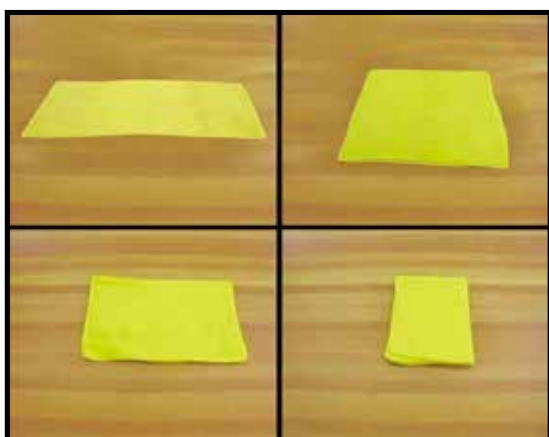
(5) Summary

1) Sorting towels by color



- A. Use a towel not a dust cloth basically.
- B. Sort towels by color according to where to use.
 - 〈Example〉
 - Restroom / Toilet.....Red
 - Desk • Table.....Yellow
 - Window glass • Floor • Others...White
- C. Use a towel of a given color at each place.

2) How to fold a towel



- A. Have images of a towel folded in four, in eight, and in 16.
- B. Place the fourfold towel horizontally. Hold it hanging each thumb on each side of the towel and fold it so that both thumbs put together. Then the towel would be folded into eight.
- C. If you hold the eightfold towel with your right hand as it is, a thumb comes to the flapping side of the towel. Hang the thumb on it and wipe with the state.

3) How to wring a towel and how to wipe with a towel



- A. Crouch down on one knee in front of a bucket while holding a fourfold towel. (Photo①)
- B. Fold the towel into eight. Wash the eightfold towel by rubbing in the bucket. (Photo②)
- C. Fold the towel into half again in the bucket after washing. Wring the towel folded into 16 layers.
- D. Unfold the towel into eight, and wipe up hands with the towel. (Photo④)
- E. Hang a thumb on the flapping side of the towel folded in eight. Begin to wipe. (Photo⑤)

Points

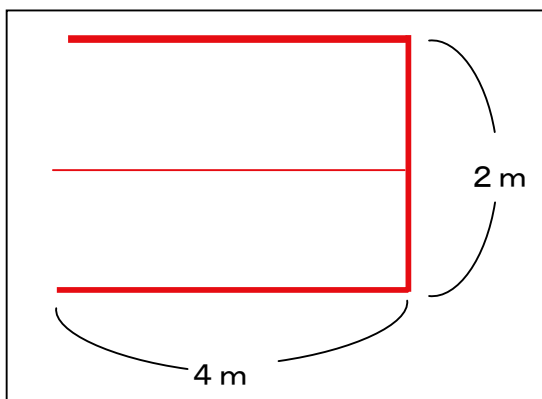
- 1 Wring a towel not to spill water outside a bucket.
- 2 Wipe off the spilled water at the end.

2. How to use a flexible broom JP : Jizaibouki

(1) Preparation of equipment and tools



- A. A flexible broom (Photo①)
- B. A telescopic handle (Photo②)
JP : Shinshukuyou handoru
- C. A general brush (45cm) (Photo③)
- D. A brush for stairs (30cm) (Photo④)
JP : Kaidan
- E. A broom brush cleaner (Photo⑤)
JP : Kekaki
- F. A dustpan (Photo⑥)
JP : Bunka Chiritori



- A. For training, put tape on a floor and make a court.
- B. When getting used to use a broom, take off the central tape.

(2) How to hold



- A. Adjust a handle to meet the height of your chin. (Photo①)
- B. Grasp on the upper part of a handle by your left hand and grasp the lower part of it by your right hand. (The distance between both hands should be 30-40cm.) (Photo②)
- C. Hang a thumb on the tip of the handle (Photo③)
- D. When collecting garbage, grasp the lower part of the handle than the middle and hold it under the armpit. (Photo④)

(3) Working procedure



- A. The basis of sweeping is "Osae-baki". Stand at the start spot with a right holding and a right posture.
- B. The angle between a baseboard and a broom should be around 45 degrees.
- ※ A baseboard . . . A wooden board running along the base of an interior pillar / wall.
- ※ Regard a tape as a baseboard in the photo.

- C. Sweep horizontally moving forward along the baseboard.
- D. Sweep from the baseboard side to the position of your left shoulder through the line at your tiptoe while pressing a brush. (In the case of sweeping from the right side.)
- E. Move forward while repeating these motions.

- F. Tap the end of a brush lightly at the ● spot to remove the dust from the broom.
- G. Move forward one step.
- H. Repeat the same movement as above.

- I. If the movement is right, garbage gathers on the straight line of the center.
(While it is not used to, you should put tape on the centerline.)



J. After sweeping the floor of the right half, turn left, face to the other baseboard side and sweep the floor to it.



K. Then turn left again and repeat the same movement as the right half.

L. The angle of the broom to the baseboard is 45 degrees.

M. Sweep straight from right to left just in front of your body.

Tap the end of a brush lightly at the ● spot. (See the left photo.)



N. Gather the garbage from the right and left areas on the straight line of the center and sweep up the garbage from behind.



O. Collect garbage two or three times on the way.

P. At this time, Change the position of the right hand and the left hand to make the garbage collection easier.

※Put a piece of red tape on one side of the brush so as not to change the surface of the brush ends which is touching on the floor.

Q. Sweep the floor while making the red tape of a broom always facing upward. (cf. P29)

(4) Points of working



- A. When sweeping from right to left, grasp an upper part of a handle by the left hand and grasp a lower part by the right hand. (The distance between both hands is 30-40cm). The red tape of a brush should be on the right side. (Photo①)
- B. Change the positions of your hands as the broom is at the same place. (The right hand goes to the upper part and the left hand goes to the lower part. Photo②)
- C. Lift the broom lightly and collect garbage from behind while making the broom rotate half. (Photo③)
- D. In the case of being looked from behind. (Photo④)

※The surface of the brush ends which is touching on the floor can be changed every day to prevent the shape of a brush from changing. For example, if you use the opposite side of red tape today, you will use the side of red tape tomorrow. Remember not to change the surfaces on the same day.

(5) How to take garbage in a dustpan



- A. Take garbage in a dustpan lastly. (Photo①)
- B. Grasp around the middle of the handle by the right hand and hold the upper part of it under the armpit. (Photo②)
- C. Take garbage in the dustpan by putting half the broom into it. (Photo③)
- D. After collecting garbage, remove dust from the brush with a broom brush cleaner. (Photo④)

Point

The work taking garbage in the dustpan should be done at a place with no people.

(6) How to sweep stairs



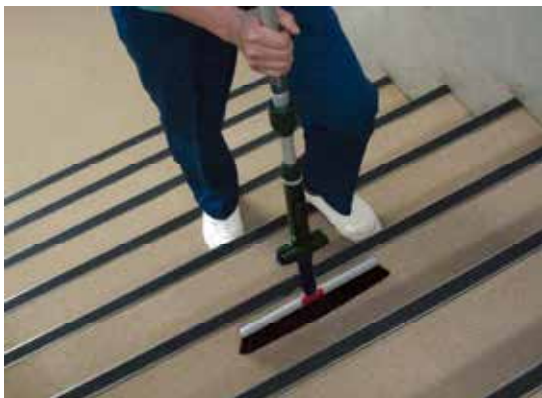
- A. Use a broom (width 30cm) for stairs.
- B. In consideration of a difference in steps, adjust the length of a handle to meet the height of the armpit.
- C. The way of holding a broom is the same as the one for floors. (Grasp an upper part by the left hand and grasp a lower part by the right hand.)
- D. Stand on different steps for safety.
- E. Start from the right.



- F. Sweep from the right to the center.



- G. Change the positions of hands at the center. (Grasp an upper part by the right hand and grasp a lower part by the left hand.)
- H. Sweep from the left to the center.
- I. Collect garbage in the center.



- J. Sweep the garbage in the center to lower steps.
- K. Work calmly not to stir up dust.
- L. Collect garbage at every landing.

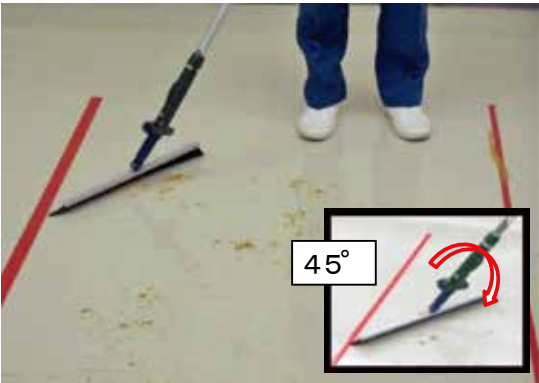
(7) Summary

1) "Osae-baki" JP : Osaebaki (EN:presser sweep)



- A. Do "Osae-baki" not to stir up dust.
- B. When the brush of a broom goes to the left from the position of your left shoulder, it stirs up dust. The sweeping way to stir up dust is called "Hane-baki."

2) Safeguard (against damages)



- A. Do not hit a baseboard or a wall with a broom.
- B. Therefore, make the angle between a baseboard and a broom 45 degrees.

3) Security / Safety



- A. In the case of cleaning stairs, make sure to stand on different steps.
(Do not stand on the same step for security.)
- B. A temporary space to put cleaning tools moves from a landing to another.

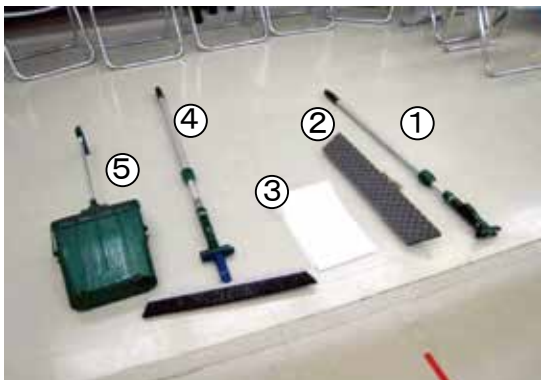
4) Maintenance



- A. After collecting garbage, remove dust from the brush with a broom brush cleaner.

