

BOOKS

Cleaning, Technical, Management, Specialties

This section of the catalog contains **over 100 books** of interest and value to professional cleaners and the self-employed. These books have been divided into the following categories:

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B.	Management, Supervision & Marketing	4	F.	Housecleaning/Maid Services	10
C.	Carpet, Upholstery & Drapery Cleaning	6	G.	Bidding & Estimating	11
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A • TECHNICAL / HOW TO

THE COMPLETE CUSTODIAL HANDBOOK



• Wm R. Griffin
Regardless of the cleaning task that lies ahead, this versatile handbook spells out the materials and methods that will speed and simplify the job. Detailed information is given in five large chapters which include step-by-step cleaning procedures for offices, restrooms, hard and resilient floors, rugs, carpets and upholstery, and such special areas as hospitals, schools, kitchens and computer rooms, plus how to supervise others effectively. With this 500-page, fully illustrated manual, you can do the job right the first time and eliminate wasted motion and complaints. Thousands have been sold throughout the world by Prentice Hall.

486 pages • ISBN : 0-1316252-09
Product Code: CCH • Price: \$70.00

COMPREHENSIVE CUSTODIAL TRAINING MANUAL - (CTTM)



• Wm R. Griffin
This manual contains over sixty illustrated procedural lessons divided into four chapters, each covering a specific area of study:
#1 Basic Cleaning Procedures
#2 Floor Care
#3 Carpet and Rug Care
#4 Special Area Cleaning

The four "chapters" can be used individually or together as a complete training program. (An Instructor's Guide is available for classroom and on-the-job training programs. see col 3, bottom)
Includes all 4 Chapters, Bound separately
Product Code: CCTM • Price: \$98.00
In a 3-ring binder, 4 chapters
Product Code: CCTB • Price: \$118.00



CHAPTER 1 - (CTTM) THE BASICS

• Wm R. Griffin
An introduction to professional cleaning, Chapter One orients the student or employee and emphasizes the importance of the cleaning staff's contribution to the success of any business or department. It acquaints you with the philosophy that by working smarter, not necessarily harder, quality and production can be increased. Nineteen technical lessons cover such subjects as goals, values, objectives, office and restroom cleaning, window washing, care of tools, supplies, and motion economy. 128 pages

Product Code: CCT1 • Price: \$25.00

CHAPTER 2 - (CTTM) HARD, RESILIENT AND WOOD FLOOR CARE



• Wm R. Griffin
This chapter covers the problems and solutions of hard, resilient and wood floor care. It includes discussions of the basic principles of floor care, equipment, caring for different surfaces, and use of the automatic floor machines. Procedural lessons include stripping, scrubbing, burnishing, polishing, and refinishing. Over 200 pages • © 1978, 2000

Product Code: CCT2 • Price: \$38.00

CHAPTER 3 - (CTTM) CARPET AND RUG CARE



• Wm R. Griffin, Carl Williams & Mike West
Rugs and carpets require special care and training for proper maintenance and cleaning. This manual includes information on all aspects of rug and carpet care. It is the most complete reference and training manual ever pro-

duced on the subject. Ideal as a training manual, it was originally written as a preparatory guide for certification through the Institute of Inspection, Cleaning and Restoration Certification.

Over 300 pages • © 1977,1984,1997
Product Code: CCT3 • Price: \$48.00

CHAPTER 4 - (CTTM) SPECIAL AREAS



• Wm R. Griffin
Each lesson in Chapter Four covers a special cleaning challenge or area. Contents include cleaning metal, draperies, elevators, kitchens, hotels and many other areas. Also includes a special appendix of terminology and useful information.

Over 250 pages
Product Code: CCT4 • Price: \$38.00

INSTRUCTOR'S GUIDE

To COMPREHENSIVE CUSTODIAL TRAINING PROGRAMS



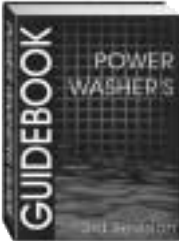
• Wm R. Griffin
This complete instructor's guide contains everything needed to conduct effective custodial training programs except supplies, equipment, and students. May be used as a supplement to pre-established training programs and for seminars, workshops, in-service and vocational classes in schools, businesses, institutions, and industry.

Ideal for use in all types and sizes of facilities. Includes informative sections on orientation for instructors, equipment and supply sources, training aid and display sources, plus subject matter outlines for over 50 cleaning procedures such as floors, carpets, windows, offices, and restrooms.

Over 500 pages in a 3-ring binder
ISBN: 0-9601054-2-5 © 1983, 1992
Product Code: IG • Price: \$130.00

POWER WASHER'S GUIDEBOOK

• *Edited by A. McGraw*



Each chapter of this informative and up-to-date book is written by an expert--technicians and owners of pressure washing companies. Thirty chapters cover: business aspects, auto detailing, airports, awning cleaning, graffiti removal, house washing, marine applications, window cleaning, decks, roofs and much more.

241 pages • Recently revised

Product Code: PWG • Price: \$30.00

MASONRY CLEANING AND HIGH PRESSURE WASHING

A Technical Reference Manual

• *Oscar Compton*



This informative book provides practical advice and the instructions you need to master masonry cleaning and pressure washing. The portable high-pressure washer allows for more thorough and less expensive cleaning of surfaces than ever before.

All types of surfaces, buildings, mobile homes, roofs, sidewalks, driveways, trucks, heavy equipment, and airplanes can be cleaned utilizing high pressure. Information is also included on the specialized techniques, equipment, procedures, and chemicals needed.

293 pages • ISBN: 0-944352-08-1

Product Code: HPW • Price: \$35.00

FIRE AND SMOKE DAMAGE REPAIR GUIDELINES

• *NIDR*



Examines restoration from the initial damage inspection through project completion and billing. Developed over two years by the Nat'l. Institute of Disaster Restoration, it addresses contracts, water damage, toxicity, deodorization, antique restoration, encapsulation and much more. With an extensive Glossary of terms.

107 pages

Product Code: NIDR • Price: \$59.00

AFTER THE SMOKE CLEARS:

A Fire and Smoke Damage Restoration Manual

• *L. J. and Steve S.*

Bishop



This technical guide is packed with information on disaster restoration concepts, definitions, and techniques. Covers soiling associated with fire and smoke, cleaning and deodorizing agents, and the specifics of

both structural and contents restoration. Easy to use, well illustrated, with an extensive index.

