

## John Brenton Selected to Receive 10th Annual Pinnacle Award for Lifetime Achievement

The Simon Institute and (OSi) Users Group is pleased to announce that John Brenton has been selected to be awarded the prestigious Pinnacle Award for 2011. The Pinnacle Award is recognition for "Outstanding Contributions to the Cleaning Industry." It is the only cleaning industry award that is presented by representative benchmarking organizations managing cleaning operations on a peer review basis.

The nearly 200 organizations and several hundred leaders who have attended Janitor University have been polled and selected John Brenton to honor his industry-wide contributions.

Brenton will be presented the Pinnacle Award at the Cleaning Industry Awards Banquet in Salt Lake City, Utah on Monday, July 18, 2011. Presentation of the award will be by last year's honoree, Ernest Hunter.

John Brenton played a pioneering role in developing the first engineered process in the cleaning industry. In 1988 John Brenton of

MMantec and John Walker of ManageMen began working together to consciously create an engineered cleaning system based on process improvement. It was developed for and field tested at the Delta Airlines Reservations Center in Salt Lake City where Brenton was managing the contracted janitorial services. John Brenton added engineering principles and simplification to custodial workloading studies and training programs developed by John Walker. This process was the forerunner to the later development of the (OSi) process in 1992.



In his nomination of John Brenton for the Pinnacle Award, Paul Condie wrote, "As an engineer John embraces the systematic approach of process management. Many have come to know and appreciate the scientific validation of the (OSi) program on the health of building occupants and the ergonomics and safety aspects for the cleaning worker, however many take for granted the processes that make all



John Brenton

of the other aspect of the program possible. John was a pioneering influence in getting the early development of the program going with an eye towards standardization and process management."

For more information about the Pinnacle Award, John Brenton or cleaning industry awards contact Jill Melton, information contact for the Cleaning Industry Awards Presentation Banquet [jill@managemen.com](mailto:jill@managemen.com).

## Cleaning Industry Trainers Guild Leadership Group

### OFFICERS

President  
**Joseph Garcia**  
Mt. San Antonio College

Vice President  
**Jewel Golson-Roberts**  
University of North Carolina

Vice President  
**Mary Clark**  
Michigan State University

Communication Director  
**Russ Goldin**  
Eat My Dust

### ADVISORY COMMITTEE

**Jan Allen**  
The University of Michigan

**Marcela Bernal**  
GMI Building Services

**Jeff Hawkins**  
Provo City School District

**Charles Hollis**  
ManageMen

**Guido Piccarolo**  
Los Angeles Habilitation House

**Chris Romero**  
Sandia National Labs div Lockheed Martin

**Corey Wright**  
University of Texas

## The Cleaning Gazette

Editor-in-Chief: Chris Wallace  
Publisher: Clark Kidman

The *Cleaning Gazette* is the official publication of the Cleaning Industry Trainers Guild. Published at irregular intervals to promote the growth of professionalism in cleaning industry. For subscription information contact via email [jill@managemen.com](mailto:jill@managemen.com).

## Reminder: Baker's Dozen Inservice Lessons for 2011



## CITG Leadership Elected for 2011

April 28, 2011, saw the formation of a new Cleaning Industry Trainers Guild leadership group. The election took place during the Expert Trainer workshop held in Orlando, Florida. The CITG held their second officers election. Candidates willing to perform the functions of office were presented on a ballot to the group. The secret ballot election was held and after the election was held the winners were announced.



**Joseph Garcia, (OSi) Trainer at Mt. San Antonio College, was elected president of the Cleaning Industry Trainers Guild in 2011.**



## Mt. SAC Participates in Unger Focus Group

By **Joseph Garcia**  
**Mt. San Antonio College**

*Cleaning Industry Trainers Guild Leadership Group*

What another exciting and educational Expert Trainer in Orlando Florida, 2011. One of the highlights for my trip this year was the Unger Focus Group, held the day prior to the start of Expert Trainer at the Contemporary Resort at Disney World. Some of the best (OSi) organizations were represented during this focus group, and each had a chance to participate in what turned out to be a very productive day. Unger representatives were on hand to discuss what works and what does not work, in the (OSi) world as it relates to their products. Every-

thing from permanent labeling of the restroom bucket to creative ways of tracking micro fiber clothes was discussed. A good portion of the day was spent going over our very specific product needs, as outlined in the (OSi) Products Simplified Book. A review of what was covered and some prototypes of future products discussed should be available for Coach Class later this year. It was an honor to represent Mt. SAC in such a productive group and information gathered was useful and informative.

