



TRAINING GUIDE FOR DEEP CLEANING

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WELCOME MESSAGE

Welcome to the Zerago Team - Where Care Meets Excellence

At Zerago Cleaning Services, you're not just starting a job - you're becoming part of a movement built on care, trust, and excellence. Every surface you touch, every home or office you clean, is more than just a task, it's an opportunity to make someone's day brighter, healthier, and more peaceful. Our clients trust us with their most personal spaces, and in return, we give them more than clean floors, we give them comfort, safety, and peace of mind.

This guide will help you understand what it truly means to be a Zerago cleaner: someone who takes pride in every detail, leads with compassion, and always shows up with professionalism and purpose. Together, we don't just clean—we care, and that changes everything.

1. Introduction: What is Deep Cleaning?

Deep cleaning is a type of cleaning that requires an in-depth cleaning i.e a cleaning that deals with leaving no stone unturned.

It can also be defined as a thorough and intensive cleaning process that goes beyond regular surface cleaning, often involving areas that are typically neglected during routine cleaning, such as behind appliances and under furniture. It's a more extensive and detailed cleaning that removes built-up dust, grime, and bacteria.

An End of Tenancy Cleaning and Move-in Cleaning requires a deep cleaning. Deep Cleaning looks hard but with the required skills, it's a walk in the park. Hence, the reason why this guide is provided.

As the cleaner, you have to be efficient, diligent and hardworking. You need to know what to do and how to do it.

In this training guide, we will cover Residential Deep Cleaning, focusing specifically on End of Tenancy and Move-In Cleaning services.

2. Checklist: What Areas Need Deep Cleaning in a Home?

The first thing to do when you want to clean a place is to ensure that all the tools and cleaning products are in good condition. Make sure to always go with your gloves and nose mask which will be provided for by the company because cleaning products can be toxic.

The company's uniform is a black shirt on a black trouser with a shoe. Most of the time when you go cleaning, you' ll be working with your team. Always make sure to collaborate effectively with your teammates and maintain strong teamwork throughout the job

One of the first things you should do when you arrive for a cleaning job is to check all the corners and high areas for cobwebs. Make sure to remove any cobwebs using our designated tools before you begin the main cleaning tasks.

2.1. What Areas Need Deep Cleaning in a Home?

Bedroom

To clean a bedroom, remove clutter, dust all surfaces, wipe mirrors, disinfect touch-points, make the bed with fresh linen, and vacuum or mop the floor. Ensure the room looks neat and smells fresh.

Ceilings & Walls

To clean ceilings and walls, remove cobwebs with a duster, wipe down surfaces with a damp microfiber cloth, and spot-clean any marks or stains. Use gentle, non-abrasive cleaners to avoid damaging paint or finishes.

Windows & Window Frames

To clean windows and window frames, wipe down the frames and sills with a damp cloth and all-purpose cleaner, then clean the glass using a streak-free glass cleaner and a microfiber cloth. Don't forget to remove dust from tracks and corners.

Skirting Boards & Sockets

To clean skirting boards and sockets, dust thoroughly, then wipe with a damp cloth and mild cleaner. Use a dry cloth around sockets—never use water directly on electrical fittings.

Mirrors & Glass Surfaces

Use glass cleaner to remove fingerprints and streaks. Spray on and wipe using a microfiber cloth in a circular motion for shine.

Furniture

Dust all surfaces and polish wood using a suitable furniture polish. Use a surface cleaner for plastic or metal parts. Additionally, clean all radiators and heaters

Kitchen and all appliances

Worktops & Cabinets: Use multi-surface cleaner to wipe down all surfaces.

Microwave, Oven, Fridge: Clean inside and out using a degreaser if needed.

Sink: Use Flash and degreasers to remove grease and stains.

Tiles and backsplash: Use Flash or a suitable kitchen spray.

Glass doors or panels: Use glass cleaner for shining.

Bathroom & Toilet

Toilet Bowl: Use bleach (e.g., Harpic). Pour it into the bowl, brush under the rim, and let it sit for 10 – 15 minutes before flushing.

Wash Basin & Tap: Use Flash spray to remove soap scum and dirt.

Shower & Bathtub: Use Vikal to break down limescale. Spray generously and leave for a few minutes before scrubbing.

Glass shower door: Use Vikal for limescale, then finish with glass cleaner to make it

Sparkle. Tiles and walls: Spray with Flash, scrub, and rinse.

3. Cleaning Products & How to Use Them

1. ***Harpic (Toilet Bleach)***

Disinfects, removes stains, and kills germs in the toilet. Pour into the bowl and under the rim, leave for 10 - 15 mins, then scrub and flush.

2. ***Flash (Bathroom & Kitchen Cleaner)***

General surface cleaner for removing dirt, grease, and soap scum. Spray on sinks, basins, countertops, tiles, and scrub using a cloth or sponge. Rinse with clean water.