Over 200 pages

Product Code: ASC • Price: \$169.00

FIRE'S OUT! NOW WHAT? DISASTER RESTORATION

• *Clean Care Seminars*



This two-volume set of nearly 300 pages covers everything you need to know about disaster restoration organization, management, marketing, and sales. For the professional cleaner who wants to diversify or as a manual for the fire,

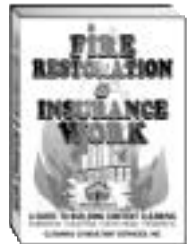
water, and smoke damage restoration cleaner, this covers everything from hiring employees to the equipment and chemicals needed to do the work. Includes many examples of actual business documents, reports, forms and bills.

300 pages

Product Code: FONW • Price: \$249.00

FIRE RESTORATION AND INSURANCE WORK

• *Roy Moore and F. T. Smith*



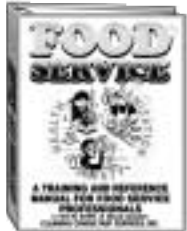
Designed for business owners who operate or are considering starting their own damage restoration business and need to know the basics. Targeted for commercial, industrial, institutional and residential restoration work. Features include: A background on insurance work, an outline of the steps to take after a loss occurs and how to reach the insurance market.

52 pages • ISBN: 0-96010546-8

Product Code: FR • Price: \$25.00

FOOD SERVICE: HEALTH, SANITATION AND SAFETY

• *Wm R. Griffin and Bruce Jackson*



Sanitation and proper cleaning are necessary for the health of customers and ultimately the profitability of all food service establishments. The authors present in detail all aspects of cleaning and maintaining food

service operations, with chapters on bacteria and infection control, equipment and chemicals, cleaning techniques, kitchen equipment, management procedures, and safety guidelines. This book will enable you to meet or exceed all cleaning-related health department standards effectively, smoothly, and within budget. This book provides detailed and illustrated cleaning procedures for all equipment and surfaces found in commercial kitchens, restaurants and food preparation facilities.

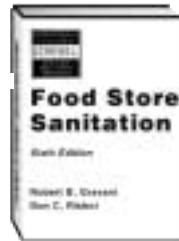
315 pages • ISBN: 0-9601054-4-1 • © 1998

Product Code: FS • Price: \$78.00

**The Harder I Work,
The Luckier I Get.**

FOOD STORE SANITATION

• *Robert B. Gravani and Don C. Rishoi*



Today's food store has grown considerably from the neighborhood grocery store of the 1960s: with innovations in food marketing and food processing, the supermarket has also taken on the role of caterer, fast-food

restaurant, food processor, and Euro-style gourmet food marketer. These innovations have brought about new food-safety problems and concerns.

This book is meant to address the new food store and to present up-to-date methods for assuring the quality, integrity, and safety of all food products sold in the supermarket.

281 pages • ISBN: 0-86730-716-1 • © 1998

Product Code: FSS • Price: \$67.00

SYSTEMATIC CLEANING MADE SIMPLE

• *Allen C. Wegener*



This book is a simple, straightforward look at the day to day tasks of a cleaning professional. The author outlines simple procedures and processes to keep in mind while cleaning specific areas. This is a great introductory guide for anyone considering a career in the

cleaning industry.

40 pages • © 2000

Product Code: SCMS • Price: \$25.00

HOUSEKEEPING HANDBOOK FOR INSTITUTIONS, BUSINESS AND INDUSTRY

• *Edwin B. Feldman*



Valuable for housekeeping managers and supervisors in any type of facility! The author's vast experience ranges from industrial and chemical engineering to managing the maintenance of several facilities. This is truly one of the finest books available on professional cleaning management.

423 pages • ISBN: 0-8119-0072-X

Product Code: HH • Price: \$59.00

CERAMIC TILE REPAIR AND REGROUTING: TUBS, SHOWER STALLS AND COUNTERS

• *Erminio De Angelis*



There is a growing demand for tile restoration. Based on his 10 years experience, the owner of De Angelis Tile explains how to start and operate a profitable ceramic tile and repair regrouting business, examining: business and office considerations,

tools, sales and pricing, and a thorough explanation of regrouting and tile repair techniques. Book and fifty minute step-by-step video set.

43 pages

Product Code: VTRC • Price: \$139.00

PROFESSIONAL CLEANING AND BUILDING MAINTENANCE



• **Bill Clark**

This one-of-a-kind handbook provides information on organizing a cleaning department or service. Tips on time studies, work analysis and documentation, plus useful forms, charts and diagrams are included in this industry classic.

344 pages • ISBN: 0-944352-04-9
Product Code: PCBM • Price: \$25.00

SCHOOL CUSTODIAN'S HANDBOOK



• **Renton School District, #403**

Covers such topics as safety, health, physical plant maintenance, and cleaning techniques for common areas found in schools, universities, and colleges.

An easy to use and understand, illustrated training manual with eight sections in a three-ring binder. We can customize this manual for a school district (Call for price).

90 pages
Product Code: SCH • Price: \$43.00

THE NEW GOOD SCHOOL MAINTENANCE



• **Illinois School Board Association**

A comprehensive manual of programs and procedures developed for physical plant maintenance managers and supervisors. This expanded edition illustrates how to succeed economically and efficiently through the effective use of program planning, staff development and management controls. Includes detailed information on custodial service, general building maintenance, roofing, and landscaping. Additional chapters cover heating, ventilation and air conditioning systems, sanitary fixtures, sewer systems, sewage treatment plants, electrical systems and food service equipment. The Appendix contains more than 35 forms, checklists, schedules and reports.

236 pages • ©1996
Product Code: GSM • Price: \$45.00

COMPREHENSIVE DEODORIZATION



• **L. J. Bishop Jr.**

This manual provides the in-depth information required to solve odor problems. Beginning with general discussions on types of odors and the basic deodorization process, it continues by providing step by step directions for deodorizing specific situations from smoke to skunk.

189 pages
Product Code: CD • Price: \$110.00

RESTORATIVE DRYING

A Complete Technical Guide to Water Damage Restoration



• **Claude Blackburn**

An excellent step-by-step, how to, illustrated guide for all types of water damage restoration work. This book has the answers to solving water problems, from sewage backups to broken sprinkler pipes, leaking water heaters or

flooded basements.

This well-written book includes an introduction to the equipment, a complete review of the restoration process, and a section on working with insurance companies and customers. By far the best manual available on the subject, by a professional who has done the work as well as invented new processes, equipment, and procedures.

Over 450 pages • © 1985, 1992, 1996
Product Code: RD • Price: \$145.00

CLASSROOMS, RESTROOMS AND QUALITY CONTROL

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 1



• **Wm R. Griffin and Perry Shimanoff**

This manual, from our six-hour workshop for school custodians, contains the proper procedures needed to provide quality service when cleaning classrooms, restrooms, and other key areas. New developments in equipment, chemicals, procedures and surfaces are reviewed along with how to get better cooperation from teachers, students, and administrators.

