

# FLOOR CLEANING SOP GUIDEBOOK

THE KOKORO STANDARD: REVENUE PROTECTION THROUGH PRECISION.



Global Authority in Short-Term Rental Maintenance.



# TILE PERFORMANCE PROTOCOL: Ceramic & Porcelain

Technical SOP for Residue-Free, Guest-Ready Floors

## Phase 1: Chemistry & Inventory



**LEAN DILUTION = NO RESIDUE**

**Goal:** Cleaning, not coating. **Issue:** Most "all-purpose" cleaners contain waxes that create a sticky film.

### Checklist Items:

- The Right Agent:** Use a pH-neutral tile cleaner or two drops of mild dish soap.
- Tool Check:** Microfiber mop with a freshly laundered head. A dirty mop head is just a tool for spreading oil.
- Agitation Tool:** Soft-bristle grout brush for targeted stain removal.
- The Mix:** Dilute 1 to 2 tablespoons of cleaner per gallon of water. If your water is sudsy like a bubble bath, you have used too much.

## Phase 2: The Deep Vacuum (Grout Focus)



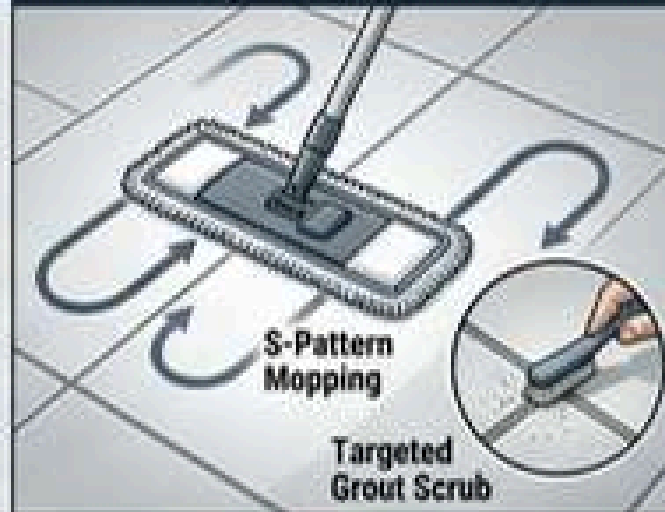
**CLEAR THE CHANNELS.**

**Goal:** Mopping over hair and grit in grout lines is the #1 cause of "dirty corner" reviews.

### Checklist Items:

- Hard Floor Setting:** Ensure the vacuum beater bar is OFF to prevent debris from being flicked across the room.
- Grout Line Tracking:** Run the vacuum nozzle directly along the grout lines. These are the "gutters" of your floor; they must be bone-dry and debris-free before mopping.
- Edge Detail:** Vacuum the meeting point between the tile and the baseboard where pet hair and dust accumulate.

## Phase 3: Precision Mop & Grout Agitation



**Goal:** Use mechanical action, not chemical flooding.

### Checklist Items:

- The Damp Mop Pass:** Wring the mop until it is damp, not dripping. Mop in an "S" pattern to pull dirt toward the exit.
- Targeted Agitation:** If grout lines look dark or "dingy," apply your cleaning solution and use the soft-bristle brush to lift the dirt.
- Change the Water:** If the water in your bucket looks cloudy, stop. Dirty water leads to "haze." Change to a fresh mix before continuing.

## Phase 4: The Essential Neutralization (The Rinse)



**THE RINSE IS THE RESET.**

**Goal:** Separates a 5-star host from the rest.

### Checklist Items:

- Clear Water Pass:** Empty your bucket and refill with pure, clean water. Mop the entire floor again.
- The Foam Check:** If you see any white bubbles or foam in the corners during this pass, you still have soap on the floor. Rinse again.
- Detail Dry:** Use a clean, dry microfiber cloth to buff high-traffic areas and bathroom corners. This prevents water spots and mineral buildup.

## ⚠ Caution | THE TILE KILL-LIST (NEVER USE)

- **No Wire Brushes:** Metal bristles strip grout sealant and cause permanent scratching.
- **No Bleach or Acid:** These weaken the grout structure and can discolor porcelain over time.
- **No "Mop & Shine" Products:** These are the primary cause of floor "peeling" and permanent stickiness.

**MAINTENANCE NOTE:** Change your mop water every 500 square feet. Using dirty water is just moving mud from one room to another.

Expert Turnover provided by Kokoro Cleaning.

Questions? Contact [akira@kokorocleaning.net](mailto:akira@kokorocleaning.net) | 702-710-1201

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# 1 GALLON WATER : 1 TBSP CLEANER



**THE LEAN DILUTION: 1-2 TBSP CLEANER PER GALLON.**

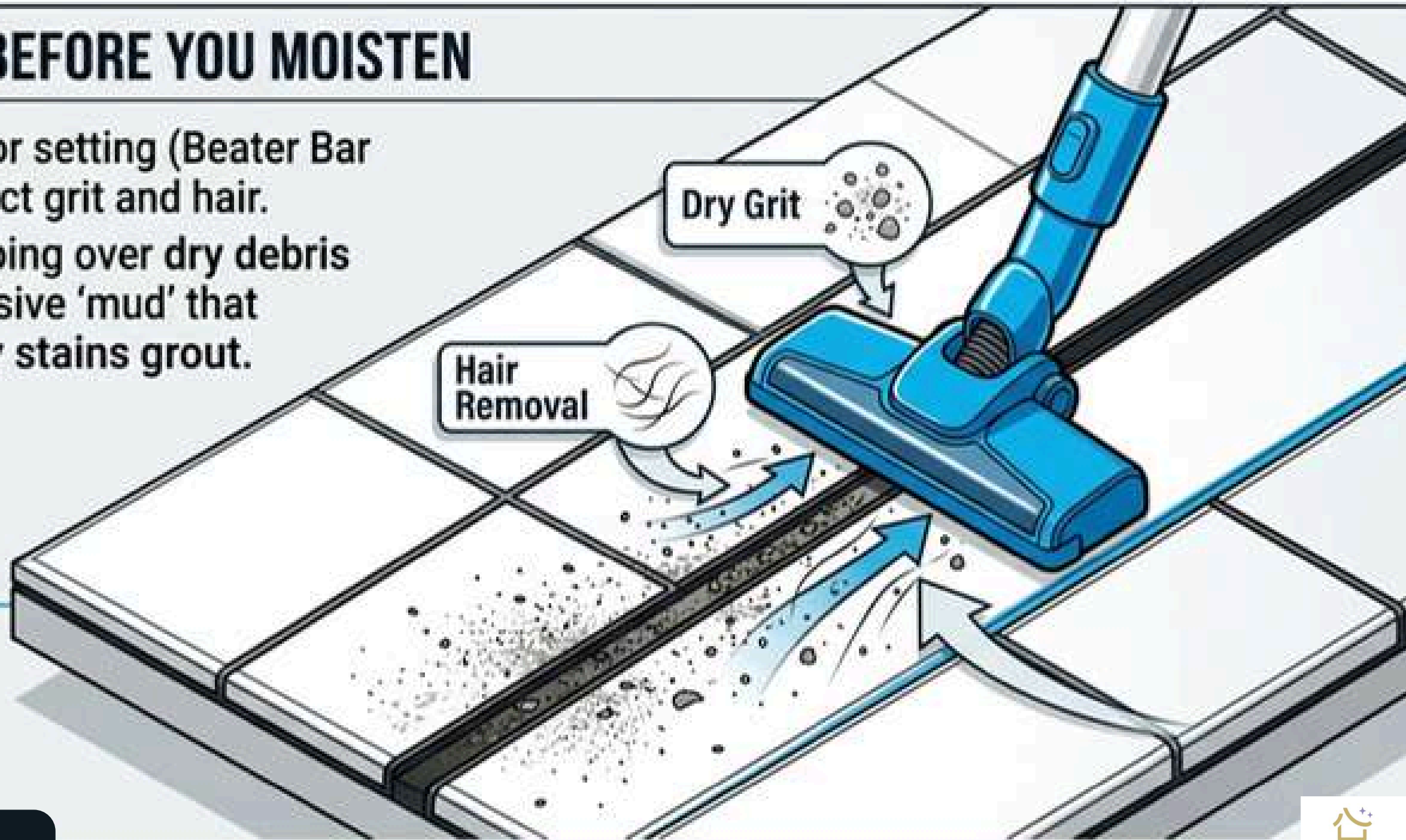
**LOGIC:** Excess soap is a dirt magnet. If it bubbles, it's a failure. Lean dilution ensures a residue-free, "barefoot-ready" finish.



**Soap buildup causes the sticky-floor complaint.**

# EXTRACT BEFORE YOU MOISTEN

Use hard-floor setting (Beater Bar OFF) to extract grit and hair.  
**LOGIC:** Mopping over dry debris creates abrasive 'mud' that permanently stains grout.



Removing grit prevents mud-smearing.

# PRECISION MOVEMENT


Mop in a continuous 'S' pattern toward the exit.

ZOOM: TARGETED AGITATION



Agitate dingy grout with soft bristles.

