

**ISSA SHOW**<sup>®</sup>

NORTH AMERICA 2022

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OCTOBER 10 - 13 | CHICAGO, IL  
MCCORMICK PLACE CONVENTION CENTER

# **Residential Cleaning Certifications: ASK THE EXPERT**

*Tuesday, October 11 | 12 – 12:30 p.m.*

“Professional cleaning and management certification is important now more than ever, but perhaps the lack of in-person or on-site training options has stopped you from pursuing it in the past year.

Let me be clear: success or failure in your job often correlates to the level of training and certification you have obtained.”

*-- Tim Poskin, CMM Online Feature*

## Residential Cleaning Certifications

# ASK THE EXPERTS!!

# Residential Cleaning Certifications

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Through ARCSI, we have two residential cleaning certifications you can use for yourself and your team:

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## Professional House Cleaning (PHC) Certification

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## House Cleaning Technician (HCT) Certification

# Professional House Cleaning (PHC) Certification

This course covers the “whys” of what we do and helps us see house cleaning as not merely a job but as a critical service and a profession.

This course can improve confidence and productivity. It is a tool to keep staff interested in and dedicated to their jobs.

- **8-hour course divided into 7 modules**
- Can be completed in short sessions over multiple days at the convenience of your staff without losing production or revenue
- **Available in English and Spanish**
- Researched, written, reviewed, and presented by recognized experts in the residential cleaning industry and related fields
- **Online and accessible to all professionals in the residential cleaning industry**
- *NO TRAVEL INVOLVED*
- *AMAZING VALUE FOR THE PRICE*



# Professional House Cleaning (PHC) Certification

*Here's what Cleaning Business Owners say about the PHC:*

“We are a small company and the PHC is perfect for all our technicians. This certification is science-based, it's not based on processes or procedures. It's about being a professional.”

**Marcia Gonstead**, Manager, Dust for You

“We have started to have all our cleaning techs go through the course. There is so much to teach people about this industry. This course eliminates the stress of creating a program internally.”

**TJ Fruichantie**, Meticulous Man Services, LLC



# House Cleaning Technician (HCT) Training & Certification

The House Cleaning Technician (HCT) training and certification program is designed to create an experience and culture of technical excellence.

- It is a comprehensive overview of best practices in cleaning.
- It is designed specifically for the professional who wants to meet the expectations of this more educated marketplace of homeowners.
- It validates an individual's body of knowledge regarding the proper and safe removal of soil (cleaning), sanitizing, and disinfecting.

The HCT program is a ***two-day in person class*** (Held in person or virtually)

Those who complete this course and pass the certification examination will be certified professionals who understand the value and methodology of proper cleaning.



# House Cleaning Technician (HCT) Training & Certification

“The HCT is the master class,” Bruce Vance explained. “You are a professional because you get paid for the work you do, but this class takes you to an expert level.”

**Bruce Vance**, HCT Instructor

## *Here's what Cleaning Business Owners say about the HCT:*

“I took the HCT class in Chicago, it was so worth it. You will learn so much and it give to a great feeling of accomplishment as well as being certified.”

“The classes were awesome! I learned a lot and was very encouraged. I feel that I can now bid my jobs with more confidence because I am better educated.”



# ASK THE EXPERTS

What burning questions do you have for our experts?



# Now let's turn the tables . . .

Can you answer these questions that are on the PHC or HCT exams?

*Repetitive motion or using the same motion over and over while cleaning, can lead to strain injuries in joints, muscles, and nerves. An example of this is the way you use your arm or shoulder while dusting or scrubbing. A good way to avoid this is:*

- a. Wash your hands frequently
- b. Alternate hands while working
- c. Read all label instructions
- d. Don't overload your arms with tools and equipment

*You should always wear vinyl or rubber gloves to protect yourself from germs when:*

- a. Changing linens on a bed
- b. Loading washers and transferring laundry to dryers
- c. Cleaning bathrooms
- d. All the above

*An easy rule to remember about cleaning and pH is:*

- a) You can clean everything with oven cleaner
- b) Clean with the opposite pH of the soil you want to remove
- c) Use acid cleaners on marble showers
- d) Clean with “water loving” products

*A description of what will be done, or the work or specific tasks to be performed to consider the job completed:*

a. Scope of Work

b. Standard Operating Procedure

c. Quality Principle

d. Productivity

*If you are trying to remove rust stains from a bathtub, which product would be a better choice?*

a. Comet

b. Bar Keepers Friend

c. Bon Ami

d. All the Above

*Using this type of cleaner on some types of stains can result in a \$10K mistake in 10 minutes:*

a. Acid

b. Alkaline

c. Oil-based

d. Any cleaner with surfactants

# Find out more>>

Visit ARCSI's booth today for Show specials for both the PHC & HCT

Always visit <https://arcsi.org/certifications/>