

COVID-19 Towel Safety Suggestions

By Valerie Sweeney

What a crazy year this has been! I am hoping by the time this article is published that the COVID-19 numbers are declining, and we are on our way to put this whole pandemic behind us. It's a scary time for many, both for employees who need to deal with the public on a daily basis, and your customers who are inevitably watching every move you make to make sure you are practicing good techniques that won't contaminate their vehicles. Here are some COVID-related towel tips to help ease both your employees' and customers' anxiety:

- Wash your towels more frequently. This provides piece of mind to your employees.
- Wash any towels used on the interior of the car after each vehicle.

Even if your customers can't see you grabbing a new towel, it is wise to use a fresh towel on the inside of each vehicle when cleaning the interiors. It might

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- mean more laundry for you, but it is better than taking the risk.
- Add more disposable towel options for your customers. If you normally have a bin of towels that the customer can borrow and use, you might want to consider also having a disposable wiper option for those who don't want to risk sharing any towels. I realize the used towels normally go in a separate bin to be washed, but some customers may perceive it differently.
- Consider using a color-coded system for your towels if you haven't already.

Typically, window, body, and detail towels are kept separate, but you could make a color for frequently touched surfaces such as door handles and steering wheels.

- Many carwashes used gloves before COVID, but now it's more important than ever to have your employees wear disposable gloves when washing/drying the vehicles.

They will feel more confident, and your customers will like seeing gloves on the employees as well.

- Wash your cotton towels on higher heat than normal. Remember, however, never wash/dry microfibers on high heat!!

- Consider switching to all microfiber.

There is a good reason why microfiber is used in healthcare for mopping floors and for cleaning. It doesn't harbor bacteria. I realize viruses are different than bacteria, but the premise is similar.

- COVID-19 has caused numerous supply chain and shipping issues around the world.

It might be wise to order extra towels and other supplies to have abundantly on hand when needed.

I am sure there are other towel-related COVID tips out there. As I hear more and more about what others are doing to be safe, I will continue to update you. In the meantime, stay safe, keep washing your hands, and continue to practice social distancing. **NC**



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