

上吸烟  
Smoking  
心地滑  
Slippery Floor

禁止吸烟  
No Smoking  
小心地滑  
Slippery Floor

# THE IMPACT OF RESTROOM CLEANING

by Arely Castellón



recent Harris Interactive Poll commissioned by Cintas indi-

cates that a patron's perception of a business is heavily influenced by the quality of its restrooms. Certainly true with restaurants, survey respondents indicate that anywhere from 50 to 75 percent of them would not frequent the restaurant again. Furthermore, the survey results show they will talk about their experience thereby influencing the opinion of others. Worse yet, if negative comments are posted online, the reputation and business can suffer.

Office buildings aren't much different and a survey done by SCA Tork in 2011 indicates that potential tenants rank clean restrooms higher on their list of desired move-in incentives than items such as office renovations and rent-free promotions. On the surface, this might sound trivial, but think about the restrooms in the offices you visit.

### Odors

Perhaps the greatest restroom offender, odors create an immediate negative perception. Sometimes the odors are generated in the restroom itself—think waterless urinals with traditional cartridges that do not permit water in their daily cleaning and are replaced once every three months. Fortunately, new

alternatives, such as the Green Cartridge, permit waterless urinals to be cleaned with water on a daily basis, thereby providing a more hygienic and odor-free solution.

Often times, the odor has nothing to do with the cleaning but with the plumbing. Sewer gases and odors rise via the floor drains, creating a foul smell. Options include pouring water or chemicals (usually not-environmentally friendly) down the drain all in an effort to stop the odors and the bugs that often accompany the odor. Options were limited until recently, with the introduction of the Green Drain, which through a one-way valve, eliminates odors via its silicone skirt, blocking bugs and odors without the use of chemicals.

### How Well-Stocked Are the Restrooms?

Having sufficient paper goods and soap will avoid most potential problems. Inspect the dispensers. Do they work properly or is that toilet paper dispenser lid dropping, exposing the toilet paper? Is there paper dust or debris in the dispensers? Inevitably, the paper dust falls to the floor, creating an unkempt appearance.

Do the dispensers reflect the image the facility is trying to project? Several paper manufacturers offer dispensers at little or no charge, as long as paper and soap refills are purchased from them. Manufacturers such as Oasis, von Drehle, and Bay West offer attractive alternatives.

Daily restroom check-ups, especially during peak periods, will help maintain a well-stocked facility with the amenities tenants and patrons expect.

### Clean Sinks and Counters

A clean appearance reflects good hygiene practices. A quick spray of 60-second "kill" products on counters, surfaces, knobs, and locks can be done during peak periods to avoid the "high traffic" look and feel. Since these products sanitize quickly, there is little if any disruption to the restroom patrons during the busy periods. Oxivir, Carpe Diem, and Alpet D2 are among the commercial cleaners available that sanitize within 60 seconds after spraying.

Technology—that's the common denominator of the suggestions above! Every alternative listed above is less expensive, more efficient, environmentally friendly, and creative in addressing issues as compared to traditional solutions. What new solutions have been implemented in your building? Are your vendors providing you with the technology update your building needs?

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