I would like to thank Bruno Niklaus and his staff for not only holding this event, but also for being part of the Expert Trainer as well. Their participation was appreciated.

## Expert Trainer's Annual Inservice Class – 2011

The most proficient trainers in the cleaning industry participated in 2011 Expert Trainer Class at Walt Disney World in Orlando, Florida April 29-30,



Participants who pose with their training computers came from the best cleaning organizations in the U.S. including: Rappahannock Goodwill Industries – FBI & DEA Academy, Marine Base Quantico, Sandia National Labs div. Lockheed Martin, The University of Texas, University of North Carolina, GMI Building Services, KBM Facility Solutions, SEARHC, Garten Services, ManageMen, Eat My Dust, Service Point, Mt. San Antonio College, Wake Forest University, Michigan State University, Unger Enterprises and The University of Michigan.

### NEW UPGRADES

New in the 2011 version of Expert Trainer at Walt Disney World were the following:

#### NEW Job Cards Design and Workloading Simplification

Light Duty Specialist, Vacuum Specialist, Restroom Specialist, Utility Specialist and Day Porter cards. We have new (OS<sub>1</sub>) Job Cards, new video content, new graphics, new packaging and new collateral materials. All new scenes for microfiber, cord handling, storing back pack vacuum, clean-up, disinfectant applicator, etc.

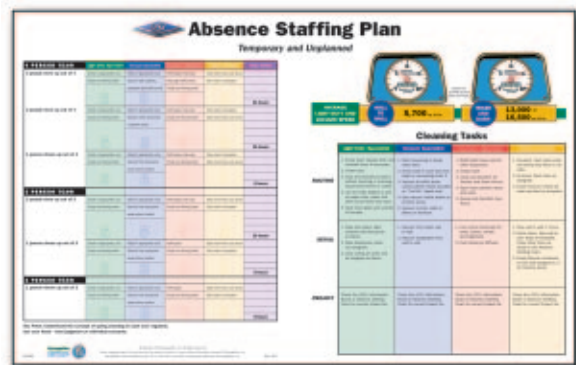


#### NEW Basic Training Program and Calendar

Participants were shown how to plan the (OS<sub>1</sub>) Boot Camp and Basic Training Experience. Materials discussed included Basic Training Planning Guide, Basic Training To-Do Checklist, How to provide time for new training outside the Boot Camp classroom. A complete step-by-step guide was provided to direct growing programs.

#### NEW Absence Staffing Chart

An updated Absence Staffing Plan was introduced to support the newly designed (OS<sub>1</sub>) Job Cards. The new information on the back of the Job Cards was added to the Absence Staffing Plan "Cleaning Tasks" section. Now the information about Routine, Detail and Project tasks is in agreement on both the cards and the chart.



*(Continued on next page)*

## NEW UPGRADES

New in the 2011 version of Expert Trainer at Walt Disney World were the following:

*(Continued from previous page)*

### NEW Introduction to (OSi) Communications Program and Activities

New materials were provided for the introduction of (OSi) to an organization, clients, unions, customers, workers, safety departments, HR and other stakeholders of the cleaning organization. A new brochure was provided each Expert Trainer participant. In addition, samples of the brochure customized to various examples were provided to the group.

The new brochure is titled "A Cleaner Place to Work and Learn..." and contains sections explaining the transition to (OSi). In the brochure there is a section that outlines the key changes (OSi) adds to the cleaning program. It discusses the need for increase safety and security provided by (OSi). It also describes the Door Dot system.