3. How to use a dust cloth JP : Dasutokurosu

(1) Preparation of equipment and tools



- A. A telescopic handle (Photo①)
- B. A holder (A head) (Photo②) Horudā
- C. A cloth (Photo③) Kurosu
- D. A flexible broom (Photo④)
- E. A dustpan (Photo⑤)

(2) How to attach a cloth to a holder



- A. Put a holder on a cloth evenly.



- B. Fold the cloth ends inward and fasten them at the right and left of the holder.

(3) How to hold

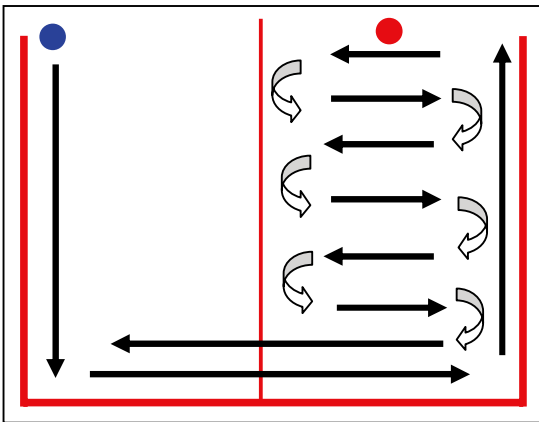


- A. Adjust a handle to meet the height of your eyes.
- B. Grasp the upper part of the handle by the right hand and grasp the lower part of it by the left hand. (The distance between both hands should be 30 - 40cm.)
- C. Hang the right thumb on the tip of the handle.

(4) Working procedure



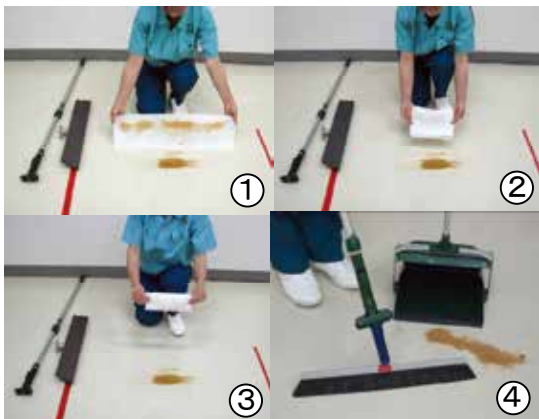
- A. Start in a proper posture and with a fine holding.
- B. Be apart about 1m from a holder.



- C. Start from ● and sweep the baseboard side first.
- D. Then, start from ● and sweep the left half moving like tracing S-shape.
- E. Make a U-turn and sweep the right half moving like the same.



- Refer to the figure in the upper left about working procedure.
- A. First, go around the baseboard side along —
 - B. Sweep at the four corners properly.

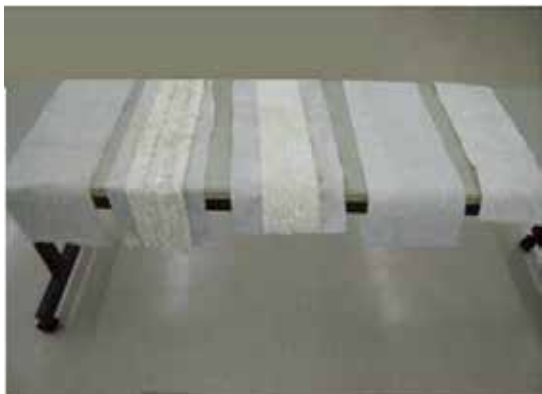


- A. After sweeping, take off the cloth. (Photo①)
- B. Make the cloth surface attached to garbage inward and folds it into 4. Throw it away into a garbage box. (Photo②③)
- C. Take garbage in the dustpan and finish the work. (Photo④)

- Points**
- 1 The work of changing the cloth should be done at a place with no people.
 - 2 Put a telescopic handle on a floor not to disturb anyone.

(5) Summary

1) Kinds of cloth



- A. There are some kinds of cloth; paper, fabric, etc. A paper cloth is reversible and disposable.
- B. A fabric cloth is machine-washable and reusable.



- C. As for holders, there are some kinds in every maker, and how to handle is different, too.

2) Points of the work



- A. Always put a holder in front of you.
- B. Do not walk on garbage.



- C. Make the cloth surface attached to garbage inward and fold it into 4. Throw it away into a garbage box. (photo①)
- D. Take the collected garbage in the dustpan. (photo②)

4. How to use a mop JP : Moppu

(1) Preparation of equipment and tools



A. A telescopic handle for a mop (Photo①)

JP : Moppu shinshukuyou handoru

A fixed handle for a mop (Photo②)

B. A mop head...white (Photo③)

JP : Rāgu

C. A mop wringer (Photo④)

JP : Moppuringā

D. A bucket (Photo⑤)

JP : Baketsu

(2) How to wash / wring a mop head



A. Rinse a mop head at a washing place. (Photo①)

B. There are 3 ways to wring a mop head.

Hang a foot on a handle and wring a mop head by hand. (Photo②)

Wring a mop head with a mop wringer. (Photo③)

Wring a mop head by hand. (Photo④)

Depending on a cleaning place, wring a mop head by an appropriate method.

The work of changing mop heads should be done putting a mop handle on the floor.

(3) How to hold



A. Adjust a telescopic handle to meet the height of your eyes.

B. Grasp an upper part of a handle by the right hand and grasp a lower part of it by the left hand.

(The distance between both hands should be 30 - 40cm.)

C. Hang the right thumb on the tip of the telescopic handle.



D. Stand straight naturally with your legs opening some like the width of the shoulders.

Point

Do not open space too wide between a mop and yourself.

(4) How to wipe with a mop



- A. Move backward little by little while waving the mop to the left and right.
- B. Wave the mop adjusting so that the axis of waving comes to slightly the left from the center of your body.
- C. Wipe straight just in front of tiptoes not to open space too much between the mop and your body.

- D. Move backward with the same speed.
- E. If this speed is fast, space opens too much.
- F. Wipe overlapping.

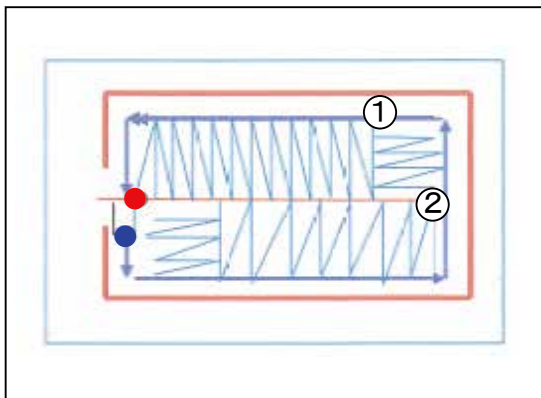
a good example



a bad example



(5) Working procedure



- A. Start from ● and sweep the baseboard side.
- B. When you come to ●, turn to the right and move backward little by little while waving the mop to the left and to the right like the figure on the left. (Move the mop head finely.)
- C. Turn to the right at the point① in the figure on the left and move backward. Turn to the right again at the point② in the figure on the left. Move backward while wiping the right half of the court.



- D. Put a hand on a mop head and wipe at the four corners not to touch the baseboard. (Photo①)
- E. Fold a mop head inward and wipe along the baseboard. (Photo②)

(6) Summary

1) Sorting by color of the mop



Sort mops by color according to where to use and how to use like towels.

〈Example〉

Red…Restroom / Toilet

White…Others

2) Points of the work



A. Fold a mop head inward not to touch the baseboard.

B. Do not step on the place where you wiped.



C. Put a hand on a mop head and wipe thoroughly at the four corners.



D. Put a hand on a mop head and wipe around the feet of chairs or desks.

5. How to clean with a squeegee JP : Uindōsukuijī

(1) Preparation of equipment and tools



- A. A squeegee (Photo①)
- B. A system bucket (Photo②) (An inner basket)
JP : Shisutemu baketsu
- C. A system bucket (A bucket) (Photo③)
- D. 2 white towels (Photo④)
- E. A curing sheet (Photo⑤)

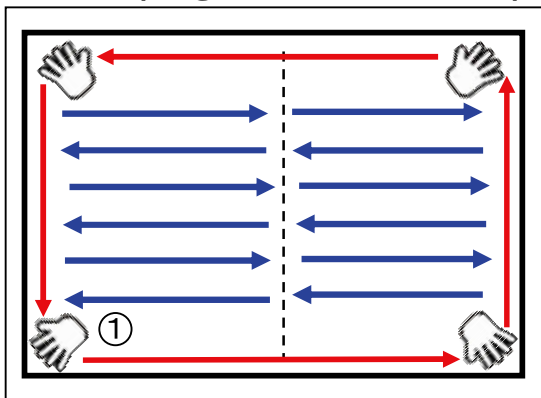
(2) How to hold and how to use



- A. Grasp a grip firmly. (Photo①)
- B. Pull a squeegee down while lowering the left side of it a little. (Photo②)
- C. Pull yourself down together. (Photo③)
- D. Wipe a rubber blade every single movement. (Photo④)

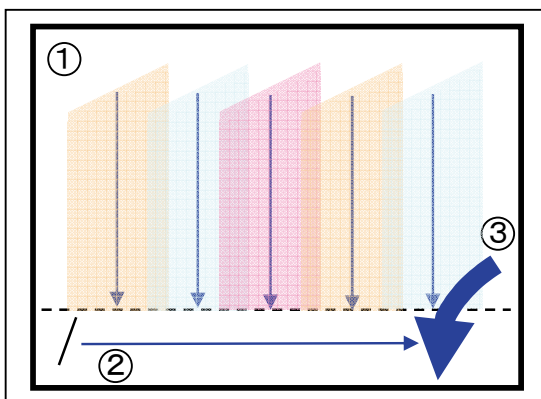
(3) Working procedure

1) Wipe glasses with a damp towel



- A. Start from the point① in the figure on the left. Come back to ① wiping along the red line through the four corners.
- B. At the four corners, use the finger tips to wipe neatly. Refer to the figure on the left.
- C. Change the surfaces of the towel and wipe along the blue line starting from the upper left.

2) How to use a squeegee



- A. Start from the point① in the figure on the left and leave some part below approximately 20cm from the bottom frame.
- B. Wipe the bottom part horizontally and leave the right corner within approximately 20cm radius from the corner point. (Figure②)
- C. Finally wipe the rest part like a fan shape. (Figure③)

(4) Summary

1) Points of the work (Wiping with a damp cloth)



- A. Wring a towel loosely.
- B. Put aside a system bucket not to disturb anyone.



