

A Sophisticated

"FLOOR DOCTOR" with 30-year Experience

-- Interview with **Mr. Andy Chong,**
Director of Princeton International(s) Pte Ltd

■ China Clean (Volume) • Editor Jin Qing



The floor has always been a concern for property owners. A clean floor is a pre-requisite to ensuring a quality indoor environment. A mat is an important tool in protecting the floor. "China Clean (Volume)" has always paying attention to the special characteristics of mats and their development trends. Recently, the author was honored to have an interview with Mr. Andy Chong from Singapore. Mr. Chong has over 30 years of experience in the arena of floor cleanliness maintenance. Last year, Mr. Chong opened a branch of his Princeton International(s) in Shanghai, hence starting his business as a professional mat agent in China.

Q: Why did you choose to go into the arena of mats?

A: I myself have worked in cleaning companies for the past 31 years. I served 8 years at overseas cleaning companies and I run my own companies for about 23 years. Currently I am managing 2 cleaning companies: One is in Singapore and it has been in operation for 23 years and has over 2000 employees. The other is in Thailand, which has been in operation for 10 years and has over 1600 employees. We have provided our cleaning services to a wide range of facilities like factories, hospitals, offices, swimming pools, clean rooms etc. You name it, we've been there. Hence we have a wealth of experience in this arena. From my 31 years of experience, I realized that cleanliness is linked to hygiene, money and many other factors. It requires strict planning and high standards in order to do a good maintenance job for a property. From my experience, I think the floor is a top priority in cleaning work. We always say, "When one steps into a property, he will first step on the floor "soundly". We will always lay our eyes on the floor

first before we notice the overall design, renovation, hanging items etc. Hence one of the most important tasks in property cleaning is the maintenance of the floor. Some of the floor maintenance jobs include stain removal, waxing etc. Because the floor is so important, we have to first do the maintenance work on the floor. That way, we will be able to do a better job in maintaining the other parts of the building. There are many threats faced by the floor:

1. Dust. Upon entering a building, people will bring with them soil, sand and dust from outside. If this is not controlled, the sand, soil or dust will be everywhere in the air in the building. Dust often contains bacteria, virus etc. and with centralized air-conditioning in buildings, germs can be virtually spread throughout the whole building, hence becoming a threat to the health of those working in the buildings and visitors. Hence getting control over dust is very important and dust comes from the floor.

2. Gravel. Gravel is slightly bigger than dust in size. If there is no control over gravel, many problems will surface too. The number one problem will be safety. People will tend to lose their balance easily and fall when they step on gravel. The number two problem is that gravel damage the floor easily. When you step on the floor, you'll creating scratches to the floor. When the



floor is scratched, waxing will usually be done. For more serious cases, we will have to do polishing.

Also, over-grinding can cause the floor to become thinner and may result in replacing the entire floor and that is one big job with high costs. However, even if you have enough money to change the entire floor, it is impossible to request an operational hotel to stop its operations totally for this. This cannot be done. Hence the problem right now is getting the dust and gravel under control should be done right at the beginning.

So how should we maintain the floor? Of course there are many ways to do it but I think the most popular solution will be mats. By placing mats at the entrance or other places that may pose a danger, we will be able to get the dust and gravel under tight control. It is very easy to maintain a mat and it can also help in getting 70% of the dust and gravel under control. Therefore the load on the cleaners is greatly reduced. I have realized that 85% of the various different facilities in China currently use the same type of mat. That's not correct. The same piece of mat cannot be used for all conditions e.g. rainy or sunny weather,