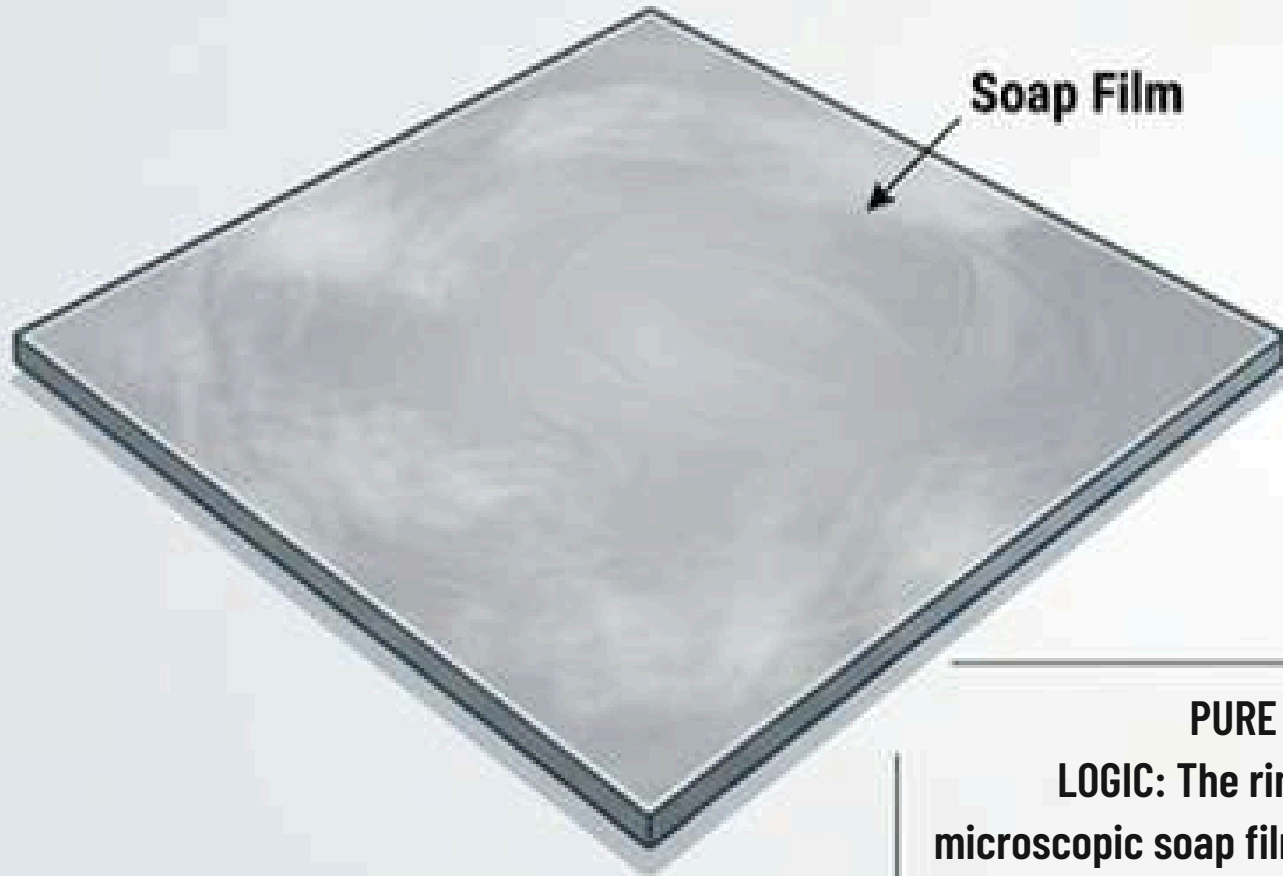


 **WARNING:**  
DO NOT FLOOD.  
5-MINUTE DRY TARGET.

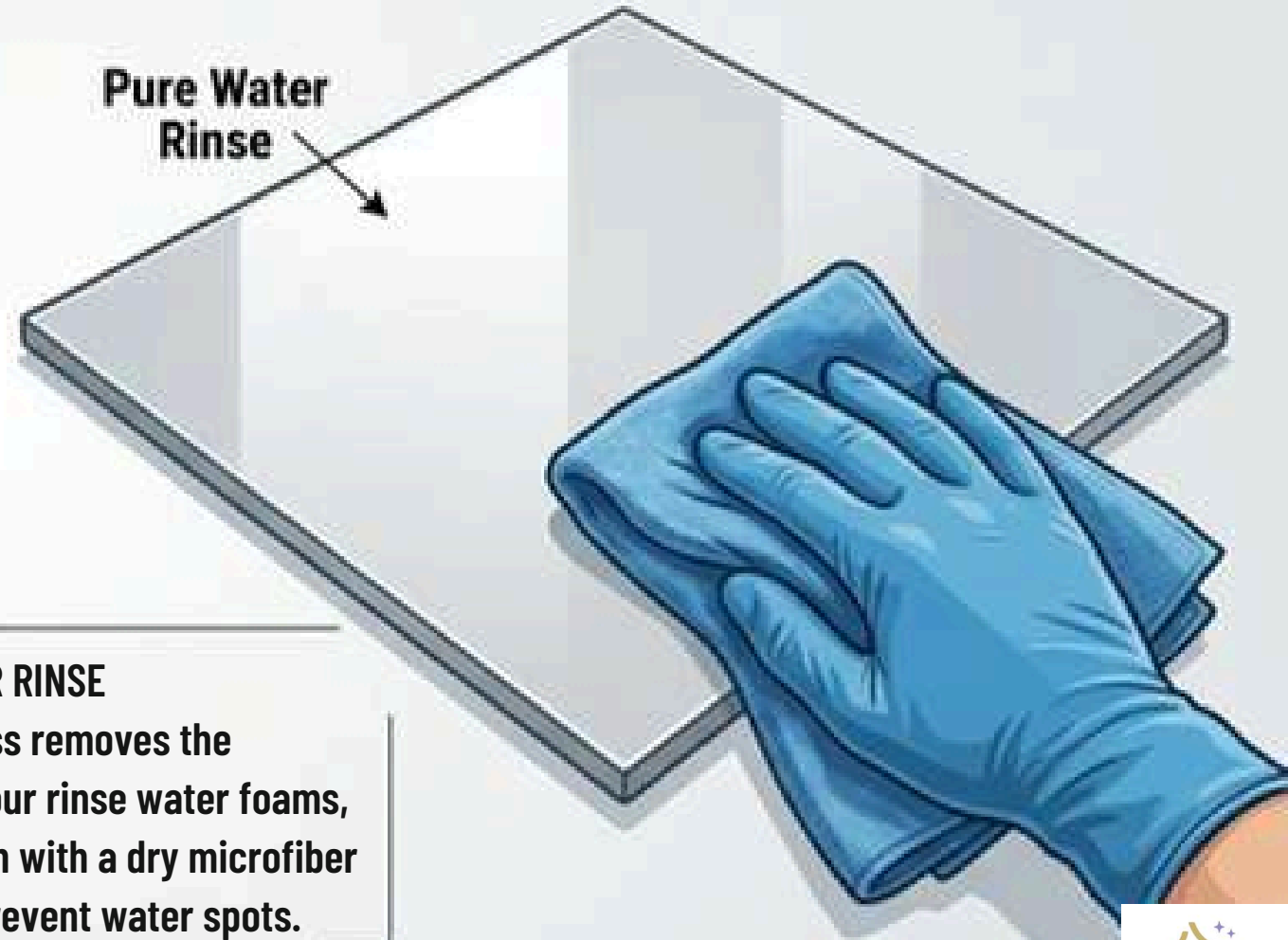
**LOGIC:** Moisture should evaporate in <5 minutes; any longer indicates floor-flooding.

# THE RINSE IS THE RESET.

## Dull/Cloudy Tile



## Crystal Clear Tile



### PURE WATER RINSE

**LOGIC:** The rinse pass removes the microscopic soap film. If your rinse water foams, soap residue remains. Finish with a dry microfiber buff on baseboards to prevent water spots.

Change water every 500 sq. ft.

# STONE ASSET PROTOCOL: Marble, Slate, & Travertine

## Technical SOP for Preserving High-End Natural Surfaces

### PHASE 1: Chemistry & Asset Protection



#### PH-NEUTRAL OR PERMANENT DAMAGE

- The Stone-Safe Agent:** Use only a specialized pH-neutral stone cleaner.
- The "Kill Switch" Check:** Verify that your cleaner contains ZERO vinegar, lemon, or acidic "citrus" ingredients.
- The Sealant Test:** Place a single drop of water on the stone. If it beads up, continue. If it soaks in and darkens the stone, the sealer is gone. Stop and report to the owner.
- Tool Check:** Use a high-density microfiber flat mop only. Avoid string mops that hold excess water in stone "pits."

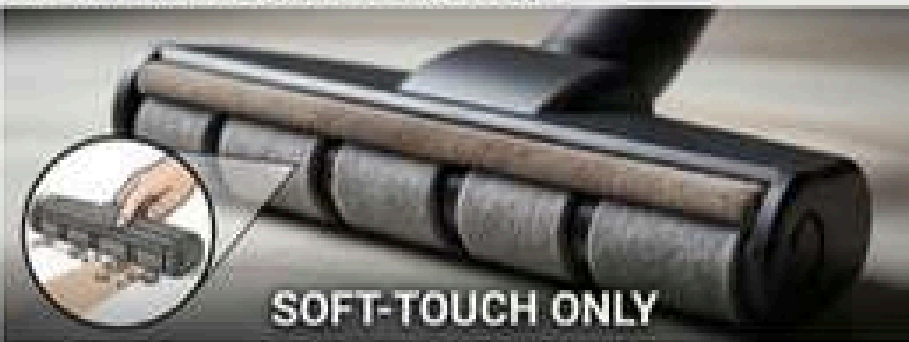
Natural stone is chemically reactive. One application of the wrong product will cause permanent "etching" or chemical burns.

### PHASE 2: The Soft-Touch Prep



- Suction-Only Mode:** Disable the vacuum beater bar (rotating brush). A rotating brush will leave microscopic track marks on polished stone over time.
- Wheel Inspection:** Wipe the vacuum wheels with a cloth before starting. One trapped grain of sand under a plastic wheel can leave a scratch across the entire room.
- Detail Dusting:** Use a soft microfiber duster for the transition points where the stone meets the wall.

### PHASE 2: The Soft-Touch Prep



#### SOFT-TOUCH ONLY

- Suction-Only Mode:** Disable the vacuum beater bar (rotating brush). A rotating brush will leave microscopic track marks on polished stone over time.
  - Wheel Inspection:** Wipe the vacuum wheels with a cloth before starting. One trapped grain of sand under a plastic wheel can leave a scratch across the entire room.
  - Detail Dusting:** Use a soft microfiber duster for the transition points where the stone meets the wall.
- Natural stone scratches easily. If you mop over grit, you are sanding the finish.

### PHASE 3: Moisture-Controlled Cleaning



#### DAMP, NEVER WET

- The Lean Wring:** Wring the microfiber pad until it is barely damp. You should see a thin film of moisture that evaporates within 60 seconds of the mop passing.
- The "S" Pattern:** Mop in a continuous S-pattern to pull oils and dirt toward the exit.
- No Over-Wetting:** Never dump water directly onto stone, especially Travertine or Slate, which have natural pits and holes that trap moisture.

Stone is porous. Standing water can seep into the material and cause deep-set staining or "spalling."

### PHASE 4: The Restoration Buff (The Final Shine)



#### BUFF DRY FOR THE MIRROR FINISH

- Immediate Drying:** Follow the damp mop immediately with a clean, dry microfiber cloth. Do not allow the stone to air-dry.
- Spot Inspection:** Look for "ghost rings" or water spots left by glasses or spills. If found, buff until the surface is uniform.
- The Threshold Test:** Ensure the floor is bone-dry before the next guest enters. Footprints on damp stone will dry as permanent-looking marks.

The most critical step for polished stone. Air-drying leads to "etch" spots from water minerals.

#### THE STONE KILL-LIST (NEVER USE)

- **No Vinegar or Lemon:** These are acids that dissolve the stone's surface.
- **No Green Scouring Pads:** These are abrasive and will kill the stone's natural luster.
- **No Generic "All-Purpose" Sprays:** Most contain degreasers that strip the stone's essential sealer.
- **No Pressure Washers:** These can force water deep into the stone, causing it to flake and crumble from the inside out.

#### MAINTENANCE NOTE:

Natural stone requires a fresh coat of penetrating sealer every 6 to 12 months. If water no longer beads on the surface during your test, the asset is at risk.

Expert Turnover provided by **Kokoro Cleaning**  
Questions? Contact [akira@kokorocleaning.net](mailto:akira@kokorocleaning.net) | 702-710-1200

Protect your property investment.  
Get the full Stone Care Manual at [CleaningServiceHenderson.com](http://CleaningServiceHenderson.com)



## PREVENT SURFACE ABRASION

### PHASE 1: SOFT-TOUCH VACUUM.

Use hard-floor settings ONLY with beater bar OFF.

**LOGIC:** Removing dry grit prevents the mop from acting like sandpaper on the stone's finish. Rotating brushes leave microscopic track marks that kill the luster.