105 pages • ISBN: 0-94352-26-x
Product Code: CS001 • Price: \$25.00

COMMERCIAL KITCHEN EXHAUST SYSTEMS CLEANING MANUAL



• **Phil Ackland**

A step-by-step, how-to guide for professional cleaners, pressure washers, restaurant owners, fire inspectors, and insurance adjusters. This illustrated manual details how kitchen exhaust systems should be inspected, cleaned, and maintained. Increases fire safety by eliminating oil, grease, and cooking by-products in hoods and duct exhaust systems. Demonstrates how to safely and efficiently clean and maintain various components.

Includes the newly revised marketing supplement. Complements the previous volume by expanding into the areas of sales, marketing, and customer service. This manual shows how to establish attainable goals, telemarket, price a job, sell service contracts, overcome common objections, and develop long-term business relationships with your customers.

Over 500 pages • ISBN: 0-9681760-3-8 • ©1996,1999
Product Code: CKE • Price: \$229.00

KNOW-HOW



• **Gury Alland, Miron Waskiw and Tony His**

A fix-it book covering the basics of carpentry, plumbing and electrical maintenance. Its easy to follow format is ideal for entry level training courses in residential, commercial, and apartment building maintenance. Six illustrated chapters provide step-by-step procedures for basic repair and maintenance duties including tools, wood-working, painting, plumbing and electricity. Fun to read and easy to follow guidelines for the aspiring do-it-yourselfer and handyman. Excellent for use in job training programs in high schools, colleges, and public works projects.

220 pages • ISBN: 0-316011-4-1
Product Code: KH • Price: \$24.00

HIGH RISE WINDOW CLEANING EQUIPMENT AND TECHNIQUES



• **Craig S. Caulkins, P.E.**

High rise window cleaning is a specialty demanding complex skills, extreme safety considerations and special tools and equipment. Contents include OSHA and ANSI standards, fall protection, wind restraint techniques, operational procedures, and maintenance of all common equipment. Specifically written for experienced high rise window cleaners who are interested in accurate technical information and increased profits.

167 pages • © 1993
Product Code: HRWC • Price: \$38.00

EUROPEAN LEGISLATION FOR THE CLEANING AND MAINTENANCE INDUSTRY



• **Compiled by the SWBC**

A guide to European market compliance, this unique reference book discusses all aspects of Cleaning & Maintenance in the European Union (EU). The manual is an indispensable tool that can be used as navigation through the maze of all the European rules, regulations and legislation in the various member states of the EU. Includes a discussion of mechanical cleaning equipment (type and use); an examination of European environmental laws; resource addresses for government institutions, trade & customer associations, standard bodies, trade fairs & expositions; and all essential and relevant equipment directives to the cleaning industry.

256 pages • ISBN: 90 76245 07 X • © 2000
Product Code: ELCM • Price: \$80.00

**Success is Failure
Turned Inside Out.**

FREQUENTLY ASKED QUESTIONS IN THE CLEANING INDUSTRY

• **Cor van der Velden & Patrick Stoffer**



This user-friendly reference book is written for all people employed in the professional cleaning industry. The focus is on management of organizations, both European and non-European, but the answers are important for anyone in the cleaning industry. The handbook summarizes one hundred of the most Frequently Asked Questions, covering: Workers Health & Safety Regulations; Environment & waste; Certification; HACCP; Production standards; Contracts based on Results and Marketing of Facilities; and more!

136 pages • ISBN: 90 76245 08 8 • ©2000
Product Code: FAQ • Price: \$25.00

INTRODUCTION TO INDOOR AIR QUALITY

• **U.S. Environmental Protection Agency**



With over 400 pages, this two-book set by the EPA is your one-stop resource for scientific facts about regulatory requirements and procedures for dealing with indoor air contamination in commercial and residential properties.

Contents include risk assessment, health effects of contaminants, control protocols, measurement and remediation procedures, as well as investigative techniques.

2 book set • Over 400 pages
Product Code: IIAQ • Price: \$73.00

INDOOR AIR QUALITY SERVICE A MARKETING MANUAL

• **David W. Lowry**



A complete textbook on how to market indoor air quality improvement services of all kinds. Included with text are ready-to-use graphics in prepared, sample print ads to illustrate the principles explained in each chapter. This book provides a detailed program

for marketing all such procedures.

50 pages • © 1993
Product Code: IAM • Price: \$88.00

INFECTION CONTROL FOR LODGING AND FOOD SERVICE ESTABLISHMENTS

• **John J. Dykstra**



Infectious disease is an ever present threat to the well-being and profitability of food and lodging businesses. This book explains effective sanitation and disinfection procedures to keep diseases at bay.

Contents provide a simple, cost-effective program of infection control for the house-keeping and hospitality industry.

178 pages • ISBN: 0-471-62317-2 • © 1998
Product Code: ILF • Price: \$26.00

B • MANAGEMENT, SUPERVISION AND MARKETING

MANAGING HOUSEKEEPING AND CUSTODIAL OPERATIONS

• **Edwin B. Feldman**



Edwin B. Feldman puts over 30 years experience in custodial and maintenance management at your fingertips to assist you in producing high quality results in facilities as diverse as hospitals, schools, factories, and office buildings.

This practical problem solving resource helps you make sure every custodial task is done properly, efficiently, and within budget.

This book provides hundreds of proven procedures, shortcuts, checklists, ready-to-use forms, model reports, and other working tools that can save you time, effort, and money.

492 pages • ISBN: 013-378159-3 • ©2000
Product Code: MHO • Price: \$80.00

SUPERVISOR'S GUIDE TO SUCCESSFUL TRAINING

• **Wm R. Griffin**

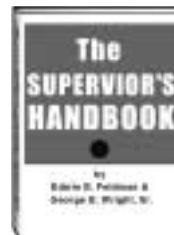


Efficient and effective training are essential in developing personnel, raising employee morale, increasing production and preventing on-the-job accidents. This manual takes an in-depth look at the fundamentals of effective supervision and training for new employees and enhancing the skills of existing staff with on-the-job techniques you can put to use immediately. The Supervisor's Guide to Successful Training serves as a versatile guide for anyone who works with others to get the job done properly, profitably and on time.

220 pages • ISBN: 0-9601054-3-3
Product Code: SG • Price: \$23.00

THE SUPERVISOR'S HANDBOOK

• **Edwin B. Feldman and George B. Wright, Sr.**



This book is directed to all supervisors, forepersons, and leaders – women and men alike. To serve a need, Service Engineering Associates began a series of supervisory development sessions, in which one or two of their professional staff members would conduct a two-day session on the client's premises. This book is a representation of the different sessions conducted. Each chapter focuses on a specific subject area such as: Improving Supervisory Skills, Psychology of Supervision, Self-Improvement, Communication, Motivation and many more.