- C. Wipe the four corners neatly.



- D. After wiping the four corners, change the surfaces of the towel.



- E. Wipe the whole evenly half by half.

2) Points of the work (How to use a squeegee)



A. Grasp a holder firmly so that a power can be conveyed equally.



B. Pull a squeegee down while lowering the left side of it a little.
(To prevent dirty water from spreading.)



C. Pull yourself down together.
(Not to change the angle between a squeegee and a glass surface.)



D. Wipe a rubber blade every single movement.
(To prevent dirty water from adhering on a glass again.)

6. How to clean with a vacuum cleaner

(1) Preparation of equipment and tools



- A. An upright type (Photo①)
JP : Appuraito gata
- B. A pot type (Photo②)
JP : Potto gata
- C. A hose (Photo③)
JP : Hōsu
- D. A wand₁, A nozzle₂ (Photo④)
1 JP : Wondo
2 JP : Nozuru



(2) Working procedure



- A. Confirm that there is no damage of the cord by hand.
- B. Set a current breaker.
- C. Plug in.



- D. Turn on the vacuum cleaner.
- E. Put your hand on the nozzle and confirm the absorption.



- F. Vacuum the floor while holding the hose● and the wand● with both hands.
- G. Keep a natural posture.

(3) Summary

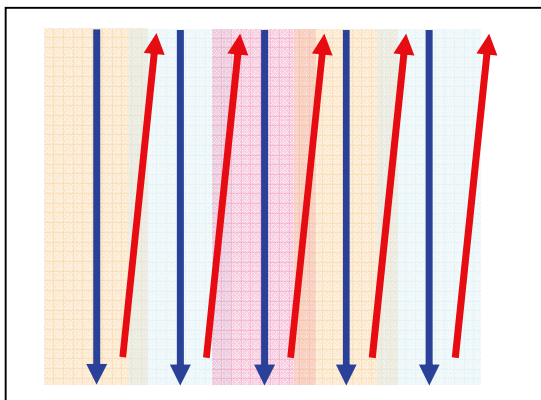
1) Points of the work



[Upright type]
A. Keep a natural posture.
B. Hold a cord with the left hand



[Pot type]
A. Keep a natural posture.
B. Hold a wand with the both hands.



A. Repeat the motion pulling and pushing.
B. Vacuum overlapping little by little
C. Do not leave a space undone.



D. Hold the body of the vacuum cleaner by hand when you move during work.



- E. When disconnecting the plug, do not pull the cord. (Photo①; a bad example)
- F. Hold the main body of the plug and pull it out. (Photo②; a good example)



- G. When moving, do not pull a hose. (Photo①; a bad example)
- (Photo②; a good example)



- H. Turn slowly and widely at a corner. (Photo①; a bad example)
- (Photo②; a good example)

2) How to throw away garbage



- A. When garbage fills around two-thirds of the paper bag, replace it.

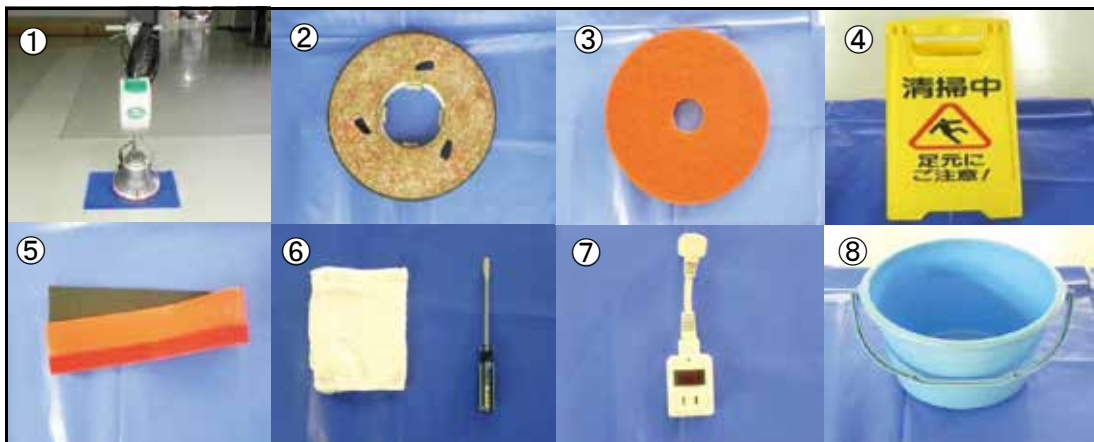
POINT

Since the suction part is dirty, wipe it with detergents.

7. How to operate a floor polisher machine

JP : Porisshā

(1) Preparation of equipment and tools



- | | |
|---|---|
| A. A floor polisher machine (Photo①) | E. A scattering-resistant cover (Photo⑤)
JP: Hisan boushi kabā |
| B. A pad holder (Photo②)
JP: Pattodai | F. A wet towel · A slotted screwdriver (Photo⑥) |
| C. A pad (Photo③)
JP : Patto | G. A current breaker (Photo⑦) |
| D. A signboard indicating "Cleaning in Progress" (Photo④)
JP : Seisou sagyou hyoujiban | H. A bucket (Photo⑧) |

(2) Parts of a floor polisher machine

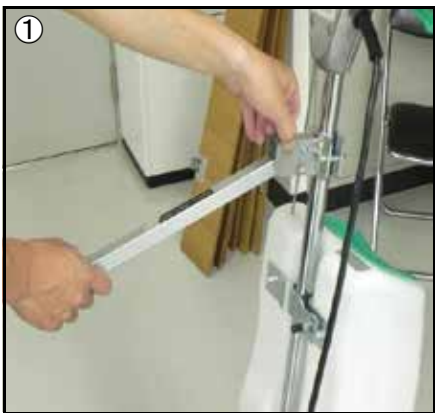


- | | |
|--|--|
| A. A scattering-prevention cover (Photo①) | E. A pad / A pad holder (Photo⑤) |
| B. A tank (Photo②) | F. A cock (Photo⑥) |
| C. A right lever (Photo③)
※ A pad turns when you grasp the right lever. | G. A pedal (Photo⑦) |
| D. A handle (Photo④) | H. A stand (Photo⑧) |
| | I. A left lever (Photo⑨)
※ Detergents come out of the tank when you grasp the left lever. |

(3) Preparations before work



A. Untie the cord of the polisher and put the cord near a backward outlet.



B. Pull up the stand while pushing the stopper button of it with both fingers.



C. Step on the wheel and place the polisher on the floor.



D. Set a current breaker and plug in.

POINT

Hold the body of the plug by all means.

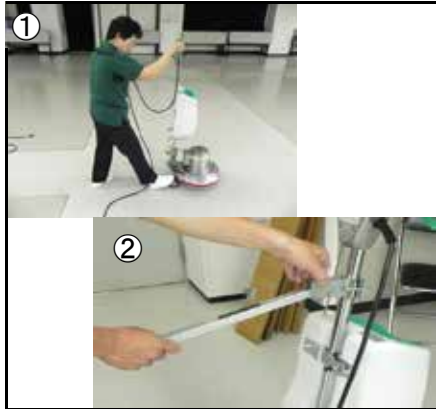


E. A pad turns when you grasp the right lever. Confirm the operation with eyes and ears. (Photo①②)



F. Put a pad on the pad holder and put it to the floor polisher machine. (Photo①②)

POINT
Fit the concave side of the pad holder and the convex surface of the polisher machine together, and thrust the pad holder counterclockwise.



G. Pull up the polisher to stand straight stepping on the wheel of it. (Photo①)
H. Return the stand to the original position pushing its stopper button. (Photo②)



I. Attach the scattering-prevention cover.

POINT
Attach the scattering-prevention cover horizontally approximately 1cm above the floor not to touch the floor surface.

(4) Working procedure



A. Adjust the position of the handle pushing the pedal and pull up the wheel by hand.



B. While working, hold the handle by both hands with over grips.



C. The pad turns when you grasp the right lever. Keep the pad horizontally and maintain the rotation on the spot. (Photo①②)

POINT

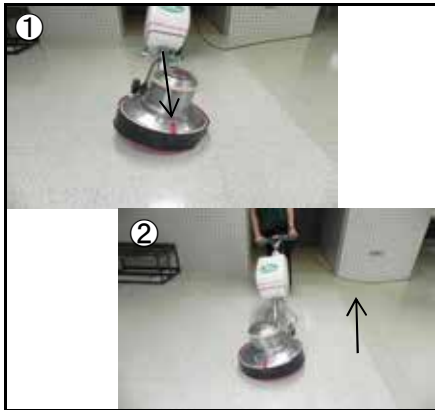
For beginners' training, it is better to hold the grip of the polisher body. (Photo②)



D. When the handle is lowered, the polisher moves parallel toward the left. And, when the handle is raised, the polisher moves parallel toward the right.

POINT

Since the polisher moves from side to side by centrifugal force, it greatly moves when you raise or lower the handle intensely.

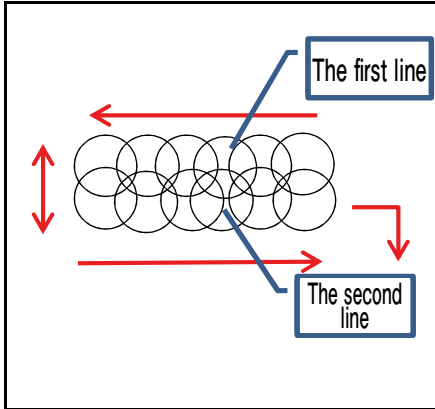


E. As for the polisher movement forward and backward. When the handle is inclined to the left, the polisher moves forward. When the handle is inclined to the right, the polisher moves backward. (Photo①②)

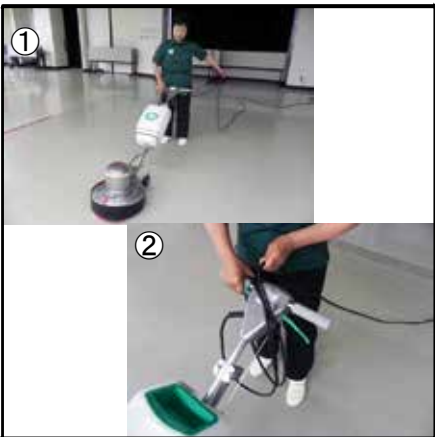


F. By the wall, the polisher moves from the right to the left.

POINT
 Since the pat turns counterclockwise, a detergent gets inward when the polisher is moved from the right to the left. As a result, it works not to become a wall and a baseboard dirty.