SOFT-BRISTLE ATTACHMENTS

DRY GRIT

**STATUS**



**BEATER BAR: OFF**

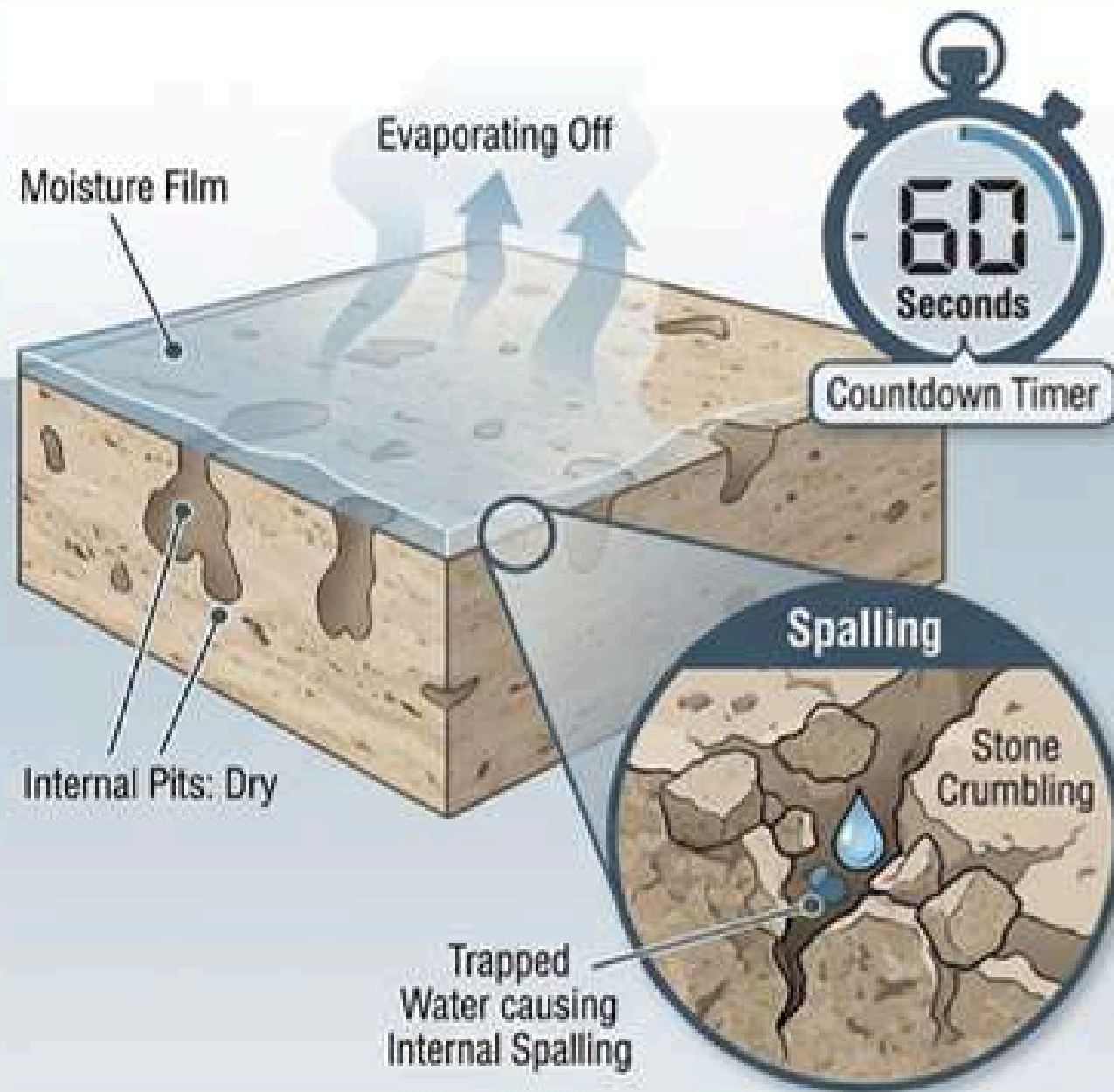
SUCTION PATH

Microscopic Track Marks

**MOPPING OVER GRIT: THE SANDPAPER EFFECT.**  
Fine grit creates abrasive paste, wearing down polish.

**ROTATING BRUSHES: LUSTER KILLERS.**  
Leave continuous micro-scratches, dulling reflection.

## PHASE 2: THE HIGHLY WRUNG PASS



PHASE 2: THE HIGHLY WRUNG PASS. Wring microfiber until barely damp. Use ONLY pH-neutral stone cleaner. Never vinegar or bleach!  
LOGIC: Stone is a sponge. Moisture must evaporate in under 60 seconds to prevent pooling in natural pits, which causes mold and internal "spalling".

# PHASE 3: IMMEDIATE BUFF DRYING

**Buff stone** with a clean, **dry microfiber cloth** instantly after mopping.

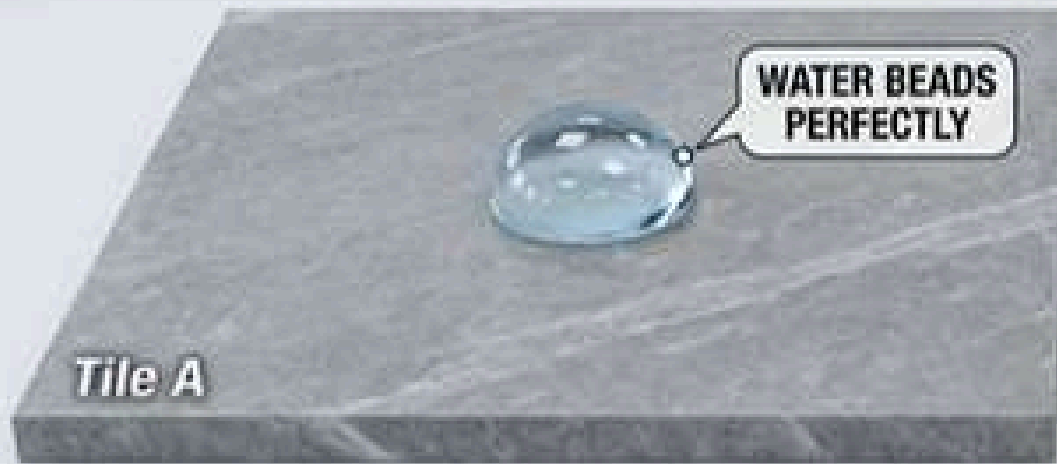
**LOGIC:** This prevents 'etching' (chemical burns) and dull water spots caused by the mineral content in tap water. Critical for maintaining the mirror finish of polished marble.

Tap water minerals cause ghost rings; buffing removes them.

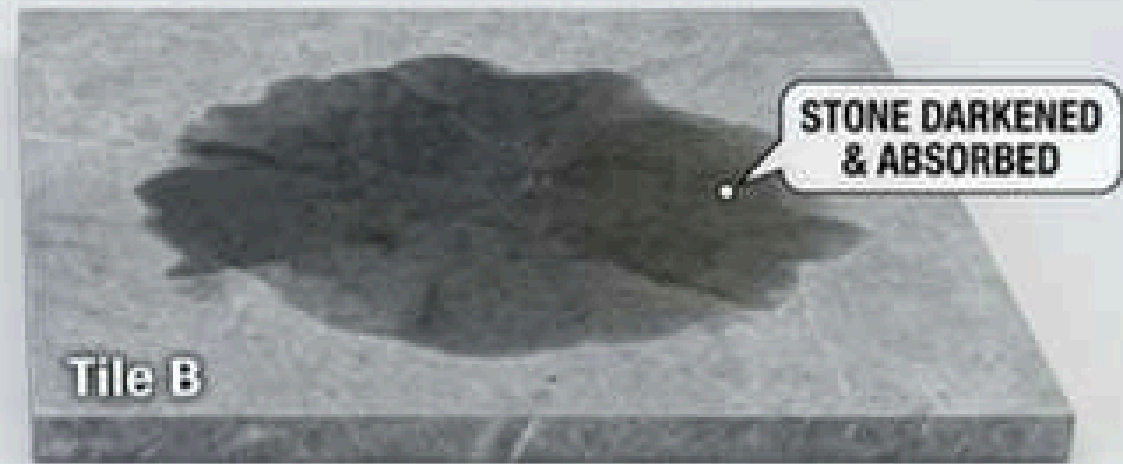


◀ **NEUTRALIZE  
MINERAL  
ETCHING.**

# REVENUE PROTECTION: THE SEALER AUDIT.



**SEALED/PASS** ✓



**UNSEALED/FAIL** ✗

## PHASE 4: THE WATER BEAD TEST

Place a droplet of water on high-traffic zones during every turnover.

**LOGIC:** If water beads, the sealer is intact. If the stone darkens, the seal is compromised and the floor is vulnerable to permanent red wine or oil stains. Reseal every 6–12 months.

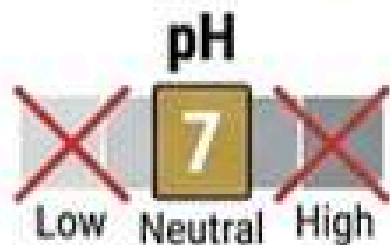
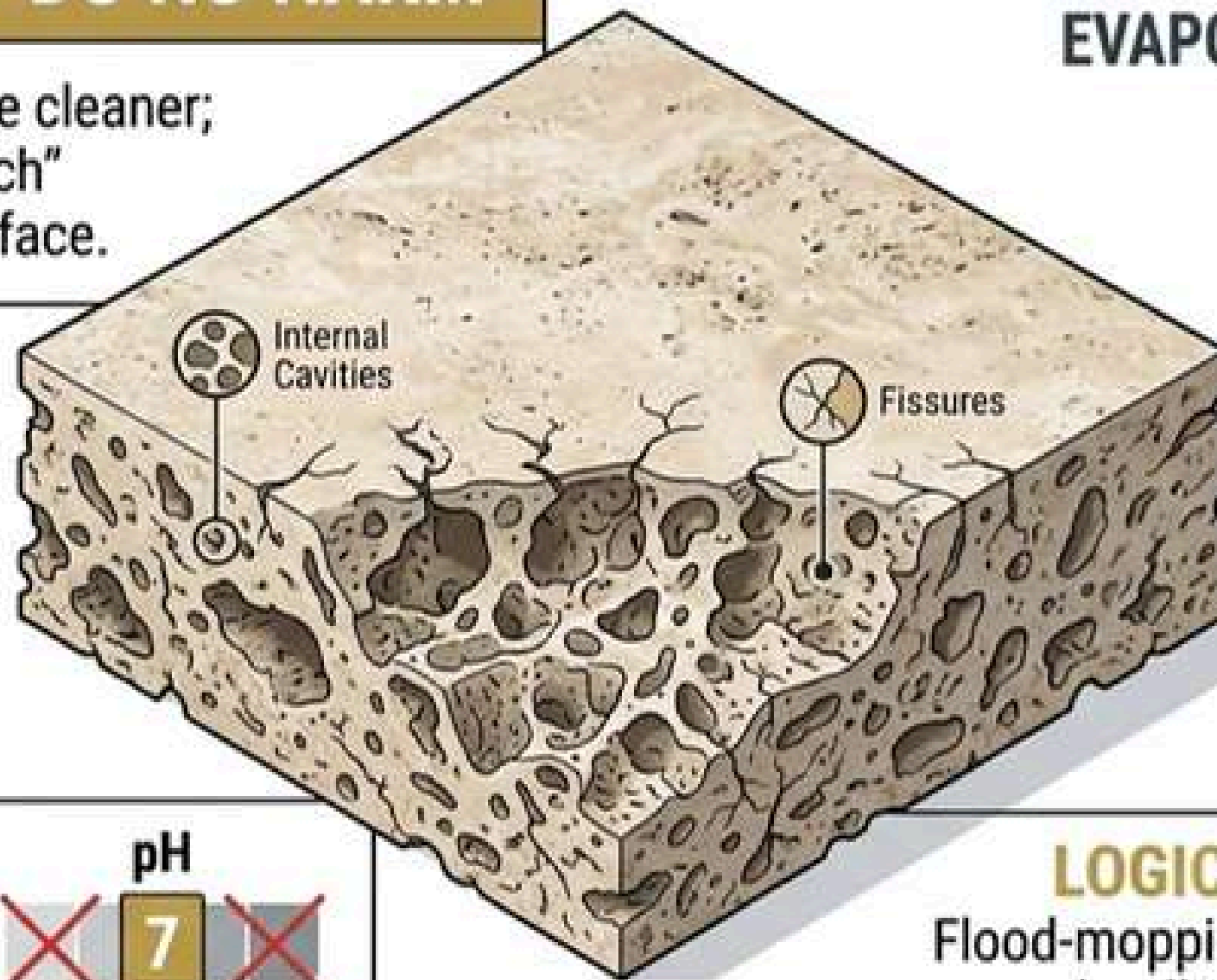
**Reseal every 6–12 months.**

