

# 2019 DEEP CLEAN **CHECKLIST**



# DEEP CLEAN CHECKLIST

## WHAT YOU NEED

There may be a wide range of cleaning equipment available at your site. Make sure you know how this cleaning equipment should be used, as this will help you prevent damage to any of the surfaces or equipment.

It is easy to get started on cleaning, and these small acts can make a big difference for customers, helping us keep the Shell Four Customer Promises! All you need to get started is...



### SUGGESTED FOCUS AREAS

| STORE INTERIOR<br>(APRIL 22 – APRIL 28)  | FOODSERVICE AREA<br>(APRIL 29 – MAY 5)  | FORECOURT<br>(MAY 6 – MAY 12)  | FUELING AREA<br>(MAY 13 – MAY 19)   | PAINTING REFRESH<br>(MAY 20 – MAY 26)  | RESTROOMS<br>(MAY 27 – JUNE 2)   |
|--|---|--|---|--|--|
|  |   |  |   |  |  |
| <ul style="list-style-type: none"> <li>Merchandise Shelves &amp; Cooler Doors</li> <li>Service Counter/ Register Area</li> </ul> | <ul style="list-style-type: none"> <li>Fountain &amp; Coffee Machine</li> <li>Food Service Counter</li> </ul> | <ul style="list-style-type: none"> <li>Concrete/Pavement</li> <li>Canopy &amp; Lighting</li> </ul> | <ul style="list-style-type: none"> <li>Dispensers</li> <li>Customer Service Units (Island Amenities)</li> </ul> | <ul style="list-style-type: none"> <li>Curbs, Bollards</li> <li>Yard Lights, Poles, Parking Lines</li> </ul> | <ul style="list-style-type: none"> <li>Toilet, Sink</li> <li>Floors, Walls, Mirrors</li> </ul> |

Each item you clean will need a different combination of these materials. Always follow the manufacturers' recommendations when using cleaning detergent and equipment.

#### SAFETY FIRST!

Before beginning any task, erect barriers and notices as appropriate. Read MSDS (Material Safety Data Sheets) and consult pump manufacturer instructions to ensure you have the correct detergents. Ensure you are wearing the correct personal protective equipment, depending on type of work being performed and materials being used. Use caution when working above ground level and take extra measures, if required (i.e., proper step stool, level surfaces, etc.).

## STORE INTERIOR (APRIL 22 – 28)

### ❑ **MERCHANDISING SHELVES**

Keeping shelves clean can help increase product sales. Clean shelves also help to reassure customers that your site pays attention to the details. Make sure that you regularly wipe shelves clean of any dust, using a clean, non-abrasive cloth. This can be done whenever you restock the shelves, and even during your stock-inventory activities. Before cleaning, remove stock. Dampen a paper towel/cleaning cloth with water mixed with detergent. Wipe the surface and include corners and edge. Dry off any liquid residue. Carefully replace items you have moved, ensuring they are properly stocked and fronted.

### ❑ **COOLER DOORS**

Keeping the cooler doors and cooler shelving clean helps to reassure customers that your site follows food safety practices correctly. Make sure that you regularly wipe cooler doors to ensure that they are clear of marks and dust. This can be done whenever you restock the shelves, and even during your stock-inventory activities. For a basic clean, spray cooler doors and wipe clean with a soft cloth. Use a paper towel to wipe down and remove all residues (as necessary). For a thorough cleaning of the shelves, remove products and clean shelf surfaces with a soft cloth and spray water bottle containing detergent. Once completed, replace and front product.

### ❑ **COUNTER/REGISTER AREA**

The service counter is a key point in the customer journey. Your customers expect the service counter to be clean, tidy, and free of clutter and damage. By cleaning the service counter regularly, you show you care about the site and respect the customer. Before cleaning, remove any stock. Use a soft cotton cloth and bottled water spray mixed with detergent. Wipe the surface and include corners and edge. Dry off any liquid residue. Carefully replace any items you have moved. Don't forget about any shelving in front of the counter, as it can be a magnet for dust and grime, but a great area for impulse purchase items if properly merchandised and kept clean.



## FOODSERVICE AREA (APRIL 29 – MAY 5)

### ❑ **FOUNTAIN & COFFEE MACHINES**

The fountain and/or coffee machines are key pieces of equipment that your customers may interact with. It's important to keep them clean, tidy, and well-stocked at all times. Remove any items from the area to be cleaned. Spray the surfaces and wipe with clean paper towels. Wipe any dispensing nozzles. Empty drip trays, removing any soiling and spills from on, around and underneath equipment. Wipe and clean filters, vents, and grills. Restock items as required.

### ❑ **FOOD SERVICE COUNTER**

It is important that any fresh food is stored and served from a clean, well-maintained counter and display area. These areas should meet hygiene standards at all times, and the products should be fresh and appealing to customers. Before cleaning, remove any items from the surface. Spray surface with sanitizer and wipe with a paper towel. Dry off any liquid residue.

## FORECOURT (MAY 6 – 12)

### ❑ **CONCRETE/PAVEMENT AREAS**

Spills on the forecourt can be a safety risk. It's important that spills are cleaned quickly and safely to reduce any potential hazards. Frequent degreasing will give the forecourt a clean and bright appearance. First, sweep the area to be cleaned. Apply an industrial cleaner/degreaser. Let it soak for 10-15 minutes. Scrub the area using a long, bristled brush to remove grease stains. Rinse the area well with clean water. Alternatively, a high pressure washing system may be required to remove excessive oil build-up.

\*50% co-op eligible Co-op guide pg. 49

\*\*Diamond Deal: CAF Outdoor Cleaning Diamond Deal guide pg. 25

### ❑ **CHECK PAVED AREAS FOR POTHoles** Large potholes can cause accidents, damage customer vehicles, and can make your site look unprofessional. If you see these developing on site, schedule for repairs.