There is a section devoted to the award winning aspect of (OSi) organizations including a list of awards that have been won by the users. Also, there is a section containing the features of the new cleaning program. It focuses on changes that will be made to dusting, vacuuming, waste removal and restroom cleaning.

Finally, the new brochure provides a complete listing of cleaning functions as they are organized on the new job cards. This section provides a list of tasks and frequencies and explains how the work is organized and the most frequently noticed changes that people will see during the transition.



### Light Duty Specialist

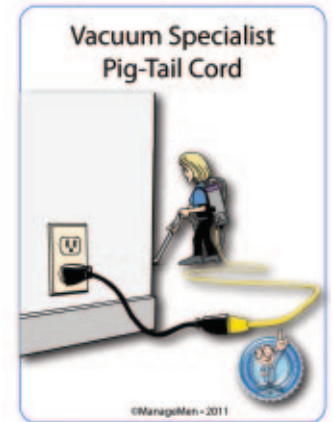
This year we introduced the Professional Passport Certification for the Light Duty Specialist. Expert Trainers received a current sample of the Certification Playbook, Exam, Certificate, and Patch. Special hands-on training for the Light Duty Specialist was conducted for all the trainers. Several trainers returned completed Exams and materials for Certification as commissioned Light Duty Specialist Instructors.



Luis Alvarado, The University of Texas at Austin.

### Vacuum Specialist

In addition to dealing with the the tried and true (OSi) methods of Proper Vacuum Fitting this year we added an all new segment on Proper Cord Care and Feeding. Jim Ginnaty of SEARHC introduced a new "Pigtail Cord," a sample of which has been provided to all the trainers in attendance.



### Restroom Specialist

This year we are focusing on ergonomics and proper mopping. Ben Walker conducted a detailed demonstration of how to perform all the functions related to hygienic mopping. After the demonstration all trainers participated in a hands-on mopping, wringing, and changing solution exercise. A lively Q&A was provided as the skills were demonstrated for the Basic Training Program.



Marcela Bernal, GMI Building Services.

### Reception Friday Night-Extra Event for Everybody

The Expert Trainer group met after the last class on Friday night for an appetizer dinner at the top of the California Grill and to enjoy the view of the Magic Kingdom from an exclusive perch on the roof of the Contemporary Hotel. A perfect finish to a great training event.

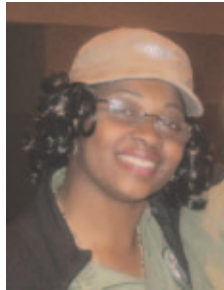
## (OS1) Trainers Review Expert Trainer's Class

**By Jewel Golson-Roberts**

**University of North Carolina-Chapel Hill**

Hi Y'all!

This year's Expert Trainer course was chock full of good stuff and I learned a lot! Having the opportunity to elect new officers for our CITG committee, giving presentations about "How We Set Our Stage", being introduced to the latest (OS1) materials and learning "One Best Way" to give an (OS1) Boot Camp, are just some things I enjoyed at Expert Trainer. As always, I met some new friends and enjoyed seeing the familiars. No matter how old you are, you must have at least one Disney magical experience, and at the Expert Trainer course in Orlando Florida, you can surely achieve it!



**By Mary Clark**

**Michigan State University**

Thanks for another great trainer course. I believe that it is important to bring trainers, manufacturers and the management team together occasionally as part of the in house development for (OS1) institutions. We all bring knowledge, problems and accomplishments that each of us encounter each day in performing our job tasks. With budgets decreasing, and our time being more valuable than ever, it is important to have resources that will help us to overcome problems and get them resolved quickly, so we can focus on keeping our facilities clean. I got the opportunity to work with the Unger representatives that attended our training. He asked questions about the placement of the caddy apron on the brute barrel, and was looking for suggestions on how to make the Light Duty Specialist task less labor intensive. Even though, I did not have a quick answer to all his questions, I was able to voice my complaint about the straps that attach the caddy apron to the barrel.



**By Jeff Hawkins**

**Provo City School District**

Expert Trainer 2011 was held at the Contemporary Resort in DisneyWorld, Florida. This was my second time to attend the event.