G. Move the polisher parallel from the right to the left so that the pad trails make a horizontal straight line.
 H. Move the polisher so that the pad trail on the second row overlaps several centimeters with the one on the first row.



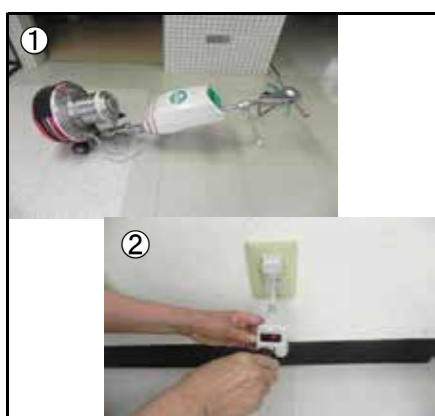
I. Handle or wind up the cord during work for the safety. (Photo①②)

POINT
 1 When you move to the left, handle the cord. When the cord remains behind, manually wind it up.
 2 Wind up the cord so that you can hand it from over the handle to the right hand.

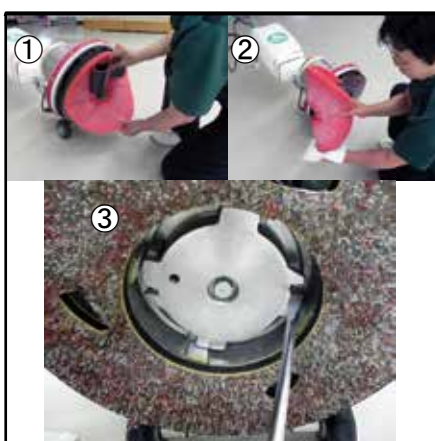


- J. Lift the polisher forward and pull down the wheel. (Photo①)
- K. Pull up the polisher to stand straight stepping on the wheel of it. (Photo②)

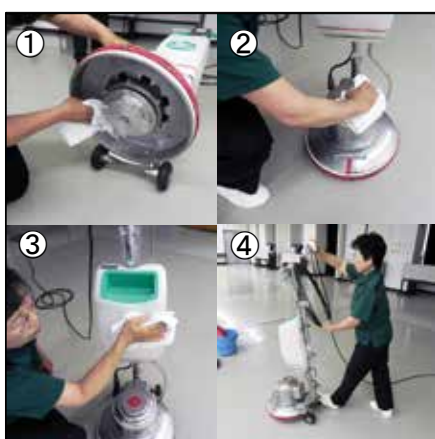
(5) Putting the polisher away and maintaining it



- A. Put up the stand. Stepping on the wheel, lay down the polisher. (Photo①)
- B. Pull out the plug of the polisher holding the plug body. (Photo②)



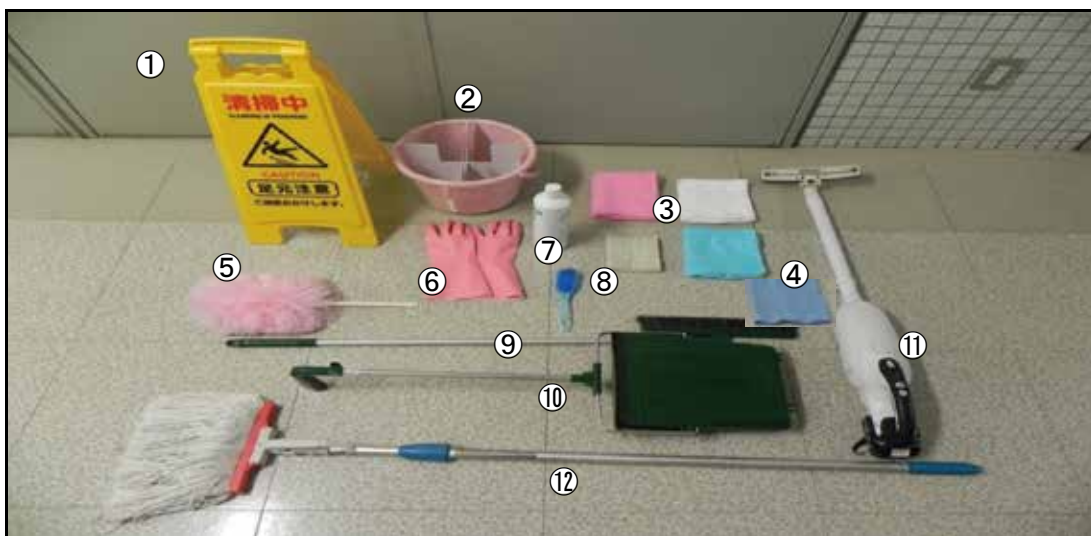
- C. Remove the scattering-prevention cover and take off the pad. (Photo①)
- D. When the pad gets wet, put it into a bucket while applying a towel to the pad. (Photo②)
- E. When the pad holder is detached, insert a slotted screwdriver in the depths of the hole and lift it using the principle of the lever. It easily comes off. (Photo③)



- F. For the maintenance of a polisher, wipe off well the inside and the outside of the polisher, the tank and the cord with wet towels. (Photo①~④)

8. How to clean restrooms JP : Toire

(1) Preparation of equipment and tools



- | | |
|---|---|
| <p>A. A signboard indicating “Cleaning in Progress” (Photo①)</p> <p>B. A bucket (Photo②)</p> <p>C. Towels (pink₁ / white₂ / blue₃) (Photo③)
 <small>1 JP : Pinku
 2 JP : Shiro
 3 JP : Ao</small></p> <p>D. A glass-cloth (Photo④)</p> <p>E. A handy duster (Photo⑤)</p> <p>F. Rubber gloves (pink) (Photo⑥)</p> | <p>G. Neutral detergents (Photo⑦)</p> <p>H. A white pad, Brushes (Photo⑧)</p> <p>I. A flexible broom (Photo⑨)</p> <p>J. A dustpan (Photo⑩)</p> <p>L. A cordless vacuum cleaner (Photo⑪)</p> <p>M. A mop (Photo⑫)</p> <p>※In addition, prepare rubber gloves (purple).</p> |
|---|---|

(2) Preparations before work and the cleaning method of the restroom



- A. Put a signboard indicating “Cleaning in Progress” in front of the restroom and prepare equipment, tools and materials.

POINT

When the equipment, tools and materials are carried, use a cleaning cart to make it smooth.



B. Remove dust with a handy duster.



C. Fold an edge of the toilet paper into a triangle.



D. Collect garbage of a sanitary container and a trash box after putting on rubber gloves (pink).



E. Clean the floor with a flexible broom or a cordless vacuum cleaner.
 (Photo① A flexible broom)
 (Photo② A cordless vacuum cleaner)

(3) Cleaning of a washstand



A. Refill liquid soap into the soap tank.



B. After putting on rubber gloves (purple), put a detergent on the white pad.



C. Wash a faucet, a washbasin, and a sink drain with a white pad, and rinse them with water.



D. After wiping a washbasin and around a faucet with a damp towel (white), wipe them with a dry towel (blue) again.

※The following, use differently the two towels except the toilets ; a damp towel (white) / a dry towel(blue).



E. Wipe the mirror with a glass cloth wringed firmly.

POINT

When a glass cloth is not used, wipe with a damp cloth and wipe again with a dry cloth.



F. Wipe a trap (pipe) under a sink with a damp cloth and wipe again with a dry cloth.

(4) Cleaning of the toilet



A. After putting on rubber gloves (pink), put a detergent on the white pad.



B. Wash a toilet bowl. (Photo①~④)



C. In the case of an advanced toilet seat, pull out a nozzle and wash it.



D. Wring a damp towel (pink) firmly and wipe the front and the back sides of the toilet seat with a damp towel.

※The following, use the two towels (pink) for cleaning the toilet.
One is for a damp cloth, and another is for a dry cloth.



E. Wipe the front and the back sides of the toilet seat with a damp towel (pink). (Photo①②)



F. Wipe the front and the back sides of the toilet with a damp towel (pink). (Photo①②)

G. Wipe those parts wiped with a damp towel as above with a dry towel (pink) again at the end.

(5) Cleaning of an urinal



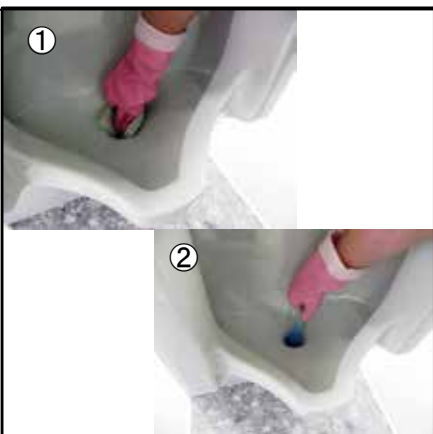
A. In the case of the toilet with a sensor, cover the sensor with towels so that a sensor does not work during cleaning.



B. After putting on gloves (pink), remove a perforated plate and put it in the bucket which you poured water.



C. Put a detergent on the white pad. Wash the inside of the urinal from the top to the bottom.



D. Wash a sink drain with a white pad or a brush. (Photo ①②)



E. Wash a perforated plate with a white pad.



F. Wipe the top surface of the urinal with a damp towel (pink).



G. Wipe the sides of the urinal with a damp towel (pink).



H. Wipe the bottom of the urinal with a damp towel (pink).

I. Wipe those parts wiped with a damp towel as above with a dry towel (pink) again at the end.

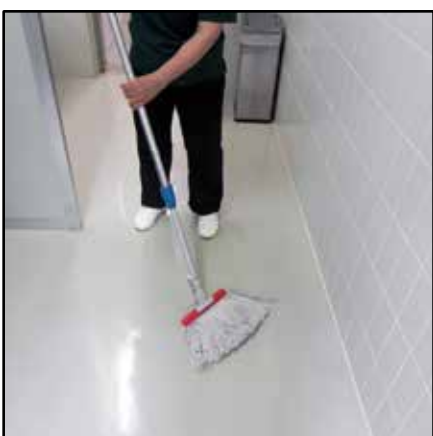
(6) Cleaning of a metal part, a shelf, a partition and a door



A. Wipe a metal part with a dry towel (blue).
(Photo①②)



B. Wipe a partition and a door with a damp towel (white) and wipe them with a dry towel (blue) again. (Photo①②)



C. Wipe on the floor with a damp mop wringed firmly. At the end wipe on the floor with a dry mop.

POINT

Do not forget to wipe under a sanitary container or a trash box with a mop.

