

## SPECIALTY RUG CLEANING

With THEA SAND and BRYAN O'HALECK

The trend toward hard floors and area rugs continues, along with consumers purchasing area rugs to cover as much of that hard surface as possible. Many rugs can be safely cleaned using methods familiar to carpet cleaners, but with designer's pushing the boundaries of rug construction it has become critical to identify what can and shouldn't be cleaned on-location.

This course is designed for those that want to know the difference, and make good decisions not just about cleaning rugs that are more care-sensitive but make good decisions about handling the entire process of working with the rug owner.

A demonstration of rug cleaning using a "rug pit" will follow, with students encouraged to "get in the pit" and get their hands on in-plant rug cleaning tools.

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What the course will cover:

- Rug identification by typical appearance
- Step by step rug identification by observation of construction
- Specific identification of rugs that are particularly troublesome for cleaning
- Why these rugs are troublesome
- Best practices for cleaning area rugs
- Methods for handling problem rugs
- Best practices for handling rugs before and after cleaning
- Additional sales opportunities
- Customer communications
- Cleaning demonstrations

The instructors will allow plenty of time to answer any questions about any aspect of area rug cleaning.

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About our presenters:

Thea Sand is a third-generation rug cleaner and owner of Emmanuel's in Seattle. She has made presentation for the RIA/ASCR, traveled extensively throughout regions where hand-knotted rugs are produced, is a member of the Seattle Textile and Rug Society and teaches classes in rug repair. Thea is the current CCINW President.

Bryan O'Haleck is the Operation Manager for D. A. Burns in Seattle. He has over thirty years of experience in every phase of the rug cleaning business and chaired the RIA/ASCR committee tasked with revising their rug courses. Bryan is a past President of CCINW and Board member of the RIA/ASCR.