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400 pages • ISBN: 0-944352-42-1 • © 1982
Product Code: SH • Price: \$25.00

CUSTODIAL STAFFING GUIDELINES FOR EDUCATIONAL FACILITIES

• **APPA**



APPA's popular guide to custodial staffing has been completely revised and expanded. This new edition expands on the original concepts of the five levels of clean and includes information on specialized areas such as dormitories, healthcare facilities, and more. 33 room categories in all.

262 pages • ISBN: 1-890956-06-6 • © 1998
Product Code: CSG • Price: \$125.00

MANAGEMENT AND SUPERVISION

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 4

• **Wm R. Griffin**



This manual, from our Clean Schools in 2000 and Beyond series, discusses what every school custodial manager needs to know. Proper management and supervision procedures and practices are covered.

100 pages • ISBN: 0-94352-29-4
Product Code: CS004 • Price: \$25.00

PROTECTING THE BUILT ENVIRONMENT: CLEANING FOR HEALTH

• **Michael A. Berry, Ph.D.**



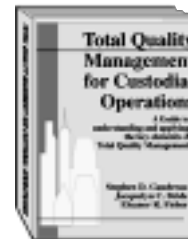
This well-researched book deals with the cleaning issues of the future and is a valuable resource for all custodians, contract cleaners, building managers and restoration specialists who are concerned with and in a position to affect the

health and safety of indoor environments.

275 pages • ISBN: 0-9635715-0-8
Product Code: PBE • Price: \$68.00

TOTAL QUALITY MANAGEMENT FOR CUSTODIAL OPERATIONS

• **Steve Gaudreau**



This book will provide you with a step-by-step plan to empower your custodial employees and engage your customers to work with you to improve the quality of your service. You will save time, money and frustration by using a proven "road map" for implementing TQM in your department or business. It speaks to every level of skill, from novice to the most sophisticated expert on TQM.

113 pages
Product Code: TQM • Price: \$69.00

Success is 90% Persistence
and 10% Perspiration.

IT DOESN'T PAY TO WORK TOO HARD

• **Frank Smith**



This book explains how to achieve success without killing yourself in the process, a helpful and enlightening guide for all who aspire to do better on the job or in business. It contains advice on creativity, problem solving, perseverance, focused work, honest business practices, and salesmanship from seven successful and retired business owners.

197 pages

Product Code: IDP • Price: \$25.00

SELLING PROFESSIONALLY

• **Jack Harding**



This book discusses everything from techniques to organization, from sales territory to demonstrations. It is helpful to any cleaning-related salesperson; even the sales manager will find it a handy source of topics for training and motivational meetings. An industry classic.

129 pages

Product Code: SP • Price: \$22.00

BUILDING SERVICES MANAGEMENT

• **William K. Phillips & Edward J. Gendei**



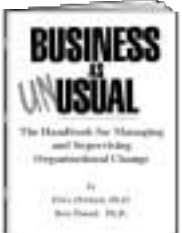
A valuable reference tool for the established business or the beginning entrepreneur, by a true professional in the cleaning industry. The author started his successful contract cleaning business in 1959 and wrote this book to help beginning entrepreneurs avoid the common hassles, problems and errors most start-up cleaning enterprises encounter.

147 pages

Product Code: BSM • Price: \$25.00

BUSINESS AS UNUSUAL

• **Price Pritchett and Ron Pound**



Contents deal with restructuring, acquiring, merging, downsizing, belt-tightening, streamlining, and redirecting a business or department. Use this book to boost productivity, reduce job stress, improve operating effectiveness, and protect profits as things continue to change in the future.

27 pages • ISBN: 0-941002-01-3

Product Code: BAU • Price: \$9.00

CLEANING MAKES CENTS

• **BOMA**



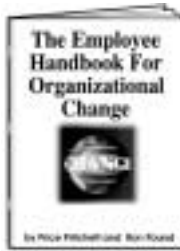
This detailed and authoritative book provides nationwide pricing and production information on cleaning commercial buildings. The nine chapters examine every aspect of the cleaning operation including staffing, service contracting, scheduling and supplies, costs, management, cleaning and the environment, recycling, and current trends in the industry. The extensive appendix includes surveys and demographics, cost indexes, reference materials, and sample forms.

157 pages

Product Code: CMC Price: \$140.00

EMPLOYEE HANDBOOK FOR ORGANIZATIONAL CHANGE

• **Price Pritchett and Ron Pound**



Today's competitive environment demands ongoing change and improvement for a business to survive and prosper. The authors provide a no-nonsense approach for personally managing organizational change in these turbulent and challenging times.

In this book, you will learn to strengthen productivity, enhance morale, decrease resistance and guide employees in dealing with the many problems and pressures encountered when change takes place in a business or department.

40 pages • ISBN: 0-944002-07-2

Product Code: EHC • Price: \$9.00

CUSTODIAL EXCELLENCE

The Progressive Method For Cost Control and Quality Improvement

• **Anne-Marie Sorensen**



A handbook for improving cleaning management, ideal for facilities directors, custodial managers, supervisors and consultants. Demonstrates how to effectively manage resources and maintain the highest standards of cleaning, safety, health and sanitation. The "progressive method" enables you to compare your facility with industry standards, evaluate labor requirements, and develop your own quality assurance program. Perform your own custodial audits. Great for internal and for-hire consulting.

99 pages • ©1997

Product Code: CE • Price: \$48.00

BUILDING DESIGN FOR MAINTAINABILITY

• **Edwin B. Feldman**



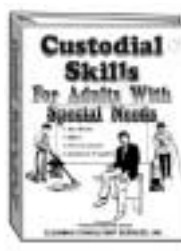
This book examines effective design strategies and the materials used in the construction of building interiors, exteriors, and surrounding landscapes. It examines the design of such basics as floors and walls, and details safe and effective design of elevators, plumbing, furniture, fixtures and waste disposal. Over eighty illustrations and photos.

232 pages • ISBN: 0-07-020385-7

Product Code: BDM • Price: \$30.00

CUSTODIAL SKILLS FOR ADULTS WITH SPECIAL NEEDS

• **Portland Habilitation Center**



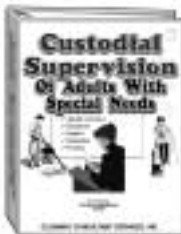
A complete training manual for individuals with severe disabilities. Nearly 300 pages with illustrations which cover professionalism and ethics, safety, tools and equipment, and procedures. Represents the culmination of years of training by the Portland Habilitation Center's rehabilitation workshop in their efforts to help adults with special needs become productive and self-supporting employees.

