

### 3 Easy Ways to Register!

\*Fax: 410-381-1558

\* E-mail: [registration@mdworks.com](mailto:registration@mdworks.com)

\*Mail to: Maryland Works, Inc.

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Columbia, MD 21046-1854



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Columbia, MD 21046  
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[www.mdworks.com](http://www.mdworks.com)

**Maryland Works, Inc.**

## Employment Works Program - EWP

### Cleaning Smart Best Practices & Hands-On Training Supervisor and Quality Control

*EWP Vendors with Janitorial Contracts that Do Not Attend this Training  
Could Impact Future New Contract Consideration*

**Tuesday, 05/22/18 & Wednesday, 05/23/18**

**9:00 a.m. – 4:30 p.m.**

Registration begins at 8:30 a.m.

#### Learning Objectives:

Quality outcomes in custodial operations have never been more important than today in a period of reduced budgets with increasing expectations. The objective of this three-day workshop is to enable Project Managers, Supervisors, Quality Control Inspectors and Job Coaches to effectively manage their custodial contracts. They will learn the basics of custodial operations as well as how to communicate those principles and standards to front line employees.

#### Purpose:

The purpose of this two-day workshop is to provide commonly accepted industry guidelines on effective supervision of management staff involved in custodial operations. Standardization of cleaning practices, applying consistent standards and improving productivity will enable Project Managers, Supervisors, Quality Control Inspectors and Job Coaches to bring enhanced value to the custodial equation. A manual and Power Point with additional forms will be provided. The optional third day is for hands on experience in coordination with a local distributor/vendor.

#### Audience:

- Project Managers
- Supervisors and Quality Control Inspectors
- Job Coaches, Trainers and others involved in custodial operations

#### Format:

- Lecture
- Group exercises in problem solving, training techniques and contract challenges
- Dealing with performance issues.
- Hands on experience with High Performance Cleaning Tools with distributor/vendor

Registration form →

**Facilitator: Mickey Crowe, CBSE, RBSM, I.C.E. CMI Master Trainer** has been involved in the custodial industry for over forty-two years. His experience runs the gamut from working for a large cleaning firm in the mid-west to operating his own successful cleaning business in central Florida. Mickey is a recognized speaker, writer, consultant and trainer assisting both non-profit agencies and for-profit companies find efficiencies, develop proposals and negotiate contracts. He has been employed by SourceAmerica since 1999 and works under the AbilityOne Program to provide meaningful employment for Americans with significant disabilities.

**Cleaning Smart Best Practices & Hands-On Training  
Supervisor and Quality Control  
05/22/18 and 05/23/18**

**EWP Vendors Registration Fee \$40  
(Registration fee will be waived if Registrant Attends)**

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Email \_\_\_\_\_

Work Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_/\_\_\_\_/\_\_\_\_ Fax \_\_\_\_/\_\_\_\_/\_\_\_\_

**Method of payment:** \_\_\_\_ Visa \_\_\_\_ Mastercard \_\_\_\_ Check enclosed (payable to Maryland Works, Inc)

Card number \_\_\_\_\_ Exp \_\_\_\_\_ CSC Code \_\_\_\_\_  
(3 digit code on back of CC)

Name as it appears on the credit card \_\_\_\_\_

Signature \_\_\_\_\_ Email: \_\_\_\_\_  
(Credit Card receipt will be e-mailed)

\_\_\_\_\_  
Billing Address Associated with Credit Card

ADA Accommodations (please specify) \_\_\_\_\_

**Deadline for special needs is two weeks prior to program date**