9. Way to carry cleaning tools and equipment safely

(1) Bucket



(2) Flexible broom



(3) Mop



(4) Squeegee



(5) Pot type vacuum cleaner



(6) Upright type vacuum cleaner



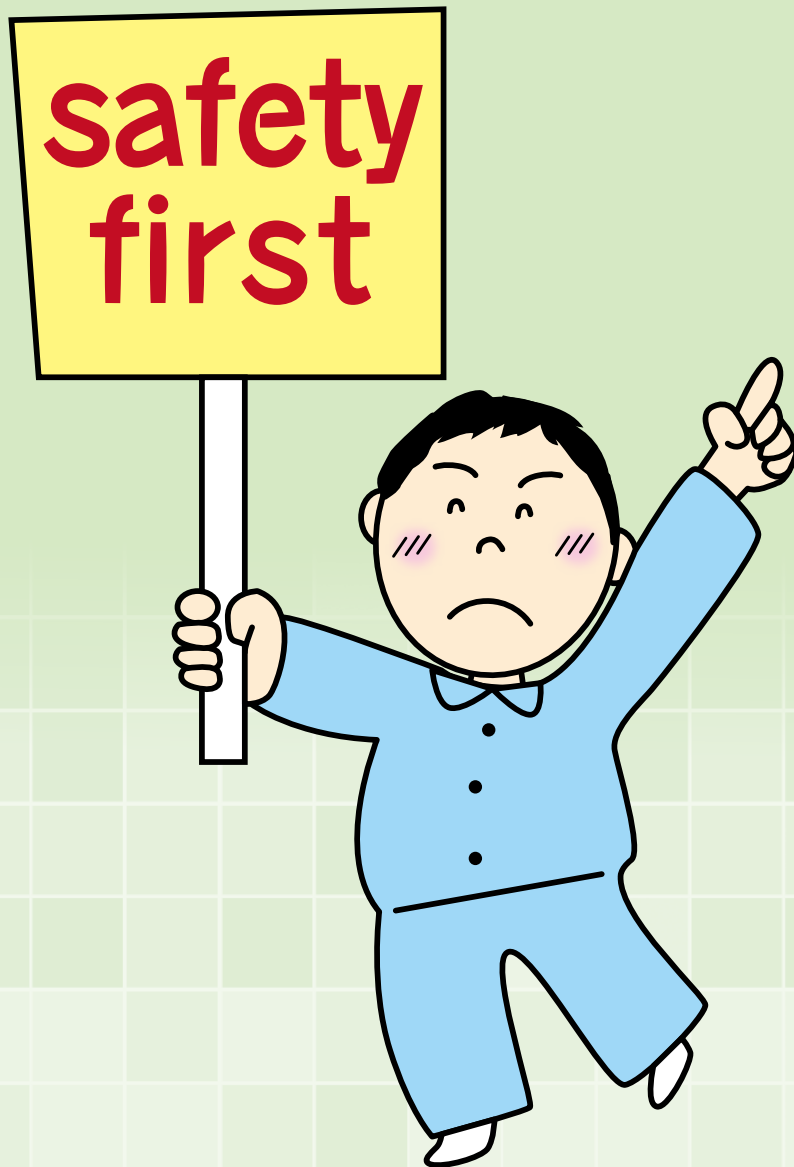
(7) Cleaning cart



(8) Collector



Chapter 3 Safety and hygiene at cleaning work



1. Safety and hygiene at cleaning work

Cleaning, facility management, and the guard are the main duties of the building maintenance business. The number of workers in this business has been increasing since 1989. Most of the business disasters that needs to take 4days off and longer occur during cleaning work. Considering this fact, it is an important issue to reduce business disasters in the cleaning work.

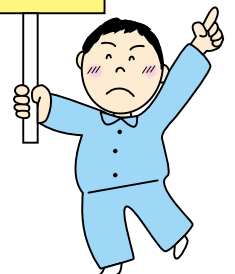
There are some characteristic features such that many workers are middle-aged people, and most of them are women. Also, about 70% of the business disasters that needs to take 4days off and longer happened to the workers of 50 ysears old and over. 40% of the business disasters are turnover accidents and 20% of them are fall accidents. This tendency almost has not changed since the time we started to take the statistics. It means that the same types of business disasters have been taking place.

(1) To ensure safety

The most important thing in accomplishing cleaning work smoothly is "to ensure safety". If someone had an accident, not only he /she who got hurt is unhappy, but also it causes coworkers a trouble.

<p>① Operating manual</p> <ul style="list-style-type: none"> ●The manual is the collection of the past experience. ●Carry out according to the manual faithfully. 	<p>② Finding out anything unusual.</p> <ul style="list-style-type: none"> ●Report it to a person in charge. ●Make a move following by the instructions of the person in charge. ●Deal with a problem immediately in case of emergency. 	<p>③ Group work</p> <ul style="list-style-type: none"> ● Confirm the positions and the situations of group members at the group work. ● Communicate with each other. ● Protect against <u>a danger</u> that would happen. <p>JP : Kiken</p>
<p>④ Waste disposal & Arrangement</p> <ul style="list-style-type: none"> ●Equipment and tools ●How to load goods ●The disposal of discarded articles 	<p>⑤ Maintenance check for equipment, tools and materials</p> <ul style="list-style-type: none"> ● The deficiency of equipment, tools and materials leads to a drop of work efficiency and an occurrence of a danger. ● Check equipment, tools and materials before and after the use. 	<p>⑥ Activity for cognizing dangers in advance tools and materials</p> <ul style="list-style-type: none"> ●Discuss about the ensuring safety by all members of the workplace. ●Positively participate in the activity for cognizing dangers in advance and deepen the knowledge of the danger prevention.

safety first



2. Cleaning standard inside buildings

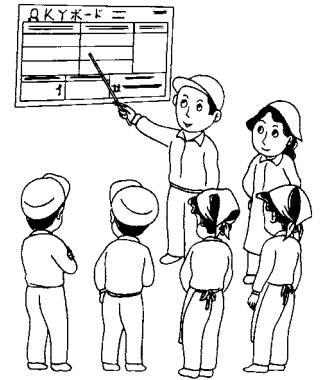
The cleaning inside buildings is divided into 3 categories such as daily cleaning, regular cleaning and indoor high place cleaning.

The office building is divided into 3 areas such as a public area, an exclusive area and an area for management.

There are some characteristics in every working contents and working places. The points of attention needed to proceed with work smoothly are as follows.

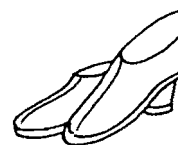
(1) Confirmation before the work

- ① Check the health conditions of workers.
- ② Make sure that workers understand work contents.
- ③ Make sure that workers understand working procedures.
- ④ Check whether the work clothes is good enough or not.
 - a. Wear the work clothes, the work shoes, the safety helmet, the triangular piece of cloth and so on that are specified.
 - b. Wear the work clothes that are the right size to move easily.
 - c. Wear the work clothes without a tear or a rip.
 - d. Always wear clean work clothes.
 - e. Put on a pair of work shoes properly. Slipping on work shoes is prohibited.
 - f. Wear small goods such as knives according to the rules.
- ⑤ Confirm that workers do some light exercise before starting working.



(2) Preparation before working

- ① Do waste disposal & arrangement for the necessary articles at a workshop. Put away the things are unnecessary for work.
 - a. Put away the things that are unnecessary for work.
 - b. Do disposing & arrangement for the necessary articles not to become a cause of a stumble and a fall.
- ② Prepare necessary equipment and tools. ((P62, cf. Checklist for safety management and hygiene control)
 - a. Prepare the required number of necessary equipment and tools.
 - b. Prepare equipment and tools inspected and maintained in good condition.
- ③ Prepare necessary materials and supplies.
- ④ Prepare necessary protective tools for safety.
 - a. For washing a surface of a floor, prepare a non-slip shoe cover or a pair of shoes which is not slippery.
 - b. For cleaning a high place, prepare a helmet.
 - c. In the case of using a detergent, prepare a pair of protective gloves.
 - d. For working at a place with much dust, prepare masks for protection against fine dust.



Non-slip shoe covers

(3) The work of cleaning floors

- ① When cleaning floors, display a signboard "No Entry" and fasten a safety rope to distinguish a restricted area.
- ② When cleaning an elevator hall, arrange a guard and carry out in the time zone no one use it.
- ③ When washing passages and corridors with many people passing by, wash them half by half. Display a signboard "No Entry" and fasten a safety rope to distinguish a restricted area. Secure a passage for people passing by and arrange a guard.
- ④ Put a non-slip shoe cover or a pair of shoes which is not slippery.
- ⑤ Do not run during work by all means.
- ⑥ Do not put a hand in a pocket when you move during work.
- ⑦ When transporting a large thing or a heavy thing such as a desk and a chair, do not try to carry them by yourself. Do it with some people.
- ⑧ Handle equipment, tools and protectors safely and properly.



Safety rope



Signboard "No Entry."



(4) A public area

- ① When cleaning a passage, a corridor and a restroom, display signboards indicating such as "Cleaning in Progress" or "No Entry" and pay attention to users and people passing by.
- ② Watch your steps and do not run while walking.
- ③ Put cleaning tools in the specified area during work on a corridor or stairs.
- ④ Be careful not to bump into a passerby at a doorway or a corner while shifting.
- ⑤ Wipe the floor of the place that is easy to get wet such as a restroom, a washroom, a water boiler room carefully and prevent a user from falling down.
- ⑥ When sweeping or wiping stairs, move step by step not to slip on them.
- ⑦ Do not hurry and do not hold things in both hands when you go up and down stairs
- ⑧ Do not use an escalator being out of operation as a substitute for stairs.
- ⑨ At the time of opening and shutting a door or a window, be careful not to shut a hand, a finger or a foot, and not to squash them.
- ⑩ Use specific tools for groove cleaning at an entrance door, an elevator door or an escalator. Be careful not to injure a hand or a finger.