\*Seal Coating-50% co-op eligible Co-Op guide pg. 49

### ❑ **CANOPY MAINTENANCE**

Undersides of canopies can also collect dust, dirt, and residue requires regular maintenance to keep them looking clean and bright. Schedule a professional pressure washing service to clean the underside of the canopy and the canopy fascia. This will help ensure a cleaner appearance for the customer.

\*50% co-op eligible Co-op guide pg. 49

### ❑ **FORECOURT LIGHTING**

Customers prefer to visit locations that are clean and well lit due to safety concerns. Check the PID, canopy, and perimeter lighting at your site to ensure bulbs are not burned out and the facility is well lit for you and your customer's safety. Schedule a contractor to clean light fixture lenses and/or replace bulbs in the forecourt area when necessary.

\*50% co-op eligible Co-op guide pg. 53

\*\*Diamond Deal: LSI Industries/Lighting & CREE Lighting Diamond Deal guide pg. 3-5



## FUELING AREA (MAY 13 – 19)

- ❑ **DISPENSERS: BASIC CLEAN**  
Wash the dispenser with warm water and clean with a non-abrasive cloth. Use a clean cloth and water to wipe down, and remove all residues of the cleaning agent. Dry surfaces with a clean cloth.
- ❑ **DISPENSERS: PERSISTENT STAINS**  
Use stronger detergents or commercial cleaners. Remember to check the dispenser reference materials to ensure you are using the correct product. Apply and wipe down with a clean cloth, and water to remove all residues of the cleaning agent. Dry surfaces with a clean cloth.
- ❑ **DISPENSERS: TOUGH STAINS**  
Use mildly abrasive cleaners and scrub where required for tough stains, apply and remove using soft, non-abrasive cloths. Dry surfaces with a clean cloth.
- ❑ **NOZZLES & HOSES**  
Nozzle sleeves should be in good condition, with no tears, splitting or chafing. If not in good condition, report for replacement. Wipe oil residue off the nozzle with a clean cotton cloth. Make sure to use a clean cloth so as not to smear more dirt onto the nozzle. This can be done while cleaning the dispenser or during off-peak hours.  
**\*Nozzle boot/Splashguard Replacement 50% co-op eligible  
DO NOT SPRAY OR SOAK THE CARD READER OR ELECTRONIC AREAS**
- ❑ **DISPENSER ISLAND**  
Check that no litter is left at or near the dispenser island.  
**\*Dispenser locks/seals 50% co-op eligible Co-op guide pg. 51  
Graphics 50% co-op eligible Co-op guide pg. 54  
\*\*New Dispenser Diamond Deals guide pg. 7-14**
- ❑ **WINDSHIELD WASHER UNITS**  
It is recommended to clean the windshield washer units weekly. Regular wiping will keep the unit looking tidy and will help to create a great impression for customers. Water used for cleaning the windshield should be replaced daily and trash thrown out regularly. Use a soft cotton cloth and bottled water spray mixed with household detergent. Spray and wipe exterior sections with a clean cloth.  
**\*Replacement Units/parts 50% co-op eligible Co-op guide pg. 54**



## PAINTING REFRESH (MAY 20 – 26)

- ❑ **BOLLARDS**  
Should be painted white with a 300mm (12") Shell Gray band painted around the base. Stainless steel bollards should not be painted.
- ❑ **PERIMETER CURBS**  
Perimeter curbs and non-steel-formed curbs around pump islands and building walks may be natural concrete. If previously painted, they may be sandblasted to natural concrete or repainted Shell Gray. All curbs poured in steel forms are to be painted Shell Gray. Existing stainless steel curbs may remain unpainted. Curbs in front of C-Store should be painted Shell Yellow.
- ❑ **PARKING STRIPES**  
Should be painted white. Stripes for handicapped parking shall be painted OSHA blue.
- ❑ **PERIMETER WALLS, FENCES, AND TRASH ENCLOSURES**  
Should be painted white with a 300mm (12") Shell Gray band painted around the base. Trash enclosure doors and frames are to be painted Shell Gray.
- ❑ **YARD LIGHTS & POLES**  
Should be painted white. Low-level light fixtures and poles will be painted gray.

## RESTROOMS (MAY 27 – JUNE 2)

- ❑ **TOILET & FIXTURES**  
It is important that the restroom is kept clean, hygienic and fully stocked throughout the day – customers expect this. Toilets and other fixtures should be frequently cleaned using appropriate products, including detergents and sanitizers. Odor should be monitored and deodorizers used if necessary. If there are faucet leaks or toilet malfunctions that cause water wastage, report these for repair immediately. Display an appropriate customer warning sign if the restroom will be temporarily closed. Empty trash can and ensure warm, running water from sink faucet(s).
- ❑ **FLOOR TILES**  
Floor tiles and walls should be wiped clean and kept dry with proper cleaning products. Dampen a mop with warm water and detergent. Remove excess water before placing on the floor. Move mop across the floor. Ensure you remove all marks and spillages. If cleaning a large area, clean the mop head in the bucket frequently during the process. Use appropriate safety equipment to advise the area is wet and may pose a trip and fall hazard.
- ❑ **WALLS**  
Dampen a soft cotton cloth with warm water and detergent. Wipe all surfaces. Dry with paper towels. Dry off any liquid residue so to reduce slip hazards.
- ❑ **MIRRORS**  
Keeping the restroom clean includes ensuring the mirrors are free from excess residue. Spray the surfaces and wipe with clean paper towels. For stubborn marks, use a cleaning detergent.  
**\*50% co-op eligible Co-op guide pg. 48  
\*\*Diamond Deal: Home Depot Upgrades Diamond Deal guide pg. 23**