279 page

Product Code: CSSN • Price: \$36.00

CUSTODIAL SUPERVISION OF ADULTS WITH SPECIAL NEEDS

• **Portland Habilitation Center**



Written to help supervisors and leads learn how to become accomplished supervisors of adult employees with special needs. This 230 plus page manual covers the full range of supervisory duties and techniques. Discusses training, ethics, organizational needs, employee discipline, safety, equipment and supplies, budget issues, and such up to date subjects as total quality management philosophy and quality assurance principles.

279 pages

Product Code: CSA • Price: \$46.00

CARPET, UPHOLSTERY AND DRAPERY CLEANING

COMPREHENSIVE CARPET AND RUG CLEANING

• **Wm R. Griffin, Carl Williams and Mike West**



Rugs and carpets require special care and training for proper maintenance and cleaning. This manual includes information on all aspects of rug and carpet care. One of the most complete reference and training manuals ever produced on this interesting and rapidly changing subject. Ideal as a training and reference manual. Originally written as a preparatory guide for certification through the Institute of Inspection, Cleaning and Restoration Certification (IICRC). This book is also sold as part 3 of the CCTM on page 1 of this catalog.

Over 300 pages • © 1997

Product Code: CCT3 • Price: \$48.00

THE U.S. CARPET CLEANING INDUSTRY

• **Marketdata Enterprises, Inc.**

The U.S. CARPET CLEANING INDUSTRY

By Market Data Enterprises, Inc.

What's the short and long-term prognosis for small and mid-sized companies? How much do carpet cleaners gross per year? What are their profit margins? Which are the top franchises? How does this business hold up in recessions? These questions and many more are answered by this groundbreaking new study by Marketdata. It examines the nature of the carpet cleaning business, national receipts/growth from 1986 to 2003, average revenues and expenses per carpet cleaning service, operating ratios, factors & consumer demographics affecting demand, franchising, major trends and more.

85 pages • © 2000

Product Code: MDCA • Price: \$995.00

ORIENTAL RUG REPAIR

• **Peter F. Stone**



This book is a complete, amply illustrated and detailed book of instruction. This expanded 2nd edition shows you how to: reknit and reconstruct foundation, selvages and ends; repair kelims and soumaks; repair for non-collectable rugs such as patching and shortening; wash and remove stains; and estimate repair time. ORIENTAL RUG REPAIR also features an extensive glossary and supply sources for yarns and materials.

184 pages • ISBN: 0940582-03-1 • © 2000

Product Code: ORR • Price: \$59.00

CARE AND REPAIR OF RUGS AND CARPET

• **David Benardout**



This book shows how to repair fringes and kelim ends, how to reple, reweave, patch and mend tears and splits, and even how to deal with a rug that has been damaged beyond normal repair. A final section covers stain removal cleaning and daily maintenance.

Clear and concise instructions, photographs and step-by-step drawings make the sometimes daunting task of mending a valuable rug not only possible but also enjoyable.

76 pages • © 1995

Product Code: CRRC • Price: \$25.00

CARPET CARE AND SPOTTING

CLEAN SCHOOLS IN 2000 AND BEYOND PART 2

• **Wm R. Griffin and Perry Shimanoff**



This manual, from our six-hour workshop for school custodians, reviews the key points from part 1, then goes on to deal specifically with the proper procedures that should be followed when cleaning and spotting carpets. This book

contains information about carpet fibers, styles, construction methods, and a variety of commercial cleaning methods used to clean carpets.

200 pages • © ISBN: 0-94352-27-8

Product Code: CS002 • Price: \$25.00

FLOOR COVERINGS: THE ONLY COMPLETE INSTALLATION GUIDE

• **Jerry E. Gray**



Knowing how to install and repair a variety of floor coverings are invaluable skills to have when performing cleaning, inspections or the restoration of flooring surfaces. Previously to acquire this information, you had to study from a number of different manuals: one for carpet installation, one for hardwood and one for resilient flooring. Now this information is available in one, easy-to-use reference manual.

Chapters deal with installation of carpeting, sheet goods, resilient tile, cove base, plus stairwork, floor preparation, repairs, and pre-finished hardwoods. This book offers practical how-to procedures and methods with clear illustrations and is written in an easy to understand style.

Over 150 pages • ISBN: 9610814-0-6

Product Code: FCI • Price: \$35.00

HOW-TO HANDBOOK OF CARPETS

• **Abe Garstein**



This book provides authoritative information on the installation of all types of carpeting. Chapters provide facts on construction, identification, measuring, estimating, and installation. Learn the how's and why's of hundreds of recommended procedures written in a clear, step-by-step procedural format. A valuable resource for carpet installers, retailers, buyers, architects, cleaning crews and inspectors. An industry classic.

Over 250 pages

Product Code: HTHC • Price: \$54.00

RESIDENTIAL CARPET INSTALLATION STANDARD - CRI -105

• **Carpet and Rug Institute (CRI)**



The nationally accepted carpet installation standard for residential properties, this book details techniques, principles, and workmanship standards for the installation of carpeting in residential locations. Information includes such topics as tools, materials, floor preparation, installation in special areas, diagrams and charts. This book is of particular value to carpet installers, cleaners, retailers, inspectors, architects, interior designers, owners and property managers.

56 pages • ISBN: 0-89275-030-8 • © 1990

Product Code: C105 • Price: \$15.00

COMMERCIAL CARPET INSTALLATION STANDARD - CRI -104

• **Carpet and Rug Institute (CRI)**



The nationally accepted carpet installation standard for commercial buildings, this book is a detailed outline of techniques, procedures, and terminology used in specification writing, planning, layout, and installation. Information includes topics such as tools, materials, floor preparation and installation procedures for use in special areas, plus diagrams and charts.

30 pages • ISBN: 0-89275-010-3 • © 1992

Product Code: C104 • Price: \$15.00

CARPET CLEANERS GUIDE TO INCREASED SALES AND PROFIT

• **Roy Moore and F. T. Smith**



This is an essential guide for any professional carpet cleaner or service contractor who wants to generate more business and profit. Step-by-step instructions are provided on pre-planning, referrals, phone usage, plus options for marketing, advertising, brochures and follow-up calls. Learn how to establish repeat business, handle estimates and objections. This book is full of ideas that will bring you more customers, money and profit.

42 pages • ISBN: 0-944352-01-4

Product Code: CCG • Price: \$25.00

UPHOLSTERY CLEANING ON-SITE

• **Roy Moore and F. T. Smith**



This book provides step-by-step how-to procedures and the practical information you need to take advantage of the many profitable opportunities available in the on-site upholstery cleaning industry.

