

You must be able to speak and understand the items below.

- Know products and equipment in English
- Know basic greetings and introductions in English
- Know all numbers in English
- Know the names of all rooms in a house and items inside a house
 - Examples
 - Blinds
 - Counter
 - Family room
 - Basement
 - Master bathroom
 - Door
 - Lock
 - Garage
 - Office
 - Shelf
- Know all cleaning jobs and common directions customers may give in English
 - Examples
 - “Do not clean my son’s room today”
 - “Please clean the master bedroom completely first”
 - “How much do I owe?”
 - “Do not throw that in the garbage”
 - “Lock the front door and leave through the back door”
- If a client says something that is too complicated, understand and learn how to say “I’m sorry, I do not understand. I will call someone to help”

Please note that not understanding a direction from a team leader will no longer be an excuse for not doing it. If a group leader tells you to do something, but you don’t do it because you do not understand, you will be responsible for not following directions. Leaders will use hand signals, point, etc. to communicate and you will learn all basic cleaning-related words in English so there will be no excuse.

Tips

- Use Youtube to learn cleaning vocabulary. For Spanish speakers, search “vocabulario de limpieza en ingles”. For Kreyol speakers, search “netwayaj vokabilè”. For house terms, search “partes de la casa en ingles” or “pati nan kay la”.

Learn these direction/position words:

up/down

left/right

top/bottom

middle

between

upstairs/downstairs

over

above

Under

beneath

“next to”

beside

across

inside/outside

on/off

front/back

start/finish

before/after

in/out