Provo City School District has been participating in (OS1) for almost a year now and our pilot school has survived our first



year with promising results! It has been a challenging yet rewarding year for all of us on the pilot team.

I really appreciate the opportunity to attend training like this because of the valuable materials that ManageMen provides us with. I found the overview of how to conduct a Boot Camp to be very helpful as our District will be conducting another Boot Camp over the summer in order to bring a few more schools on to the (OS1) program.

I also really enjoy the chance to speak to trainers in veteran (OS1) organizations that have a lot of valuable experience to share. It is also nice to speak with trainers from fairly new (OS1) startups as they are experiencing similar challenges as we are. It is nice to know that you are not alone and that there is a support group to help you through those challenges! The whole experience really has a "family reunion" feel to it and I was glad to reunite with my (OS1) family.

I was also very honored to be selected as a member of the (OS1) advisory committee and to help shape the future of (OS1). I think that the certification/passport program is immensely important to building and maintaining the future of the janitorial profession and will do my best to preserve the integrity of the program.

I can't wait for the next training in September!!! Hope to see all of you there!!!

**By Jan Allen**

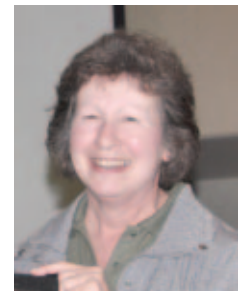
**University of Michigan**

Always, I walk away from Train the Trainer with great ideas and corroboration on the one best way of cleaning and using the (OS1) process.

Coming home to MICHIGAN from Orlando, John Lawter, Kristin Brancheau and I were inspired to make some changes immediately. We held our very first Job Fair on May 17 and feel confident that we've implemented a positive move toward hiring quality employees that are willing to work, able to perform the required job responsibilities and can follow direction.

We closed the door promptly at the start of our presentation and turned away almost as many as we had in the room. That was the first filter. Those turned away were invited to come to our next Job Fair and reminded that timeliness was very important.

Inside the room, there were no cell phones buzzing and everyone was very attentive. After an overview of our department and our hiring expectations, candidates filled out their applications and were briefly interviewed on a one on one basis, by our office staff and supporting supervisors who attended. Sure we need to fine tune some of the details when we prepare for our next Job Fair, but I think we all walked away feeling like we had accomplished a very good thing. Thanks John W.



# Cutting Costs and Improving Outcomes for Janitorial Services

By Jeffery L. Campbell, Ph.D.  
Brigham Young University

Recent research reveals that janitorial services account for nearly 30% of facility budgets, which translates into billions of dollars annually. With janitorial services consuming such a large share of budgets, other industry findings are alarming. Most cleaning systems: 1) have no quantifiable standards; 2) are based solely on appearance; 3) have little or no method of measuring effectiveness and performance; 4) are not based on actual research; and 5) are driven by chemical and equipment manufacturers. In an industry that has been around as long as public buildings themselves, janitorial methods have seen little progress. As a matter of fact, most janitors today use the same tools and processes that were used 50 years ago.

With the current tight economy where every facet of business has had to become more accountable, the cleaning industry continues to lag behind. However, there is a groundbreaking engineered cleaning system that efficiently manages janitorial services by utilizing measurable standards and up-to-date business practices. The following case studies highlight four universities that have implemented this program. Not only have these universities improved their overall cleanliness, but they have experienced significant savings.

## Case Study 1

In 2008, The University of Massachusetts (UMass) was facing a \$46 million reduction in funding campus-wide. Ashoke Ganguli, Director of Auxiliary Services at UMass contracted a cleaning industry consultant (ManageMen) to test a system that would reduce costs while maintaining quality. ManageMen does not sell products or equipment but utilizes best practices based on research and predicted outcomes.

The pilot building selected for the test was the 360,000 square foot Campus Center (Student Union Building) which houses meeting and



Murray D. Lincoln Campus Center at the University of Massachusetts at Amherst. Site of the first (OS<sub>1</sub>) janitorial cost reduction/efficiency improvement case study.

