



## ARCSI Launches House Cleaning Process and Procedure Training Program

ROSEMONT, Ill. — **March 29, 2023** — The Association of Residential Cleaning Services International (ARCSI), a Division of ISSA, has launched its new [House Cleaning Process & Procedure Training program](#).

Designed by cleaning industry expert Sharon Tinberg, the program is a step-by-step online training system that teaches residential cleaners what to clean, in what order, and how to clean various areas of a home. The program is proven to minimize client complaints about missed or poorly cleaned areas and helps improve customer loyalty.

“In a time when it is more important than ever to retain clients, this program teaches the processes and procedures necessary to keep clients happy,” said Tinberg, the founder of House Cleaners Training. “It will not only improve the quality of your team’s work, but it will also save you time by focusing on the most important things your employees need to know to be successful.”

The virtual training program can be completed from an employee’s home or office, and supervisors can monitor training progress. Training is broken into three courses: kitchen, bathroom, and dusting. Each course focuses on process and procedure training and includes a manual for employees and quiz for employers to verify program completion. Training is also available in Spanish.

“ISSA is dedicated to advancing the cleaning industry, and we are pleased to partner with Sharon to bring this training to the residential cleaning community,” said ISSA Executive Director John Barrett. “In a fiercely competitive market, it is more important than ever to retain customers and demonstrate your commitment to your employees. This program helps do both.”

For more information about ARCSI’s House Cleaning Process & Procedure Training program, visit [arcsi.org/hcpp](https://arcsi.org/hcpp).

### **About ARCSI**

The Association of Residential Cleaning Services International (ARCSI) was established in 2003 to assist residential cleaning service owners in starting, promoting, building, and expanding their businesses. ARCSI merged with ISSA in January 2017 to become ARCSI, a Division of ISSA. As the residential cleaning arm of the worldwide cleaning industry association, ARCSI brings together members in the United States, Canada, and across the world by providing valuable information and opportunities to ensure the growth and development of its members’



businesses through education, networking, and collaboration. For more information, visit [arcsi.org](http://arcsi.org) or call 800-225-4772 (North America) or 847-982-0800.

### **About ISSA**

With more than 10,500 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Rosemont, Ill., USA, the association has regional offices in Milan, Italy; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit [www.issa.com](http://www.issa.com) or call 800-225-4772 (North America) or 847-982-0800.

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