

# Pro Scrub 2.1

**BISSELL**<sup>®</sup>  
BigGreen Commercial<sup>®</sup>

Case Study: #022017

Salon Hygiene

March, 2017

## Background

Salons can be dirty places. After a day of client treatments and product applications, floors, counters, mirrors and shelving are noticeably filthy. Couple this with a full appointment schedule, and only the basics are cleaned at the end of the day, adding to the build-up of dirt.



Hygiene Performance Solutions (HPS) is introducing Pro Scrub 2.1, by Bissell Big Green Commercial®, to the Canadian professional beauty industry. Already a proven hit in other markets, HPS wanted to understand how Pro Scrub can improve quality and reduce cost in professional beauty.

## Objective

Understanding current Salon cleaning practices and staff work habits, will inform a real-world assessment of the benefits of Pro-Scrub for Professional Beauty Environments.

## Method

HPS cleaning and disinfection experts visited the Salon on two occasions, in February 2017, to observe current cleaning tasks, and discuss with management how cleaning fits into business priorities. Staff were encouraged not to change any cleaning habits or practices; there was no judgement of methods used. Many photos were taken of the before and after cleaning state, and the time spent cleaning by each person, was measured.



After the staff completed their cleaning, areas of the floor that were still visibly soiled were scrubbed again using Pro Scrub and the same cleaning detergent. Salon staff were given the opportunity to try the Pro Scrub for themselves. Staff provided direct feedback to the HPS team.

## Hosts

Shirley Wu – Creative Director, and  
Richard Yeh – General Manager

## Beauty Concept by Shirley Wu

is a premium Salon, located in Mississauga, Ontario, offering Bridal, Hair, Make-Up, Esthetics, and Health Services.

## Background

Open since 2010, BCSW, has created a reputation for offering its clients amazing transformation experiences. The Salon visit is an important part of client experience, and so it is important to provide an environment that is attractive, professional, and hygienic.

*“Building client trust and confidence is critical, and it starts with first impressions as they come through the door”* says Shirley.

As a business owner, controlling costs is always top-of mind. The expense of cleaning and maintaining this 2,400 sq.ft. facility is important for the bottom line.

*“When we started our business, we invested in renovating the Salon to make it attractive for our clients; so protecting our investment is important to us”* says Richard.

**bc**  
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## Findings

Daily cleaning included a focus on glass & mirrors, waste removal, sweeping hair and debris, vacuuming entrance carpets and cleaning sinks. Washrooms are cleaned bi-weekly by an outside cleaning service. On busy days, floor mopping doesn't always happen, however the Salon has organized cleaning duties on a staff cleaning checklist – an excellent practice.

The current floor cleaning method was observed to be only partially effective, it removed mostly the daily dust and dirt; however, was not effective at removing build-up, scuff marks, or dirt from corners and baseboards. Floor discoloration was evident, as was build-up on along edges, in corners and under counters. Product display shelving is dusted regularly – staff commented that is a challenge to keep up with the dust.

Daily cleaning time (full clean) was estimated at 4.25 hours; the cost of cleaning was calculated to be \$1,535/month or \$0.63/sq.ft. External cleaning services providers estimated the monthly cost to deep clean floors at \$295.00.

Using the same cleaning chemical, Pro Scrub was effective at removing build-up on the floor, in corners, around stylist stations, around sinks, along edges and baseboards, and under counters. When an alternative chemical, specially designed to strip build up

*“we are here  
for hair, not  
for cleaning”*  
- *stylist*

was introduced, the floors were noticeably whiter.

Staff commented that the machine was easy to use, cleaned better than mopping alone, and made an unpleasant cleaning job easier to perform.

## Conclusions

1. Investing in Pro Scrub will improve the cleanliness of a Salon, particularly in areas that are noticeable to clients.
2. Stylist and staff can incorporate small sections of deep floor cleaning into their routine and client-day; this will allow the job of deep floor cleaning to be manageable and pleasant.
3. Money spent on cleaning can be more effectively used to maintain standards and protecting an owner's investment in flooring, furniture and fixtures.
4. Using Pro Scrub as part of a periodic cleaning schedule, avoids the cost of hiring an outside cleaning service to deep clean floors.
5. The payback on investing in a Pro Scrub unit can be returned through savings, and cost-avoidance, in less than 4-months.