APPA Levels of Appearance	
Level 1	Orderly Spotlessness
Level 2	Ordinary Tidiness
Level 3	Casual Inattention
Level 4	Moderate Dinginess
Level 5	Unkept Neglect

conference rooms, a hotel, special events, catering, food service and food outlets, the bookstore and a variety of other services for students and visitors. It is the busiest hub on campus with more than 12,000-15,000 people passing through each day. The high foot traffic made cleaning especially challenging. Current operations included 38 FTEs based on a 7-day workweek. As a measure of cleanliness UMass used the widely accepted APPA Five Levels of Appearance (see chart below). Prior to the test, the Campus Center was consistently scoring at Level 3-Casual Inattention.

When UMass implemented the recommended engineered cleaning system, ManageMen's "Operating System One" (OS<sub>1</sub>), the first step was to perform a building profile. This profile determines exactly how much cleanable surface area there is, and what kinds of surfaces need to be cleaned. Research has shown there is a 10% to 40% difference in cleanable square feet than what is actually reported; this was the case for UMass. The next step was determining regular custodial functions. Because the Campus Center provides such a variety of services it was easy for costs to be incurred from duties that are not regular custodial responsibilities such as the set up of meeting rooms at all hours of the day.

Next was to workload the cleaning assignments. This includes utilizing the team-cleaning concept which assigns specialized tasks and equipment to each team member. Team-cleaning allows for simplification of the cleaning process which results in a safer, healthier, and more productive work environment. An analysis of who, what, when, where, why and how surfaces are cleaned was detailed. This analysis included an important research study titled, "ISSA's Official 540 Cleaning Times" which identified the amount of time needed to clean all types of surfaces. The pre-(OS<sub>1</sub>) custodial functions required 1,560 hours of labor per week. After the work-loading stage was completed and tested, it was determined that the building could be cleaned with 31 FTEs and 1240 hours per week based on a 7-day work week. This was a difference of 320 direct work hours per week, with annual savings of \$360,000 or a 20% reduction in cost.

A major concern with the campus budget cuts was whether the quality of performance could be maintained. After implementing the new

system, cleaning improved dramatically from Level 3-Casual Inattention to 1.5-Orderly Spotlessness. This improvement was clearly apparent to students, staff and visitors. Not only did appearance improve, but there was substantial savings to the budget. Director Ganguli was able to return \$360,000 to the university the first year. Another benefit, not reflected in the cost savings, was the reduction of lost work hours due to accidents. Over a two year period lost work hours decreased 89%.

## Summary of Improvements:

- APPA Level of Appearance improved from Casual Inattention to Orderly Spotlessness
- Saved \$360,000 in the first year
- Lost work hours decreased 89% in first two years

## Case Study 2

In 2009, the department of Plant Building and Grounds Services at the University of Michigan faced deep budget cuts. Director John Lawter began to investigate how other universities were dealing with this challenge. Among best practices he identified were at UMass, University of Texas, University of North Carolina and the University of New Mexico. They had all saved considerable dollars while significantly improving levels of appearance from implementing the (OS<sub>1</sub>) system.

Director Lawter decided to implement (OS<sub>1</sub>); the rollout began in July 2009. The scope of the project includes 200 buildings, comprising 15 million gross square feet. The three-year goal for the program is to cut 10% or \$2.1 million of their budget. After the first nine months (reported March 2010) their objective was to be achieve ten percent of this cut, surprisingly they achieved eleven percent. This represented a reduction of 11 FTEs. In addition, the APPA Level of Appearance improved from 2.22-Ordinary Tidiness to 1.87-Orderly Spotlessness. It is important to



The Dana Building, home of the School of Natural Resources and Environment at the University of Michigan was the location of the (OS<sub>1</sub>) Pilot.

note that these scores take into account more than just appearance. When the independent auditors from the university's quality assurance department grade the space, they are not only looking at cleaning appearance but also maintenance issues (regardless of who is responsible). If a room scores a 4/5-Moderate Dinginess/Unkept Neglect due to maintenance problems, it is considered a defect and must be investigated. The month before the rollout, 180 defects were identified. In month nine of the rollout only 43 defects were reported. Overall, after nine months, facility quality assurance scores improved 30% and defects decreased 70%.