# STONE SAFETY: 'DO NO HARM'

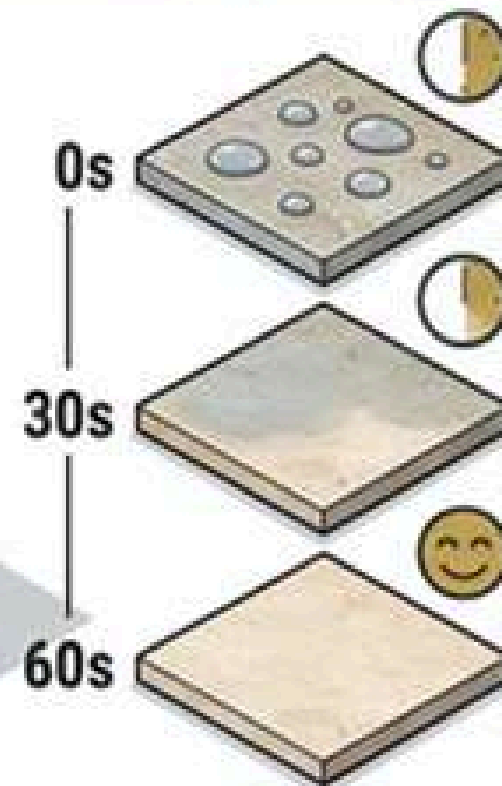
Use only pH-neutral stone cleaner; acids like vinegar will "etch" (chemically burn) the surface.



**NEVER USE VINEGAR OR BLEACH.**



**60-SECOND EVAPORATION TARGET.**



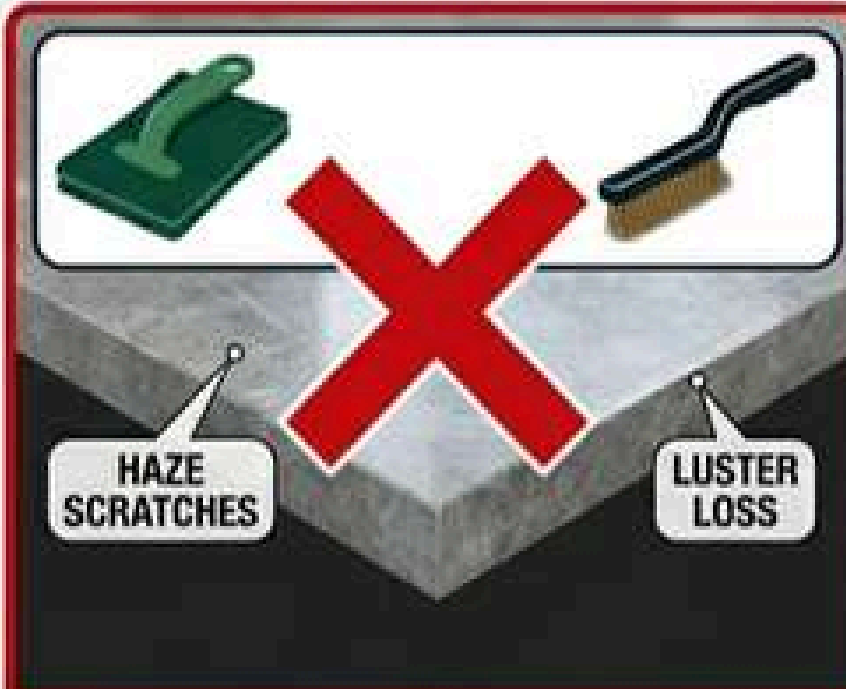
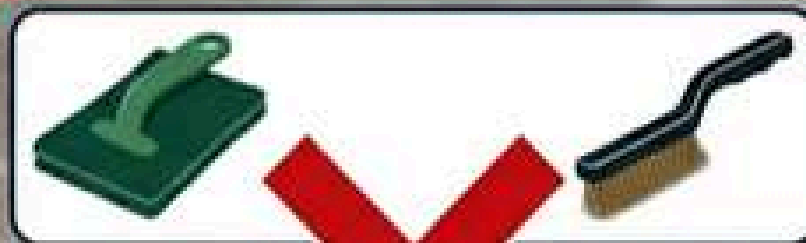
**LOGIC:** Stone is a sponge. Flood-mopping leads to mold and 'spalling' (stone crumbling).

# THE STONE KILL-LIST.



ACIDS CAUSE GHOST RINGS

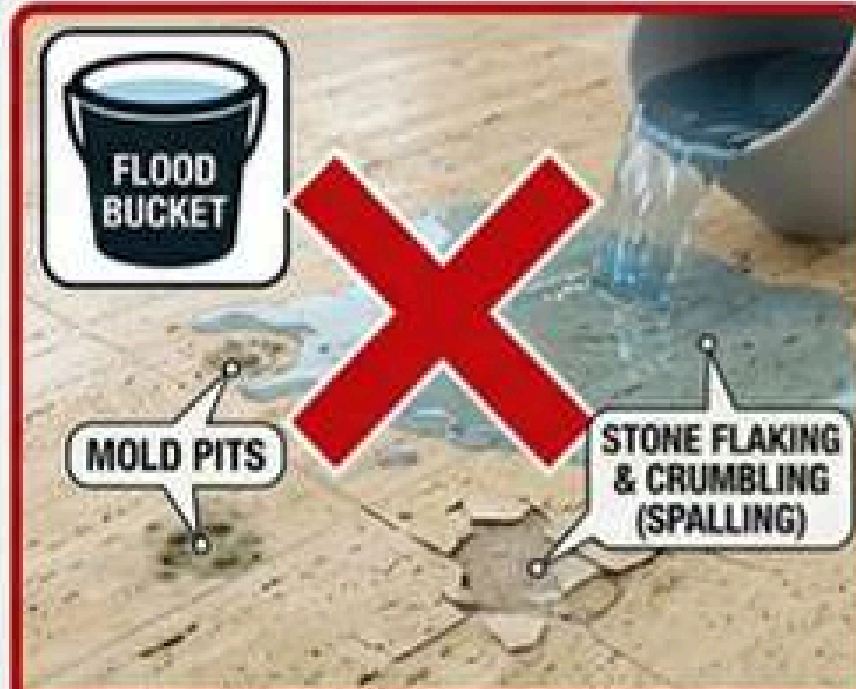
**NO VINEGAR:** Acids dissolve calcium and leave permanent "ghost" rings.



HAZE SCRATCHES

LUSTER LOSS

**NO ABRASIVES:** Green pads and wire brushes create "haze".



MOLD PITS

STONE FLAKING & CRUMBLING (SPALLING)

**NO FLOODING:** Standing water causes stone to flake and crumble.

## LOGIC: THE CHEMICAL REACTION

**LOGIC:** Stone is chemically reactive; one wrong product can cause permanent damage.

**Standard of Care: DO NO HARM.**

# PLANK PRESERVATION PROTOCOL: LVP & Laminate

## PHASE 1: Chemistry & Film Prevention

The goal is a "film-free" finish. Traditional "shine" products trap hair and dirt into a permanent, peeling layer.



Mist Solution:  
3 Drops Dish Soap  
+ 1 Gallon Water

- The Film-Free Agent:** Use a dedicated LVP/ Laminate cleaner or a ultra-lean solution (3 drops of dish soap per gallon of water).
- Forbidden Products:** Verify that no waxes, oils, or "acrylic shine" products are in the kit.
- Tool Check:** Microfiber flat mop or spray-mop system. Traditional string mops are the primary cause of plank failure.
- The "Mist" Setup:** Ensure the mop head is barely damp. If you can squeeze water out of it with your hand, it is too wet.



**PULL FROM THE GRME**

## PHASE 2: High-Efficiency Dry Prep

LVP has deep "taux-grain" textures. Surface-level sweeping leaves 50% of the dirt behind.



**PULL FROM THE GRAIN**

- High-Suction Vacuum:** Use a vacuum with a "Hard Floor" setting. The goal is to pull grit out of the textured grain where it hides from a broom.
- Seam Clearance:** Focus specifically on the joints where planks meet. This is where sand and pet hair congregate.
- The Perimeter Check:** Use the crevice tool along the baseboards. LVP expands and contracts, creating small gaps at the edges that trap allergens.
- High-Suction Vacuum:** Use a vacuum with a "Hard Floor" setting. The goal is to pull grit out of the textured grain where it hides from a broom.
- The Sectional Mist:** Lightly mist a 4x4 foot area. LVP. It causes "peaking"—where the edges of the boards swell and chip.
- The Perimeter Check:** Use the crevice tool along the baseboards. LVP expands and contracts, creating small gaps at the edges that trap allergens.

## PHASE 3: The "Mist Method" (Moisture Control)

Moisture is the "Kill Switch" for laminate and LVP. It causes "peaking"—where the edges of the boards swell and chip.



**30-SECOND DRY TIME**

- The Sectional Mist:** Lightly mist a 4x4 foot area. Do not flood the surface.
- Directional Mopping:** Always mop in the direction of the planks. This ensures the cleaner moves across the seams rather than being forced down into them.
- The 30-Second Rule:** If the floor is still visibly wet after 60 seconds, you are using too much liquid. Wring the mop and perform a "dry pass" to soak up excess.

