



A YBC “Ten Minute Training”

Topic: “How Clean is Clean Enough?”
(a discussion about the importance of cleanliness at work)

Key Points:

1. People don't respect nor want to do business with places that aren't clean.
2. Pride equals Clean, equals “Our Image”
3. Our environment says a lot about how we feel about our customers and ourselves
4. It doesn't take significantly longer to include cleanliness in everyday tasks and routines
5. Cleanliness is Everyone's Job

Discussion Questions:

1. How do you feel about the level of cleanliness in our organization?
2. What can we do to make things better?
3. How do we keep things better once we improve?
4. What long-term priorities can we set for improving our environment?

Activity:

Hold a scavenger hunt for trash and areas in disarray inside and outside your building(s). Include the bathrooms, storerooms, hallways, entrances, break rooms, offices and the parking lot.

Homework:

Find examples of businesses that are very clean and one's that are not. Talk about these places with other co-workers and have a discussion about them at your next meeting. Take a vote about who was the cleanest and who was the worst. Then discuss what you could learn from each.

Follow-up:

Be on the look out for ways and means to improve our environment here at work

For more information about the importance of cleanliness read: Kroc, Ray with Robert Anderson. Grinding it Out: The Making of McDonald's. 1977. Chicago Illinois: St. Martin's Paperbacks/Contemporary Books, 1987.