



E-BOOK: TECHNICAL ENGLISH 3 DUE 50082. A SUPPLEMENTARY READING

A GLIMPSE INTO
THE DAILY LIFE OF
PTSB'S SANITARY
WORKER

A wide-angle photograph of a majestic mountain range. The peaks are rugged and partially covered in snow, with some rocky outcrops visible. The slopes are steep and also feature patches of snow and exposed rock. The foreground consists of a vast, flat, snow-covered plain that stretches towards the base of the mountains. The sky is a clear, pale blue, suggesting a bright, sunny day. The overall scene is serene and expansive.

**E-BOOK: TECHNICAL ENGLISH
3 DUE 50082. A
SUPPLEMENTARY READING**

**A GLIMPSE INTO THE DAILY LIFE OF PTSB'S
SANITARY WORKER**

MOHD AZRIL BIN ADNAN

HAK CIPTA © 2026 POLITEKNIK TUANKU SULTANAH BAHİYAH HAK CIPTA TERPELIHARA.

TIADA BAHAGIAN DALAM PENERBITAN INI BOLEH DITERBITKAN SEMULA, DISIMPAN DALAM SISTEM PENCARIAN, ATAU DIHANTAR DALAM SEBARANG BENTUK ATAU DENGAN SEBARANG CARA SAMA ADA ELEKTRONIK, MEKANIKAL, FOTOKOPI, RAKAMAN ATAU LAIN-LAIN TANPA KEBENARAN BERTULIS DARIPADA POLITEKNIK TUANKU SULTANAH BAHİYAH.

**DITERBITKAN OLEH:
POLITEKNIK TUANKU SULTANAH BAHİYAH
KEMENTERIAN PENDIDIKAN TINGGI
KULIM HI-TECH PARK
09090 KULIM, KEDAH**

**NO. TELEFON : 04-403 3333
NO. FAKSIMILI : 04-403 3033
E-mel : azril@ptsb.edu.my
maklumbalas@ptsb.edu.my**

LAMAN SESAWANG : [HTTPS://PTS.B.MYPOLYCC.EDU.MY](https://ptsb.mypolycc.edu.my)

EISBN: 978-629-7778-36-5



Cataloguing-in-Publication Data

National Library of Malaysia

A catalogue record for this book is available from the National Library of Malaysia

eISBN 978-629-7778-36-5

PENAFIAN: BUKU INI DITERBITKAN UNTUK TUJUAN MAKLUMAT DAN PENDIDIKAN. PENERBIT DAN PENULIS TIDAK BERTANGGUNGJAWAB ATAS SEBARANG KESILAPAN, TAFSIRAN, ATAU TINDAKAN YANG DIAMBIL BERDASARKAN MAKLUMAT DALAM BUKU INI.

**PENASIHAT
IRUWAN BIN IDRIS**

**PENULIS / EDITOR
MOHD AZRIL BIN ADNAN**

ACKNOWLEDGEMENT

Alhamdulillah, all praise to Allah S.W.T for the God's grace to allow the publication of this E-Book.

This E-Book is in the format of informational reading that showcase the daily life of PTSB's general workers also known as janitors; electronically published.

Thank you to my lovely wife for her support and my two daughters, aged 5 and 8. their support and questions along the way of writing this book also gave significant inspiration and ideas for the writer.

Finally thank you to the general workers and their tireless work. they ensure everyone in PTSB has a pleasant day studying and working in this serene institution. Without them there is little comfort and joy for all of us here in PTSB.

Foreword from the writer

This E-Book is a supplementary reading for the DUE 50082 course; English for Technical Purpose 3. The book is written in poetic format to describe how beautiful and engaging their daily work life in Politeknik Tuanku Sultanah Bahiyah.

It is in a way a brief exposure to the students who are currently learning Job Hunting Mechanic as part of the programme's syllabus.

Hence, it is imperative for these future engineers, professionals and leaders in the working force to catch a glimpse of one part of the working sectors, which are the janitorial workers.

This book's aim is in no way intended to belittle the janitorial workforce; in fact, it is the opposite.

This book's aim is to highlight how important it is the janitorial work in any organization. With the hope of our PTSB students who will be the future of Malaysia's professional workforce can have a better understanding and grow their respect to these workers.