57 page • ISBN: 0-944352-00-6 • © 1993

Product Code: UCO • Price: \$25.00

DRAPERY CLEANING ON-SITE

• **Barry Hacken**



Until now, home owners, property managers, cleaning services and renters desiring clean draperies had to take them down and have them cleaned in-plant. Disassembly, cleaning, and reinstallation is time consuming, potentially damaging, difficult and expensive.

On-site drapery cleaning is one of the newest and most exciting specialty services. Gives you up-to-date, practical advice on using the latest equipment, chemicals, and procedures.

122 pages • ISBN: 0-944352-02-2 • © 1995

Product Code: DCO • Price: \$25.00

COMPREHENSIVE UPHOLSTERY AND DRAPERY CLEANING



• **Wally Weber**

This detailed how-to manual will help you recognize different fabrics, dye systems, methods of construction, and provide safe cleaning procedures for all common fabrics. This is the most comprehensive book available on the subject of upholstery and drapery cleaning.

350 pages

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ON-SITE FABRIC CARE



• **Mike West and Carl Williams**

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199 pages

Product Code: OFC • Price: \$25.00

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• **IICRC**

The development of this guide has been an industry consensus effort, utilizing the talents and abilities of leaders in the fabric and furniture manufacturing industries, leather processing industry and the professional upholstery cleaning industry. This, the first written standard

for the safe and successful cleaning of upholstery fabric, was developed as a result of their combined diverse backgrounds and broad range of knowledge.

60 pages • © 2000

Product Code: S300 • Price: \$25.00

CARPET CLEANING STANDARD S001



• **IICRC**

This book is the internationally accepted standard reference guide for carpet cleaning in residential and commercial locations. It covers the principles, techniques and procedures for dry powder, bonnet, shampoo, dry foam and hot water extraction. Also included are inspection checklists, temperature conversion charts and a glossary of terms.

40 pages

Product Code: CS01 • Price: \$15.00

**Success is Spelled
Hard Work.**

MEASURING AND ESTIMATING FLOOR COVERINGS



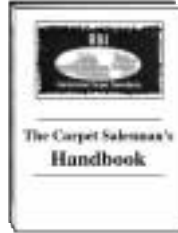
• **Buzz & Lorraine Thayer**

Discusses both carpet and vinyl floor coverings and the differences between them. Describes the tools needed and the step-by-step procedures for planning and measuring, as well as matching pre-existing patterns. Gives the rules for figuring yardage like a true professional. Includes illustrations, charts, and floor plans.

74 pages

Product Code: MEFC • Price: \$48.00

THE CARPET SALESMAN'S HANDBOOK



• **RBI International Carpet Consultants**

This training manual goes beyond the basics of carpet salesmanship to discuss the structure and construction of carpet, including fiber facts, yarn processing, tufting, dyeing, finishing and carpet styles. Each chapter concludes with review questions and answers for self-testing.

128 pages

Product Code: CSH • Price: \$55.00

HARD AND RESILIENT FLOOR CARE

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 3



• **Wm R. Griffin**

This manual, from our Clean Schools in 2000 and Beyond series, covers Resilient, Masonry and Stone, Specialty Stone, Wood and Woodlike floor coverings. General maintenance procedures for each category and floor covering – including do's and don't's – are discussed to prepare the reader in the art of floor maintenance.

240 Pages • ISBN: 0-94352-28-6

Product code: CS003 • Price: \$25.00

D. INSPECTIONS AND CLAIMS



• **CARPET INSPECTOR'S HANDBOOK**

• **Terry and Kevin Weinheimer**

This comprehensive manual contains a lifetime of information that will provide a strong educational foundation for any carpet and floorcovering inspector. The authors cover every aspect of professional inspections. This detailed yet easy to understand and use handbook is ideal for inspectors, manufacturers, retailers, dealers, installers, cleaners and textile labs.

Some of the important topics covered include: the

inspector's role, marketing your services, dealing with consumers, legal issues, fibers, backings, construction methods, cushion, warranties, installation, cleaning, concrete, manufacturing defects, tools and testing, corrections, report writing, forms and resources.

429 pages • © 1998

Product Code: CIH • Price: \$110.00

DIAGNOSTIC TECHNIQUES FOR THE INVESTIGATION OF CARPET COMPLAINTS



• **Eric M. Brown**

Your income as a carpet inspector depends on your ability to investigate carpet complaints and determine who is at fault and if the problem can be corrected on-site. This book was prepared as a field manual for the investigation of carpet complaints. This book provides a series of fault-finding charts, test methods, and a number of sample reports.

68 pages • ISBN: 0-9508446-7-5 • © 1992

Product Code: DTCF • Price: \$60.00

FLOORCOVERING DICTIONARY



• **Mike West and Carl Williams**

A 300 page terminology reference manual for the carpet, resilient, and hard floor covering industry. Ideal for cleaners, manufacturers, supervisors, inspectors and installers. This well-researched and documented guide should be in every cleaning professional's reference library.

300 pages • © 1998

Product Code: FCD • Price: \$89.00

THE IDENTIFICATION OF CARPET FAULTS



• **Eric M. Brown**

A manual to help you identify common carpet defects related to soiling, yellowing, spillage, installation and manufacturing. A useful guide for anyone involved with the investigation of carpet complaints. Written by an internationally recognized expert in carpet inspection services.

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GUIDE FOR THE INSPECTION OF TEXTILE FLOOR COVERINGS

• **IICRC**



This book provides certified carpet inspectors with specific guidelines to follow when investigating common types of claims. Contents cover recommended report formats, field worksheets, a glossary of terms and a description of carpet defects that include delamination, staining, soiling, yellowing, shedding, pilling, watermarking and pattern match.

86 pages • © 1996

Product Code: CIG • Price: \$15.00

THE CLAIMS ADVISOR: CARPET

• **The Claims Advisor, Inc.**



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Product Code: CAC • Price: \$299.00

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• **The Claims Advisor, Inc.**



Does for vinyl, wood, laminates and tile what its companion piece does for carpet. This collection of real claims will educate your inspectors, cleaners or installers and will resolve customer concerns fairly, reduce claims losses, and improve sales. In a three-ring binder, with claims labeled by number and problem for easy cross reference.

604 pages

Product Code: CAHS • Price: \$299.00

CRI MEMBERSHIP DIRECTORY

• **Carpet and Rug Institute (CRI)**



This directory lists each member company, a description of its product line and services, and their principal executive officers with addresses and phone numbers. A unique resource for carpet inspectors and others wishing to contact carpet mills and fiber producers.

Membership includes the prominent manufacturers who produce over 95% of all carpet and fibers manufactured in the United States.

