



Cleaning Industry Common Terms & Slang Words for Cleaning Chemicals & Equipment

Dustbane Products Limited

Understanding the difference between cleaning chemicals and equipment can be confusing. Here's a reliable guide to help you navigate the language of the cleaning industry. Get advice from Dustbane, your trustworthy source for cleaning solutions. Here are the **top 50 common cleaning terms**:

WAX

Floor finish

SWING MACHINE

Polisher

VACUUM CLEANER

Vacuum

BROOM

Sweeper

MOP

Floor mop

BUCKET

Cleaning bucket

SQUEEGEE

Window squeegee

DETERGENT

Soap

DISINFECTANT

Germicide

BLEACH

Chlorine

SCRUBBER

Floor scrubber

DUSTPAN

Dustpan and brush

TRASH CAN

Garbage bin

VACUUM BAG

Bag filter

BURNISHER

Floor Buffer

SPONGE

Cleaning sponge

MICROFIBER CLOTH

Microfiber towel

PAPER TOWEL

Kitchen towel

ICE MELT REMOVER

Salt, calcium, and ice melt remover

TRASH COMPACTOR

Garbage compactor

JANITORIAL CART

Cleaning cart

FEATHER DUSTER

Dusting brush

SURFACE CLEANER

All-purpose cleaner

WINDOW CLEANER

Glass cleaner

QUATS

Quaternary Ammonium Compounds Disinfectants

CLEANING SOLUTION

Cleaning product

ENZYME BASED CLEANER

Bio-enzymatic cleaner

CARPET CLEANER

Carpet shampoo

FLOOR BUFFER

Floor polisher

NEUTRALIZER

Normalizer

DISH DETERGENT

Dish soap

CANISTER VACUUMS

Canister Vac

AIR FRESHENER

Room spray

TRASH LINER

Garbage bag

VACUUM ATTACHMENT

Vacuum tools

TOILET PAPER

Bathroom tissue

HAND SANITIZER

Sanitizing gel

DEODORIZER

Odour eliminator

STAIN REMOVER

Spot cleaner

CARPET EXTRACTOR

Carpet machine

HAND CLEANER

Hand soap

HARD SURFACE CLEANER

All purpose cleaners

DRAIN CLEANER

Drain opener

OVEN CLEANER

Grease remover

FLOOR MAT

Entrance mat

FLOOR STRIPPER

Wax remover

MALODOUR

Odour neutralizer

DUSTER CLOTH

Swiffer

SWEEPING COMPOUND

Dustbane

ODOUR CONTROL

Deodorizers

To ensure you have the right understanding when a customer uses multiple terms for a product or solution, consider the following steps:

Ask Questions: Start with specific inquiries about their needs, such as the type of surface they wish to clean, the area size, any specific concerns they have, and any existing equipment or products they use.

Clarify Terminology: If they use slang or alternative terms, ask for a description of the product or equipment they have in mind or its intended use. This will help you understand their requirements better.

Provide Options: If the customer is unsure about the terminology, offer them a few options based on their needs. For instance, you can say, "Are you looking for a floor finish or wax for your floors?" This lets the customer select the term they prefer.

Show Samples: If possible, show the customer samples or images of different products or equipment. Visual aids can be very helpful in avoiding confusion.

Educate: If the customer is willing, give a brief explanation of the different terms and their variations. This will help the customer make informed decisions.

Listen Actively: Pay close attention to the customer's responses and be ready to adjust your recommendations based on their feedback. It's crucial to tailor your suggestions to their specific needs and preferences.

By following these steps, you can ensure you fully understand what the customer needs, and guide them to the most suitable cleaning products and equipment. Effective communication and a willingness to adapt to the customer's terminology are key for their satisfaction.