3. ***Vikal (Anti-limescale Cleaner)***

It removes hard water stains and limescale from taps, bathtubs, stainless toilet iron hangers, and shower doors. Spray directly onto the surface, let it sit for 10-15 minutes, scrub with a sponge or brush, and rinse well.

4. ***Glass Window Cleaner Spray (Glass Cleaner)***

Makes glass surfaces shiny and streak-free. Spray directly onto mirrors or glass, and wipe with a dry microfiber cloth or a clean dry paper towel.

5. ***Surface Cleaner (Multi-purpose)***

For use on surfaces like furniture frames, skirting boards, and handles. Spray onto the cloth and wipe surfaces. Do not oversaturate.

6. ***Degreasers (greasy and sticky oil stains)***

For the oven, microwave, greasy fridge, gas cooker. Bonus tip, you can also spray vikal on a gas cooker because it removes the stains faster when used together with the scraper.

4. Extra Tools You'll Need

- 1 Microfibers
- 1 Sponge and scrubbing pads
- 1 Gloves
- 1 Mop and bucket
- 1 Vacuum cleaner
- 1 Duster (long-handle for ceilings)
- 1 Cleaning caddy to carry products

5. Tips for a Professional Finish

- Work top to bottom: start with the ceilings and work down to the floors.
- Let cleaning products sit for a few minutes to work effectively.
- Change dirty water regularly and change dirty microfibers to clean ones.
- Use as many clean microfibers as possible for wiping each ceramic, bathroom, door, refrigerator, oven, washing machine, windows, and heaters, etc., in each section of the house (e.g., clean with wet microfibers and wipe with dry and clean microfibers or paper towel)

Preferably, after spraying a glass cleaner, use clean and dry paper towels to wipe the glass and mirrors for a sparkling and it wouldn't leave tiny particles on the mirror or glass that you cleaned.

6. How to Clean an Oven Like a Professional

- I. Remove racks and trays or anything else that is inside the oven to the sink area.
- II. Remove Oven door and the glass gently to clean properly, Check to see if the door is removable before you try to open it.
- III. Clean out the debris.
- IV. Spray the HG Oven cleaning products in the oven and outside the oven, including the racks and trays, and let it sit for 10-15 minutes.
- V. Ensure to use the Oven gloves, then scrub with a sponge and wipe. In case there are residue or hard stains left, use a scraper to scrape the dirt and wipe with a microfiber cloth.
- VI. Scrub the racks and trays, rinse them off and dry with a microfiber cloth.
- VII. After Cleaning return the racks and trays to the Oven and fix the Oven door.

7. STEP BY STEP PROFESSIONAL CLEANING VIDEO GUIDE

Be sure to check out the videos below, it will incredibly be helpful for understanding the essentials of professional cleaning.

- Beginner's guide on how to use Dr Carpet cleaner for rug cleaning

https://youtu.be/4AKE_nzWumc?si=HUqpt8HLOjNDg2gN

- How to use Vikal to remove limescale in the bathroom

<https://youtu.be/GsPcb8cehK4?si=MqVZVS5rnSSRACAj>

- How to clean a mouldy shower

<https://youtu.be/U754klqjhus?si=N4XsfXh2a30hTJkf>

- How to clean mouldy silicone in the bathroom

https://youtu.be/LtQ-grwWyo8?si=H1C_PRu35j98QF-e

- How to clean and descale the shower head, hard water and calcium deposits

<https://youtu.be/xBLyodPARzM?si=YGm4a7183gRqtCEX>

- How to clean Range Hood filters in 5 min using baking soda

https://youtu.be/QhXnhfm0z0w?si=E_osjrolTJ-rYs9s

- How to easily clean a burnt cooker using products and a scraper

<https://youtu.be/McYu-iV3EIs?si=ynKpYqaMNebi0cRo>

8. Conclusion

Residential deep cleaning especially for End of Tenancy Cleaning and Move-In Cleaning requires attention to detail, high standards, and a structured approach. From cleaning bedrooms, ceilings, walls, windows, and skirting boards to tackling high-impact areas like ovens, every task plays a vital role in restoring a property to a spotless, move-in-ready condition.

Following a step-by-step process ensures consistency, efficiency, and client satisfaction. Whether you're a cleaner learning the ropes, this guide provides the foundation for professional, high-quality results.

For additional support, don't forget to check the videos provided, they offer great visual insights into effective cleaning techniques.

In the event of a shortage or unavailability of cleaning products, a good cleaner should be able to improvise using safe and effective alternatives. After using any cleaning machine, always ensure it is emptied of water, thoroughly cleaned, and safely returned to the vehicle.

If there's anything not covered in this guide, feel free to use trusted resources like Google or YouTube to learn more and improve your knowledge, professional cleaners are always learning.

While on-site, cleaners must remain focused on their tasks and avoid distractions. Mobile phones should not be used during working hours, no calls, texting, or browsing. The priority is to complete the job efficiently and professionally.