TABLE OF CONTENT

TITLE	PAGE
Acknowledgement	i
Foreword	ii
Table of content	iii-iv
Introduction	1
Worker's information	2
Early morning	3
Work space	4-5
Janitors at work	6-11
Augmented Reality	12
Quiz	14-24
Answer Key	25

TABLE OF CONTENT

TITLE	PAGE
A day in the life	26
Did you know?	27
Every job matters	28
Before and after	29
How you can help	30
Tools of the trade	31
Reflection	32
Bibliography	33

Professional Historical Preface — The Global History of Janitorial Work

One of the first structured types of public duty in human society is janitorial work. The janitor's function has always been fundamental to public health, order, and education, from the sanitation workers of ancient Rome who maintained bathhouses and aqueducts to temple caretakers in China and India who were responsible for ritual cleanliness.

Universities of Al-Qarawiyyin, Bologna and Oxford depended on caretakers to keep halls clean, handle waste, put out fires, and set up areas for students during the Middle Ages. Long before there was contemporary infrastructure, these people made sure that education would continue.

As institutions grew, the Industrial Revolution formalized janitorial labor. Universities, Politekniks, factories, and hospitals needed committed staff with maintenance, safety, and hygiene training. By the 20th century, janitorial services were regulated by municipal laws, safety procedures, and occupational standards across the world.

Janitorial professionals are now seen as vital contributors to mental health, environmental sustainability, and institutional resilience. They serve as the silent foundation for research, instruction, and innovation in universities all around the world.

This book honors that lineage—global, dignified, and indispensable.

Worker's Information

Working Hours

The heroes in this stories spend a full 8 hours a day working their limbs. Starting from the early morning 7.30 a.m untill 4.30 p.m. A brief 15 minute break in the late morning for some breakfast and an hour for lunch from 1.00 p.p to 2.00 p.m

Salary

most of the workers interviewed stated that their salary was the Malaysian minimum salary; as at the time of interview. All of them stated that they are compensated for their work is RM 1700 per month. All of them stated there is no yearly increments. No bonusses of any kind.

Retirement

Many of these workers are over the age of 55. Some of the workers chose not to deduct their salary for KWSP as they are already over the age of retirements. However the deductions for Socso (Malaysian agency for workers protection) is still taken from their gross income. Meaning, some of these workers take home pay is around 1300 and above after deductions.

Early Morning – 7.45 a.m



The contract workers gather to receive the briefing of today's tasks, issues and other instructions from the head janitor before starting the day. 26 workers were present.

Before the Bell Rings

Before the Bell Rings

Before lectures bloom and doors learn the sound of feet, they arrive.

The campus still dreams. Dew holds the lawns like a secret.

Keys whisper to locks. Buckets greet water.

In this hour, the university breathes quietly, and the quiet ones take their places.

The work shed



**Dont look with disgust
behold the simplicity ignored
tools and machines arranged with purpose
only appreciated by the them
tools used as if these are an extension of their
limbs**



The Eye for Faults

**A crack noticed becomes a report.
A flicker logged, a leak named.
They speak to UPDP in the language of care,
so buildings may speak safely again.**

Blowing leaves away from the roads we use



Wind and Leaves

**A blower lifts the language of autumn.
Leaves scatter like thoughts made light.
The wind is guided, not fought.
Order, here, is a collaboration.**

Tree pruning



Shade and Rest

**Trees offer shade to thinking minds.
Benches cool beneath leaves.
Someone sat here and felt better—
this is also success.**

Putting away trash



Tired Bones

**Cool sunglasses
they would say
hides the eyes of years that the body cant lie
still going strong no matter what they say**

The garden at General Studies Department



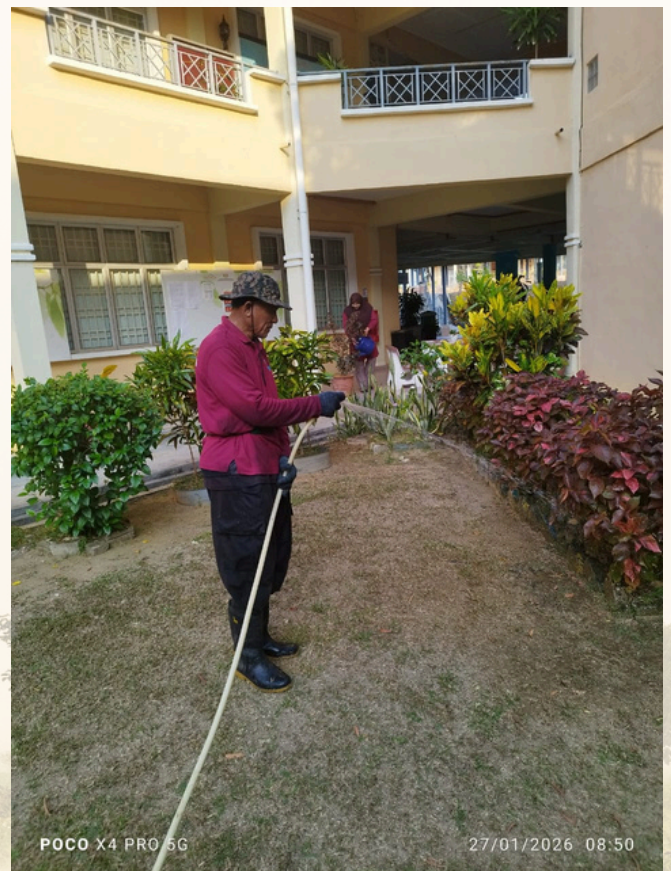
Serene privilege

**Not many can say
they love coming to work
but few would dare to say
this is not a place where you dont want to work**

Daily care



**Plants needs all the love
as you would too
or they would wither away
longing for a fresh dew**





Gardens as Classrooms

**Watered daily, patience grows.
Pruning teaches restraint.
Flowers attend no lectures
yet graduate every season.**



SCAN WITH ARTIVIVE

Point your phone camera at this image using the Artivive app to unlock an augmented reality experience.

ARTIVIVE

Free on App Store & Google Play

This E-Book has shown PTSB's day to day operations : the General workers also known as the Janitors.

There is an obscure saying "A CEO takes a holiday for 3 weeks and no one bats an eye, if the janitor takes a couple of days off, all hell breaks loose.

What this means is that the lack of presence of a CEO would not effect the organization as a whole in the short term. Yes, the CEOs are important in guiding the organizational path and goals, but this is not what this book is about.

However, the same cannot be said for the janitors as they are the one who are more tangible and directly effects the daily operations of an organization.

Without the general workers, the trash piles up, the floors are dirty, the roads are filled with fallen leaves, the plants die out and so much more.

This book is dedicated to the general workers in making sure PTSB is a clean and beautiful place for the students and staff alike. They allow PTSB to become serene, beautiful and a joy to work and study. For that the writer express endless gratitude and hope they know how much their work is appreciated.

QUIZ TIME

Janitorial Work & Respecting Every Profession

10 Questions • Multiple Choice

Choose the best answer for each question.
The correct answer is marked with a star ★

Question 1 of 10

What is the primary role of a janitor?

A Only cleaning toilets

B Maintaining a clean, safe, and healthy environment for everyone

C Watching security cameras all day

D Replacing broken furniture only

Question 2 of 10

Why should we respect janitors and custodial workers?

A Because they might report us

B Only if they are friendly to us

C Because every job that serves the community deserves dignity and respect

D We don't need to — it's a low-level job

Question 3 of 10

What happens when a school janitor is absent for a week?

A Nothing changes at all

B Students clean everything themselves

C PTSB becomes unsanitary, unsafe, and harder to learn in

D Staff takes over cleaning duties

Question 4 of 10

Which of the following is a sign of respect toward janitorial staff?

A Leaving trash on the floor for them to pick up

B Greeting them and cleaning up after yourself

C Ignoring them when they walk by

D Telling them their job is easy

Question 5 of 10

What skills does a janitor commonly need?

A Only mopping and sweeping

B Time management, basic repairs, chemical safety, and physical stamina

C No skills — anyone can do it without training

D Only operating a vacuum cleaner

Question 6 of 10

How does respecting all professions benefit a community?

A It doesn't — only high-paying jobs matter

B It creates a culture of kindness, cooperation, and shared dignity

C It only benefits the workers being respected

D It makes people lazy

Question 7 of 10

A janitor notices a water leak that could cause a slip hazard. What should they do?

A Ignore it — it's not their problem

B Wait for someone else to report it

C Address it immediately and report it to maintenance

D Put a sign up and leave for the day

Question 8 of 10

Which statement about work and dignity is
TRUE?

A Only engineers, doctors and lawyers deserve respect

B A person's worth is defined by their salary

C All honest work contributes to society and deserves equal respect

D Manual labor is less important than office work

Question 9 of 10

What is one way schools can show appreciation for janitorial staff?

A Give them more work without extra pay

B Celebrate them during staff appreciation events and acknowledge their contributions

C Let them work overtime without recognition

D Keep them separate from other staff

Question 10 of 10

What life lesson can we learn from janitorial workers?

A Avoid hard work whenever possible

B Only visible work matters

C Dedication, humility, and taking pride in serving others

D Some jobs are beneath certain people

ANSWER KEY

1. B — Maintaining a clean, safe, and healthy environment
2. C — Every job serving the community deserves dignity
3. C — School becomes unsanitary and unsafe
4. B — Greeting them and cleaning up after yourself
5. B — Time management, repairs, chemical safety, stamina
6. B — A culture of kindness, cooperation, and dignity
7. C — Address it immediately and report to maintenance
8. C — All honest work deserves equal respect
9. B — Celebrate them during staff appreciation events
10. C — Dedication, humility, and pride in serving others

Every profession matters. Respect everyone.

A Day in the Life of a Janitor

-
- 6.30 AM ● Wake up before the sun rises
 - 7.00 AM ● Arrive at PTSB, unlock doors, check building security
 - 8.00 AM ● Sweep hallways, mop floors, empty overnight trash
 - 9.30 AM ● Prepare classrooms — arrange desks, check supplies
 - Maintain restrooms, handle spills
 - Respond to maintenance requests and emergencies
 - 12:00 PM ● Clean cafeteria during and after lunch rush
 - 2:00 PM ● Restock supplies, minor repairs, deep cleaning
 - 3:30 PM ● Students leave — full building sweep begins
 - 5:00 PM ● Final checks, lock up, head home exhausted

Did You Know?

- A janitor may walk an average of 5-8 km per shift.
- Janitors may handle over 20 different cleaning chemicals safely every day.
- Without janitors, bacteria can be a major issue in places left unclean
- The janitorial industry employs over 2.3 million people worldwide.
- A single janitor can clean up to hundreds of sq meters per shift.
- Janitors help to reduce student sick days through proper sanitation.
- Most janitors start work 2-3 hours before anyone else arrives.

Every Job Matters

How different professions depend on each other

JANITOR

Keeps spaces clean and safe so everyone can focus on their work.

Cafeteria Staff

Prepares meals — but needs kitchen cleaners to maintain hygiene standards.

STAFFS

Working together to maintain the many different departments to make sure PTSB is operating efficiently; such as the IT and maintenance department.

TEACHERS

Educates the next generation — but needs a clean classroom to do it.

Administration

To ensure the policy and aim of the education institute are achieved by managing the entire institutional administrative needs.

No one succeeds alone. Every role is connected.

BEFORE AND AFTER

**WITHOUT
JANITORS**



WITH JANITORS



How You Can Help

Simple actions that make a big difference

- 01** **Pick up after yourself**
Don't leave trash on the floor or tables. Use the bins provided.
- 02** **Say thank you**
A simple greeting or thank you goes a long way in showing respect.
- 03** **Report spills and damage**
Let staff know immediately so janitors can address hazards safely.
- 04** **Keep restrooms tidy**
Use facilities responsibly. Flush, wash hands, dispose of paper properly.
- 05** **Respect their space**
Don't block supply closets or leave items in hallways.
- 06** **Speak up against disrespect**
If you see someone being rude to a janitor, say something.

TOOLS OF THE TRADE



Mop



Broom



Squeegee



Dustpan



Gloves



Spray Bottle



Cleaners



Floor Buffer



Trash Cart



Safety Goggles



Disinfectant

Reflection

Take a moment to think about what you learned

1. What is one thing you learned about janitorial work that surprised you?

2. How can you show more respect to workers around you every day?

25

3. Why do you think some people look down on certain jobs? Is that fair?

4. Write about a time someone in a service role helped you.

5. What will you do differently after reading this book?

BIBLIOGRAPHY

Koloski-Ostrow, A. O. (2015). The archaeology of sanitation in Roman Italy: Toilets, sewers, and water systems. University of North Carolina Press.

Heirman, A., & Torck, M. (2012). A pure mind in a clean body: Bodily care in the Buddhist monasteries of ancient India and China. Academia Press.

Lulat, Y. G.-M. (2005). A history of African higher education from antiquity to the present: A critical synthesis. Greenwood Publishing Group (for context on Al-Qarawiyyin).

Rashdall, H. (2010). The universities of Europe in the Middle Ages (Vol. 1). Cambridge University Press (Original work published 1895).



TECHNICAL ENGLISH 3 DUE
50082. A SUPPLEMENTARY
READING

eISBN 978-629-7778-36-5

