

# The difference between cleaning and sanitizing

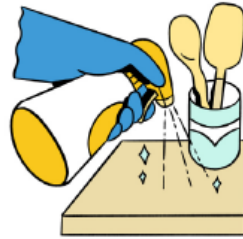
*Oliver Chalets*

Cleaning and sanitizing are two separate steps, and it's important to do both in the correct order.



## **Cleaning**

Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe off a kitchen countertop or stovetop.



## **Sanitizing**

Sanitizing is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

## The five-step cleaning process

# Step 1: Prepare

### **Ventilate rooms before you clean**

Regulatory authorities such as the World Health Organization (WHO) and the U.S. CDC recommend opening outside doors and windows, and using ventilating fans to increase air circulation in the space before cleaning. Ventilate the space for as long as possible before and during cleaning.

### **Gather the right cleaning supplies**

We recommend only using disinfectant and sanitizer solutions that are registered with your local government's chemical regulators (e.g. The Environmental Protection Agency or The European Chemicals Agency).

### **Review the safety guidelines for your chemicals**

Always read the labels on your products to understand their active ingredients and how to use them properly. For more on how to read the labels on your products and their Safety Data Sheets, check your local authority. For example, in the USA, refer to the Occupational Health and Safety Administration, and in the EU refer to the European Chemicals Agency.



### **Wash your hands for at least 20 seconds with soap and water**

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

### **Take out all the garbage**

Starting with this step helps prevent dirty garbage from contaminating the space once it has been cleaned. Make sure to line all the garbage cans with fresh bags, which will make it easier to dispose of tissues and other waste.

### **Unplug before cleaning**

For your safety and to protect fixtures, remember to unplug appliances before cleaning. Plugged appliances that are turned "off" are still connected to electricity until unplugged. You can also shut off the power at the breaker.

## Step 2: Clean



### **Wash all dishes and empty the dishwasher**

It's important to wash all the dishes to help ensure hygienic standards. Start by walking through the space and collecting dishes from every room to help avoid cross-contamination.

### **Dust the space and sweep or vacuum the floor**

When dusting, start from the top down to ensure there are no visible signs of dirt. Sweep all hard surface floors and vacuum carpeting.

### **Clean all hard surfaces with soap and water**

Wipe each surface down to remove dirt, grease, dust, and germs. Hard surfaces include things like countertops, tables, sinks, cabinets, and floors. When mopping, work from the back corner of the room to the front, and dispose of the water in a sink that has not yet been cleaned.

### **Clean all soft surfaces based on the manufacturer's instructions**

Soft surfaces include things like carpet, bedding, and upholstery. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners. If possible, machine-wash items according to the manufacturer's instructions.



### **SAFETY REMINDER**

Do not touch your face while cleaning to help prevent the spread of germs.

*Oliver Chalets*

The five-step cleaning process

## Step 3: Sanitize



### **Once a hard surface is clean, spray with disinfectant**

Focus on sanitizing all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such as flooring). Be sure to sanitize electronics based on the manufacturer's cleaning directions.

### **Let the disinfectant stand for the specified length of time**

The product label will specify the wet contact time needed for the chemicals to effectively sanitize a surface. This allows the chemicals time to kill as many germs as possible.

### **Allow to air-dry**

If you remove the disinfectant before the recommended wet contact time, there's no guarantee that the product has killed the pathogens claimed on the label.



### **SAFETY REMINDER**

Be sure to read all safety labels to ensure you're using cleaning chemicals properly.

The five-step cleaning process

## Step 4: Check



**Double check that all high-touch surfaces were sanitized**

Correct anything that may have been missed.

The five-step cleaning process

## Step 5: Reset

### **Dispose of and wash your cleaning supplies**

Throw away disposable products such as disinfectant wipes. Wash any cleaning cloths at the highest heat setting appropriate for the material.



### **Visually assess each room to ensure the stage is set for the next guest**

Imagine yourself as the guest entering the listing for the first time.



### **SAFETY REMINDER**

Always keep chemical products out of reach of children.

### **Wash your hands for at least 20 seconds with soap and water**

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

# Bathroom cleaning checklist

Guidance on how to sanitize a bathroom that has a toilet, shower, and/or bathtub

## Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the "Prepare for cleaning" checklist

## Step 2: Clean

- Spray all surfaces with a multi-surface cleaner, and allow it to set for the amount of time specified on the label. Be sure to cover:
  - The inside of the toilet bowl, the seat, and the seat hinges. Put down the toilet seat while the cleaner sets.
  - The surfaces of the shower walls or bathtub
  - Any tiled surfaces
  - The sink basin, handles, and backsplash
- Scrub the toilet bowl with the toilet brush to remove build-up
  - When done, clean the toilet brush with bleach and flush the canister with soapy water
- Scrub the shower walls or bathtub interior with a scrub brush then rinse clean
  - Wipe surfaces dry with a microfiber cloth. Do not reuse the cloth for other surfaces
- Scrub the sink, basin, handles and backsplash with a scrub brush, then rinse clean
  - Wipe the basin and backsplash dry with a microfiber cloth. Do not reuse the cloth for other surfaces.
- Wipe down all tiled areas with a microfiber cloth
  - Work from top to bottom, paying particular attention to the spaces between the tiles
- Clean all remaining bathroom surfaces with a multi-surface cleaner, working from top to bottom
  - Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills and the space behind radiators
- Sweep or vacuum the floor to remove any hair and debris, starting at the farthest corner in the room and working toward the door
- Mop the floor, paying particular attention to corners and the areas behind the doors
- Clean any mirrors and glass using glass cleaner and a microfiber cloth

# Kitchen cleaning checklist

Guidance on how to clean and sanitize a kitchen or kitchenette

## Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the "Prepare for cleaning" checklist

## Step 2: Clean

- Remove any food or beverages the previous guest may have left in the refrigerator, freezer, and pantry
- Wash any dirty dishes you've collected, using a dishwasher if possible
  - Soak any dishes with stuck-on food or grease and hand-wash any items that are not dishwasher safe, such as pots and pans
  - If you don't have a dishwasher, hand wash dishes at high heat using antibacterial dish soap
- Wash all other dishes that the guest can access
- Using a multi-surface cleaner and a clean microfiber cloth, wipe down:
  - Refrigerator shelving and interior walls
  - Countertops, ledges, and backsplashes
- Clean the oven, microwave, and stovetop
  - Using oven cleaner, spray the stovetop, the inside of the oven, and the inside of the microwave
  - Follow cleaning instructions that tell you how long to let the cleaner set, then scrub off any build-up with a scrub pad
  - Use a microfiber cloth and water to wash off any chemical and carbon particles
- Clean the interior of the exhaust hood with a scrub pad (if needed)
- Use a wet cloth and water to wash away any residue
- Unplug and clean any additional appliances, such as coffee-makers or toasters
  - Disassemble (if necessary) and wipe down with a multi-surface cleaner. Scrub any debris with a scrub pad.
  - Allow appliances to air-dry or use a microfiber cloth to dry them by hand
- Clean the sink, garbage disposal, and dishwasher
  - Rinse down any food particles and soap in the sink
  - Look inside the dishwasher to ensure there is no food debris sitting at the bottom and that the inside of the dishwasher is clean
  - If it's not clean, add dishwasher detergent and run the dishwasher without any items inside
- Sweep the floor and remove debris with a dustpan
- Mop the floor, paying attention to the corners and the areas behind the doors