## THE PLANK KILL-LIST (NEVER USE)

- **No Steam Mops:** The heat melts the adhesive and warps the core. This is professional negligence on LVP/Laminate.
- **No Flood Mopping:** Dumping a bucket of water on these floors will cause "delamination" (the layers peeling apart).
- **No Beater Bars:** Rotating brushes will leave thousands of microscopic scratches on the wear layer, killing the shine.

**MAINTENANCE NOTE:** Check furniture feet during every turnover. A missing felt pad on a chair will cause a permanent "white scratch" on LVP that cannot be buffed out.

## PHASE 4: Scuff & Streak Reset

LVP is prone to black rubber scuffs from luggage and sneakers. These do not come off with standard mopping.



**THE FINAL BUFF**

- Scuff Buffing:** Use a dry microfiber cloth or a "scuff eraser" (white tennis ball) to buff out black marks.
- The Streak Inspection:** Look toward a light source. If you see "cloudy" streaks, it means there was leftover residue. Use a dry microfiber head for a final high-speed buff.
- The Seam Check:** Ensure no water is sitting in the "V-groove" of the planks. If found, dry immediately with a clean cloth.

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Questions? Contacthenderson@kokoro.net | 725 777 2540 | CleaningServiceHenderson.com

# High-Suction Grain Extraction

## PHASE 1: TEXTURE EXTRACTION.

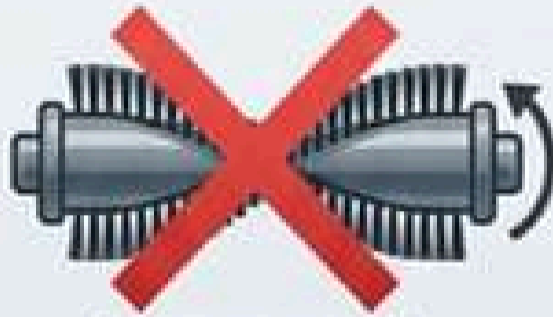
Use a vacuum with high suction and the beater bar **DISABLED**.

**LOGIC:** LVP textures trap hair and grit that flat mops miss.

Rotating brushes leave microscopic scratches that turn semi-gloss finishes into dull matte.

High suction required; Beater bars cause permanent surface dulling

## CLEAR THE TEXTURE.



**DISABLED**



# The "30-Second" Mist Protocol

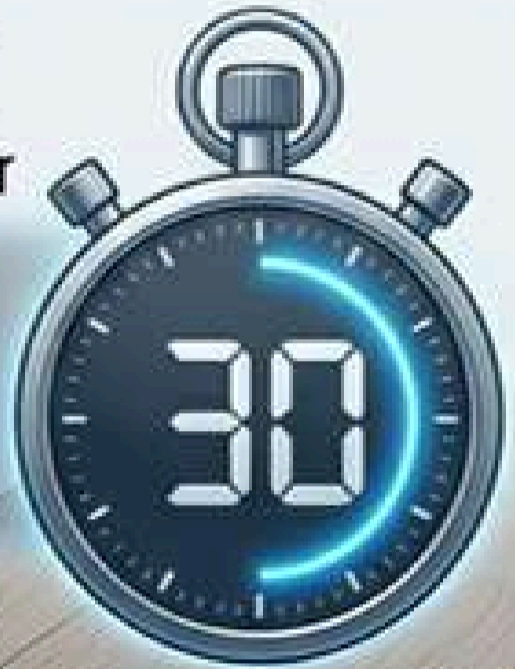
**PHASE 2: THE MIST METHOD.** Mist a 4x4 area and **wipe immediately.**

**LOGIC:** LVP is water-resistant, but the seams are vulnerable. Standing water for >30 seconds causes edges to swell, creating tripping hazards and permanent chipping.

**30-Second**  
Countdown Timer

Start

30



**MIST  
AND  
WIPE**

***IMMEDIATELY***



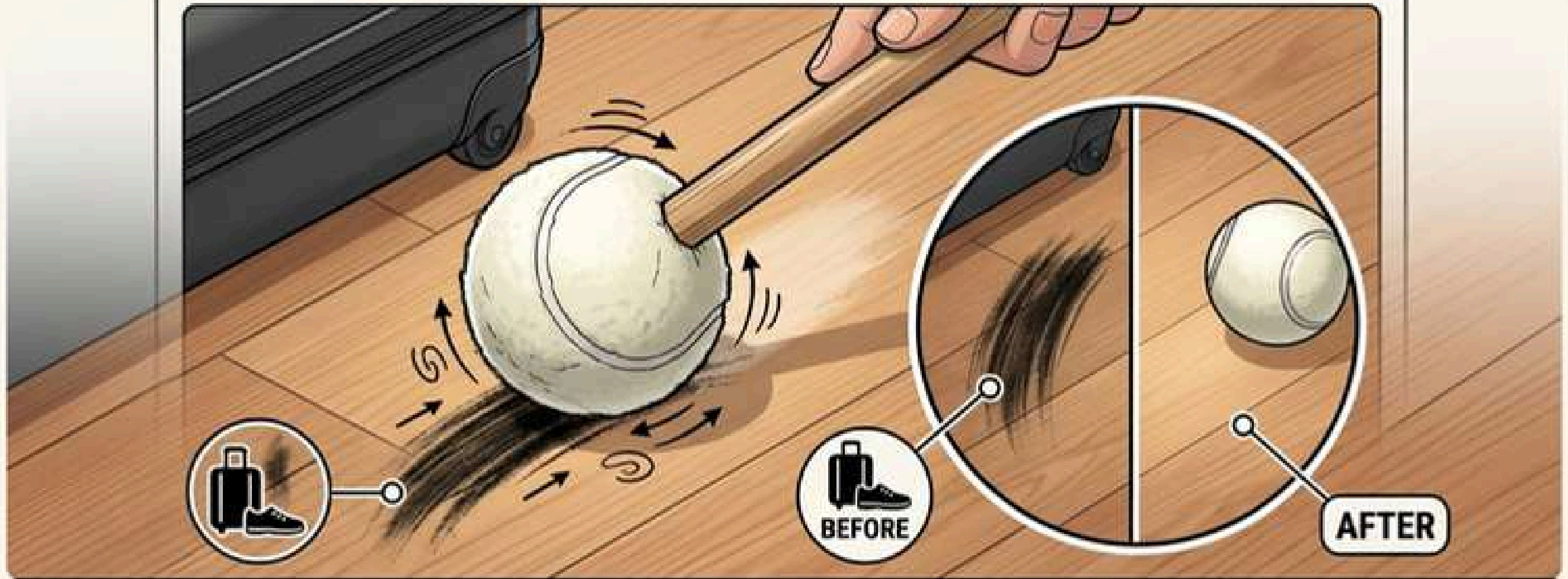
**WARNING:  
SEAM SWELLING**

**TRIPPING HAZARD & CHIPPING**



**kokoro**  
CLEANING SERVICE

## Poster 3.4: Mechanical Scuff Eradication



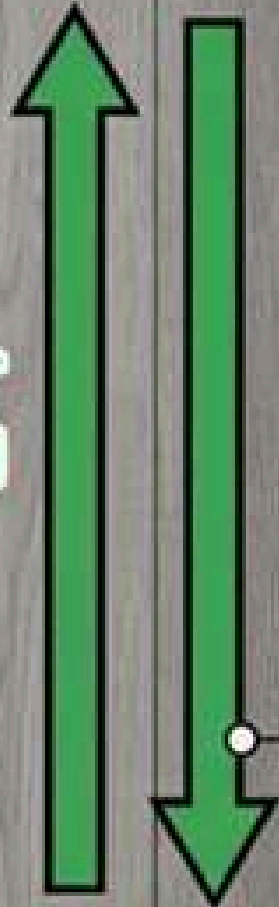
### 'MECHANICAL SCUFF REMOVAL'



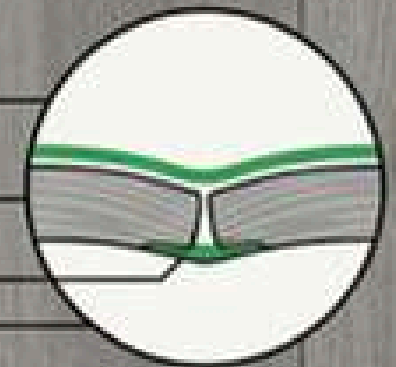
**PHASE 4: SCUFF REMOVAL.** Use a white tennis ball or 'scuff eraser' on luggage and shoe marks before the final dry pass.  
**LOGIC:** Standard mopping cannot lift rubber transfer marks; mechanical friction is required for a 5-star finish.

# FOLLOW THE GRAIN, PROTECT THE SEAMS

CORRECT  
PATH



INCORRECT PATH



- ⚠️ Tripping Hazard
- ⚠️ Water Damage

**DIRECTIONAL FLOW:** Always mop parallel to the direction of the planks.

**LOGIC:** Mopping across planks pushes cleaning solution into the seams rather than over them, causing internal moisture buildup that leads to floor failure.



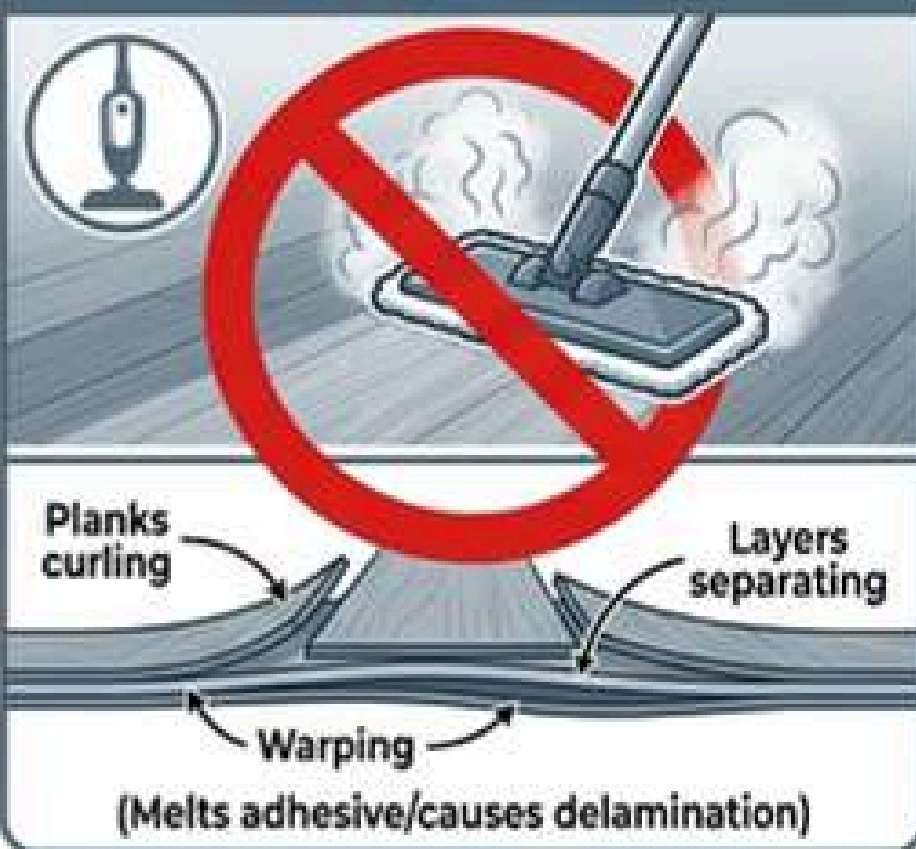
Best  
Practice



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# LVP/Laminate ASSET PROTECTION

## NO STEAM



## NO WAX/SHINE



## NO FLOODING



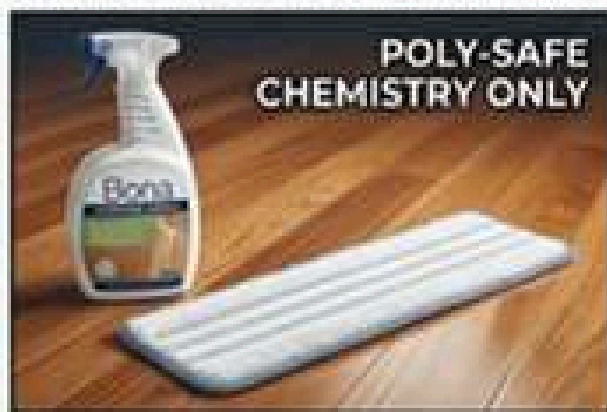
**STRICTLY FORBIDDEN: NO STEAM** (Melts adhesive/causes delamination). **NO WAX/SHINE** (Creates cloudy, footprint-trapping buildup). **NO FLOODING** (Causes edge peaking and tripping hazards).  
**LOGIC:** These common errors cause irreparable damage to LVP assets.

