



Building Service Contractors Association International

Certified Site Supervisor (CSS) Outline

BSCAI's Certified Site Supervisor (CSS) designation is a symbol of leadership excellence in the building service contractors industry. This designation may be the next step in the career of those who are a leader in the BSC field, and carry titles such as Area Manager, Project Manager, Team Lead, Site Manager, or Lead Supervisor. From managing quality control to training new employees, the CSS designation is a highly valuable business tool to show the vast range of day-to-day and big picture responsibilities.

Overall Objectives

1. To obtain a wide range of skills and knowledge to succeed in the building service industry
2. Be proficient in cleaning technologies, equipment and chemicals
3. Be capable of training, motivating and managing the companies most important resource: **its people**
4. To learn how to manage accounts skillfully to deliver high-quality service and maintain the company's profitability

Below is a breakdown of the content covered in the Certified Site Supervisor (CSS) course. This is a one-time designation. Once the course has been passed, the individual will be considered a Certified Site Supervisor (CSS) indefinitely.

Volume 1 – Account Management

Objectives

1. Control Account Costs
2. Provide Quality Service
3. Ensure Customer Satisfaction

Outline

- The Building Service Industry
- General Management Skills
- Cost Controls
- Quality Control
- Customer Relations

Volume 2 – Hiring and Firing

Objectives

1. Identify effective methods of recruiting
2. Identify effective methods of screening job applicants
3. Identify proper & improper pre-employment inquiries
4. List criteria for selecting the most qualified applicant
5. Define negligent hiring
6. How to protect your company against negligent hiring charges
7. Explain verification requirements and other employer obligations
8. Define the at-will employment relationship
9. Construct good performance standards
10. Design an effective performance appraisal system



11. Describe the benefits and use of progressive discipline
12. List the major guidelines to follow when disciplining an employee
13. Describe how discharge should be handled

Outline

- Recruiting
- Pre-Employment Screening
- Selection and Hiring
- Evaluation and Promotion
- Discipline
- Discharge

Volume 3 - Motivation & Training

Objectives

1. Describe how motivation and skill affect work performance
2. Identify key job disincentives and motivators
3. Describe how to put job enrichment into practice
4. Describe how to delegate work effectively
5. Identify when to use different leadership styles for maximum effectiveness
6. Evaluate your own effectiveness
7. List ways to improve your communications and listening skills
8. Design a skill training program for cleaners
9. Implement programs to reduce turnover and absenteeism

Outline

- Human Behavior and Motivation
- Motivating Your Workforce
- Leadership
- Communications in Management
- Designing a Training Program
- Custodian and Supervisory Training
- Reducing Turnover & Absenteeism

Volume 4 - Personnel Policies

Objectives

1. Identify federal discrimination laws
2. Identify the steps to minimize discrimination problems
3. Describe how to respond to a case of sexual harassment
4. List steps to prevent harassment in the workplace
5. List the actions that should and should not be taken in response to an employment discrimination charge
6. Explain the major provisions of the Fair Labor Standards Act and Equal Pay Act
7. Describe the "white collar" exemption
8. Explain how to comply with the FLSA's minimum wage and overtime requirements
9. Explain the circumstances under which unequal compensation for male and female employees violates the law
10. Explain how equal pay requirements apply to the building service industry
11. Explain the major requirements of the Family Medical Leave Act



Outline

- Personnel Policy Manuals
- Discrimination in the Workforce
- Sexual Harassment
- Discrimination Proceedings
- Wages and Hours

Volume 5 - Safety & Security

Objectives

1. Describe the company's responsibilities for container labeling and Safety Data Sheets (SDS)
2. Identify the elements of a blood borne exposure control plan
3. Describe reporting and investigation procedures for workers' compensation and general liability accidents
4. Identify the most common hazards in the building service industry and protective measures employees can take
5. Identify standard security measures to protect the customer's property and the safety of employees, including key control and procedures for authorized entry

Outline

- Safety Programs
- OSHA Standards
- Workplace Hazards
- Security
- Drug and Alcohol Abuse

Volume 6 - Floor Care, Carpet Care, and Cleaning Chemicals

Objectives

1. Describe carpet cleaning techniques appropriate for different carpets and different dirt/stain components
2. Explain the differences between resilient and non-resilient floors, and the appropriate maintenance and cleaning methods for each
3. Understand floor cleaning chemistry
4. Discuss the pros and cons of various chemical dispensing and delivery systems
5. Describe the unique elements of concrete and wood floor care

Outline

- Carpet Maintenance Systems
- Floor Care
- Hard Surface Detergency & Disinfection
- Concrete Floor Care
- Wood Floor Care

Volume 7 - General Office Cleaning and Specialty Services

Objectives

1. List the basic duties of office cleaning
2. Describe the daily maintenance procedures for restroom cleaning
3. List which cleaners are most appropriate for which metals
4. Describe the procedures to be used in window cleaning



5. Describe the basic fabric cleaning techniques and methods
6. List additional cleaning opportunities in an office environment
7. Explain the elements of a recycling program

Outline

- General Office Cleaning
- Restroom Cleaning
- Metal Cleaning & Maintenance
- Window Cleaning
- Fabric Cleaning
- Specialized Office Cleaning Services
- Specialized Services, Other Cleaning Services & Other Specialty Services