

Products, Packages & Procedures

TABLE OF CONTENTS

CONTENT	PAGE
Your Equipment and Supplies	3
Cleaning Solution Dispensing Station	4
Rags, Mops & Sponges	6
Bona Floor Cleaner	8
Vacuum Cleaners	11
Cleaning Packages & Quality Checklist	25
Cleaning Inside of the Refrigerator	34
Windows INCLUDED in Deluxe, Spring & Move-In/Out	36
Cleaning Tasks that are optional and additional fees	40
Washing your Rags & Mops	44
Breakage & Damage	47
Team Lockers	52
Miscellaneous Good Stuff	52
Cleaning Partner Feedback & Your first 30 days	56
Customer Complaints	59
Bonus Pay for Consistent Quality	64
Customer interactions	65
Bugs, Dead or Alive	66

Your Equipment and Supplies

Your Caddy	Company Vehicle
Oxy-Hill all-purpose spray bottle	Buckets (2)
Dawn & Water all-purpose spray bottle	Step ladder (1)
Bleach / Water spray bottle	Stand up vacuum (1)
Endust dusting spray	Canister vacuum (1)
Light Duty Sponge	One extension pole
SOS pad, in a Ziploc bag	Mop poles (2) and mop heads (2)
Plastic Cup for rinsing	Broom (1) & dust pans (1)
Toilet Brush and storage cup	Ice Scraper & First Aid Kit
Team Leader Caddy additional things	Clean Rag Bags & Dirty Rag Bags
Stone Care MB-1 floor cleaner dispensing bottle - carried in the Team Leader Caddy	Green Rags (Everything but oil based solvents)
	Red Rags (Any oil based solution, Endust, etc)
Your Apron	Mop heads (White and Red mops)
Tile Brush	Dirty rag bag for all dirty rags and mop heads
Plastic scraper	Golf Bag
Toothbrush for toilet (wrapped in duct tape)	Hose & Attachments for the canister vacuum
Toothbrush for all other areas in home	Small supply of Swiffers
Swiffer Wand & Duster	Shoe covers
Team Leader Satchel	Air masks for the rare super dusty or pet hair home
Tip Cards to leave behind for customers	Non-Latex Gloves *
Supply of Quality Checklists for all Packages	Webster dusting head on wooden extension pole
Small Tool kit for vacuum	

CLEANING SOLUTIONS & PRODUCTS

The company provides all cleaning solutions, cleansers, and disposable products used to clean the customer's home. **Never bring outside non-approved cleaning solutions to the job site.** This is a serious offense and can lead to disciplinary action including termination.

Cleaning Solution/Product	General Overview
Dawn & Water (Degreaser, Glass Cleaner, Tough Stains, and All Purpose)	Your Dawn and Water solution can be used on all water safe services. Not leather or cloth surfaces. Kitchen Appliances including Stainless Steel, Stove Tops, Showers and Tubs with Soap Scum including Glass Shower Doors, Kitchen Cabinets and other woodwork, Kitchen & Bathroom counters, or anywhere you encounter stains, grease, or anything sticky.
Oxy-Hill (All Purpose Cleaner & Glass Cleaner)	This is a little stronger than Dawn & Water. You can use it everywhere. It's great on black stove tops that can be a challenge to get streak free with just Dawn and Water. Also on mirrors, glass, that may be harder to get streak free. This is a spray and wipe product. You don't need to rinse.
DAWN (Degreaser, and Soap Scum)	Every cleaner carries a small bottle of Dawn soap in their caddy. This well-known degreaser is safe to use on any water safe surface. For heavy soap scum in the shower add a drop or two to your sponge. You will have to rinse the area after using because it can leave a soapy film if you use too much.
Bleach & Water (Kills Mold)	This is a bleach and water combination that is similar to Tilex. It is used to kill mold. Use this ONLY on ceramics or hard plastics but not natural stone showers. WARNING: Do NOT mix bleach with ANY other cleaning solution. Mixing Bleach and Dawn creates a dangerous gas that can hurt or kill you.
Stone Care MB-1 (Floor Cleaner & Marble and Granite top counters and Shower Walls)	This is a fantastic floor cleaner. Use 1 oz. to 1 gallon. DO NOT USE more than that 1 ounce. Make sure to use your measuring chamber attached to the dispensing bottle every time. We use this product on floors, but we also use it during Spring Cleans and Move-In/Out jobs for wet wiping Baseboards, Blinds, Doors, Door frames, Kitchen and Bathroom cabinets, and many other things. AND we use it to clean Granite, Marble or Stone countertops in Kitchens and Bathrooms, as well as Shower Walls. It cleans well AND it leaves them shiny and bright. That is part of the formula for this product. It has a "Brightener" element. After you mix your mop water, whoever is cleaning upstairs, get a few rags wet and wrung out with the mop water and take them upstairs, as needed.
Endust (Dusting Spray)	We use "Endust free" which is hypo-allergenic free of perfumes. Using dusting spray is very important and something we promote and promise our customers that we use. It improves dusting because dust clings/sticks to it and it leaves a nice shine on wood furniture.
Bar Keepers Friend (Powdered Cleaner)	This is a great powdered cleanser. It cleans tough stains AND it will polish stainless steel and porcelain sinks. Also good on soap scum in showers & tubs. You have to rinse it out to avoid leaving a powdery residue when it dries. DO NOT use this on stove tops, because you can't rinse it well enough and it could damage Stainless Steel stove tops. If needed you can use some BKF on a sponge on turn burned on Stains but just a little and you have to scrub with the grain.
S.O.S. Pads	Best used on heavy soap scum if nothing else works. It can be used on burnt on messes on stoves but not on stainless steel . You can also use it on the inside of oven windows.
Light Duty Sponge	Use the sponge all the time to loosen dirt, grime, soap scum or anything tough. A light duty sponge is a non-scratch but it will scratch soft plastic like low priced microwave door

Cleaning Solution Dispensing Station

At the end of the day, you prepare for the next day. This includes filling up your spray bottles and mop solution. There is a Dispensing Station that mixes the concentrates with water to set standards to give you the product that you use. The system is pretty easy to use, but there are a few things to remember.

- Make sure the concentrates have not run out

Each product has a tube coming from the concentrates up to the top, where it mixes with water. Most of our products are colored, so you can see the clear tube filled with the concentrate. If the concentrate runs out, you will notice two things.

The first is that the bottle you just filled up does not have the same color that you are used to seeing. This is your first sign that the concentrate ran out. The next thing you will see is that the tube leading to the concentrate is empty or has breaks (bubbles) in it.

The other way to tell is to smell. Before you put the sprayer back on your bottle, take a quick sniff at the opening at the top of the open bottle. You can tell right away with a quick sniff if the bottle is full-strength or not.

If any of these things happen, tell your Area Manager, and she will replace the concentrate. Empty your spray bottle and refill it after the concentrate has been replaced. Using a product at less than full strength will affect your cleaning.

- **Only the Area Manager can replace the concentrates**

Concentrates can be hazardous because they are concentrated. Only the Area Manager is authorized to change out the concentrates. This is a rule that is strictly enforced and can be grounds for termination.

- Avoid overfilling your bottle

This is not like pouring a beer. You don't want spillage because it causes several problems. Overfilling can result in chemicals splashing into your eyes, onto your clothes, onto the floor, or onto other people standing nearby. Keep an eye on your bottle as it fills. Release the flow before it reaches the top, because the bottle will continue to fill for a second after you release it. Plus, a completely full bottle is heavier to carry, and you carry several bottles of solutions in your caddy. You need about 75% of the bottles full.

- Wipe off your bottle before putting it back into your caddy

After you fill your bottle, wipe the outside and bottom of your bottle before putting it back into your caddy. It is important to keep the bottom of your bottles clean. It is recommended to place a few rags at the bottom of your caddy to keep the bottom clean and your caddy. After a while, like once a week, replace the rags at the bottom of your caddy with a new, clean rag.

Color Coded Rags, Mops & Sponges

We use expensive cleaning clothes to clean our customers' homes. They are often called "rags" but they are much more than that. They are one of the most important and common tools we use to clean.

We replace all rags and mops periodically because they wear out. We take care of the rags and mops so they last through a normal life cycle and don't get ruined. There are several ways a rag can be ruined.

These are the important rules that must be followed:

- If you have an oil-based cleaner or spray they must be used only on a RED rag or mop
- Do not let oily rags and mops touch the other rags and mops
- Do not launder an oily rag or mop with the other rags and mops
- Drying the rags and mops too long or too hot will destroy them and is the leading cause of damage

We use different colored cleaning clothes depending on what we are cleaning. Using the correct-colored rag or mop is necessary to comply with the rules mentioned above.

Green Rags

Green rags are used for the majority of our cleaning. Green means GO. Green rags can be used to clean anything except for "oil-based" cleaning solvents.

Red Rags and Red Mops

RED means STOP ! Anytime you run into a cleaning solvent that has oil in it, we need to STOP and use a RED rag or mop. Red rags and mops are used for anything with oil. The following products have oil in them.

- Endust - our furniture dusting spray
- Any Furniture Dusting Spray - some customers required that we use their dusting spray
- Stainless Steel Spray - some customers require us to use their stainless steel spray
- Bona Floor Cleaner - some customers require us to use their floor cleaner and most of the time, the customer's floor cleaners have a brightener in them that leaves a residue. (Use RED mops)

White Mops with green stripes

This is our standard mop. We use a white mop with green stripes for all non-oil-based floor cleaners. Our standard floor cleaner, MB-1, is a non-oil-based floor cleaner.

Sponges

We only use “light-duty” sponges because they are less likely to scratch surfaces. They will scratch soft plastics, like microwaves, or even stainless steel if you scrub for a long time.

We do not carry sponges from home to home. A team of 2 cleaners will use 2-3 sponges per home. One for just the kitchen and 2 more for each cleaner, so they both can do bathrooms on their own. Take a supply of sponges with you every day, so if you have 3 jobs, then you will need 9 sponges for the day. And just like your dirty rags, you will wash them at the end of the day.

Dirty Rag Bag



We use this big bag to collect your dirty rags, mops, and sponges as you move through a home. The bag is plastic so wet rags are not on the customer's floors. Carry your dirty rag bag throughout home. You may use several dirty rag bags in the home depending on the job. A wet rag or mop is heavy, and a full bag is too heavy to carry.

Use your dirty rag bag like a portable trashcan to a certain degree. As you move throughout the home, you may pick up small trash off the floor. This small trash can go into the dirty rag bag.

You will also put your used gloves into the dirty rag bag at the end of the job. **At the end of the day, when you do your laundry, you will empty the bag and use your Disinfectant bottle to spray the inside of the bag and then wipe the inside of the bag clean.**

Throwing your rags into the dirty rag bag

When you enter a bathroom, kitchen, or any room where you will be using lots of rags, you will set your dirty rag bag in the center of the room with the bag open. You do NOT have to walk back to the dirty rag bag; you can toss your dirty rag into the dirty rag bag.

You do NOT want wet rags sitting on any flooring or carpeting. So if you miss the bag, you will have to walk over, pick up the dirty rag, and put it in the dirty rag bag. The more you clean, the better your aim. But if you miss, you have to get it off the floor and put it in the dirty rag bag.

Loading Rags & Mops for the day's cleaning

At the end of the day, you prepare for tomorrow's cleaning by gathering your rags, mops, and sponges, as outlined below. It takes just a few minutes. By preparing the night before, you simply load your car the next morning and head to your first job. If you are the last team back to the office, there may not be enough rags because other teams have already grabbed them. You may have to wait until the laundry

already running at the end of the day is completed. If this is the case, you may have to wait until the morning to gather your clean rags, mops, and sponges.

You can get everything you need to clean a recurring home inside a couple of rag bags. Your team will typically clean 3 – 4 homes a day. If your schedule only has 2 jobs, prepare for 3 jobs because we get jobs all the time, and up to the last minute. Having all the rags you need pre-packed per house makes the transition to unload the car much faster (in rain & cold weather) and easier, since they are not as heavy as one big bag of rags and mops for the entire day.

This is the supply you need PER HOUSE that is recurring.



- Fill the bag 2/3 full of green rags
- Add 14 mops on top.
 - This will push the green rags down so it will look like ½ the bag has green rags
- Add 6 red rags for dusting (1 per cleaner, per home)
- Add 3 sponges (1 kitchen, one per cleaner for bathrooms)

Team Leader's make decisions if they need more rags based on the jobs for the day. **DO NOT HORDE RAGS.** There are inventory limits and other teams may be left short on rags if you take way more than you need

When you get into the home, each cleaner will carry their own supply of rags they need for the job. Use a bag to do this. **DO NOT place a handful of clean rags on top of your caddy.** Customers don't like that because they assume our caddy is not totally clean, plus you can pick up bleach or other cleaning solutions once you place them on top of your cleaning bottles or even a toilet brush. You never place rags on the floor because it looks sloppy, and the customer may not know whether those rags are clean or dirty. They may assume we put dirty rags on the floor.

Bona Floor Cleaner

We give customers the option to use our standard MB-1 solution or their floor-cleaning solution. The majority of customers (about 80%) want us to use our MB-1 solution. When customers want us to use their solution, the most popular customer product is Bona. (Pronounced Bone – ä) Bona is a spray-and-mop solution. This product is not diluted or mixed with water.



Mop Unit



Refill Jug for cartridge & spray bottle



Spray Bottle

Watch this short 5-minute video from Bona. <https://www.youtube.com/watch?v=8ddlWY09qCQ>

Although Bona is very popular, there are several problems associated with us using Bona.

- We send two or more cleaners to clean a home, so we need more than one Bona mop.

The floors are the last thing we do in the home, and often there are two cleaners mopping the floors. So even if the customer has a Bona mop pole, we need to use our own mop pole to finish.

- Customers usually only have one Bona mop head

Bona's instructions are to rinse the dirty mop head once it gets dirty and then use it again. Unfortunately, once a mop head gets dirty, it does not do a very good job mopping, even if you rinse it with water at the sink. That brings up another problem. The last things we do are the floors, so we have already cleaned the sinks. If we rinse out a dirty mop in a sink, we'll have to clean the sink again.

- It's awkward to use a spray bottle and a mop at the same time
- Be careful spraying the product on the floor so as not to get it on baseboards, rugs, carpet, tile floors, furniture, or anything.

If you want to get the Bona product on all the floors, you have to spray close to surfaces that should not get sprayed, like carpet, rugs, furniture, etc. Although Bona is safe on hardwood floors, it can leave tile floors and other surfaces sticky. Plus, you would have to wipe down anything that got sprayed accidentally.

- Sometimes a customer will buy a Bona product that we cannot use



We cannot use Bona Revitalizer or Floor Polish. Both products can only be used every 2-6 months and the process to use these products is similar to coating or painting the floors with Bona. If you run into this, call the office.

We do not use any floor polishers or oil-based products regardless of the brand. Floor polish, oils, or wax products have to be applied differently from mopping floors clean. We just don't train on that, and it is not as easy as it sounds. Also, these products leave floors slippery, creating a hazard.

How we use Bona to mop hardwood floors

Because there are challenges to using Bona as usual, we follow the following instructions.

1. Pour the customer's Bona in our bucket about ¼ of an inch deep.
 - a. If the customer left a spray bottle for us, take the sprayer off and pour it into the bucket.
 - b. The goal is to not have any Bona left in the bucket, so we don't have to pour the excess back into the bottle or refill the jug.
 - c. Depending on the amount of hardwood floors, you could use ½ of a spray bottle
 - d. If the only Bona product is what is in the cartridge connected to the Bona mop, then release the cartridge by pushing the button on the Bona mop to release the cartridge of Bona and pour it into a bucket.
 - e. If you do have Bona product left over, pour it back into the bottle or jug it came from.
2. Use a red mop, fold it in half so the red mop head face is on the outside
3. Quickly wet the red side of the mop with the Bona in the bucket
 - a. Do not soak the mop head. One of the goals of Bona is not to get the floors too wet.
 - b. Get the red mop side wet with Bona. (Not the back side of the mop head)
 - c. You folded the red mop over so it would fit in the bucket. You flip the folded mop so you can get all of the mop head face wet
4. Mop the floors
 - a. Check the mop head periodically, like we normally do, so you can exchange the dirty mop head for a clean one once the mop head gets too dirty to use.
5. If any Bona product is left in the bucket, carefully pour it back into the container
 - a. Do this at a sink. You may have to wipe the sink clean and dry after.

This process solves the problems associated with using Bona in the traditional way.

When we use our own mops, we use the RED mop heads. The RED mop heads are very similar in thickness to the Bona mop heads. Our white mops are much thicker, which makes them more difficult to use with Bona floor cleaner and harder to push on the floor.

If you encounter extra dirty floors, you can get your mop head a little wetter with Bona than instructed above.

If you run out of Bona, you can finish the floors using our standard MB-1 floor cleaner. It is safe to use on all sealed hardwood floors. Just make sure to wring your mop heads really well since the key aspect of Bona is not to get the floors too wet.

Vacuum Cleaners

Every team is assigned two vacuum cleaners. One is an upright vacuum cleaner, and the other is a canister vacuum. Both vacuums are commercial models made by Electrolux/Sanitaire. These are the best commercial vacuums in the industry. They are very expensive. This is one of the reasons we never leave them in our cars overnight. We always bring the vacuums into the lockers at the end of every day.

Both vacuums are built for commercial use, meaning they are designed to be used every day and not break down under normal use. Although they are built for commercial use, you have to take great care of your vacuums. Each team is assigned two vacuums and is held accountable to take care of their vacuums, so they last a long time, typically a year.

Here are some things you need to remember about your vacuums.

- Do not drop your vacuums & be careful placing them in the car
- Don't unplug your vacuum by pulling on the electrical cord. Unplug by holding on to the plug.
- Empty the bags when they get full, which is not as full as you may think. Each reusable bag has a fill line. So check your vacuum bags every day.
- Change your vacuum belts every 2-3 weeks

Upright Vacuum

The upright is pretty simple to fix if something goes wrong. Most of the problems will be addressed by removing the bottom plate from the bottom of the vacuum.



There are 2 latches on the bottom that hold the silver/metal plate in place.

They are snug so press hard on the levers to release them

Once you have the plate removed, you will see the belt, the motor peg, and the metal beater bar with brushes. If you have a problem these three areas will typically be where the problem arises.



The first area that will cause a problem is the motor peg that the belt attaches.

Because the dirt and hair travels past this peg and into the fan, hair will get wrapped around the metal peg.

You will have to remove the belt, pull the hair off the peg and then replace the belt.

When you replace the belt make sure you put the belt on correctly or it will run backwards, kicking dirt out in front of the vacuum.

The belt has to go left to right, from this view. So you wrap the belt starting on the left side of the peg and wrap it around to the right. You will know if you have it wrong if it spits dirt out the front of the vacuum.



The next place to check is the metal beater bar that has the brushes on it. Hair will also wrap around the metal bar. The best thing to use is a pair of scissors to cut the hair off the beater bar. You can also use your razor blade scraper to cut the hair off too.

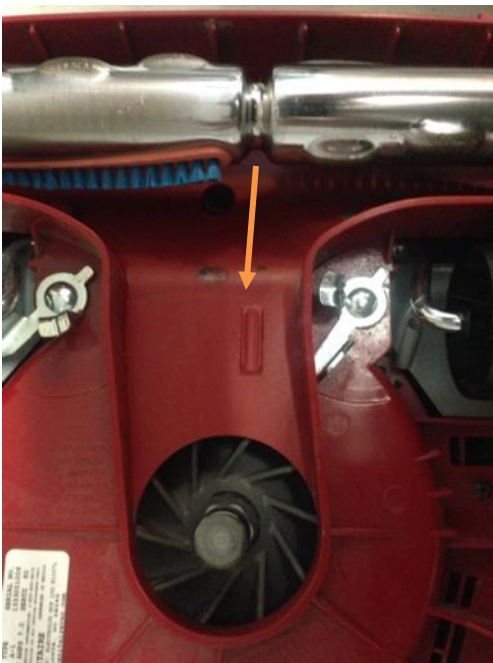
The last thing is simply changing the belt. Belts wear out and you to change them periodically, typically once a month. You will get an email from Bruce as a reminder to change your belt

When you replace the belt, you have to remove the beater bar so you can get the belt off it.

Make sure you put the beater bar back into the vacuum correctly so the belt groove on the beater bar aligns with the belt guide (as shown in the first picture below). The second picture has the beater bar installed **WRONG**. The groove in the beater bar is to the left



These pictures below show the beater bar correctly installed and aligned so the belt goes over the belt guide. **If you put the belt on wrong, the beater bar will spin backward, causing the vacuum to spit dirt out front and not back into the bag.**



Make sure you put the beater bar back in the slots correctly. The end of the beater bar has a hard rubber gasket. This gasket has a point on one end to it fits into the slot correctly



If the beater bar is installed correctly the flat part will be on top

If you put it in upside down it will not be down far enough and it will be hard to put the plate covering it, back on and if you do get the plate on it will rub the belt against the plate and you will have belts ripping.

So if you experience belts breaking look to make sure the beater bar is installed correctly

The upright vacuum cleaner has a reusable bag that can be emptied. We typically empty the vacuum bag at the end of the day.



The bag is connected at the bottom using a latch and a clip at the bottom of the bag.

This clip attached to bottom of the opening of the vacuum



After you release the bag from the bottom of the vacuum, slide the bag off the top bar.

Once you remove the bag, the bag will open up so you can empty it into the trash can at the office

The bag needs to be emptied when the bag is full up to this level. That is only about $\frac{1}{4}$ of the bag. The reason why it needs to be emptied at this lower level is because that is where the dust and dirt comes into the bag. The picture on the right is inside the bag. See that small inner pocket? That is where the dirt comes in from and then fills on the bag starting at the bottom of the bag but no higher than the little inner pocket.



The entire bag will inflate when you turn the vacuum on because you need all that space in the bag so the vacuum can push the dirt past the inner pocket, and up and over in the main body of the bag.

So just squeeze the bottom of the bag and it will be full and firm up to about where my fingers are pointing in the picture on the left.

Use “Unstoppables” for odor control

Fill the cap from the top of the container, halfway, and pour it on the floor. Then use your vacuum cleaner to vacuum the Unstoppables into your vacuum bag. Don't use too much. Just a half cup (cap)

Do this every time you empty your vacuum bag.

If your standup vacuum is spitting out dirt and dust, it is probably a clog in the neck or the belt is on backward

This is often caused by a cleaner vacuuming up large items that get stuck in the small neck where the bag is connected to the main body of the vacuum.

Start with disconnecting the bag from the top where it is held with a spring. You may have to wiggle it to release it. Next, use your thumb to release the catch where the bag connects to the housing (Machine) on top of where the bag attaches to the housing.

After you take the bag off you should be able to see if anything is clogging the neck. Here is an example of just this very thing. On the first picture you see just how clogged they can get in a hurry. This usually happens when you are in the house and so you need to know how to fix it in the field.

The second picture shows you everything that came out of the machine. Can you see what clogged the machine? I would guess it was those two large wads of paper. You should avoid vacuuming up large items. It often results in more work if you don't pick up large



Stretch your electrical cords on both vacuums periodically

Our stand-up vacuum cleaners have long cords. The cords can last a long time if we take care of them. The problem is that if you do not take care of the cords, many problems can occur.



You need to wrap your electrical cord in a tight and orderly fashion using the top and bottom hooks located on the vacuum.

These hooks can break and if they do break you need to notify the office the same day. We will replace these hooks right away. We keep a supply and can typically repair it the same day you report it.

Keep in mind that we are always concerned about how we look in the eye of the customer. You can see the difference in appearance between a well maintained vacuum and one that is not.

The other problem is one of safety. A cord that is allowed to wrap and curl will eventually create a knot and this knot can lead to the outer casing being cut/ripped and expose bare wires.



The way you prevent the cord from knotting is to keep it tightly wound around the hooks and periodically straighten any bends in the cord.

The best time to do that is when the cord is stretched out in the customer's home. Just like the picture below, you will see that the cord has a natural bend because of winding the cord around the hooks. What is also occurring is that the cord needs to be unwound. While the cord is completely stretched out, unwind it to remove any twists.



When you find a hard bend use your hands and thumb to get the hard bend out of the cord.

You will need to keep an eye on your cord and unwind it every time your cord gets twisted or wound up.

This can happen on the canister vacuum also and you follow the same instructions.



Using the vacuum cleaner so we do a good job and to prevent back problems

The heaviest thing you use is your stand-up vacuum cleaner. If you go too fast, the carpet doesn't look good, and it can make your back sore. It's not just pushing the vacuum; it's stopping it and then pulling it back that will hurt your back. So if you push it forward too fast, you have to use your back to stop it, and if you are trying to go too fast, you are yanking it back. Yanking anything is bad for your back. You don't have to go fast when vacuuming. Go at a steady pace but not too fast. Your trainer will help you by showing you how fast you can go without wearing yourself out and preventing soreness or even injury.

Make sure your vacuum settings are correct

If your vacuum is set too low, it is really hard to push your vacuum, AND you will go through belts fast because your beater bar is getting stopped by the carpet, and the belt is slipping. This can also cause your vacuum to smell like burning rubber from your belt slipping.

Try changing up from right hand to left hand. It may feel odd at first, but this will help you with back fatigue. You will also find that you can move through a room more easily if you can switch hands. Like any good basketball player, you have to learn how to dribble with both hands. If you feel like you can't be as accurate with your odd hand, try using your opposite/odd hand in the larger areas to get a feel for using the other hand. In the long run, it will help you do a better job and not get so tired throughout the day.

Canister Vacuum

The canister vacuum is a powerful and multi-use vacuum. This vacuum is great for hardwood or any non-carpeted floors, as well as for vacuuming furniture. It is also used to vacuum cabinet drawers during Move-In/Out cleanings.



There are a few things to remember when using this vacuum. The first is that the bag is re-usable.

Opened the end of the vacuum and pull the re-usable bag out of the canister. Next slide the grey bar off the bottom of the bag. This will open up the bottom for easy and fast dumping.

Typically, you would dump the bag at the end of the day at the office but if need be, you can empty the bag directly in the customer's large central garbage can, typically located in the garage.



Slide the grey bar off the bottom of the bag. The bottom will then open up for easy dumping.

Be careful with the Canister Vacuum because it can break.

These vacuums are made with light plastic casings. One advantage of this vacuum is that it is lightweight and easy to use. However, if you are not careful, you can damage them beyond repair.

There are two primary areas where they can break. The first is on the hinges. These hinges are small, and if you break the hinges, the vacuum cannot be repaired. It must be replaced. There are two hinges



Be careful when you open the vacuum. Make sure it doesn't fall over. Stand it up like the picture shows here and then evenly open the door.

And when you close the door. Close it carefully. Do not slam the door closed

Close the door and push it closed until it clicks.

The other place that breaks are the wheels. When you place the canister vacuum on the floor do it carefully. The wheels tend to touch the floors first. It comes with a strap but avoid dropping the vacuum even a few inches. Lay the vacuum on the floor, never drop it. Dropping it even a few inches can damage the vacuum, the customer's floors and can be loud enough for a customer to come look to see who is mistreating their floors.

Another problem with a damaged canister vacuum is that any cracks in the housing will result in the vacuum losing sucking power.

Look at the canister to the right. See the crack and broken housing. This vacuum was sucking but with 50% of the power.

Inspect your canister vacuum every time you use it. A small crack can be repaired. A large crack like this cannot. Quality of work is always most important and if your canister vacuum is not working at or close to 100% you are more inclined to get a complaint and/or spend more time because you have to go over the floors more in order to get everything sucked up.



Although dropping a canister vacuum can crack it, the primary reason the red housing units crack is a clogged air filter. During that time, I studied the canister vacs and found that of the 10 broken canister vacuums, 8 had a crack in the red housing. I noticed that all the broken red housing units had clogged filters. As a result, the red housing is sucked in much more than when the filter is clean. I tested this several times. No doubt, this is the primary reason why they are cracking.

Yes, we have to be careful not to drop them, but I think the clogged filter is 80% of the problem. In the spirit of keeping this email short, I will spare you the details of all my testing last Saturday.

Change the filters at least once a week. You need to check the filters every time you empty the bag. If the filter has hair or other debris stuck to it, pull the filter out of the vac and use your fingers to remove the hair.



Make sure you wind the cord on our canister vacuums **starting with the bottom cord hook.**



If you start with the top or front cord hook you are going to bend the cord over a sharp edge where the cord comes out and in a short time you will have a cut cord.



The canister vacuum can also get clogged at the bend in the handle if you try to suck up something big or a lot of pet hair. If this happens, you need to detach the attachments and look into the end. You can also open up the air hole located just below the bend and look for something blocking the air flow



Use needle-nose pliers to pull the item stuck at the neck. You may also use a regular screwdriver to pull the item away from the bend. Do not pull the item out of the air hole. It may not fit through the hole, creating a second problem. You want to move it down the nozzle, then out the end. You may have to use your screwdriver to reach into the end to clear the clog and pull it out.



Although there is a strap on the canister vacuum most cleaners prefer to carry the vac in one of our blue bags. And along with the mop bucket. It's a pretty cool trick to carry two bulky items in one easy to carry bag.

Cleaning Packages

We provide 4 different Cleaning Packages for customers.

- Spring Cleaning – (Deep Cleaning provided periodically or to start new Recurring Service)
- Deluxe – (Our Primary Plan)
- CORE – (Same as Deluxe but not all rooms cleaned)
- Move-In/Out – (Empty House)
- Additional Services – (Not included in standard cleaning plans)

This section of the manual will go through a general overview of each package. Although there are 4 different packages, the differences between them are pretty easy to remember.

You will take another class in today's internal training called "Quality Assurance Checklist." This is a one-hour class that goes through all the cleaning tasks.

The Quality Checklist is used for all of the cleaning packages we provide. The items listed in red are unique to certain cleaning packages.

If there is one form you need to know like the back of your hand, it is this Quality Checklist form. This form is also used to evaluate your cleaning. The Team Leader uses this form to check the entire house at the end of the job. If any areas you cleaned do not pass inspection, the Team Leader will either call you back to correct the mistake or, if it is a quick fix, fix it and discuss the mistake after the cleaning.

At the end of every day, your Team Leader will complete a separate feedback form on your quality and your speed. (There is more information about the feedback form at the end of this manual) They will refer to the Quality Checklist regarding your quality.

Deluxe Cleaning

This is our primary cleaning package. 70% of all cleanings provided by It's Maid Day is a Deluxe Cleaning. Deluxe cleaning includes cleaning every room (unless removed by the customer).

On a Deluxe Cleaning, we will DUST and SPOT CLEAN the Baseboards, Blinds, Window Sills, Ceiling fans, and bathrooms. Compared to a Spring Cleaning, where we hand WIPE / WASH all of the Baseboards, Blinds, Window Sills, Ceiling fans, and ALL of the exterior cabinets in the bathrooms.

We always spot clean ALL the kitchen cabinets every time we clean, regardless of the cleaning package.

CORE Cleaning.

CORE cleaning includes the Kitchen, All Bathrooms, all floors throughout the home, plus one additional room of the customer's choosing (Usually the Family room). This is indicated in the Work Order notes in your Service Fusion app which room is the CORE room.

About 20% of our customers are CORE cleaning customers because it is our lowest-priced plan, and most people don't mind dusting and cleaning the other rooms that tend to be used the least by the homeowner. About 1/3 of all CORE customers upgrade to a Deluxe after a few months. Some will alternate between Deluxe and CORE.

The following is from a flyer we email to every customer who chooses a CORE cleaning. We also send them a separate email reconfirming what is included in a CORE cleaning and what is NOT included.

CORE Cleaning

This cleaning plan is a popular option to the Deluxe Clean because it focuses on the CORE and often hardest rooms/areas to clean, and is discounted 20% below our Deluxe Clean.

The areas included in the CORE Cleaning:

- Kitchen and the adjacent kitchen dining table and chairs (not the formal Dining Room)
- All Bathrooms identified on the estimate
- One additional room of your choosing
 - Family Room is the most popular choice because it's often next to the kitchen, and the Family Room is a high-traffic room.
- Vacuum and Mop all floors throughout the home, including stairs
- Collect trash throughout the home

The maids clean these rooms the same way as the Deluxe cleaning, so you get the same high-quality cleaning you expect with the Deluxe Clean.

Important things to know about CORE Cleaning

- In this cleaning package, the kitchen is considered the area between where the kitchen countertops start and where they end, PLUS we clean any kitchen table and chairs. The room where the kitchen table sits is not included, just the table and chairs.
- We do not make all the beds in the home. Customers can purchase bed stripping and changing sheets as an option for any bedroom.
- You can change your one additional room cleaned at any time. Contact the office or simply leave a note for the maids.

- Your one additional room cannot be larger than a typical Family/Living room. Some basements have extra-large rooms. Any room selected that is larger than a normal Family/Living room is subject to additional fees to cover the additional time for the larger room. Contact the office.
- You can change your cleaning plan at any time to add all your rooms back on with a Deluxe Cleaning. It's best to request any changes one week in advance, as all changes are subject to availability.
- CORE customers often purchase a Spring Cleaning once a year, or more frequently, to get their entire home cleaned, including those areas not included in the CORE Cleaning.

CORE Cleaning customers are more likely to complain.

Always check your work, but CORE Customers tend to complain more, and here is the reason why. CORE is about 20% less than Deluxe, so the customer can't afford or doesn't want to spend about \$30-\$40 a month more to get all the dusting done in their home. When people are tight on budget, they tend to be more picky about quality because they can barely afford the service, and human nature is that they will be more concerned with the results. Also, there is less of the home to check, so it is easier for them to check your work. Kitchen, Bathrooms, and Floor plus one room of their choosing. That is about half of the rooms in the house. More or less. And the rooms are the CORE rooms they spend most of their time. So always do good work in every home, but be extra careful on CORE customers.

Spring Cleaning

The cleaning tasks in a Spring Clean are slightly different than the tasks for the Recurring Deluxe service. In the Recurring Deluxe service, you dust or spot clean the baseboards, blinds, window sills, ceiling fans, and bathroom cabinets. In a Spring Cleaning, you hand-wash ALL of the baseboards, blinds, window sills, and cabinets in the kitchen, laundry room, bathrooms, and throughout the home. You will also clean the oven window on the inside. We do not clean the inside of the oven; we only clean the inside of the oven door window.

The other difference between Spring Cleaning and Recurring Service is the amount of time you spend in the home. It does take longer to hand-wash all of those areas compared to dusting them.

A 3,000-square-foot home takes about 2 hours for a Deluxe cleaning. That same 3,000-square-foot home will take about 4 hours to complete a Spring Cleaning.

If the home is NOT well-maintained and has dusty or dirty baseboards, or heavy soap scum in showers, or food spots on the kitchen cabinets, or heavy dust, it can take 5-6 hours to complete the same job. Any jobs over 4 hours will have 2 teams (4 cleaners), making the job half as long, or 2-3 hours for a house that is not well-maintained. We also pay the team a \$100 to share with all cleaners, typically two cleaners. This is harder work, so we give the team a bonus for this job. So on a team of 2 cleaners, each cleaner is paid an

additional \$50. If we send two teams (4 cleaners) each cleaner is bonused \$25, but those jobs typically last 2-3 hours because there are twice as many cleaners.

Our normal Deluxe or CORE cleaning tasks involve using a spray bottle and a rag. However, in a Spring Cleaning as well as Move-In/Out (reviewed in more detail in a few pages) you will use a bucket of MB-1 floor cleaning solution and a wet rag to clean the cabinets and the baseboards. Mix as if you are cleaning the floors. It is safe and effective on all wood products, including floors, cabinets, baseboards, etc. Using a bucket and a rag also saves time and energy. Using a spray bottle over and over on the cabinets can wear your hand out from squeezing the trigger. The same holds true for cleaning baseboards.

We clean all the kitchen cabinets, but you may not be able to reach the highest cabinets sometimes, as they can be out of reach even when standing on a 2-step stepladder. We do NOT stand on cabinets. We can only clean as high as we can reach with a 2-step ladder.

Move-In / Move-Out

These cleanings are similar to Spring/Deep Cleanings, except the home is empty. There are two different types of these cleanings. One is a Move-Out cleaning, and the other is a Move-In cleaning. Move-Out customers are leaving the home, and Move-In customers are moving in. Although the tasks are the same, the main difference is that a Move-Out cleaning has more dirt, spills, and dust than a Move-In.

With Move-Out cleanings, furniture is moved away from walls for the first time in years. The amount of dust is greater because people and maid companies seldom move heavy furniture to clean behind and under furniture. A Move-Out cleaning has empty closets with heavy dust on clothes hangers, shelves, cabinets, and baseboards. In both Move-In/Out cleanings, you clean inside of cabinets and drawers. On a Move-Out cleaning, you will find food crumbs and spills that need to be vacuumed and cleaned.

Move-Out cleanings are often required by homeowners selling their home as well as renters as a condition of getting their deposit back.

Move-In cleanings are often already clean because they had a Move-Out cleaning. Some new homeowners or renters skip a Move-In cleaning because the home is already clean, but it may be dusty depending on how long it has been empty. The ratio of Move-Out to Move-In cleanings is about 5 to 1. You will clean 5 Move-Out cleanings for every 1 Move-In cleaning.

There is also a greater chance of complaints from a Move-Out customer because the house is dirtier and the customers are more concerned that the new owners or landlords will be dissatisfied.

Move-Out cleanings can also have more problems. When you book a Move-Out cleaning, you should always ask the customer the following questions. Will water and power still be on when we arrive? Will the house be completely empty, including moving boxes and trash? (You may run into movers in the home the same time you are scheduled to clean) If we do run into small trash, where would you like us to put it? Is your cleaning predicated on real estate closing? (This can lead to last-minute cancellations and rescheduling). All of these questions need to be discussed before booking a Move-Out and Move-In job.

Move-Out jobs are at higher risk of not being paid or of credit card payments being reversed. Some people/customers are just bad debt customers; however, if you are cleaning a home where someone is still living in, you can find them and pursue legal remedies to get paid should a default or payment conflict occur. A Move-Out cleaning customer leaves the maid company without knowing how to physically contact the customer, including serving them with legal documents to pursue payment. Also, people moving out have many expenses beyond just cleaning. This increased expense increases the chances of people being more inclined not to pay or demand a discount or refund, regardless of the quality of work. This is why many maid companies only accept cash payment in advance. Cash payments can be sent through cash apps like Venmo and Zelle, to name a few.

Move-Out jobs are also seasonal. Although people move every month, most move in the summer, after schools close for the summer and before schools start in the Fall. Move-Out jobs seldom turn into recurring service, because they may be moving out of your territory, or the customer's only interest is to complete a required cleaning only. As a result, some maid companies don't offer Move-Out cleanings at all. Some maid companies love these bigger jobs. There certainly are more risks with Move-Out cleanings, but if you manage them carefully, they can be an important part of your business.

And with all the instructions you get in this class, always check with your employer first. Some maid companies will have different instructions. Always clean as your employer instructs.

How to Clean a Move-In / Move-Out home

Because the home is empty, there are a few additional items that are included in this cleaning that are not in any other cleaning.

- Cleaning the **INSIDE of the cabinets and drawers** in the Kitchen, **Laundry Room**, and all Bathrooms
- Cleaning the inside of the refrigerator
- Cleaning closets, including the shelves, racks, or built-in cabinets.
- Cleaning kitchen pantry rooms/closets, including all shelves and racks

Because there are several additional tasks in the kitchen, you will spend more time in the kitchen than in any other type of cleaning. The normal time in a Kitchen for a Spring/Deep Cleaning is 45 minutes to 60 minutes, depending on the condition. On a Move-In/out cleaning, one cleaner could be in the kitchen for 2 hours. This is one of the reasons why you start off with both cleaners cleaning the kitchen, with one person cleaning the refrigerator.

After the Team Leader has walked the entire house during the pre-inspection, the two cleaners start in the kitchen. One cleaner will start on the refrigerator and the other cleaner on the cabinets.

- Cleaning the **INSIDE and Outside of cabinets and drawers** in Kitchen and Bathrooms

The general flow chart for cleaning cabinets is to

1. Dust the top of the edge of the cabinets with your high duster
2. Clean the inside of the top cabinets, including the cabinet door
3. Clean the outside of the top cabinets and doors
4. Clean countertops and backsplash
5. Clean the inside of the drawers below the countertops
6. Clean the outside of the drawers
7. Clean the inside of the bottom cabinets, including the cabinet door
8. Clean the outside of the bottom cabinets

Use your mini-vac or canister vacuum with the soft-bristle attachment to vacuum crumbs from the drawers and cabinet shelves. This will save you a tremendous amount of time and do a better job.

You want to vacuum all crumbs and dust out of the cabinets and drawers BEFORE you put a wet rag on these surfaces. A wet rag on crumbs, dirt, and dust will turn that debris into paste or mud, making it harder to clean. This is why you want to use your vacuum with the attachment to vacuum the crumbs, dirt, and debris. Use the soft brush attachment so the brush will get into the corners and edges of the inside of the drawer.

The corners and the edges are where the dirt hides. The soft-bristle brush attachment does a great job of moving dust and dirt away from the edges and corners.

Always use an attachment when vacuuming with a hose. The sharp edge of the hose to which the attachment is attached can scrape wood when you run it up and down the drawer. Although many people have used that move at home, it is not acceptable in a professional maid service because it can lead to an expensive claim. There are a lot of drawers, and if you scratch just a little on any of them, the customer could claim you need to repair ALL the drawers to remove the scratches. That would be a very expensive claim. So always use an attachment.



If the drawer or shelf has a lot of food or crumbs, use your fingers or a whisk broom to get the big stuff out. The canister vacuum doesn't have a large bag, so it can fill up quickly if you don't get the big stuff by hand.

Top Cabinets

Always work top to bottom (left to right). That is why you clean the top cabinets first. On Move-In/Out jobs, you clean the inside of the cabinet first, then the outside of the cabinet.



Use the canister vacuum with an attachment to vacuum out any crumbs or debris. Sometimes you only need your Swiffer or Duster to pull any dirt and dust out of the flat cabinets. As you wipe out the cabinets, it is ok to let crumbs fall to the ground or onto the countertop as you wipe out the top shelf and work your way down each shelf.

Make sure you get the very back of each shelf, in the corners and the edges. If you do a poor job here the customer will always complain because they are going to check this very closely when they start putting their stuff in the cabinets. That is why the canister vacuum is the best tool here, as it will suck small crumbs out of the edges and corners.

Cleaning the inside of cabinets can be done by standing on your step ladder. If you have a top shelf or cabinet that cannot be reached by a step ladder, you need to use your Webster dusting head and pole to dust it out while standing on your step ladder.

Most of the time, those very top shelves aren't dirty because homeowners don't put food on them; they are indeed hard to reach. They may only be dusty, but not dirty. This is why you can use your Swiffer/Duster or even your Webster high duster.

NEVER stand on countertops to clean.

There are many reasons why you never stand or kneel on countertops. Safety is the primary concern at all times and standing on cabinets can be dangerous. Tell customers that you only clean as high as you can reach with a two-step stepladder or with our extension poles. So no one is expecting us to get on top of the countertops.

Shelf Paper or Linings

If the shelves have cabinet paper on them and the paper is peeling, do NOT pull it up or tear it off. It may sound like a good idea to tear it off, but don't. It can lead to a damage claim. Clean the paper and work around any loose ends.

Drawers

Do NOT remove drawers from the rails that hold them in place. You may be tempted to pull the drawer completely out and off the glide rails to dump the crumbs. Don't do this because it can lead to damage, as drawers can be a little tricky to release from the glide rails. Also, it is not as fast as using a vacuum with a soft-brush attachment to suck up the crumbs.

After you have vacuumed the drawers, use a rag with All-Purpose Cleaner to wipe the inside of the drawers clean. Spray your rag and not the inside of the drawer. If you spray inside the drawer, it will get into the edges and seams, and it may not come out when you wipe it clean. Spray your rag until it is damp. Then wipe out clean all of the interior, including the bottoms, the sides, and the tops of the sides.



The top edge of sides, back and front is flat so it has dust plus may have spills on it. Always wipe the tops with your damp rag.

BE CAREFUL when the drawers are pulled all the way out. You will clean the entire area inside the drawer, so you will have to pull the drawers all the way out. When the drawer is fully out, it is very easy to snap it off the rail glides. Be careful and don't put too much pressure on the drawer when it's pulled all the way out.

The best and safest way to clean the drawers is to clean the front of the drawer when it is pulled out no more than halfway. This way, you can still get to the area, but it is most stable because it is not pulled all the way out.

Regardless, you should be careful anytime you apply pressure to a drawer that is pulled out.

Clean all of the drawers. You are not pulling the drawer all the way out, but you may need to bend down to see the back of it. Don't miss this area. It may be harder to see, but you can see and clean it, and the customer will absolutely look for it.

Once you have cleaned the drawer, close it. Do not leave the drawers out. They can dry just as well closed as open. Leaving them open will increase the chance of an accident.

Bottom Cabinets.

Some bottom cabinets lack drawers. Some will have big open spaces. Make sure you clean these bottom spaces in the same way. Vacuum them first, then hand wipe them with a rag. This may require you to get on your hands and knees to get all the way back.

Bathroom Cabinets.

All bathroom cabinets are cleaned the same way as the kitchen cabinets. You will seldom have top cabinets in bathrooms, but you will certainly have drawers under the countertops and cabinet doors under the drawers.

You may run into some different things in bathroom drawers than in kitchen drawers and cabinets. You will find toothpaste, makeup, and other hair and lose debris in bathroom drawers. Get them completely clean.

Once again, use your vacuum cleaner with attachments on all drawers. But you may find that you have more scrubbing in the bathroom drawers and cabinets than

Drawers and cabinets throughout the home

You will clean the drawers and cabinets throughout the home. Additional built-in cabinets and drawers can be found throughout the home.

- ✓ Laundry Rooms
- ✓ Offices
- ✓ Additional kitchen or kitchenette in the basement
- ✓ Bar
- ✓ Big Closets
- ✓ Pantry Room
- ✓ Living Rooms
- ✓ Dining Rooms

Bedroom and Linen Closets and Pantries in the Kitchen

Believe it or not, closets are the most common area for complaints. Here are the reasons why. Dusting alone may not be enough. Clothing racks/hangers will be heavily dusted most of the time. Using a duster will remove most of the dust, but not all of it. Customers expect these racks to be wiped clean to remove all dust. This can be a fast task, but you will need to do both tops and bottoms. You do not need to wet-wipe

each robe on the rack/hanger, but you will need to do both sides. Use your mop bucket with floor cleaner typically to hand-wash the racks, shelves, and baseboards.

Baseboards will always have heavy dust on them. Dust them first, then wipe them clean with a wet rag. Use your **Webster** duster for the baseboards AND the clothes rack/hanger. This duster will do a better job getting in between rods.

And don't forget linen closets. In your certification classes, you are instructed to open all doors. It's easy to miss a small linen closet door. Clean all the shelves and wire racks. Pantries are the same. Lots of shelves, including wire racks. The floors tend to be dirty in pantries because of food droppings, and it may be harder to reach baseboards because racks may be closer to them.

Cleaning the inside of the refrigerator

For Move-In/Out cleanings, the refrigerator is supposed to be empty; however, sometimes a few items may be left in the fridge. If there is anything left in the fridge, remove the items, place them on the countertop, then return them to the fridge after you have cleaned it.

The best way to clean a fridge is to remove each shelf and clean it in the sink. You will want to remove each shelf, taking careful note of where it is connected or attached. That way, you can return the shelf to the previous location.

In the example below you can see there are notches at the back of the fridge that the shelf hooks on to.



Take a picture of the inside of the fridge to know where the racks are placed so you can replace them in the right spot after cleaning. Remove every shelf, including the bottom crispers. This will also expose the bottom of the fridge below the crispers. This section below the crispers is often very dirty because everything that spills in a fridge ends up on the bottom, where it is partially blocked (and forgotten) by the crispers.

After all the shelves and crispers are removed, you can clean the inside walls of the fridge. Make sure to get into all of the corners and edges, and the seal of the fridge door, including the seal.

You will use a sponge to clean the inside of the fridge because you will often have food stains on the walls. Using Oxy-Hill should be enough, but you may have to use Blue Flash to clean the inside of the fridge because of food stains. Make sure to finish the fridge by using your rag and glass cleaner.

The same goes for the shelves and crispers you wash in the

sink. Use your sponge, but before you return the shelves and crispers to their original positions, you need to clean them with glass cleaner and wipe them completely dry.

Do not put dripping shelves back into a fridge because they will drip and create puddles of water, which will result in customer complaints.

Now you can clean the inside of the fridge door. If you can remove the door shelves, then do so. Take a picture if needed beforehand. Some may come off, and some may not. DO NOT FORCE a shelf off the door. If it will not come out easily, then clean it where it is. Otherwise, take all the door shelves off, remembering where they were, and clean those in the kitchen sink. Clean the inside of the door wall before returning the shelves to the door.

Next, you will clean the freezer. You should tell customers that if the freezer is still on, you cannot clean much of it because a wet rag will stick to a cold freezer. **If the freezer is still on, then you can still clean the outside edge of the freezer and possibly the door. Clean what you can without the rag sticking.**



Everything inside the refrigerator needs to be perfectly clean. This includes the refrigerator's freezer section.

Cleaning a refrigerator can take a long time. If the fridge is in good shape, it can take at least 30 minutes to clean. If the fridge is a real mess, it can take an hour. If it is a nightmare, it could take 90 minutes.

This is why the Team Leader needs to check the refrigerator prior to starting a Move-In/Out clean. The estimate form includes several questions about the Move-In/Out Cleaning.

- Clean the inside window on the oven

Just like the Spring/Deep Cleaning. We never clean the inside walls of the oven. They can be easily damaged because most ovens are self-cleaning and provide specific instructions NOT to clean the oven walls.

We tell our customers that we don't clean the oven walls because it's not included in our list of services. Setting expectations with clear written communication is much better than explaining it after the fact.

Garages

This task is typically only provided for Move-In/Out jobs. This task is an optional service that customers have to purchase. About half of the customers will want it completed, but not all. Sometimes the garage is used to store boxes that have not yet been moved or other items left or temporarily left. And then some customers simply don't want it done, and certainly not if we are going to charge for it.

The typical list of cleaning tasks for Garages is simple. High dust to remove cobwebs, dust, and WET WIPE blinds and window sills, dust the baseboards (or the area where the floor meets the walls), and then sweep the floors.”

You will often have shelves, cabinets, and other permanent structures in the garage that you will need to dust and remove cobwebs from. You are NOT wet-wiping anything other than the window blinds and sills.

You may have a few items in the garage that you can move. You would apply the same rule in the garage as you would to anything you move within the home. If you can move it with one hand (but use both), move that item out of the way, then return it. Do not remove clutter such as paint cans, tools, or lawn equipment.

Windows

Window cleaning is not typically included in a Move-Out/In cleaning; however, you need to discuss it with the customer because they may assume it is included. If it is included, it will be listed in your work order. Cleaning windows can be added to any service, but they are typically added to a Spring/Deep Cleanings or Move-In/Out jobs.

Regardless of whether it is a Spring/Deep Cleaning or a Recurring service, the routine or sequence is the same. You will clean the home's windows at the beginning of the job. Both cleaners will help

1. Complete your high dusting throughout the entire home.
2. Dust the blinds (Wet wipe them if Spring Cleaning)
3. Raise the blinds to get them out of the way.
4. Clean the window, including the frame and molding
5. Clean the window sill
6. Return the window blinds to their original position

Cleaning windows follows the golden rule of top-to-bottom.

Make sure you pack enough rags for the day because you can go through a lot of rags cleaning windows. This is one of the many reasons you read your work orders the night before and prepare.

You will need to bring more glass cleaner to the job. Some customers will have us clean all their windows, and that can be a lot of windows. An average-sized home with 3,000 sq. ft. can have 30 or more windows. With two cleaners, you will have 2 bottles of glass cleaner plus one additional bottle just to be safe. That will get you through 30 windows.

Maid companies are typically not full-service window cleaning companies, so there will be limitations.

- **Only clean windows you can reach with a 2-step stepladder** if your company uses stepladders.
- **Do NOT clean the outside windows unless they are on the ground floor, and you can stand on a deck or sidewalk to clean them. Do not stand in the grass or between bushes, etc.**
- **Check with your employer for specifics on how you clean windows, if at all.**

It is very important to get into ALL the corners and edges.

Although you may not be a full-service glass cleaning company, you may/should charge the same average price a window cleaning company charges. That means you clean the glass really well.

Wrap the rag around your finger to reach the edges of the windowpane and into the corners. You can also wrap the rag around your plastic scraper. This will help you get into the corners and edges better.

Get all the smudges, dirt, and stains off the glass, leaving it streak-free. That means you must look at each window from different angles to make sure you get all the streaks out. Make sure to check each window you clean before moving on to the next window.

Like the instructions you were given for cleaning a mirror, you don't need much glass cleaner. In fact, using too much glass cleaner will slow you down.

If you are cleaning only the inside of the window, do not open it. You may find that when you clean just the inside of the window, there will be a screen on the outside. And in between the window and the screen are dust, leaves, cobwebs, and dead bugs. Do NOT clean this area for several reasons. There may be live spiders, wasps, bugs, and excessive debris. Make sure to disclose your limitations to the customer; this is why some maid companies choose to exclude window cleaning. Lots of windows can also wear out a cleaner. There is a lot of repetitive motion in cleaning windows, and if you are asked to clean more than 10 windows, it may be better for the homeowner to contract with a professional window-cleaning company. Either way, be very careful to communicate with the customer that windows are NOT included or any limitations you may have.



Window cleaning is included in Deluxe, Spring, and Move-In/Out

The following windows are included in ALL cleanings except CORE unless specifically listed.

- Front doors and/or storm door (all glass inside and outside)
 - Narrow windows on either side of the front door (all glass inside and outside)
- Back door (inside and outside) if it has glass.
 - Often the door off the kitchen leads to the backyard
- Window over the kitchen sink - only what we can reach with a 2-step stepladder
- French doors inside the home. (Spot cleaned on Deluxe, all glass on Spring or Move-In/Out)

Here are some examples of the windows immediately adjacent to the front door.



Cleaning Tasks that are optional and additional fees

We provide several additional services as add-ons to our standard tasks. The customers pay more to add this to their cleaning. They are not listed on the Quality Checklist but they are inspected by the Team Leader. This is the list of services as listed on our website.

Add Extra Cleaning Tasks (Click Here)

Beds stripped and changed > \$4/bed

 Spring :

 Recurring:

We make all beds for no additional cost. If you strip the bed and leave fresh linens, we will make the bed for no additional cost. If you want us to strip the bed and take your dirty linens to the laundry room, we charge a small fee per bed.

Refrigerator interior (Details)> \$80

☐ Yes ☒ No

Let one of our maids detail clean the inside of your refrigerator. We will remove all of the items from the inside (freezer excluded) before we deep-clean your refrigerator. We will remove all drawers so they can be hand-washed and so we can reach all nooks and crannies inside your refrigerator. This price is added only to the Spring/Deep Clean & Occasional price but can be added on Recurring Service at any time.

Windows interior (Details)> \$4.00 each:

We will clean the inside of your windows as long as we can reach them with a step ladder. Standard window size is 2 1/2 ft wide by 5 ft tall. Use 2 or more windows to match the size of any large or bay windows. The price is added to the Spring/Deep Clean, Move-In/Out, and Occasional prices but can be added to recurring service at any time.

Windows both sides (Details)> \$8.00 each:

We can clean exterior windows from the outside only if weather permits and windows can be reached by standing on a patio, deck, or sidewalk. The price is added to the Spring/Deep Clean, Move-In/Out, and Occasional prices but can be added to recurring service at any time.

Vacuum Couches, Sofas, Chairs (Pricing & Details) :

We spot vacuum upholstered chairs and couches, at no additional charge, if we see pet hair. If most of the couch needs to be vacuumed then you should consider adding this additional service. We will vacuum all exterior surfaces and if the cushion can be removed we will vacuum all sides of the cushions and the area where the cushions sit.

Do you want this on Recurring service too?

☐ Yes ☒ No

Single Cushion Chair - \$3 each:

Two Cushion Couch/Sofa - \$6 each:

Three Cushion Couch/Sofa - \$9 each:

Vacuuming upholstered furniture (Sofa and Chairs)

We spot-clean and vacuum upholstered chairs and couches at no additional charge if we see pet hair.

As an optional service, we will vacuum all exterior surfaces, and if the cushions can be removed, we will also vacuum all sides of the cushions and the area where they sit. Use your canister vacuum with this attachment designed for upholstered furniture.



If the couch has a lot of pet hair you are going to need to keep an eye on the pet hair getting stuck to the attachment. Periodically pull any hair stuck to it and let the vacuum suck it up, unless it is obvious that it will clog up the hose. Then put it in the trash by hand.

NEVER use this attachment on leather furniture because it will damage the leather by scratching or scraping it. That may require replacing the entire couch, which can be VERY expensive. We only vacuum cloth or upholstered furniture.

Do not put your hand or an attachment down inside the couch or love chair through its seams.



You never know what can be stuck down into that crevice. If you put your hand down there it could also cut you from exposed metal parts of the couch. You will vacuum up to that edge but don't put your hand or the wand down into the couch. You will vacuum up to the edge or seam but you don't stick it down into the couch cavity.

You will want to vacuum all edges, including the underside lip of the couch. If the couch or sofa is against the wall, you will move it away from the wall in order to vacuum the back of the furniture.

The average time allocation to complete the task, depending on the size, is as follows:

Single cushion love chair = 3 minutes



Two cushion couch/sofa = 6 minutes



Three cushion couch/sofa = 9 minutes



Washing your Rags & Mops

At the end of every day, you complete your end-of-day tasks, which include refilling your spray bottles and washing your dirty rags and mops from that day's cleanings (jobs). This process takes about 5-10 minutes, but we pay you 15 minutes. The Team Leader and the Cleaning Partner work together on this task.

Since teams often get back at the same time, this is a common time to talk with other teams, chat, etc. This is fine, of course, and a nice way to wind down your day. However, please note that you need to get your day finished so the next team is not bumping into you in this area.

Instructions on doing the laundry

1. Put on Gloves & Mask

- a. Wearing gloves and a mask are mandatory during the entire laundry process

2. Move laundry from the dryer into the clean rag/mop carts

- a. While your gloves are still clean, move the clean laundry to the next step in their cycle of getting cleaned. Move rags and mops from the dryer to clean laundry carts, then move the clean laundry from the washing machine to the dryer.
- b. A team typically has 2 loads of dirty laundry per day. That means you need to clear out at least 2 washing machines and dryers before you start sorting the dirty laundry. If you know you have more dirty laundry than usual, which can happen on a team of 3 cleaners or during a Spring Clean or Move-Out cleaning, then clear out more machines.
- c. Follow the instructions taped to the doors of the washing machine and dryer.

3. Move the clean laundry from the washing machine to the dryer

- a. Follow the instructions taped to the washing machine.

4. Sort rags/mops to remove trash, hair, or anything that will clog the washing machine.

- a. This is a VERY IMPORTANT step that cannot be skipped
- b. Your dirty rag bag doesn't just have dirty laundry, it's also like a portable trash can, that will have small trash and disposed of used gloves.
- c. Washing machines have drain screens that catch anything before it gets to the pump.
- d. Under normal conditions, we have to clean this drain screen once a year; however, if you don't remove trash, clumps of hair, or anything, including used gloves, the screen will get clogged immediately. This causes the washer to stop working.
- e. It is expensive and time-consuming to clear the clog from the screen. Because we use a stackable washer/dryer, we have to remove the dryer from the top to access the drain screen. We have to hire someone to do this, which is expensive and takes a week or two to schedule.

5. How to sort the laundry

- a. Empty your dirty rag bags onto the sorting table.
- b. Sort the rags first since there are more of them than mops
- c. With each hand, grab one rag in each hand so you can quickly exam the rag for anything stuck to it
- d. **DO NOT SHAKE THE RAGS or MOPS.**
 - i. **Shaking will put any germs, dust, hair, etc into the air. This is not safe for germ and dust control.**
- e. Put any trash in the trash can next to the sorting table.
- f. Green Rags, are washed separately from Red rags.
 - i. There is a RED laundry basket marked, "Dirty Red Rags" under the table. Throw dirty Red Rags into this RED laundry basket.
- g. Put the like colored rags and mops into their own laundry basket
 - i. Make sure to look under the table for any partially full laundry baskets of dirty laundry
- h. If you come across a rag or mop that has a lot of dirt, hair, or anything on it, hold that rag/mop over the trash can that you are standing next to, so you can quickly pull the trash off and let it drop into the trash can. You may need to pull large clumps of dirt, pet hair, or debris off the rag or mop if they are stuck.
- i. You are separating the laundry into the following baskets
 - i. Mops and the WHITE Dirty Rag bags (pillow cases)
 - ii. Red Rags and Mops
 - iii. Green rags
- j. If you have more dirty rags/mops than the dirty laundry basket, repeat the process until all of your dirty rags have been sorted.
- k. Do not fill the laundry basket beyond the top edge of the basket. Smooth out the pile of rags in the laundry basket, so it is evenly distributed, but make sure it is not above the top edge of the basket. This is the maximum limit you can put into the washing machine.
- l. **1. Spray the empty dirty rag bag with disinfectant spray and let the bag dry. You do not need to wipe out the bag unless it really needs it. (Periodically)**

6. Loading laundry into washing machine

- a. **Only run a full load.** Running small loads will ruin the drum and motor over time. A full laundry basket of rags or mops is a full load. If the laundry basket is not full after you shake your rags, then leave it for the next team to fill up and run the load.
 - i. So most teams will be filling up the rest of the basket from the previous team and often leaving laundry for the next team.
- b. Make sure the laundry is away from the edge of the washing machine door so when you close the door, you are not closing it on top of laundry, preventing the door from closing.

7. Wash all rags and mops using the instructions located on the washing machine door

8. Wash SPONGES at the end of the day if the dirty basket of sponges is full

- a. We do not use many sponges on a daily basis, so it may take a few days before there are enough sponges to do a load
- b. Sponges are handled differently. Before you put Sponges in the washing machine, pour ½ of the contents of your bleach spray bottle into the washing machine drum. Do not use the dispenser for Laundry Soap. You are pouring your bleach/water solution directly into the drum. Then you put your sponges on top of the bleach. You still add laundry detergent, but you start by adding bleach to the washing machine tub.
- c. We do NOT dry the sponges. Once the sponges have been cleaned in the washing machine, they are done. Yes, they will be damp, but that is what we want.
- d. You still have to shake the sponges to pull any hair or stuff off the sponges before washing them. Hair will not easily come off a sponge during washing, and a lot of hair can clog the washing machine drain.

9. What if there are no machines available?

- a. You will still sort your rags and prepare your laundry in the baskets.
- b. The next morning, you must start your load before you leave for the day. You should never run into a problem with the machines being available in the morning if everyone does their laundry at night.
- c. We are paying you 15 minutes every day, so if you cannot run a load at the end of the day because the machines are full, then make sure to run them the next morning.

This section is left blank. Go to the next page.

Breakage & Damage

This section reviews how to avoid Common Accidents that lead to Breakage Claims.

Easels and 3-legged stands



An easel is easy to tip over because it rests on only 3 points. It takes very little to knock it over.

Easels typically have artwork, something expensive, or something sentimental on them. So these can be a ticking time bomb if you are not careful around them at all times.

Floor models

Floor models are the large easels that are in the middle of a room. These are often knocked over by vacuum cleaner cords or bumped into while you walk by. **Remember that just a bump will knock them over.**

You will dust these items unless instructed otherwise on the work order, so you must take the following steps.

- Hold the artwork with one hand and dust with the other hand.
- Beware of the back leg of the easel

The biggest danger is if the folding leg is not fully extended. Most of the weight is on this back single leg. Keep an eye on this leg to avoid bumping it, and ensure it is fully extended. **DO NOT** adjust the leg on Floor models. Look at it before you start dusting because that will tell you how sturdy it is. If the back leg is pretty far back and the artwork has a good lean, it will be more sturdy.

However, most artwork displayed on a floor easel is displayed standing more erect. So the back leg is closer to the front, too. When it is in this position, it is more likely to tip over.

Once again, do not adjust floor model settings. Hold the artwork while you dust it, because it is just as likely to fall as an expensive artwork hung on the wall. So make sure to always hold artwork on an easel.



Display Models



Display models are just as dangerous to tipping over. Some plates can be very expensive, and this can be a very expensive claim.

Typically, you will dust the item in the stand. Do NOT remove the plate or artwork from the stand. This may not always be the case, but if you remove the artwork or plate, you increase the risk of dropping the plate while handling it. So, avoid removing artwork from the stand, regardless of its size. Hold the stand and artwork with one hand and dust it with your free hand.

Glass Weight Scales

Glass weight scales are becoming increasingly popular, but they can easily shatter. Most of the smart scales are made of glass, even if they don't look like it, like the black scale below. That's why it's best to handle all scales carefully.

The cleaner was moving the glass scale out of the way, and it bumped the toilet (not very hard), and it shattered. Handle these glass scales like an egg. Set it down carefully. Don't drop anything on it. Be careful moving it.



They don't always look like glass, like this one below.



Vacuuming and Mopping

You have to be careful at all times in the home. Using a vacuum or a mop often has you walking backward. This can be dangerous if you are not careful. You don't want to back into something. And you don't want to trip.

Always be careful with your mop pole or any pole, like with a broom or high duster. You can turn around with a pole in your hand and knock things over or damage them with your pole.

Snags in carpets and rugs

If you see a rug or carpet with open snags, do not vacuum that area. It can be hard to see snags, but we have to be on the alert at all times.



Move items on the floor away from your step ladder

Don't place your step ladder in the middle or close to anything that can be moved out of the way. Coming down from a step ladder can be dangerous if you step on or knock over an item near it.

If you break something, you have to report it, or you could lose your job

Accidents happen in this business. We have a budget for accidents, damage, and breakage. No one likes it when something gets broken or damaged, but It's Maid Day does understand it can happen.

If you break something, it does not automatically result in you getting fired. If you break something and don't report it, then that is grounds for immediate termination. So there is never a reason to hide something like this from your supervisor or the office.

Customers typically will understand if something gets broken as long as we report it to them right away. But they will never tolerate finding something broken without us telling them.

Dark Painted Cabinets

Painted cabinets can be easily damaged by rubbing the cabinet door too hard. The darker the paint color, the more easily we can damage the paint.

Here is a kitchen cabinet that we rubbed too hard trying to get the grease off the cabinet. We used Dawn and water, which is mild and would not damage the door, but we rubbed too hard using a rag, and it took the glaze off the cabinet.

This damage claim cost the company over \$5,000 because we had to replace all the cabinet doors, as it was impossible to match the color with the other cabinet doors. When you encounter dark painted doors, rub gently, and if the grease does not come off, then leave a note for the customer and call the office.



If something LARGE & Heavy falls off the wall, do not replace it.

If we put something large back on the wall, we may not put it on the hook correctly, and it will fall again. The concern is that if the item fell off the wall, it was probably not hung properly, and the nail or hook that held it in place could be damaged, making it even more insecure.

Leave the item on the floor next to where it was hung. Inform your Team Leader, and they will leave a note for the customer AND call the office to inform the company of the event.

Examples include: large mirrors, large and heavy pictures or artwork, and any large or heavy decorations.

Team Lockers / Shelves

Every team is assigned a locker with a set of shelves. On these shelves, you will have everything you and your team will need throughout the month. There are items that stay in the locker and items that you take with you in the field, and then return these items at the end of the day. These items are never left in the car because they may freeze in the cold weather, be damaged by the heat in the summer, or may cause someone to break into our cars to steal them. Always bring these items back to your locker/shelves at the end of your day.

- Both vacuum cleaners
- Your caddies
- Team Leader binder and customer payments for the day
- Golf bag

Your locker should always look neat and tidy. There is plenty of room for everything and so avoid keeping items in the locker that don't belong there.

Miscellaneous Good Stuff

Don't tell the customer, "We had to drive all the way from Duluth to get here."

Sometimes we have our teams in other regions help out with a job. The teams are paid for drive time over the 30-minute allocation.

Don't come into the home and voluntarily tell the customer, "We had to come all the way from (office) to get here." Customers can and will feel bad not knowing that you are getting paid for drive time. Customers know that service can be challenging if the service provider has to travel a long

distance to service their account. We don't want to lose a customer for something that is irrelevant to you doing your job for the customer.

Snacks, Drinks & Lunch

A professional cleaner will burn calories all day. There are many reasons to refuel during the day. Most cleaners bring snacks and drinks with them during the day. Pack these snacks even if you plan on buying your lunch.

It's better to pack a lunch than to eat fast food every day. Fast food can work, but it can be harder to digest and may actually slow you down. Packing a lunch lets you make a balanced meal that provides the best calories to fuel your day. And packing your lunch is less expensive than buying fast food.

Never skip lunch. Some teams will eat in the car on the way to a job if they are running behind but never skip lunch. If you do, you will run out of energy, which leads to slower cleaning times, poor quality, because when you are hungry, your concentration can suffer, and if you are weak, it can lead to more accidents on the job. Never skip lunch, and we strongly recommend packing snacks every day.

A clean house is the most sensitive and challenging house to clean

If the house is already clean, how do you get a clean, a clean house? We do, of course, but the customer will pick up on the smallest imperfection, and they like areas wiped down. And yes, they can check and tell if you didn't wipe down a bathroom countertop because all the knick-knacks look exactly the same, haven't been moved or shifted, and are in the exact position. They know that never happens unless you don't move them to clean under them.

A Weekly customer is often someone who has us clean a room or bathroom that hasn't been used since last week, when we last cleaned it.

The office does a great job in asking and confirming if the customer wants any rooms removed from their cleaning. So the customer is expecting us to clean this clean room. That's what they want, and that's what they are paying us to do. In bathrooms, we call it a wipe-out clean: we don't have to scrub anything (much easier); we use a wet rag with whatever is appropriate and wipe everything down.

Do not stop for even a minute to watch a customer's TV that is turned on.

It can be hard to ignore the TV for so many reasons, but customers will complain, especially when it's combined with a complaint about not doing a good job.

If a customer has video cameras in their home, they are watching you

There is no doubt that if a home has video cameras, you need to work as if the customer were standing in the room, watching you clean the whole time. We have had current customers tell us this, and it makes sense that if someone wants video cameras in the home and paid the expense to have them installed and maintained, then they are using them often to watch activity when they are not at home, and even when they are at home.

We have had customers tell us, of course, when they called the office to complain about their service, that they watch the cleaners LIVE even when the customer is somewhere else in the home, like their office. They are also more inclined to track how long you are in their home.

Do not use your Swiffer when you need to use your rag

Your Swiffer is a great tool when your rag is unavailable. A rag, however, is fast and has better results than your Swiffer. We only use a Swiffer on Blinds and when the area is too tight to reach with a rag and your hand.

A rag with Endust spray on it will always deliver better results than a Swiffer. And our customers can see the difference.

How to enter a home when it is raining and the customer is supposed to be home to let you in

When it is raining, and you are in the car at the customer's home, our instructions are to wait for a few minutes if it is raining heavily. We do not want you getting soaking wet. It usually does not rain heavily for long periods. Wait up to 15 minutes to see if the rain will get better.

Never run in the rain carrying equipment. That is very dangerous. Most of the time, we are very close to the entry point, so it's not that far to walk anyway.

When it is raining, and you do not have remote access, then the Team Leader needs to go to the door first to make sure the customer is at home and to inform the customer that we will be bringing in the equipment and supplies in stages, so we don't leave them sitting out in the rain.

Doing this avoids the problem of taking all your equipment to the front door, usually 2 trips, while the first load is getting rained on, just to find out that the customer is not at home, or they are taking their time to come to the door. If the customer is not at home, you will have to take all the equipment back to the car, all the while being in the rain.

Your Work Pace/Speed will be one of your greatest challenges as a new cleaner

In your Professional Cleaner certification classes, workspace (speed) is mentioned over 30 times. Getting out of a job on time is critically important for any cleaner, regardless of whether you work by yourself or on a team. If you struggle with your work pace, and you will in the beginning, it causes multiple problems.

- If you run over on your first house, you will be late all day
- If you run late and a customer is waiting on the cleaners, the customer may cancel that day
- If you can't get all your jobs in that day, your pay for the week will be less than expected
- Your team leader and partners will also suffer because you are holding them back, too

That sounds like a lot of pressure on the new person, and it is. Team Leaders understand that anyone new will be slow at first, but you have to make improvements every day, and actually every house.

How long should it take to get my speed to acceptable times?

If you have professional cleaning experience, it may take you a week to get up to speed, given our company flow and the time needed to learn our products and packages. Some experienced cleaners get to acceptable speeds within a few days.

If you have no professional cleaning experience, it should take you no longer than 2 weeks to get to acceptable speeds. To put that into perspective, most cleaners clean 13-15 homes a week. In 2 weeks, you will have cleaned 26 – 30 homes. This should be enough time to work out any issues with your speed and quality. You still may be challenged on larger jobs like Spring Cleans and Move-In/Out jobs, just because you may not do many of these jobs during your first few weeks.

Setting a timer for large rooms or areas



As a new cleaner, you are provided a timer that is connected to your caddy with a zip tie. Set the timer for $\frac{1}{2}$ of the maximum time in larger rooms. You will be provided a laminated chart with the time tables you were taught during certification classes.

Set the timer for $\frac{1}{2}$ of the maximum time. You can check with your Team Leader to see if you will need more or less time in that room. Your Team Leader may set other times for other tasks, such as vacuuming a floor or mopping. Their goal is your

success.

You are setting the timer for $\frac{1}{2}$ the time to alert you to your halfway mark. When the timer goes off, if you are not $\frac{1}{2}$ way done, then you must pick up the pace. That means you are going too slow and you

must work faster. **Set the timer again for the same time to set the time line for the second half of the room. This is your goal to finish the room or area.**

Working faster is not just about moving faster. Working faster includes all these factors:

- Selecting your products from your caddy without hesitation
- Not using too much product on any area. It takes longer to get it off, rinse, and dry
- Not hesitating in transitioning from one area or task to another, and from room to room
- Not overcleaning. Once an area is clean, move on. Don't get stuck in one spot.

If you are not getting to these time goals, you simply need to work faster. Technique is important, but some cleaners who struggle with their speed simply need to pick up their pace. Once you pick up your pace, you will find that you can work at the appropriate pace. This pace is NOT fast and reckless.

Never sacrifice quality for speed. Getting done on time and making a lot of mistakes is not acceptable. You have to clean at a high quality and on time. You can do it, but you will have to work to reach these goals. Once you reach these goals, you can accomplish them without stress.

In your first week of cleaning, we will add 20 minutes more to your jobs. We know that the first week is the hardest as you learn our process, so we are giving you and the team you are with, 20 minutes more time per job. Your goal is to get your speed to acceptable limits within one week. This will also give your Team Leader more time to spend with you on the job.

Cleaning Partner Feedback & Your first 30 days

Our goal is your success. Getting good and honest feedback is a big part of your success.

It typically takes a new person, with no residential cleaning experience, no more than 4 weeks to be CONSISTENT on quality, pace, and know-how. Some cleaners with no experience get there in 2 weeks, but some take a little longer. If you have residential cleaning experience, it usually takes 1 – 2 weeks to learn how we clean.

Regardless of your previous cleaning experience, your Trainer or Team Leader will complete a performance feedback form every day for the first 2 weeks. If you are not where you need to be, the Team Leader may continue with daily written feedback, or they may provide it as needed or once a week until your first 4 weeks are complete. They will review it with you and email you a copy. A copy of the form is forwarded to the Area Manager.

On the next few pages is a copy of the form.

Cleaning Partner Feedback

INSTRUCTIONS: For new Cleaners: TL completes this form, with the cleaner, every day for the first 4 weeks. This form can also be used at any time, beyond the first month, as needed. The Team Leader or Trainer will complete this form at the end of the day for all houses cleaned that day or if need be, can be completed after every home.

Cleaning Partner Name *

Cleaning Partner Email *

Team Leader name *



Quality

Select the tasks that need improvement regarding **QUALITY** on today's cleaning. *

- ☐ Bathrooms
- ☐ Kitchen
- ☐ Floors
- ☐ Dusting
- ☐ Staging
- ☐ Other
- ☐ No problems or improvements. My partner ROCKS !

Details on Quality improvements needed.

Recommendations & Coaching

Speed / Work Pace

Select the tasks they are going over on time. *

- ☐ Bathrooms
- ☐ Showers
- ☐ Kitchen
- ☐ Floors vacuuming
- ☐ Floors mopping
- ☐ Dusting rooms
- ☐ High Dusting
- ☐ Other
- ☐ No problems on speed. We are getting out on time! YES !

Details on speed and work pace challenges.

Details on speed and work pace challenges.

Recommendations & Coaching

These times are for Recurring Customers regardless if they are Weekly, Bi-Weekly or Monthly.

	Minimum Time	Average Time	Maximum Time
Kitchen	25	35	45
Master Bathroom	25	35	45
Spare Bath (Used)	20	25	30
Spare Bath (not used)	10	12	15
Master Bedroom	10	13	15
Family Room	10	15	20
Kids Bedroom	9	11	13
Collecting Trash (all)	7	10	13

Occasional, Spring and Move-In/Out jobs take longer. These are the increases over recurring times.

	Occasional Cleaning	Spring Cleaning	Move-In/Out
Kitchen	+ 15	+ 30	+ 45
Master Bathroom	+ 15	+ 30	+ 45

Other Rules & Considerations

Select any rules or tasks that need improvement.

- ☐ Wearing gloves
- ☐ Tardiness
- ☐ Loading & Unloading Car together
- ☐ End of day tasks
- ☐ Handling Equipment with care
- ☐ Taking instructions well
- ☐ No problems or improvements. We are getting out on time!

Comments, Advice and Recommendations

Our goal is your success. Getting good and honest feedback is a big part of your success. Listen to your Team Leader and Trainer. They are here to help you get through your learning curve. You may have to revisit your training manuals to confirm techniques on quality and speed.

Upload any pictures

Add files

Customer Complaints

1. Overview of Goals and Limits on Customer Complaints

- a. The goal of every Cleaner is to never get a complaint.
- b. We are all human, and mistakes can and will happen.
- c. Some complaints are supported by pictures provided by the customer
- d. Some complaints are minor items like a hair on the floor, or dust on one of the blinds that are not a complaint from the customer as much as a reminder or instructions to make sure we don't miss it again in the future.
 - i. If a customer goes to the effort to call, email, or complete a Quality Scorecard, it was important to them. We can lose customers over too many minor complaints.
- e. Customers are VERY expensive to get, and Recurring Customers are the worst customers to get a complaint on because they are the lifeblood of the company and to your team.