# HARDWOOD HERITAGE PROTOCOL: Real Wood & Engineered Timber

## Technical SOP for Preserving High-Value Organic Flooring

### PHASE 1: Chemistry & Finish Identification

Description in professional hardwood cleaner is a verwood or thereswile chemium, and diagnroning hardwood cleaner to listen in polished, thomings rotential, spolt identification and mtortnore specific technical professions.



- The Wood-Specific Agent:** Use only a professional-grade hardwood cleaner. Avoid any product that claims to 'restore shine' or contains oils.
- The Vinegar Ban:** Verify that no vinegar is in the solution. Vinegar is an acid that slowly dissolves wood finishes over time.
- Tool Check:** Use a dedicated 'wood-only' microfiber flat mop. Never use a mop head that has been used on greasy kitchen tile.
- The Indirect Setup:** Fill a spray bottle with your cleaner. We do not use buckets for hardwood.

### PHASE 2: Dual-Phase Dry Prep

Dual phase dry prep posses as dry microfiber dust mop for fruse fine, hair, and pret sount the wiert, only phaser, and dec noed before eeing: tol-nover, booad of vacuuing, and tool.



- Dust Mop Pass:** Use a dry microfiber dust mop to collect fine hair and dust. This prevents "piling" when you start the wet phase.
- Suction-Only Vacuuming:** Use a vacuum with the beater bar OFF. Rotating brushes leave "chatter marks" (tiny horizontal dents) in the wood finish.
- Gap Clearance:** Run the suction nozzle along the joints between boards. This is where grit hides and eventually grinds into the wood.

### PHASE 3: The "Cloud" Method (Moisture Control)

Description newes Spray the cleaning solution directly wot smaitor of the coaning conctions onto the microfiber mop pad, as aic omot spr a lve any microfiber mopping; or water, not onto the wood floor.



- Indirect Application:** Spray the cleaning solution directly onto the microfiber mop pad. Do not spray the floor. This prevents "spotting" and moisture seepage into the seams.
- Grain-Match Stroke:** Mop in the direction of the wood grain. This ensures that any microscopic moisture sits on top of the boards rather than being pushed into the joints.
- The "Dry-Behind" Rule:** If you see any moisture on the floor 30 seconds after mopping, you are using too much cleaner. Immediately buff the area with a dry cloth.

### PHASE 4: The High-Gloss Inspection

The High-gloss to inspection has the requirement to cleaner sor large, dry bath towels or longn-microfiber pads, making long, smooth, circular buffing motions over a xopsbollistow hardwood floor, following the grain.



- The Towel Buff:** If the floor looks cloudy or has "mop lines," follow up immediately with a large, dry microfiber towel to buff the surface to a shine.
- The "Sighting" Test:** Crouch low and look across the floor toward the light. Any footprints or "dull spots" must be buffed out before the turnover is complete.
- The Threshold Lockdown:** Do not allow anyone to walk on the floor for 10 minutes after cleaning to ensure the finish has completely reset.

### THE HARDWOOD KILL-LIST (NEVER USE)

- **No Steam Mops:** The heat forces moisture deep into the wood fibers, causing permanent warping and rot.
- **No Traditional Mop & Bucket:** Standing water will "cup" the boards, leading to a \$5,000+ sanding and refinishing bill.
- **No Wax or Oil-Based Soaps:** These create a sticky "sludge" on top of the polyurethane that traps dirt and pet hair.

### MAINTENANCE NOTE

Inspect chair and table feet during every turnover. A missing felt pad is professional negligence that leads to permanent floor damage.

# THE "SUCTION-ONLY" DUST EXTRACTION

## SOP PHASE 1: GAPPED-DEBRIS EXTRACTION

Use a vacuum with a felt-lined hard floor tool.

**LOGIC:** Beater bars (rotating brushes) create microscopic "chatter marks" in the finish over time. High suction is required to pull allergens and grit out of the expansion gaps between boards.

Natural Expansion Gaps

Soft Felt-Lined Bottom

PROHIBITED

Protect the finish from mechanical abrasion.

**LOGIC:** Microscopic "chatter marks" and scuffs are permanently etched into the topcoat by rotating bristles. Suction alone is safe.

"SUCTION ONLY—NO BRUSHES."

# The Indirect "Mist" Application



Protect the finish from mechanical abrasion.

**LOGIC:** Microscopic "chatter marks" and scuffs are permanently etched into the topcoat by rotating bristles.



Wetting Pad Only

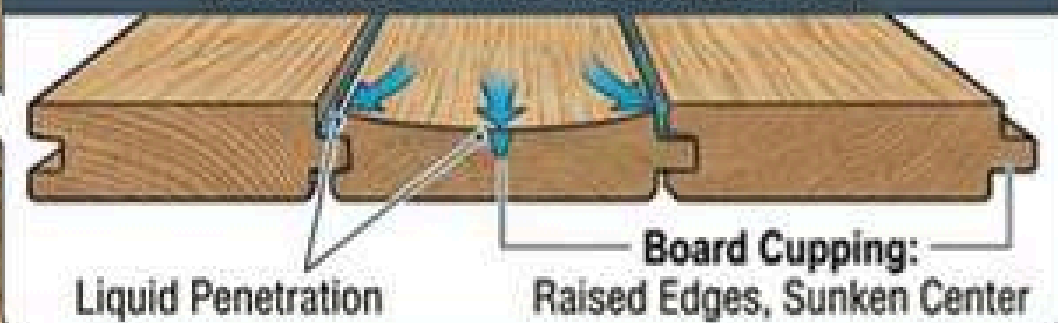
Wetting Pad Only

## SOP PHASE 2: THE INDIRECT MIST

Never spray cleaner directly onto the wood surface. Mist the microfiber pad **ONLY**.

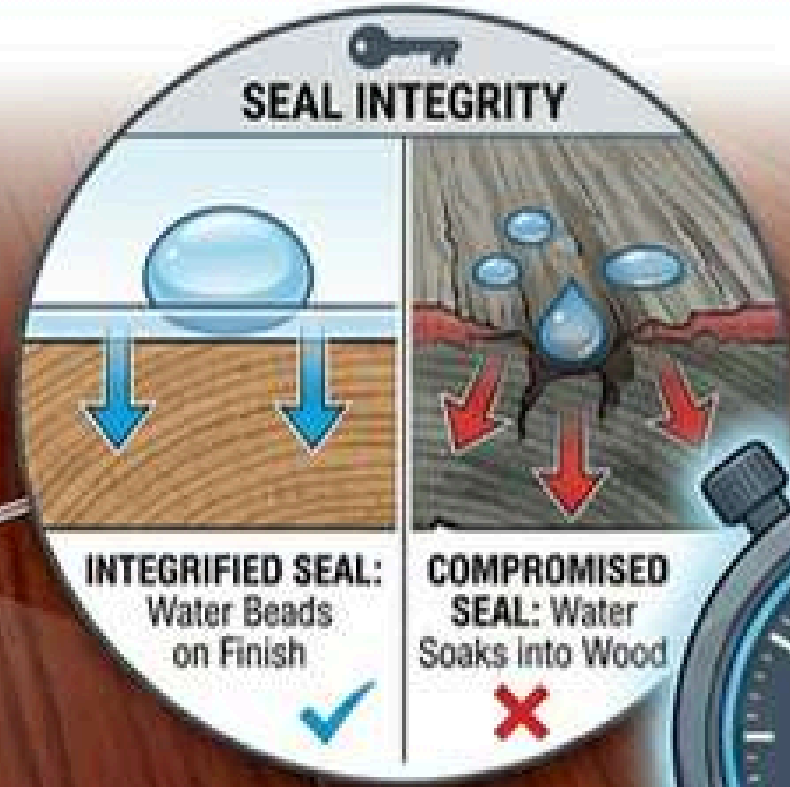
**LOGIC:** Direct spraying leads to "puddling" in the seams, causing boards to absorb water, swell, and 'cup' (edges rising higher than the center).

## BOARD CUPPING VISUALIZATION



**'MIST THE PAD, NOT THE PLANK.'**

# THE 'DRY-TOUCH' MOISTURE LIMIT



## SOP PHASE 3: THE 30-SECOND EVAPORATION

Ensure moisture disappears within 30 seconds of the pass.  
**LOGIC:** Hardwood finishes are water-resistant, not waterproof. Prolonged moisture exposure breaks down the polyurethane seal, leading to grey 'clouding' and wood rot.

**'MOISTURE MUST EVAPORATE FAST.'** ★



# The Grain-Parallel Buff

**PHASE 4: ALIGN WITH THE GRAIN.** Always mop and buff in the direction of the wood grain.

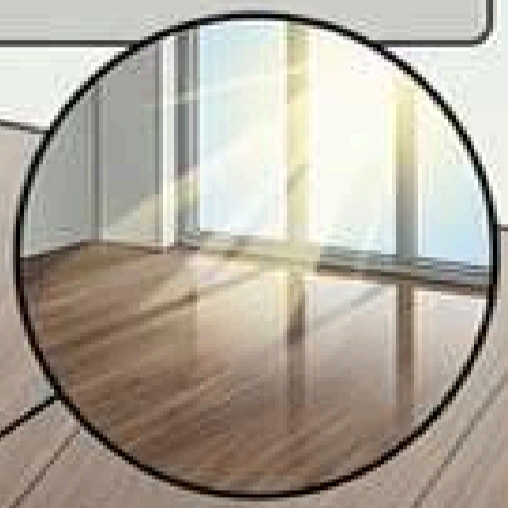
**LOGIC:** This ensures any microscopic cleaning traces blend into the natural pattern of the wood, preventing 'cross-grain' streaks that are visible when sunlight hits the floor.

