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## Level 2 NVQ in Cleaning and Support Services (7698) Candidate Logbook



**UNIT 206  
CLEAN AND  
MAINTAIN  
EXTERNAL  
SURFACES  
AND AREAS**

Working outside presents difficulties that can mean to your health and safety. deal with these risks, incl weather conditions, will chance of accidents and e your job done efficiently e

**LEVEL 2 NVQ IN CUSTOMER SERVICE**

**UNIT 215  
CLEAN GLAZED SURFACES  
AND FAÇADES**

**What this unit is about**

This unit is about cleaning surfaces, which must be carried out carefully in order to prevent causing accidental damage such as chips, scratches and other marks.

Many exterior surfaces have a shiny finish, therefore it is important that upon completion of cleaning surfaces are left dry and glass, in particular, is left free of smears and cleaning residue.

This unit has two elements. The first covers the actual cleaning of the surfaces and façades. The second element is about how to finish the job and put the area back to the way it was before you started work.



**Useful words**

**ACCESSORIES**  
Anything in an area to be cleaned that can be moved away can be called an accessories. This might include pot plants, doormats or lamps.

**DEFECTS**  
Chips, scratches, and other blemishes are all defects. These can all lead to moisture getting into a surface, which can cause damage.

**GLAZED SURFACE**  
This is any surface that is covered with a glassy coating, for example shiny ceramic tiles, or highly polished brick like marble or granite.

**FITTINGS**  
Fittings are things that are fixed in position in an area that needs to be cleaned. These can include switches, handles, letterboxes, lights, plaques and signs.

**FAÇADE**  
Every building has a faced – this is the part of the building that faces onto the street.

**PROTECTIVE COATING**  
Some surfaces may need to be finished off with another product after they have been cleaned. This helps prevent them from being damaged or keeps them looking good. Protective coatings can include polishes or sprays that stop water from getting on to a surface.

**RESIDUE**  
This is the build up that can occur if cleaning products, such as polish, are not wiped off completely during cleaning. Residue can leave marks or streaks on glazed surfaces.

**What they say...**

Everyone wants to live in a clean environment, but not many of us are prepared to do anything to help. If it wasn't for Britain's cleaners, we'd all be living in a much less attractive, and less healthy place.

**Mike Whitney, council leader in Birmingham, named Britain's cleanest city in 2016**

Our fantastic new Logbook for Cleaning and Support Services NVQ Level 2 is now available.

Due to direct feedback from our learners we have included:

- **Easy-to-use recording forms and high quality page design.**
- **Accessible and easy-to-read explanations for candidates.**
- **Inspiring case studies from 'cleaning heroes'.**
- **Inspiring words from high profile names from the world of business and the community, highlighting the importance of cleaners to business and the environment.**
- **New features include useful words and health and safety advice.**

The Logbook boasts full colour, high quality page design packed full of pictures to inspire learners.

**Designed with the learner in mind, this is one resource no candidate should be without.**

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