### Summary of Improvements (after 9 months):

- Reduced 11 FTEs
- APPA Level of Appearance improved from Ordinary Tidiness to Orderly Spotlessness
- Facility quality assurance scores improved 30%; defects decreased 70%

### Case Study 3

In 2006, Dr. Michael Berry, an industrial hygienist and researcher at the University of North Carolina, tested the cleanliness of two adjacent halls that were being cleaned with two different systems. Carroll Hall was using the (OSi) system at an 80% audit level, and Dey Hall was using traditional zone cleaning. The tests included measuring dust removal, presence of fungal spores, restroom bacteria count, and indoor air quality.

#### The results were as follows:

- (OSi) in Carroll Hall showed a 31% reduction in carpet dust, 120% average reduction in hard floor dust, and 342% average reduction in counter dust. Dey Hall showed six times the carpet dust, twice the hard floor dust and almost twice the counter dust.
- (OSi) produced a measurable cleaning result that is a factor of two to five times more effective in removing unwanted dust from the building envelope.
- Carroll Hall showed a significant fungal spore reduction from the pre-(OSi) test of 15% to 3% after one month measurement of post-(OSi) implementation. Over-all Dey Hall had higher levels of fungal spores.
- For the aerobic bacteria test in restrooms, samples were taken in both buildings. Bacteria samples taken from door handles, sink basins, sink faucets, toilet seats rims showed that post-(OSi) samples decreased by 94%. This score was 6.2% lower than Day Hall.



- Air quality was measured at approximately PM<sub>10</sub> (airborne dusts in the size range less than 10 microns). Both halls measured similarly, with Carroll Hall averaging 11-30 ug/m<sup>3</sup> and Dey Hall averaging 15-40 ug/m<sup>3</sup>.

Amazingly, the restrooms had higher pathogen counts after the traditional housekeepers finished "cleaning" than before the entered the restroom. Dr. Berry observed they were actually polluting the area—not cleaning it. In the (OSi) cleaned restrooms, the housekeepers left the area at healthy pathogen levels. Dr. Berry strongly suggests that janitors and cleaners be more concerned about indoor environmental quality, thus changing their mindset to consider themselves as healthcare workers. Dr. Berry feels cleaning for health must be more important than cleaning for appearance. Unfortunately, most cleaning processes pollute indoor environments more than clean them.

### Case Study 4

The University of Texas at Austin (UT) began working with the (OSi) process in 2000. At the time, the university had a total population on campus of 74,366. Janitorial services cleaned 110 buildings consisting of 8.6 million square feet. As an initial step, UT implemented a new mindset towards their cleaning staff. They determined to treat all janitors like first class citizens, and provide the right training, equipment and environment in which they could succeed. Dr. Pat Clubb, vice-president of Employee and Campus Services at the UT, championed this mindset change by stating that cleaning is "strategic to the university's mission as it has a large role in maintaining the physical environment of this world class institution. It is the single largest service division; provides for the health, cleanli-



The Administration building at The University of Texas at Austin. UT documented that (OSi) contributed to improving efficiency, reducing mistakes and leading the university in sustainability and green practices.

ness, and safety of university students, staff, faculty and visitors; touches virtually all campus clients daily; has access to almost every part of the campus; is a highly visible group; and strongly supported by clients."

Next UT began to track progress and put measurable metrics in place. Chemical usage, equipment repair costs, and reworks (defects) by type, how often, and where, were all tracked. All results showed significant improvement. Chemical usage and repair costs initially decreased dramatically then leveled out, ultimately saving thousands of dollars each month. After nine months, reworks dropped from 212 to 49, a 76% decrease. Other tracking included consistency of emptied trash, floors mopped, detailed cleaning, vacuuming, locking doors, restrooms, glass specialty areas and chalk boards. One additional benefit was the department began to lead the university in sustainability and green practices.