## WORK WITH THE WOOD.

**CORRECT PATH**

**Streak-Free Clarity  
(Sunlight Check)**

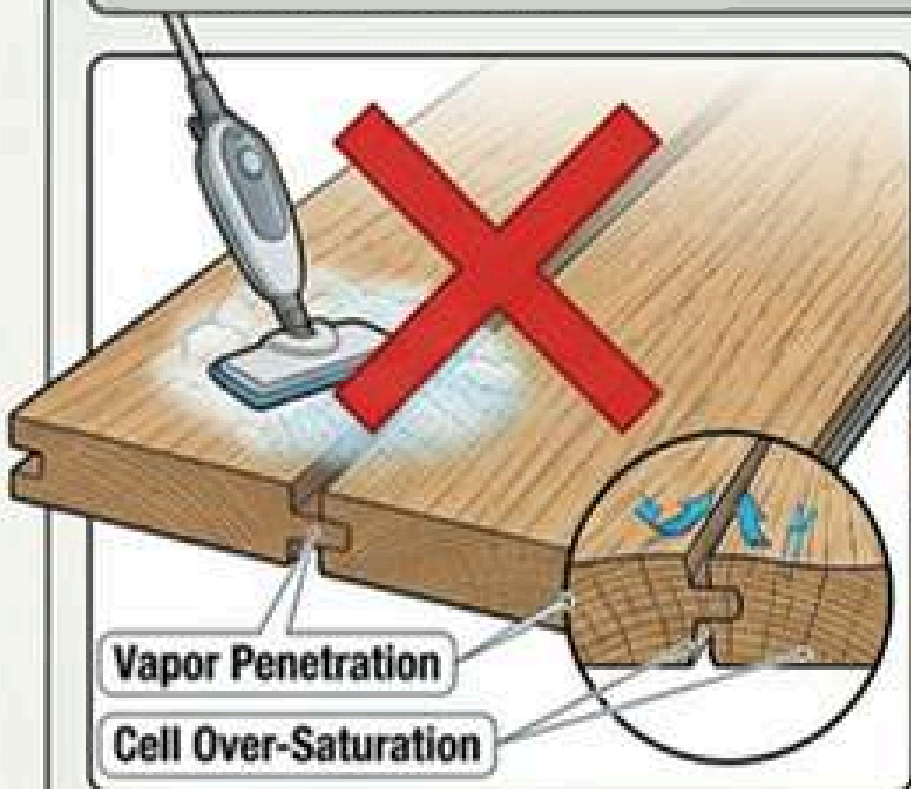
**INCORRECT PATH**



## Poster 4.5: The Hardwood "Forbidden List"

# PREVENT COSTLY REFINISHING

**HARDWOOD KILLERS: NO STEAM** (Forces vapor into wood cells, causing rot). **NO VINEGAR** (Acid dulls the finish instantly). **NO OIL SOAPS** (Creates a sticky, permanent haze). **LOGIC:** These products cause irreversible damage that requires professional sanding and refinishing.



**SOP Pro-Tip:** On hardwood, the **Barefoot Test** is the gold standard. If you can see a "fog" from your breath on the floor, or a footprint after walking, there is residue that must be buffed out with a dry microfiber cloth immediately.

# CONCRETE CLARITY PROTOCOL: Polished & Sealed Concrete

Technical SOP for Maintaining High-Gloss Industrial Surfaces

Kokoro

## PHASE 1 Chemistry & Seal Integrity



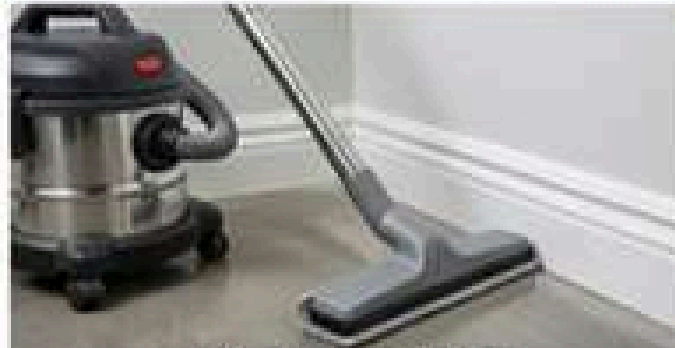
### PROTECT THE SEAL

Polished concrete is a sponge disguised as a rock. If you strip the microscopic chemical seal with the wrong cleaner, the floor will permanently stain.

- The Correct Agent:** Use a specialized pH-neutral concrete cleaner. Avoid degreasers meant for garages; they are too aggressive for polished interior finishes.
- Conditioning Check:** Ensure your cleaner contains "conditioners" that help maintain the luster rather than just stripping dirt.
- Tool Check:** High-density microfiber flat mop. Concrete is perfectly flat, so you need a mop that maintains 100% surface contact.

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## PHASE 2 The Precision Vacuum



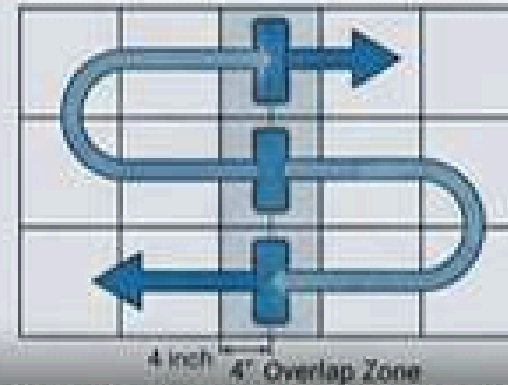
### ELIMINATE THE DUST BUNNIES

Concrete shows every grain of sand. If you mop over dust, you create gray streaks that dry into the finish.

- Felt-Bottomed Section:** Use a vacuum with a felt-bottomed floor tool. Dragging a plastic vacuum head across polished concrete will leave visible "swirl marks" over time.
- Corner Focus:** Spend extra time in the corners and along baseboards. Polished concrete's static charge often pulls dust to the perimeter.
- The Debris Sweep:** Ensure all grit is removed before any liquid touches the floor to prevent the "mud-streak" effect.

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## PHASE 3 The Sectional S-Pattern



### THE OVERLAP METHOD

Because concrete is so reflective, your mopping technique must be perfect to avoid visible "stop-and-start" lines.

- 5x5 Sectional Cleaning:** Work in small, manageable 5x5 foot squares. This prevents the cleaner from drying before you can buff it.
- The Continuous S-Pattern:** Move the mop in a continuous "S" flow, always pulling the dirt toward the center of the pad.
- The 4-Inch Overlap:** When moving to the next section, overlap your previous pass by at least 4 inches. This eliminates the "streak lines" common in large open concrete spaces.

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## PHASE 4 The Mirror-Finish Inspection



### THE MIRROR TEST

The "Showroom Shine" is only achieved through a final dry friction pass.

- The High-Gloss Buff:** Immediately follow your damp mop with a completely dry microfiber pad. This friction removes microscopic droplets that dry as dull spots.
- The Efflorescence Check:** Look for white, powdery salt deposits (efflorescence). If found, it means the floor was over-saturated. Dry the area immediately.
- The Light-Source Sighting:** Crouch low and look toward the strongest light source in the room. If you see any "clouding," buff that section again with a fresh, dry pad.

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## THE CONCRETE KILL-LIST (NEVER USE)

- **No Acidic "Green" Cleaners:** Vinegar or lemon will "etch" the concrete, creating a dull, rough patch that requires diamond-grinding to fix.
- **No Abrasive Pads:** Never use red, brown, or black scrubbing pads. These are for stripping floors and will remove the polished finish.
- **No Flooding:** Even sealed concrete is porous. Standing water can penetrate the seal and cause internal damage or salt deposits.



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**Maintenance Note:** Polished concrete requires a fresh "guard" or sealer application every 12 to 24 months. If the floor looks "dusty" even after a professional clean, the seal has worn out.

Expert Turnover provided by Kokoro Cleaning.  
Contacthenderson@kokoro.net | 725 777 2540 | Cleaning Service Henderson.com

# TOTAL DEBRIS REMOVAL

SOP 5.1: The Precision Debris Extraction

Dust + Moisture = Gray Streaks.



**PHASE 1: PRECISION DUST EXTRACTION.** Use a suction-only vacuum with a felt-bottomed tool. **NEVER** drag plastic vacuum heads, which leave visible swirl marks.

**LOGIC:** Polished concrete reflects light perfectly; any dust left behind during mopping will create permanent gray streaks.

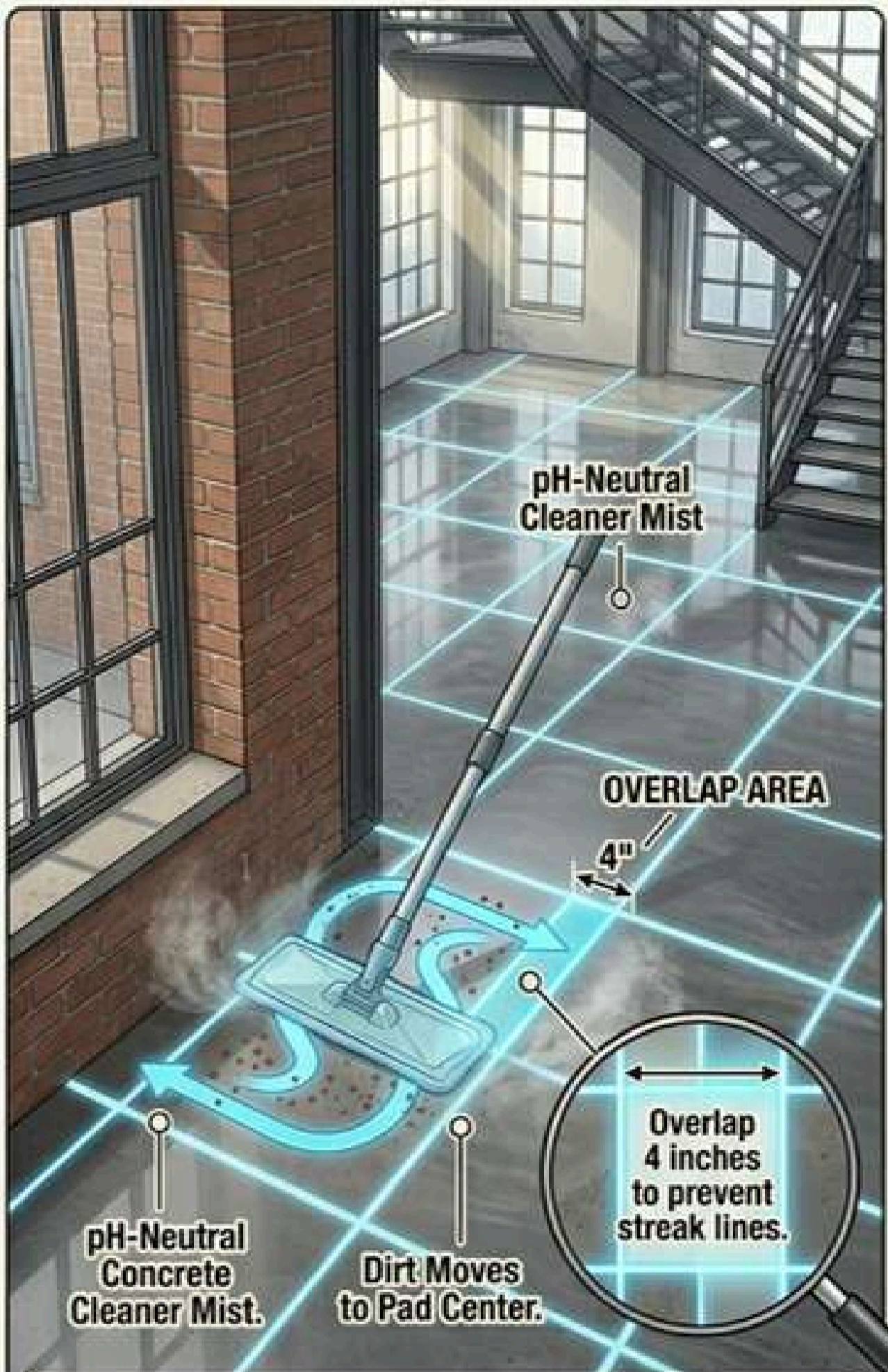


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# THE 5x5 SECTIONAL STANDARD.

Poster 5.2: Sectional Mist & Overlap Protocol.

Dust + Moisture = Gray Streaks.



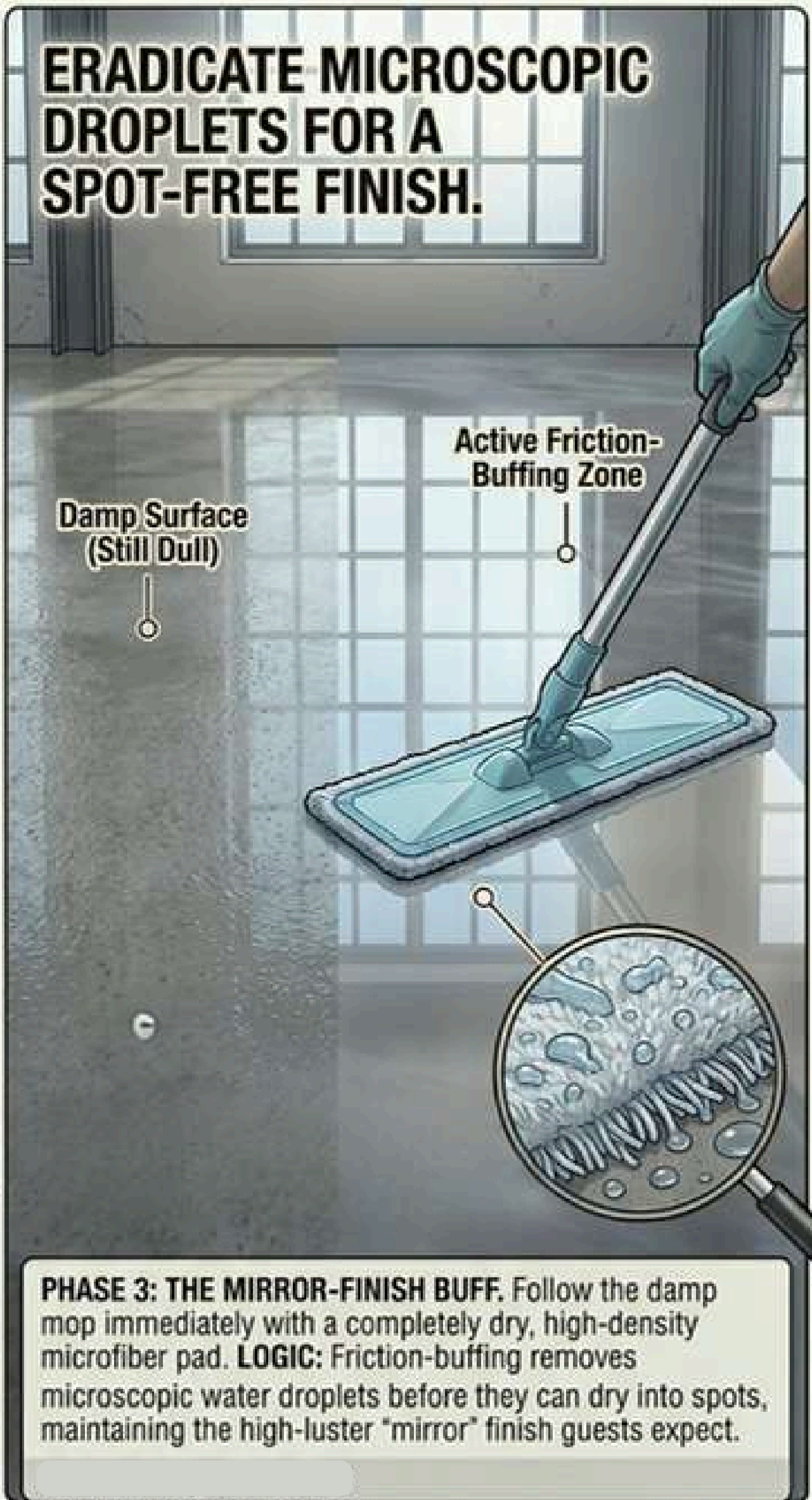
**PHASE 2: SECTIONAL CLEANING.** Work in 5x5 sections using a fine mist of specialized pH-neutral concrete cleaner. Execute a continuous 'S' pattern to move dirt to the pad center. **LOGIC:** Overlap every section by 3 to 4 inches to eliminate streak lines and ensure 100% surface neutralization.

# THE HIGH-GLOSS FRICTION BUFF.

Poster 5.3: The High-Gloss Gloss Friction Buff.

Micro-Droplets = Mirror Dull

## ERADICATE MICROSCOPIC DROPLETS FOR A SPOT-FREE FINISH.



**PHASE 3: THE MIRROR-FINISH BUFF.** Follow the damp mop immediately with a completely dry, high-density microfiber pad. **LOGIC:** Friction-buffing removes microscopic water droplets before they can dry into spots, maintaining the high-luster "mirror" finish guests expect.

# DO NOT COMPROMISE THE SEAL.

## CONCRETE ASSET PROTECTION: FORBIDDEN ACTIONS.

**NO ACIDS**

**PASS**

**PASS**

**TRAINING GUIDELINES**

**NO ACIDS:** Vinegar or lemon cleaners will "etch" the surface, requiring professional diamond re-polishing.

Intact Seal (Beads) vs Etched Surface (Absorbs)

**NO FLOODING**

**Pass**

**Pass**

**NO FLOODING:** Standing water creates "efflorescence"—white powdery salt deposits.

Evaporating Water Draws Salts to Surface

**NO ABRASIVE PADS**

**FORBIDDEN PADS: RAW SIDEWALK SCRATCHES**

**RAW SIDEWALK SCRATCHES**

**Surface Stripping**

**NO ABRASIVE PADS:** Never use red, brown, or black pads; they strip the polish and leave the floor looking like raw sidewalk.

Polish Stripped: Raw Sidewalk Texture Exposed

### SOP MASTERY NOTE

Polished concrete requires a fresh "guard" or sealer application every 12 to 24 months. If the floor appears "dusty" or dull even after a perfect cleaning, the seal has worn out and must be reported for maintenance.



# Poster 6.1: The Chemical Inventory Standard



## LOGISTICS PHASE 1: THE 1st-OF-THE-MONTH RESTOCK

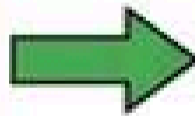


### REQUIREMENT:

Maintain a minimum of two full bottles of primary pH-neutral cleaner for every property.

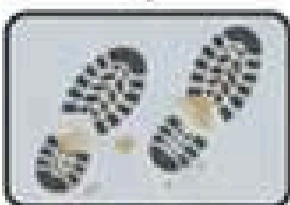
**2 BOTTLES MINIMUM PER UNIT**

### LOGIC



**Emergency Substitutions**

Generic chemical.



**cause sticky residue and permanent floor damage.**

**Prevent  
Emergency  
Substitutions**

# Poster 6.2: Mop Head Sanitation & Rotation

The  
1st.

## LOGISTICS PHASE 2: MICROFIBER HYGIENE.

**4-6 HEADS  
PER PROPERTY.**

**REQUIREMENT:**  
4 to 6 microfiber heads  
per property.

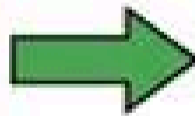
**CYCLE:**  
Execute a hot-water  
laundry cycle after every  
single turnover.

WASH

60°C+

**Hot Water  
Cycle.**

### LOGIC



**Redistributed  
Bacteria.**

A dirty mop head **cannot clean**;  
it only **redistributes  
bacteria, oils, and grime** across  
the floor, failing the 'Barefoot Test'.

**Rotate and Sanitize  
After Every Use.**

# Poster 6.3: The 90-Day Suction Audit (Filter Rule)

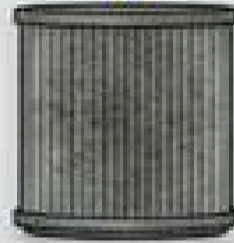
MAINTENANCE WORKSHOP

The 1st.

**LOGISTICS PHASE 3:  
THE 3-MONTH FILTER RULE.**  
Replace vacuum filters every 90 days.

**REPLACE EVERY  
90 DAYS**

3



**Clogged/Black  
Filter**



**70%  
Suction Loss**



**Clean/White  
Filter**

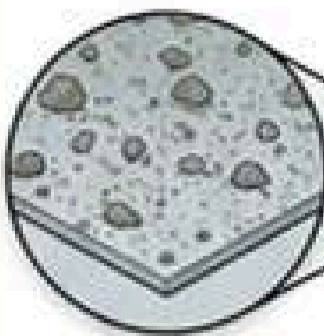


**Maximum  
Suction**

## LOGIC

A clogged filter reduces suction suction by 70%.

Without maximum suction, the 'Dry Prep' phase fails to remove the grit that scratches during the mopping phase.



**Weak suction leaves grit  
that scratches floors.**

**Prevent  
Floor Damage**

Ensure maximum  
suction for  
grit-free  
Dry Prep.



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# THE BOTTOM LINE: FLOOR CARE IS REVENUE PROTECTION.

A graphic comparing two Airbnb listings. On the left, 'LISTING A' is a 'KOKORO STANDARD' Superhost with a 5-star rating and 'TECHNICAL TURNOVER (KOKORO STANDARD)'. On the right, 'LISTING B' has a 4.2-star rating and 'TECHNICAL DEFICIENCIES', resulting in an estimated '\$500-\$800 LOSS'. The Airbnb logo and a 4.2-star rating are at the top.

## FLOORS PROTECT YOUR RANKING.

**FACT:** A 'sticky floor' review triggers search algorithm declines, costing an estimated \$500-\$800 in lost in lost bookings over 90 days.

### LOGIC



4.9-STAR LISTING



RANKING STABILITY  
REVENUE GROWTH



STICKY FLOOR REVIEW



SEARCH ALGORITHM DECLINE  
REVENUE LOSS



\$500-\$800

