

**HOUSEKEEPER (COMMERCIAL, RESIDENTIAL, INDUSTRIAL)
(Time-Based)**

APPENDIX A

O*NET CODE 37.2012-00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

	Approximate Hours
A. Safety and Workplace Orientation	250
1. Learn and follow employer building safety protocols.	
2. Learn and follow equipment safety protocols.	
3. Learn and follow materials safety protocols.	
4. Learn and understand the need for a sanitary workspace:	
a. Chemical and equipment sanitation;	
b. Pest control;	
c. Miscellaneous problem areas.	
5. Properly test and apply potentially hazardous chemicals.	
6. Don and doff Personal Protective Equipment (when required).	
7. Practice proper body mechanics: learn safer and less strenuous methods for moving furniture and equipment.	
8. Demonstrate accident-avoidance skills.	
9. Safeguard against disease.	
B. Equipment Use and Maintenance	700
1. Use manual cleaning tools, including but not limited to: brooms, mops, buckets, squeegees, ladders, rags, spray bottles, etc.	
2. Use power cleaning equipment, including but not limited to: buffers, vacuum cleaners, carpet shampoos.	
3. Maintain cleaning equipment.	
4. Recognize and report equipment problems/malfunctions/defects, etc.	

C. Basic Housekeeping Skills **900**

1. Clean resilient and hard surface floors, such as: vinyl, ceramic, quarry tile, and terrazzo.
2. Clean carpets, using proper method dependent on fiber types.
3. Clean fiberglass and porcelain in bathrooms.
4. Clean walls with different finishes: painted, papered, paneled.
5. Clean ceilings of various types: painted, textured, wood.
6. Clean windows: draperies, shades, glass, blinds, and fixtures.
7. Clean furniture with methods appropriate to finish: fabric, vinyl, etc.
8. Clean kitchens/kitchenettes, etc.
9. Clean office space.
10. Stage room(s)/spaces for occupants.

D. Inventory and Supplies **50**

1. Manage and maintain cleaning supplies: order, receive, issue, control, store, and cost items.

E. Miscellaneous Skills **100**

1. Demonstrate efficient time management.
2. Communicate through writing; e.g., keeping work records, submitting reports (where appropriate).
3. Demonstrate ability to relate well with co-workers, supervisors, guests, customers, visitors, vendors, etc.
4. Learn skills for different work environments, such as: health care, food service, schools, commercial, and residential.

Approximate Total Hours **2000**

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>

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APPENDIX B

RELATED INSTRUCTION

Safety and Health

1. Emergency Procedures
2. Accident Prevention
3. Personal Protective Equipment (PPE)
4. Right-to-Know/Safety Data Sheets (SDS)
5. Basic Workplace Safety *or* OSHA 10-Hour General Industry course
6. First Aid – minimum 6.5 hours
7. Sexual Harassment Prevention – must comply with Section 201-g of the Labor Law

Trade Theory and Science

1. Reading Comprehension
2. Basic Math
3. Basic Chemical Properties
4. Label Reading
5. Cleaning Material Selection
6. Chemicals and Their Usage: Proper Dilutions and treatment of chemical injuries
7. Infection Control: Decontamination and Semi-Decontamination
8. Pest Control
9. Trash and Laundry Control
10. Inventory/Inventory System
11. Recordkeeping
12. Interpersonal Workplace Skills
13. The Cleaning Team as part of the Hospitality Team
14. Career Development—Job Skills, Guest Service Training, etc.

Other Related Courses as Necessary

A Minimum of 144 Hours of Related Instruction is Required for Each Apprentice.

Appendix B topics are approved by New York State Education Department.