

Custodians Role

- The Guardian or Keeper of Facilities
- Energy Conservation & Energy Manager
- Provide proper indoor air quality
- Safety and Security
- Communications and Public Relations
- In charge of First Impressions
- Key Role in educating our children

Hiring and Retaining Custodians

- Qualities vs. Technical Skills
- Set the Bar High
- What are those qualities?
- Probationary Period

Custodial Employee Relations

- Expectations of the Custodian
- Orientation and Training
- Summary of Benefits Information
- Follow up and Recognition
- Value their input and ideas
- Be an advocate for the Custodial / Maint. team

Training and Orientation

- Personal Introductions
- Hands On Training
- Employee Handbook
- Budget for Professional Development
- Timely Follow-up on Performance

Expectations

- Audit: What needs to be maintained?
- The Computerized Model
- Applying Time Standards
- Prioritizing Tasks
- Accounting for non-cleaning tasks
- Let all parties know the expectations

Standardization of Products, Equipment, Procedures

- Orientation is much easier
- MSDS and Product Labeling is easier
- Quality of Service is Consistent
- Stocking Supplies is more efficient
- Substitute and New Employees know what to expect at all buildings

Audit: Data Driven Decisions

- Establish Reasonable Expectations
- Provide Balanced Work Loads among staff
- Identify Services to add or delete when adding or cutting personnel
- Identify Efficiencies

Summary

- Custodial / Maintenance Personnel play a key role in education
- Set the Bar High when hiring
- Invest in Retaining Good Employees
- Utilize Data and Technology in Managing Custodial Services
- Rely on their Talents and Expertise