64 pages • © 1992

Product Code: CRID • Price: \$18.00

CARPET SPOT COLOR REPAIR MANUAL AND VIDEO

• **Prism, a Von Schrader Co.**



A more than 200 page manual and a 30 minute video set which examine the potentially lucrative niche market of carpet color repair. Packed with illustrations, the book discusses carpet fibers, the nature of color, pH, the history of dyes, marketing tips and pricing guidelines, while the video further demonstrates the step-by-step procedures.

215 pages

Product Code: VPCD • Price: \$168.00

CARPET REDYEING TRAINING MANUAL AND COLOR GUIDE

• **Prism, a Von Schrader Co.**



Change the look of an entire room by changing the color of the carpet in homes, apartments, condos, hotels, etc. This training manual shows you how to do just that by examining terminology and techniques including chemistry, equipment, and step-by step procedures.

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or call
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SELF-EMPLOYMENT AND SMALL BUSINESS MANAGEMENT

HOW TO START AND OPERATE A SUCCESSFUL CLEANING BUSINESS

• **Wm R. Griffin**



A guide for new or diversifying businesses and a valuable reference tool for managers and owners of established operations. The author gives facts, examples, and current information on how small service businesses can be started and operated in a profitable man-

ner. Over twenty different cleaning related services are reviewed, from office, home, and industrial cleaning to high-pressure washing and carpet cleaning. This book is packed full of practical advice and information on such management subjects as marketing, supervision, employee training and bidding. It is the official training manual for the Association of Cleaning Technicians (ACT) and the Professional Carpet and Upholstery Cleaners Association (PCUCA).

278 pages • ISBN: 0-960154-05-X

Product Code: HT • Price: \$25.00

EARN \$50,000 A YEAR: START YOUR OWN CLEANING BUSINESS!

• **Gary Clipperton**



This how-to manual and 5 audio cassette training program covers every aspect of developing a successful cleaning business. Contents deal with planning, marketing, bidding, administration, production, getting started, prospecting, sales literature, the bidding process, time and pricing guidelines, personnel management, quality control, and procedures for a variety of cleaning tasks performed in most commercial buildings.

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• **Mary Johnson**



A house cleaning or maid service is an ideal full or part time business for students, single parents, the retired and others wanting a flexible schedule and an income of \$15 to \$35 per hour. Author Mary Johnson began her business, Dial-A-Mop, with a thirty-five dollar investment and built it into an operation generating over \$170,000 a year and employing twelve people. Johnson explains how to avoid unnecessary hassles and setbacks on the road to profit and professional service. Included are sample forms for recording financial and employee data, estimates, schedules and bids. Important tips are given on advertising, bidding, accounting, insurance, competitors, vacations, safety, products, supplies, equipment and employees.

232 pages • ISBN: 0-9601054-09
Product Code: EV • Price: \$38.00

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100 pages • ISBN: 0-944352-05-7 • © 1998
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128 pages • ISBN: 0-910899-09-6
Product Code: HE • Price: \$21.00



Audio Cassettes
See page 23

PLATEAUS OF GROWTH FOR BUILDING SERVICE CONTRACTORS

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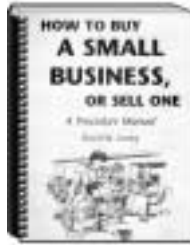


Shows you how to effectively achieve and move through the six "plateaus" of growth to success, efficiency, and profitability. Uses the concept of the "seven hats" the business owner must wear in dealing with management, purchasing, personnel, deliveries, sales, public relations and other diverse responsibilities. Helps to answer the question, "Why isn't my company growing in size and profit?"

64 pages
Product Code: POG • Price: \$25.00

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• **David W. Lowry**



This book presents a comprehensive, detailed eleven step procedure for buying or selling a service business. Purchasers learn how to identify legitimate, profit-making enterprises with potential and how to avoid being duped by an unscrupulous operator's tactics and tricks. Sellers are shown how to present their business in the best possible light and sell for the maximum value and return on their investment of time and money.

56 pages
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• **Katy Danco**



This book is written by, for and about women in family-owned businesses. The author, Kathy Danco, is the wife of Leon A. Danco, Ph.D, one of the nation's leading authorities on family business. She has drawn on conversations with hundreds of women over the past 25 years to provide a realistic view of this previously unexplored "other half" of business ownership.

180 pages • ISBN: 0-9603614-2-1
Product Code: OSB • Price: \$26.00

INSIDE THE FAMILY BUSINESS

• **Leon A. Danco**



This book's subject is the core and substance of the successful family business and the family in that business, far beyond questions of management technique. This book is useful and fascinating reading for members of business owning families, their employees, advisors and directors. A useful book for anyone who works with or within a family owned business.

250 pages • ISBN: 0-9603614-1-3
Product Code: IFB • Price: \$33.00

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Product Code: HCL • Price: \$40.00

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This book explains the nuts and bolts of an accounting system specifically tailored to the needs of successful service shops.

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THE U.S. COMMERCIAL & RESIDENTIAL CLEANING SERVICES INDUSTRY

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Lots of franchises exist, but they still capture only 7% of national revenues. 56,000+ small local firms still get most of the business, but more of them are selling out to consolidators. This book examines the nature of the business, national receipts/growth from 1985-2003, average revenues and expenses, factors affecting demand, key industry trends, company profiles and more.

170 Pages • © 2000
Product Code: MDCL • Price: \$1,395.00

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• **Mary Johnson**



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232 pages • ISBN: 0-9601054-09

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• **Don Aslett**



Take it from a guy with over twenty-five years experience in the house cleaning business who really knows his dirt. Professional advice is given on cleaning such items as light fixtures, bathtubs, vents, screens, ovens, drapes, stairs and walls. Humorous illustrations and a lively writing style make this book fun to read and an excellent reference manual.

83 pages • ISBN: 0-89879-094-8

Product Code: DID • Price: \$15.00

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• **Don Aslett**



We want the peace and comfort of a clean, neat home more than ever in these fast-paced days of 9 to 5 life. But the time for accomplishing the goal of a tidy house seems ever elusive. What's the answer? A new approach to cleaning.

This book presents many helpful solutions to cutting your cleaning time through prevention: hints on time management, reducing clutter, speed cleaning, getting help with the housework and finding the desire to clean are just a few of the useful tips the book bestows.

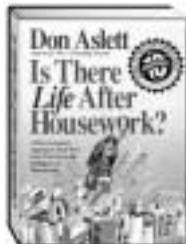
Includes pull-out stain removal guide, illustrations and index.

