Cleaning Supervisor Skills: Administration & Oversight

30 November – 4 December 2026
Kigali (Rwanda)



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Ref: 321796_146965 **Date:** 30 November – 4 December 2026 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Why This Course

Effective cleaning supervision requires more than operational knowledge—it demands strong leadership, clear communication, and the ability to ensure quality and efficiency across teams. This intensive 1-week program is designed for cleaning supervisors and observers who want to elevate their administrative and supervisory skills. Participants will gain practical tools to manage staff, optimize schedules, maintain high standards, and implement continuous improvements in cleaning operations.

What You'll Learn and Practice

By participating in this course, you will:

- Develop leadership and team management skills to supervise cleaning staff effectively.
- Master communication techniques for clear instruction, feedback, and motivation.
- Create efficient cleaning schedules and manage resources optimally.
- Apply quality control processes and performance evaluation methods.
- Understand relevant health and safety regulations in cleaning operations.
- Enhance problem-solving skills for addressing common supervisory challenges.

Program Flow

Day 1: Foundations of Cleaning Supervision

- Role and responsibilities of a cleaning supervisor
- Leadership principles for managing teams effectively
- Understanding cleaning standards and best practices
- Introduction to health and safety regulations

Day 2: Communication and Staff Management

- Effective communication techniques for supervisors
- Motivating and managing cleaning staff
- Conflict resolution and problem-solving strategies
- Training and development of cleaning personnel



Day 3: Operational Planning and Scheduling

- Creating efficient cleaning schedules and rosters
- Resource allocation and inventory management
- Time management and prioritization techniques
- Budgeting and cost control in cleaning operations

Day 4: Quality Control and Performance Management

- Implementing quality control processes
- Conducting inspections and audits
- Performance evaluation methods and feedback
- Addressing and correcting performance issues

Day 5: Advanced Supervision Techniques

- Leveraging technology in cleaning supervision software, apps
- Customer service skills for supervisors
- Sustainability and eco-friendly cleaning practices
- Continuous improvement and innovation in cleaning services

Training Methodology

This program combines theory with hands-on practice to ensure practical applicability:

- Case studies and real-world examples in cleaning supervision
- Interactive exercises in scheduling, inspections, and performance evaluation
- Role-playing for communication, conflict resolution, and staff motivation
- Workshops on using technology and implementing sustainable practices

Beyond the Course

Participants will leave the program able to:

- Lead and manage cleaning teams with confidence and efficiency.
- Design optimized schedules and allocate resources effectively.
- Conduct quality control inspections and evaluate staff performance accurately.
- Apply problem-solving techniques to address supervisory challenges.
- Integrate technology, sustainability, and continuous improvement into cleaning operations.