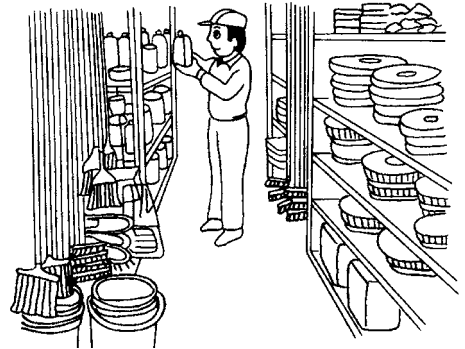


(5) An exclusive area

- ① Be careful when walking and do not run.
- ② At the time of opening and shutting a door or a window, be careful not to shut a hand, a finger or a foot, and not to squash them.
- ③ When working while moving an article, do not work with an awkward or unnatural posture.
- ④ Handle large chairs in places such as an executive room, a drawing room, a meeting room, with some people carefully.
- ⑤ When working in a small room, be careful not to strike the corners of a desk or anything.
- ⑥ When collecting garbage, be careful not to stumble or not to slip.
- ⑦ When carrying a large garbage bag or a heavy article, do it with some people.
- ⑧ Do not mix the cigarette butts with other garbage. Collect the cigarette butts with a metallic container by all means.

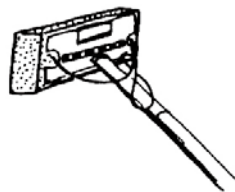
(6) The area for management

- ① In case that floors are slippery with oil or something, work carefully.
- ② In case that in a place like a locker room, suddenly an unlocked locker opens or something on a locker drops, work carefully after making sure that everything is ok.
- ③ Be careful not to hit cleaning equipment and tools in a warehouse. (Waste disposal & Arrangement)
- ④ In a warehouse, light up properly not to interfere with work.
- ⑤ Since backstairs and back passages area are narrow, do not run or do not hurry going up and down stairs.

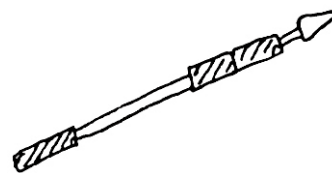


(7) Indoor high place cleaning

Do not use a ladder in the high place cleaning work basically. Use a wiper for high places or a telescopic pole.



Wiper for high places



Telescopic pole

Checklist for safety management and hygiene control (Example)

<Cleaning administrative operation>

Company name	Office name	Inspector name
Site supervisor name	The number of workers	workers (Regular worker workers, Part-time worker workers)

Categories	No.	Check items	Evaluations			Comments
			1	2	3	
Whole matters	1	Is the work standards established? Is it understood by workers?				
	2	Is the on-site safety & hygiene system clear?				
	3	Is a plan of operation made considering for safety?				
	4	Is the work instructions provided? Is it prepared to be seen at any time?				
	5	Is the instructions of a company communicated to all the members successfully?				
	6	Is there a communication network in an emergency?				
	7	Is an education for safety and hygiene control carried out? Is the record kept?				
Clothes · Health	1	Is a designated uniform worn?				
	2	Is the clothes neat and clean?				
	3	Is a nametag put on?				
	4	Are the shoes suitable for work worn and taken care of well?				
	5	Is the health conditions of workers checked every day?				
Contents of work	1	Is a work carried out according to the work plan considering for safety?				
	2	Are the daily records of work and the various reports written down correctly and are they reported surely?				
	3	Is the communication well with an owner?				
	4	Is the safety equipment prepared such as a signboard indicating "Cleaning in Progress", a non-slip shoe cover, etc.?				
	5	Is the keys administered carefully enough?				
	6	At the time of collecting garbage, are the safety and the disaster damage prevention thought about carefully enough?				
	7	Is it considered not to have the same accident again?				
	8	Is the accident report kept?				
A waiting room	1	Are things on a desk and equipment arranged well?				
	2	Are working clothes and private clothes arranged well?				
	3	Are work shoes and a closet arranged well?				
	4	Is the handling of fire paid close attention to?				
	5	Is the waiting room clean?				
	6	Is a first-aid kit installed?				
Equipment and material storage	1	Is the maintenance situation of a polisher and a vacuum cleaner good?				
	2	Is the care for mops and brooms good?				
	3	Is materials such as wax and detergents arranged well to be able to use them immediately?				
	4	Do equipment and materials have the label on?				
	5	Is there a label of the purpose of use on a tool such as a mop or a bucket?				
	6	Is the material storage arranged well?				
	7	Is the management ledger of equipment filled out, and is it kept?				
	8	Is the maintenance record of machinery filled out, and is it kept?				
	9	Are equipment and materials ready for each work?				

※ 1 : Yes (Good) 2 :Partly Yes (So-so) 3 : No (Bad)

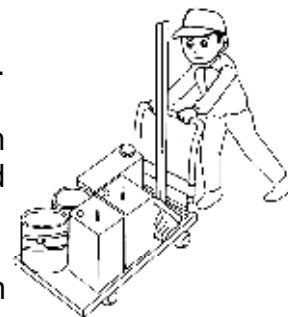
3. Standard of carrying task

The cleaning work so often has the task to carry things. Since the transportation is carried out as the simple work that anyone can do easily, many on-the-job accidents occur.

The instructions to prevent the on-the-job accidents such as a strained back are as follows.

(1) Case by a human power

- ① Think to secure a safe passage without an obstacle, and to carry the shortest way as horizontally as possible.
- ② Do not put too much confidence in your own physical strength. Heavy goods or a bulky baggage should be carried separately.
- ③ When lifting baggage, approach to it and kneel down. Hold it with both hands and stand up straight stretching out your legs and your back.
- ④ Do not carry baggage while facing backwards or to the side.
- ⑤ Communicate with coworkers during transportation not to crash into another person.
- ⑥ As for small articles, carry them after putting in containers.
- ⑦ Take down baggage quietly and slowly. Do not throw it.
- ⑧ Pile up baggage firmly so as not to fall down or collapse.



A man 18 years or older	Generally less than 40% of his weight
A woman 18 years or older	About 60% of men
When handling something heavier than the weight mentioned above, carry it with two or more people. In this case, try to make even the load on each person.	

(cf. Tokyo Labour Bureau : Newspaper "Prevention of low back pain".)

(2) In the case of heavy goods or a large load

- ① It is said that the weight of the baggage which a worker alone can handle by human power is up to around 20kg as a guide. When handling heavy goods or a large load heavier than 20kg, carry it with two or more people. (Subdivide the baggage if possible.)
- ② Make the transportation route tidy and clean before the work starts. Remove the obstacle.
- ③ Use a dolly to reduce the physical burden as much as possible.
- ④ At the time of carrying with two or more people, decide a leader beforehand.
- ⑤ Try to make a perfect pair in a collaborative work. Decide signals beforehand, and work while communicating with each other.
- ⑥ Use elevators instead of stairs in principal.
- ⑦ In the case of joint transportation, make a team with the people who have about the same physical strength and height to put the weight on workers equally.
- ⑧ When taking down a heavy thing from a shoulder, ask other people for help.
- ⑨ When carrying heavy goods, do not perform transportations in the same area at the same time.
- ⑩ When carrying heavy goods, take a measure not to enter in the working area.



(3) Case by a dolly

- ① Pile up baggage on a dolly according to the decided loading capacity and the decided stacking height.
- ② Load a heavy baggage first, then pile up a lighter one next. Load with a stable stacking pattern.
- ③ Pay attention not to load baggage on one side.
- ④ When loading the article which is easy to fall down or to roll, use a prop or a pad to support or protect.
- ⑤ When moving a dolly, give people around a previous notice.
- ⑥ Operate a dolly to push forward.
- ⑦ When loading and unloading, stop the dolly securely and use a wheel stopper.
- ⑧ In the case of carrying by unicycle which is easy to lose a balance, let an experienced person do it.

4. Safety standard of materials

Most of detergent, floor maintenance agent and drugs to use for cleaning are safe. However, there is a harmful one among them if you handle it in faulty way.

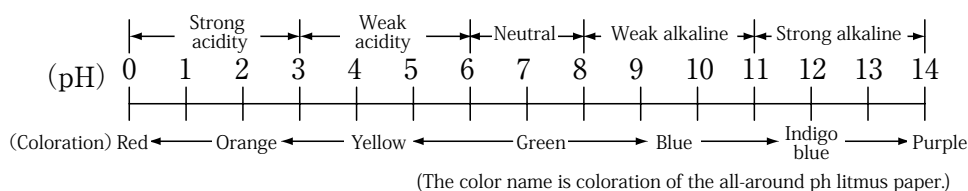
Particularly, from the standpoint of the safety & hygiene, the materials you must be careful about are something like a strong alkaline detergent, a strong acid detergent and a solvent, etc.

Do waste disposal & arrangement for the necessary articles completely in a daily basis, and obey the instructions of the person in charge by all means when using.

General precautions are as follows.

(1) General precaution

- ① Do not use a strong acid / alkaline detergent, a solvent, and a disinfectant without the permission of a person in charge
- ② When handling a detergent, confirm a pH value.



- ③ Since it may cause a danger, do not mix the different kinds of detergents or drugs with no reason.
- ④ Never mix an acid detergent (a detergent for lavatory, a detergent for bathtub cleaning) with a chlorine detergent (a bleaching agent, a mold removing agent).
- ⑤ When subdividing a detergent, specify the kind and the name of it on the container by all means.
- ⑥ When using a detergent or a solvent, wear long protective gloves.
- ⑦ When the provided detergents or drugs get into the eyes, wash away immediately with plenty of water. See a medical specialist if necessary.
- ⑧ When using a solvent, open windows to ventilate a room and be careful to keep away from fire.
- ⑨ Provide SDS by all means.
(SDS : Safety Data Sheet)



(2) Cautions for handling organic solvent

In regards to the organic solvent, be careful about the points as follows.