### Summary of Improvements

- Chemical usage and repairs declined, saving thousands each month
- Reworks decreased 76% after nine months
- Janitorial Services began leading the university in sustainability and green practices

### Summary

These four case studies provide a business model worthy of investigation. They illustrate the benefits that can occur when janitorial services are carefully managed. By implementing a measurable cleaning system that is based on solid business practices, research and engineering, businesses will eliminate needless costs and significantly improve quality.

### References:

Berry, Michael A., October 2006, (OSi) Evaluation Committee, Report on the Comparison of (OSi) and Zone Cleaning, University of North Carolina - Chapel Hill, NC.

Campbell, Jeffery L., Bigger, Alan S., April 2008, Cleanliness and Learning in Higher Education, APPA, Alexandria, VA.

Epstein, Shari F. (Ed.), 2009, Operations and Maintenance Benchmarks, Research Report #32. International Facility Management Association, Houston, Texas.

Interviews: Ashoke Ganguli, University of Massachusetts (Amherst), February 20, 2009; John Lawter, University of Michigan, July 19, 2010.

Kenyon, Mark, July 2003, How to Handle Facility Renovations to Support Smooth Transitions to (OSi) Operations: A Peek at Performance Metrics, 2003, Office of the Vice President for Employee and Campus Services, The University of Texas at Austin.

Walker, John P., 2009, 540 Cleaning Times, International Sanitary Supply Association, Lincolnwood, IL.

Jeffery L. Campbell, Ph. D. is the chair of the Facility and Property Management program at Brigham Young University, Provo, Utah.

*It's Time to Register  
for Symposium!*



Go to  
[www.simoninstitute.org](http://www.simoninstitute.org)  
for details and registration

## Upcoming Events

**Janitor University – Class 63**  
Little America Hotel  
Salt Lake City, UT  
June 12-18, 2011

**(OSi) Advanced Carpet Care  
and Drying Workshop**  
Kellogg Center  
Michigan State University  
East Lansing, MI  
June 29-30, 2011

**(OSi) User's Symposium**  
Little America Hotel  
Salt Lake City, UT  
July 10-12, 2011

**(OSi) Coach Course**  
Disney's Grand Californian Hotel  
Anaheim, CA  
September 8-9, 2011

**Janitor University – Class 64**  
Little America Hotel  
Salt Lake City, UT  
October 9-15, 2011

## Ask Maria

### QUESTION:

Can you tell me what the basic composition of Wood to Wood is? We have a client that has requested we use Murphy's Oil Soap on a piece of furniture. I think that she is wanting a "vegetable oil soap" to be used as requested by the manufacturer.

### ANSWER:

Tom Shirley said a million years ago that the first "Wood" in the product name Wood to Wood is Carnuba wax from a Carnuba tree in Brazil. The second "Wood" is the wood surface it is being used on. Tom's idea was that you should clean and shine wood with natural wood derivatives. An early ecological view.

Carnuba wax is the hardest natural wax in the world and protects equatorial palm trees in Brazil from the heat and light from the sun. This wax is the basis for what used to be floor wax when we waxed floors. Wood to Wood is a protective carnuba-based coating that adds deep luster and a protective layer to wood surfaces.



Murphy's Oil Soap contains oil (the vegetable for the oil is citronella that comes from the cymbopogon—or lemongrass plant) and soap. We have shied away from oil based cleaners (dust mops, oil treated dusting cloths) and coatings in (OSi) because oil leaves an oily film that attracts dust and dirt which when combined are abrasive. Also, oil can have a tendency to dry out the wood causing splintering. The last time I talked to Tom Shirley he told me that Wood to Wood doesn't contain any oil.

Of course we don't really apply Wood to Wood or Murphy's Oil Soap to much wood. If you remember our 4Ss of Cleaning discussion, most wood is coated with plastic and doesn't need much top coating. I generally only recommend coating cleaners for wood if it is natural, exposed, fine wood. This is rarely found. Sometimes in old panelling, sometimes in fine antique furniture.

## Super Secret Websites

**Find us on Facebook**

Websites you should check  
regularly for professional  
updates include:

