



## Ask Gail

by William D. Frye, Ph.D., CHE

### How can I remove scuff marks from no wax floors?

*Another great article from The Rooms Chronicle, the #1 journal for hotel rooms management! \*\*\*Important notice: This article may not be reproduced without permission of the publisher or the author.\*\*\* College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com*

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Dear Gail:

The lobby of our hotel is made up of light-colored tiles and similar white marble surface. Since the flooring is “no-wax” we get a lot of black streaks from rubber-soled shoes and black scuff marks from ladies’ high heels. Do you have any suggestions how to quickly and easily remove these scuffs and streak marks without closing off sections of the lobby for floor buffing?

Hector J.  
Dallas, TX



Photo: Courtesy of Ron Hazelton

Dear Hector:

*Your situation is a common problem that many hotels, shopping malls, and other commercial establishments face. What is certain is that merely attempting to mop over the scuffs and streaks will not remove the offensive marks. Either an acidic solution that will cut through the black rubber of the streaks must be used or a rubbing agent of some kind must be employed.*

*Armstrong’s Once’n Done® is a non-concentrated cleaning agent designed to be spot applied on resilient and ceramic flooring including no-wax vinyl, marble, granite, terrazzo, slate and stone floors. It will cut through the streaks and scuff marks allowing you to wipe them off using a clean white terry rag or wrapped cheesecloth and some muscle. For additional leverage and to minimize the need for housekeepers to bend and kneel, consider wrapping a dry mophead or the working end of a mop handle in a clean terry rag.*

*To avoid using any chemicals or liquids to remove scuff marks, consider using a rubbing agent such as a large pink eraser. The eraser will absorb and rub off the scuff and streak marks, but it will also generate small bits of rubber byproduct that must be swept or vacuumed up. Additionally, using a handheld rubber eraser still requires the housekeeper to kneel, bend, and stoop for a prolonged period, thus inviting potential back injury.*

*The most innovative and inexpensive technique for removing scuff marks that I have witnessed is using clean tennis balls mounted to the end of a broom handle. The McCormick Place® convention center in Chicago uses just such a technique. Take a new, but inexpensive, tennis ball and cut two one-inch slits into one side of the ball so they form an “X”. Push a broom handle through where the slits intersect each other. You can now use the tennis ball to rub off any scuff marks or black streaks without using chemicals or water. Just a little elbow grease coupled with the leverage of the broom handle will do the trick. You don’t have to worry about moisture on the lobby floor, posting Wet Floor signs, or bending or kneeling. When the tennis ball gets dirty or ineffective at cleaning, replace it with a fresh one.*

*It should be noted that many companies have invented or are introducing similar scuff removing tools as described above. Expect to see a proliferation of these products in the next few years. ✧*

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