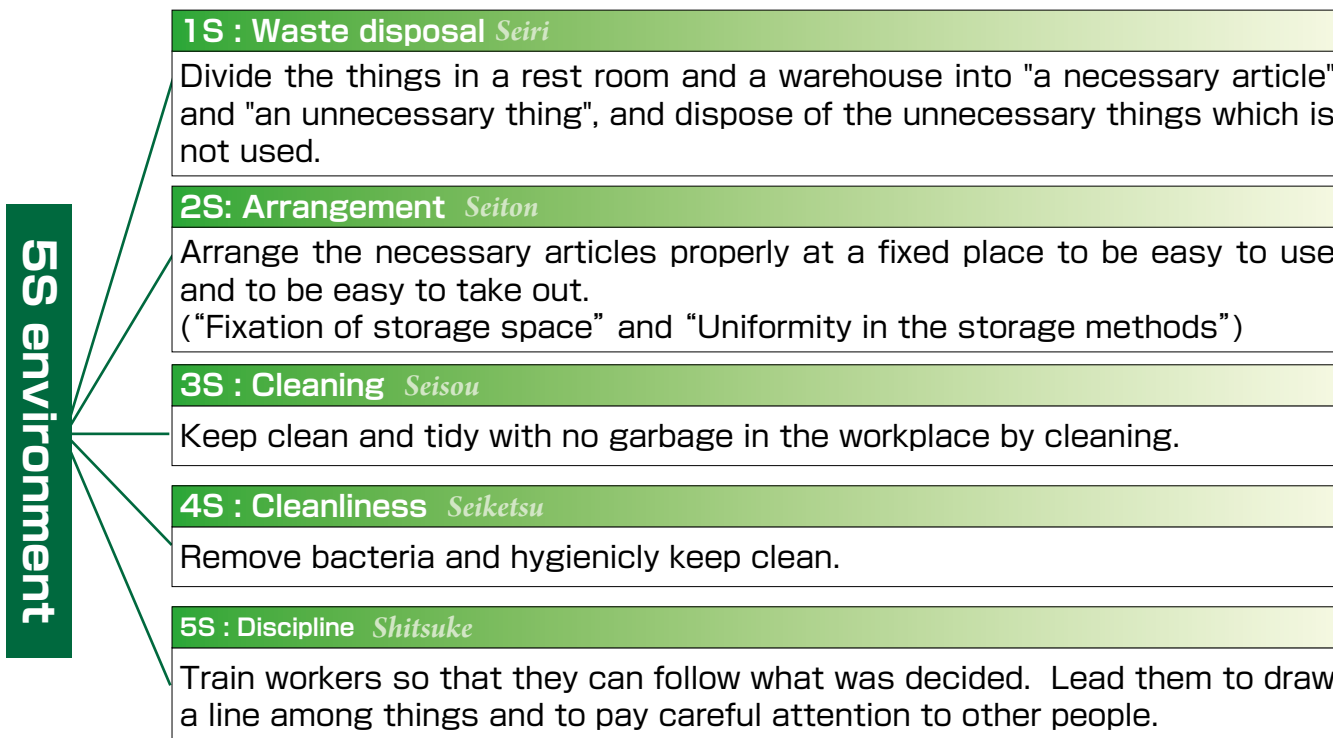
- ① In case of spilling a solvent, wipe it off immediately.
- ② After use, close the container lid immediately.
- ③ Do not wash hands with a solvent.
- ④ Operate a ventilating device at the time of handling a solvent by all means.
- ⑤ Do not put equipment disturbing the function of a ventilating device.
- ⑥ Do not handle a solvent near fire.
- ⑦ Use the decided protection by all means.

(3) Hazardous substance of detergent ingredients

Hazardous substance	Usage		Main health disorders
① Hydrogen chloride	Acid detergent	Liquid detergent for restrooms, toilets, etc.	Dermatopathy Inflammation of the mucous membrane Pulmonary disorders by the inhalation
② Sulfuric acid			
③ Sodium hydroxide	Alkaline detergent	Liquid detergent for bathtubs, windows, ventilators, pipes for drainage, etc.	Dermatopathy Inflammation of the mucous membrane
④ Potassium hydroxide			

(4) Creation of the 5S environment with comfort and safety

The duty of workers is to create a comfortable and safe environment for visitors using the building through cleaning work.











(5) Hygiene of workers








In regards to the hygiene management, be careful about several things as follows.









In summer, periodical break and hydration during work are necessary because temperature rises and workers tend to sweat heavily. In addition, you must be careful about food poisoning too.

On the other hand, because a cold is going around in winter, it is important to encourage workers to "gargle" and "wash hands".

〈Reference materials 1〉 Equipment and tools for cleaning

<p><u>A towel</u> JP : Taoru</p>	<p>A towel is made of loop-formed textile fabrics. That is why a towel has higher water absorption and better performance to take out dirt than a Japanese towel made of plain fabrics. If you fold and use a towel properly, you can use clean surfaces several times for each one. On the other hand, a former dustcloth is inefficient because it easily comes to saturate with water and dirt and can perform only twice such as the front and back surfaces.</p>	
<p><u>A bucket</u></p>	<p>A round shaped container made of plastic whose capacity is 8L-18L is used mainly. The purposes of use are not only that you pour the liquids such as water or detergents, but also that you carry small things or gather up dirty things. There are various types of buckets. A metal bucket is suitable for throwing away cigarette butts and a square plastic bucket is made considering workability.</p>	
<p><u>A flexible broom</u> JP : Jizaibouki</p>	<p>A broom that its head brush is thin. The junction with the handle moves flexibly. Because you can sweep as stroking a floor, there is few floating dust. Since the angle with a brush and the handle changes freely, it is convenient to sweep under the desk.</p>	
<p><u>A telescopic handle</u> JP : Shinshukuyou handoru</p>	<p>The length of the handle can be changed flexibly according to a user's height. Since you can press the tip of the handle by thumb, you can keep basic posture.</p>	
<p><u>A general brush (45cm)</u></p>	<p>It is used for sweeping a large floor. There are other sizes, 60cm and 90cm, too.</p>	
<p><u>A brush for stairs (30cm)</u></p>	<p>It is a broom which the length of a brush matches a tread in stairs for safety and workability.</p>	
<p><u>A broom brush cleaner</u> JP : Kekaki</p>	<p>It is a brush cleaner for scraping out fluff and lint from tips of a brush.</p>	
<p><u>A dustpan</u> JP : Bunka chiritori</p>	<p>It is a dustpan with a metal cover. The handle and the cover are connected. The cover closes if you lift the main body with a handle, and the cover opens if you put the main body on the floor. Many dustpans are made of plastic not to make noise during work.</p>	

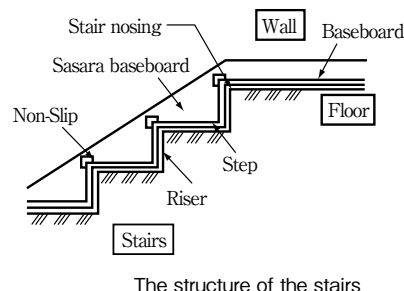
<p><u>A holder (A head)</u> JP : Horudā</p>	<p>A board to wipe the floor pushing after setting a cloth on it. The cloth is removed easily.</p>	
<p><u>A dustcloth</u></p>	<p>A cloth made of disposable nonwoven fabric (extra-fine chemical fiber). Dust can be caught between the fibers of the nonwoven fabric and eliminated.</p>	
<p><u>A fixing handle of a mop (a T-shaped mop)</u> Moppu kotei handoru</p>	<p>A whole form of this is T-shaped which looks simple and is tough. Therefore, this is used widely now.</p>	
<p><u>A telescopic handle for a mop</u> JP : Moppu shinshukuyou handoru</p>	<p>It is a mop with a telescopic handle. Several mop heads are needed to prepare according to work area. However only 1 handle is used, so it is efficient and fitted for safety work.</p>	
<p><u>A mop wringer</u> JP : Moppuringā</p>	<p>This is called "mop wringer", which is the same name in English. It has mainly 3 kinds: A gapless type, a seaway type and a roller type.</p>	
<p><u>A squeegee</u> JP : Uindōsukuiji</p>	<p>It has a structure that a slim rubber board is fitted with a handle of plastic or metal. The squeegee for windows is delicate. The rubber has a good quality and the edge is sharp to remove water.</p>	
<p><u>A curing sheet</u> JP : Youjou shīto</p>	<p>It is a sheet to prevent a floor from becoming dirty with a detergent or equipment, and is used to place equipment and tools on during work.</p>	

<p><u>A vacuum cleaner</u> JP : Shinkuu soujiki</p>	<p>A machine that rotates a fan (impeller) with a motor, makes low pressure inside, sucks up dirt and dust into a filter bag with its sucking power and removes them. There are some kinds such as an upright type, a pot type.</p>	
<p><u>An upright type</u> JP : Appuraitogata</p>	<p>A vacuum cleaner of an upright type does not suck up dust with a hose like a pot type. It can scrape out dust from fiber piles with a brush which rotates or moves up and down and attached to near the inlet of a main body and it can collect dust with the flow of the air.</p>	
<p><u>A pot type</u> JP : Pottogata</p>	<p>It is called a moving-on-floor type vacuum cleaner. A fan and a motor are attached to a main body, and it cleans a floor while moving with a wheel. A hose is connected to the inlet of the main body and a nozzle (muzzle) suitable for each work point is attached to the tip of the hose. With the hose it can work flexibly.</p>	
<p><u>A nozzle</u> JP : Nozuru</p>	<p>The various forms of nozzles can be changed depending on purposes such as for floors, for openings, for shelves, and so on to work efficiently and to be easy to handle.</p>	
<p><u>A hose</u> Hōsu</p>	<p>A bellows hose makes the work flexibly being joined to the main body of a pot type vacuum cleaner.</p>	
<p><u>A wand</u></p>	<p>A wand which is a pipe becomes the axis to hold the nozzle to suck up dust. The length can be adjusted by adding pipes according to the height of workers or the work contents.</p>	
<p><u>A current breaker</u> JP : Denryuu shadanki</p>	<p>When a leakage of electricity occurs or a large current flows in an electric appliance or an electric wire, this device can cut off the electricity automatically.</p>	
<p><u>A cleaning cart</u> JP : Sagyou kōto</p>	<p>It is a cart can pack up various necessary materials and equipment compactly to carry for cleaning.</p>	
<p><u>A collector</u> JP : Korekutā</p>	<p>The bag with wheels is used for garbage collection inside a building. There are some kinds such as a small size and a large size. Use them properly according to quantity or the kind of garbage.</p>	

〈Reference materials 2〉 Related terms

<p>Daily cleaning JP : Nichijou seisou</p>	<p>Cleaning once a day or more. Dust removing on floors, cleaning of the low parts of places such as walls or pillars, dust removing on furniture, ashtray cleaning, disposal of wastepaper, restroom cleaning, supplement of consumables, cleaning of doorway mats, cleaning outside a building, and so on.</p>
<p>Regular cleaning JP : Teiki seisou</p>	<p>Cleaning regularly such as once a year, once a month and once a week. Washing floors and floor maintenance agent application, cleaning of the high parts of places such as walls and pillars, various metal polishing, the window glass cleaning, and so on.</p>
<p>Extra cleaning JP : Rinji seisou</p>	<p>Sudden cleaning or temporary cleaning. Cleaning for lighting equipment, outer walls and so on.</p>
<p>Landing JP : Odoriba</p>	<p>A small space is established in the middle of stairs. It prevents falling. In addition, it is safe for an elderly person and a child because they can take a short break there. Also it is often established to change the direction of stairs.</p>
<p>Sasara baseboard JP : Sasara habaki</p>	<p>Sasara baseboard is a crossbar attached to the lowest part of a wall in an area of stairs. The angle of Sasara baseboard is the same as stairs. ※ Sasara baseboard means "Sasara-geta" in Japanese. Sasara names after the shape of notches.</p>
<p>Step JP : Fumimen</p>	<p>When going up and down on stairs, it is the effective depth of a board to put a foot on.</p>
<p>Riser JP : Kekomiita</p>	<p>It is a vertical surface of each step in stairs. Or the height of one step of the stairs.</p>
<p>Non-slip JP : Nonsurippu</p>	<p>It is a safeguard. For prevention of sliding, it is attached to the tip of the tread of stairs. Non-slip is made of metal or rubber, and many grooves are provided on it.</p>

Stairs ※ Stairs JP : Kaidan



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1. マナー編

ページ	日本語	検定対策用 (ローマ字)	ミャンマー語	英語
4	マナー	manā	အပြုအမူ	manner
5	チームワーク	chimuwāku	အဖွဲ့အစည်းလိုက်လုပ်ဆောင်ခြင်း	teamwork
5	あいさつ	aisatsu	နှုတ်ခွန်းဆက်စကား	greet
5	おはよう ございます	ohayougozaimasu	မင်္ဂလာနံနက်ခင်းပါ။	good morning
5	ユニホーム	yunihōmu	ယူနီဖောင်း	uniform
8	ルール	rūru	နည်းလမ်း	rule
12	報告	houkoku	အစီရင်ခံခြင်း	report
12	連絡	renraku	အကြောင်းကြားဆက်သွယ်ခြင်း	notification/contact
12	相談	soudan	ဆွေးနွေးညှိနှိုင်းခြင်း	consultation
15	クレーム	kurēmu	ဝေဖန်ပြောဆိုခြင်း	complains/claims
15	失礼 いたします	shitsurei itashimasu	ခွင့်ပြုပါ။	excuse me
16	ありがとう ございました	arigatou gozaimashita	ကျေးဇူးတင်ပါတယ်။	thank you very much

2. 実技編

1. タオルの使い方

ページ	日本語	検定対策用 (ローマ字)	ミャンマー語	英語
20	たたむ	tatamu	ခေါက်သည်။	fold
20	8つ 折り	yatsu ori	၈ခေါက်ချိုး	folding into eight
21	揉み 洗い	momi arai	ဝါးကိုင်သည့်ပုံစံလိမ်ညှစ်ဆေးသည်။	rubbing wash
21	絞る	shiboru	ညှစ်သည်။	wring
22	親指	oyayubi	လက်မ	thumb
22	裏返し	uragaeshi	အနောက်ဘက်သို့လှန်သည်။	reverse
23	色分け	irowake	အရောင်ဖြင့်ခွဲသည်။	sorting by color
23	赤	aka	အနီ	red
23	黄色	kiiro	အဝါ	yellow
23	白	shiro	အဖြူ	white
23	片膝	katahiza	ဒူးတစ်ဖက်ထောက်	one knee

2. 自在ぼうきの使い方

24	左手	hidarite	ဘယ်လက်	left hand
24	右手	migite	ညာလက်	right hand
24	脇の下	wakinoshita	ချိုင်းအောက်	under armpit
25	押さえ 掃き	osae baki	ဖိလှည်းသည်။	osae-baki(presser sweep)
25	幅木	habaki	နံရံအထက်ဆင်	baseboard
28	段違い	danchigai	လှေကားအမြင့်ကွာဟမှု	different steps
29	踊り場	odoriba	လှေကားကြားဆင်ခြတ်ကျယ်ရှိသောနေရာ	landing

3. ダストクロス の使い方

30	ダスト クロス	dasuto kurosu	ဖုန်သုတ်တံမြက်စည်း	dust cloth
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4. モップの使い方

33	ラージ (房糸)	rāgu(fusaito)	ချည်မွှေး	mop head
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5. ウィンドスクイジー

36	グリップ	gurippu	လက်ကိုင်	grip
36	ゴム刃	gomuba	ရာဘာမြောင်း	rubber blade
36	指先	yubisaki	လက်ဖျား	finger tips
36	横 引き	yoko biki	ဘေးတိုက်ဆွဲ	wipe horizontally
36	扇 型	ougigata	ခေါက်ယပ်တောင်ပုံစံ	fan shape

6. 真空掃除機の使い方 <small>シンクウソウジキ ツカ カタ</small>				
39	プラグ <small>プラグ</small>	puragu	ပလပ်	plug
39	吸引 <small>キュウイン</small>	kyūin	စုပ်ယူသည်။	absorption
40	コード	kōdo	စီးကြိုး	cord
40	引き <small>ヒキ</small>	hiki	ဆွဲသည်။	pull
40	押し <small>オシ</small>	oshi	တွန်းသည်။	push
41	紙袋 <small>カミブクロ</small>	kamibukuro	စက္ကူအိတ်	paper bag
7. ポリッシャーの使い方 <small>ツカ カタ</small>				
42	パッド台 <small>パッド</small>	paddo dai	ဝက်မုင်ဘီး	pad holder
42	パッド	paddo	ဖော့ပြား	pad
42	作業表示板 <small>サギョウ ヒョウジバン</small>	sagyō hyōjiban	လုပ်ငန်းသတိပေးဆိုင်းဘုတ်	signboard
42	飛散防止カバー <small>ヒサン ボウテ</small>	hisān bōshū kabā	ပျံ့နှံ့မှုထွက်စေရန်ကာသည့်အရာ	scattering-prevention cover
42	マイナスドライバー	mainasu doraibā	အနှုတ်ဝက်အလှည့်	slotted screwdriver
42	レバー	rebā	လက်ကိုင်	lever
43	ストッパーボタン	sutoppābotan	ရပ်တန့်စေသည့် ခလုတ်	stopper button
43	車輪 <small>シャリン</small>	syarin	ဘီး	wheel
46	壁際 <small>カベキワ</small>	kabegiwa	နံရံဘက်	wall-side
46	コード さばき	kōdo sabaki	စီးကြိုးခိုန့်ညှိခြင်း	handle a cord
46	巻き取り <small>マキトリ</small>	makitori	လိပ်ပတ်ယူသည်	wind up
8. トイレの清掃の方法 <small>マスイノウ ouseiホウ</small>				
48	ピンク	pinku	ပန်းရောင်	pink
48	青 <small>アオ</small>	ao	အပြာ	blue
48	ガラス専用クロス <small>センヨウ</small>	garasu senyō kurosu	ဖန်သားချည်မျှင်ပိတ်သား	glass cloth
48	ほこり取り <small>ト</small>	hokori tori	ဖုန်ခါ (ကြိုက်မွှေး)	handy duster
48	ゴム手袋 <small>テブクロ</small>	gomu tebukuro	ရာဘာလက်အိပ်	rubber gloves
48	ムラサキ	murasaki	မရမ်းရောင်	purple
48	中性洗剤 <small>チュウセイ センザイ</small>	chūsei senzai	ခါတ်ပြယ်ဆပ်ပြာ	neutral detergent
48	白パッド <small>シロ</small>	shiro paddo	အဖြူရောင် ဖော့	white pad
48	ブラシ	burashi	ဘရပ်စ်	brush
48	ハンドクリーナー	hando kurinā	လက်ကိုင်ဖုန်စုပ်စက်	codeless vacuume cleaner
49	三角折り <small>サンカク オ</small>	sankaku ori	တြိဂံ ပုံစံခိုင်းသည်။	triangular fold
49	汚物入れ <small>オボツ</small>	obutsu ire	ညစ်ပေယူညှိထည့်သည်	sanitary container
50	水せっけん	mizu sekken	ရေ ဆပ်ပြာ	liquid soap
50	蛇口 <small>ジャグチ</small>	jyaguchi	ရေပိုက်ခေါင်း	faucet
50	洗面器 <small>センメンキ</small>	senmenki	ဘေစင်	washbasin
50	排水口 <small>ハイスイコウ</small>	haisuikou	ရေပိုရေလျှံကျသည့်နေရာ	sink drain
50	水拭き <small>ミズフ</small>	mizubuki	ရေသုတ်သည်။	wiping with a damp towel
50	乾拭き <small>カラフキ</small>	karabuki	အခြောက်သုတ်သည်။	wiping with a dry towel
51	便器 (大便器) <small>ベンキ</small>	benki(dai benki)	အိမ်သာခွက်	toilet bowl
52	温水洗浄便座 <small>オンスイ センジョウ ベンザ</small>	onsui senjōu benza	ရေနွေး ဆေးကြော ဝိုက်ထိုင်	advanced toilet seat
52	ノズル (トイレ)	nozuru	ပိုက်ခေါင်း (နှုတ်သီး)	nozzle
53	小便器 <small>ジョウ</small>	syō benki	အိမ်သာအပေါ့သွားခွက်	urinal
53	センサー	sensā	အာရုံခံစနစ်	sensor
55	金属 <small>キンゾク</small>	kinzoku	သတ္တု	metal
55	パーテーション	pātēsyon	အခန်းနံရံအလှဆင်	partition
55	扉 <small>トビラ</small>	tobira	တံခါးခွက်	door

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