200 Pages • ISBN: 0-937750-22-0 • © 2000

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183 pages • ISBN: 0-89879-094-8

Product Code: ILA • Price: \$15.00

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• **Jeff Campbell**



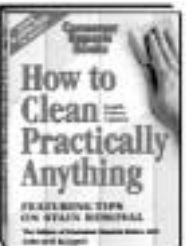
This graphic and witty book provides a simple system with step-by-step procedures that will help you clean a house, room or apartment fast and effectively. The authors are San Francisco's preeminent house cleaning service and clean over 10,000 homes and apartments each year.

194 pages • ISBN: 0440-58015-3 • © 1997

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• **Monte and Majorie Florman**



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290 pages • ISBN: 0-89043-532-4 • © 1992

Product Code: HCE • Price: \$18.00

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• **Patti Barrett**



This book contains over 500 useful tips and techniques to help make housecleaning easier and more effective. Written with humor and understanding, Barrett shows harried housekeepers how to evaluate and maintain realistic standards with a minimum of time and effort. Along with a wealth of practical advice and procedural shortcuts, this book provides organizational strategies for establishing workable routines that will save time and energy.

122 pages • ISBN: 0-88266-598-7 • © 1990

Product Code: TBC • Price: \$18.00

THE "I HATE TO CLEAN" GUIDE TO HOME CARE

• **Wm R. Griffin**



This informative book gives tips and suggestions for cleaning everything found in homes and apartments. A helpful reference manual for those involved with residential or institutional cleaning such as hospitals, hotels, resorts, dormitories and condominiums.

243 pages

Product Code: IH • Price: \$18.00

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(How to Communicate With Your Spanish Speaking Help)

• **Liora M. Cohen**



This book is a simple and effective learning aid for mastering the type of conversational Spanish/English used in common household and occupational situations.

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204 pages • ISBN: 0-9623559-0-9

Product Code: THB • Price: \$17.00

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• **Belinda Wojtowicz**



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49 pages

Product Code: ETC • Price: \$25.00

CLEAN IT FAST, CLEAN IT RIGHT

• **Edited by Jeff Gredenberg**



More than 250 experts explain how to clean 300 common household items from countertops to carpets -- plus toys, shoes, cameras, paintings, bicycles and more -- in record time.

A special bonus section on buying and using 60-plus scouring tools and chemicals adds shine to this sparkling home-cleaning resource.

544 Pages • ISBN: 1-57954-019-8 • © 1999

Product code: CFCR • Price: \$20.00

G BIDDING & ESTIMATING

HOW TO SELL AND PRICE CONTRACT CLEANING

• **Wm R. Griffin and John Davis**



This 900-page reference manual is packed full of sound business advice to help you put together a winning proposal and a competitive bid for cleaning services. This book includes bid estimate sheets, time and production standards, supply usage charts, blank forms, job specifications, legal contracts, and markup tables for labor, products and supplies. This nuts-and-bolts guide is ideal for building owners, property managers and contract cleaners dealing with all types and sizes of properties.

900 pages • ISBN: 0-944352-030
Product Code: HTSP • Price: \$87.00

CLEANING BID DOCUMENTS

• **Wm R. Griffin**



Realistic, competitive bidding may be the difference between profit and loss for a cleaning contractor or whether a project stays within budget for a building manager. This is one area where guesswork can be an extremely costly mistake. For success, you need the most current information available to accurately estimate your costs, prepare your proposal, and maintain your budget or profit margin.

This report contains cleaning bid documents, service contracts, specifications and request for proposal documents. Ideal for all types and sizes of buildings and facilities. Includes both paper copies in a 3-ring binder and DOS/Windows 95 compatible computer disks.

Over 300 pages • ISBN: 0-944352-19-7 • © 1998
Product Code: CBD • Price: \$250.00

BLUEBOOK FOR AGENTS, ADJUSTORS AND CONTRACTORS



This pricing guide has been published annually for 28 years and is recognized internationally as a cost guide to evaluate claims and prepare bids in the insurance industry and by remodelers, repairmen, cleaning and restoration companies. It contains charts, graphs, labor and material costs, tips, suggestions, and articles of interest.

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• **Gary Clipperton**



This how-to manual and 5 audio cassette training program covers every aspect of developing a successful cleaning business. Contents deal with planning, marketing, bidding, administration, and production. The author discusses

getting started, prospecting, sales literature, the bidding process, time and pricing guidelines, personnel management, quality control and procedures for a variety of cleaning tasks performed in most commercial buildings.

80 pages • ©1993

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Product Code: AM50 • Price: \$149.00

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358 CLEANING TIMES FOR COMMON TASKS

• **ISSA**



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BLOODBORNE PATHOGEN EXPOSURE-CONTROL PLAN



This plan is provided as a guide to assist employers in complying with OSHA's Bloodborne Pathogen Standard, 29 CER 1910.1030. This standard applies to all cleaning staff members who have any opportunity for contact with vomit, blood, body waste, medical waste, syringes, sharps, etc. This covers cleaning workers in schools, hospitals, nursing homes and all public facilities.

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An excellent training manual for custodial crews and building maintenance personnel, this illustrated book covers back injury prevention, chemical safety, environmentally preferable chemicals, slip and fall prevention, asbestos, and how to avoid repetitive stress injuries.

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TRAUMA SCENE PRACTITIONER AND BLOODBORNE PATHOGENS TRAINING

Environmental Management & Engineering, Inc.



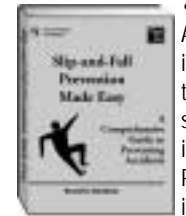
This training manual covers such topics as an overview of Bloodborne pathogen standards, sample Bloodborne pathogen exposure plans, an overview of trauma scene practitioner procedures, and an extensive appendix/ article section.

200 pages

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81 pages • ISBN: 0-86587-664-9 • © 1999

Product Code: SFP • Price: \$65.00



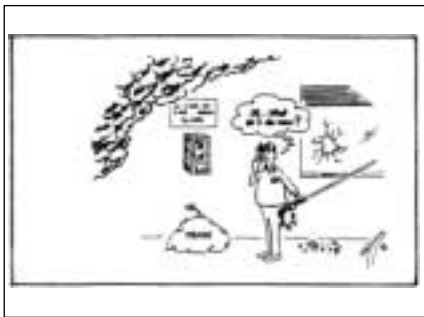
Finishing Up The Job



CUSTODIAL SAFETY CARTOON POSTERS

This set of up to 24 cartoon posters depicts safety hazards that relate to professional cleaners in all types of work locations. Use these safety reminders to reinforce job safety and prevent unsafe acts that lead to accidents on the job. Suitable for mounting, each poster measures "11 x 14" and is printed in two colors on card stock.

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100 Cartoons For The Cleaning Professional
• Greg Davis



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