- f. Every complaint, be it minor or major, will be reviewed with the Team, Area Manager, and the Office on the conference call or in person.
 - i. The office needs to be included because they have to call the customer back and go over the complaint. They are also the person who puts the complaint in the feedback section of BambooHR
 - ii. Our goal is to learn from our mistakes
 - iii. Our goal is to establish why the complaint happened.
 - iv. All Customer Complaints are registered on the Cleaner's Feedback
 - 1. If it were the Cleaning Partner, then the Team Leader should have caught it and should be using their Feedback sheet if the problem is a major complaint or if there are several minor mistakes.
 - 2. Mistakes are tracked for Cleaning Partners, too, but it is the responsibility of the Team Leader to catch all mistakes.
- g. A complaint may not count if you leave a note for the customer and/or notify the office of anything a customer can complain about, or if we have a customer who may be unhappy for whatever reason.
 - i. We discussed the value of leaving a note for the customer if anything is less than perfect. You have to take a picture of the checklist and your notes. Send the Checklist picture to the correct distribution email address. If you tell the office about a potential problem before we hear from the customer, that complaint may not count at all. It's not a free pass depending on the circumstances of the complaint.
 - ii. Don't wait until the job is done; it would help to get in touch with the office or the AREA MGR so we can help you before you leave the house.

2. Major Complaints and Minor Complaints

a. Major Complaints

- i. Major Complaints are complaints that can get us fired if we do them just one time
- ii. Major Complaints must be submitted within 5 days of the cleaning date
- iii. Safety Issues
 - 1. Leaving the home unlocked or unsecured (garage door up, alarm not set if instructed to arm the system)
 - 2. Leaving the gas stove on
 - 3. Not replacing electrical safety plugs when we vacuum
- iv. Missing something that was specifically mentioned in the Work Order notes
 - 1. If it is in the work order and you missed it. That includes cleaning solutions, what floors are cleaned, what rooms are excluded as well as the general notes at the bottom
- v. Quality

1. Large areas that just should never be overlooked during the Quality Checklist, because they are large areas that would be easy to see
 - a. Not making beds
 - b. Missing entire Rooms
 - c. Missing Toilets
 - d. Not emptying the trash cans in the kitchen
 - e. Floors not mopped completely clean
 - f. Floors not vacuumed completely
 - g. Countertops not completely clean, back-to-back splash in the kitchen
 - h. Etc
2. Five or more small items missed on the same complaint
 - a. Multiple complaints on the same complaint are just as bad, if not worse than one major complaint
3. The office will ask the customer to send pictures EVERY time they get a complaint. The office will tell the customer, *"We really need pictures if you can send them. We believe you, but to help us in our training and disciplinary action, pictures support our ability to get better results in the future with that particular Team Leader."*
 - a. Receiving pictures as proof is not a requirement. Customers complaining are often really upset, and "telling them" we must have pictures is close to calling them a liar. Sometimes the customer fixes the problem before they call us. So, in the case of who do we believe? We believe the customer unless they prove to be a constant complainer.
 - b. Will you get a complaint that is not valid? Possibly, and that is why we give Teams more benefits of the doubt than any other maid service company. And we know that you will make a mistake from time to time, we are human. Our goal is to draw the line at which all doubt is gone as to whether a Team Leader can do the job.

vi. Professionalism

1. AREA MGR makes the decision on whether this is a Major Complaint or Minor Complaint based on all the facts at hand and what the claim is from the customer

b. Minor Complaints

- i. Minor complaints count as ½ of a complaint.
- ii. Any complaint submitted more than 5 days from the date of service is typically not counted as a Major complaint because we cannot get pictures, come inspect the home to validate, and correct. This is a judgment call by the AREA MGR

iii. Less than 5 minor areas

1. Example would be a streak on a mirror, missing a few dusting areas, beds are made sloppy, missing a cob web, crumbs in the corner of the kitchen floor.

c. Non-Charged Complaints

- i. These complaints are still registered in the Feedback section
- ii. The customer calls to make a few comments and says they are not complaining, they just want to point out a few areas the team needs to keep an eye on
- iii. The customer submits a quality scorecard, and they rate everything 4s or 5s but mention a few areas that they want to see us do a better job the next time.
- iv. Any Major complaint that the AREA MANAGER has a suspicion that the customer is exaggerating or not being completely truthful, and no pictures were submitted.
 1. The Office will always ask the customer to send pictures.
- v. A complaint about an area not included in the Work Order
- vi. A mistake, omission, or error in the work order that led to the complaint
- vii. A complaint about something listed on the Quality Checklist by the Team Leader as an area that could not get completely clean or was less than perfect.
 1. As long as it was something that could not be cleaned because the stain was permanent. Most stains do come out; you just have to scrub harder and use the correct tool, scrub brush, etc.
- viii. If the Area MGR has a suspicion that the Home Owner is a constant complainer
 1. The AREA MANAGER will go to the next scheduled cleaning. If the AREA MANAGER checks the home and it passes inspection after the TL conducts her check, then if the customer complains again, we know they are just a complainer. All previous complaints, unless pictures were provided, would be downgraded from Major to Minor and Minor to Invalid. If we have pictures or other proof, the previous complaints would stand as is.

d. Gross Misconduct

- i. If the complaint has numerous major complaints to the extent that the job was clearly done with no regard to Quality. This type of complaint is grounds for immediate dismissal and would be an immediate write-up if not immediate termination.

- e. **AREA MANAGER determines if the complaint is Major, Minor or No Complaint.**
 - i. During the conference call with the Office, Team Leader, and AREA MANAGER, the AREA MANAGER will make a determination right then during the conference call as to the ranking of the complaint. (Major, Minor, or No Complaint)
 - 1. If more information needs to be gathered, then the AREA MANAGER can change the complaint type, but the determination is made during the conference call until further notice.
 - ii. The Team Leader reports to the AREA MANAGER, and the AREA MANAGER is responsible for training the Team Leader. Sometimes a judgment call has to be made for retention and training, especially if the complaint is questionable.
 - iii. **Gross Misconduct** has to be confirmed by another Department Head, like the Office Manager or Bruce.
3. **When we get a complaint, the Office Manager will forward the complaint in an email to the team, even if it is a verbal complaint.**
- a. Always check your emails.
 - b. The Team Leader will call the Customer Service Manager at the office during your next break.
 - c. We do not do these while you are driving. NEVER
 - i. The Office will ask you if you are driving just to make sure you are not.
 - d. Pull over at a gas station or call when you are in the driveway of the job you just finished
 - i. Do not call in the driveway of the next customer because sitting in the driveway of the next customer for 5 – 10 minutes while you are reviewing the complaint may have the customer who is curious why the team has not come in yet
 - e. Call the office. The Office will be expecting your call around the time you are expected to be out of the job you are cleaning at the moment she sends the email.
 - i. If the office doesn't get your call, then they will reach out to the Team Leader
 - ii. The office will call the team
4. **Specific Goals and Limits of Complaints**
- a. The goal is to have no more than 3 complaints in a rolling 6-month period.
 - i. That can come on a combination of Major and Minor complaints
 - 1. 2 Major complaints and 2 minor complaints is 3 total complaints
 - 2. 6 Minor complaints in 6 months
 - b. If a Cleaner gets 6 complaints in 6 rolling months, it is grounds for termination

5. Going over the limit of complaints

- a. Our goal is to have our cleaners stay forever, so if a cleaner goes over the limit, the AREA MANAGER will spend more time with the cleaner to get them back on track and under 3 complaints in a rolling 6 months.
- b. If the cleaner gets a 4th complaint in 6 months, they are written up, indicating that if they get to 6 Complaints in a rolling 6 months, it is grounds for termination.

6. These goals are achievable

- a. Most of our cleaners stay within the goals.
- b. We have cleaners that go 6 and even 9 months without any complaint, minor or major, so it is doable.
- c. It is important to know that the goals are achievable

7. You cannot refuse to clean a home for fear of getting a complaint

- a. We understand this concern, and we have rules to avoid being unfairly charged with a complaint, as pointed out in the previous sections.
- b. If there is a problem with a recurring customer, it needs to be known and a solution put into place to prevent the complaint. That is why you give feedback to the office about anything less than perfect, including the customer's attitude.
- c. Just because the customer is going to check your work, you cannot refuse to clean a home.
 - i. You can ask the AREA MANAGER to come check your work. If she has time, she can do that. It would be a post-cleaning inspection.

8. We are constantly monitoring and checking customer satisfaction

- a. We encourage our customers to complete a Quality Scorecard after every cleaning
- b. The office makes outbound calls to customers to make sure they are happy
- c. When the customer calls the office for any reason, including rescheduling, making changes in their work order, etc, we always ask them if they are happy with their service
- d. We conduct surprise inspections by the Area Manager.

9. Surprise inspections by the Area Manager or even Bruce

- a. From time to time, the Area Manager will conduct surprise inspections after your team has left the customer.
- b. The AREA MANAGER will report the findings of the inspection to the team, the office, and to Bruce, just like any Quality Scorecard submitted by a customer.
- c. If the team fails an inspection, it will be the same as a customer complaint
- d. Just because the customer doesn't complain doesn't offset a failed inspection. Some customers never complain, but they are rare. Some customers don't complain; they just find a different maid service and tell us they are taking a break from cleaning.

10. Do NOT empty Document Shredders

From time to time, you will see document shredders in a customer's home office. Although they're trash, we do not empty them unless the work order specifically says to.

11. Customer introductions, interaction, and saying goodbye when you are done

Customers are at home about 60% of the time. When you enter the home, the Team Leader introduces themselves to the customer. "Hello, my name is Sally and my partner(s) is Sarah. We look forward to cleaning your home. Do you have any questions before we get started?"

Of course, you already know this because it was part of your training when you took the Certification classes with Maid Training Academy. This is common courtesy, but let's take it further because this part of the cleaning can be as important as the cleaning itself.

When you greet the customer, always look at them. Even the Cleaning Partner should be part of the introduction and look at them when speaking. That may be uncomfortable to some people, but it is a trust issue. You are in their home, and looking at someone when speaking with them helps to build trust. If you look away, the opposite impression can result, as if you are hiding something or afraid to be in the home.

For all customers, but especially older customers, communicating with them can be even more important, so you should take your introduction a little further. Ask or say the following:

- How are you all today?
- You have a lovely home.
- Beautiful day today
- It sure is cold out there
- What a cute dog
- Are you ready for the holidays?
- How has your cleaning been?
- We appreciate the opportunity to clean your home today

There are so many pleasant things to say when you introduce yourself. We have learned over the 14+ years of cleaning homes that older people look forward to seeing and talking with the cleaners. Older people don't get out much, and we can be a breath of fresh air to them.

There is a balance. Some customers will talk your ear off, so keep all conversations to a few minutes, but these few minutes can be very important to their satisfaction. And the opposite is true. We had an older customer cancel service after only a few cleanings because we didn't communicate with them

enough. We said hello and introduced ourselves, but didn't go beyond that. That may sound strange, but it's true. Customers like to get to know their cleaners a little before the cleaning starts.

Even if you have cleaned the customer's home a few or many times, they enjoy a short conversation with the people who clean it.

Maid Service is expensive, but even more so for Senior Citizens. They want to enjoy the experience. Think about going to a nice restaurant. Isn't it nice to be greeted and have a quick conversation before you start your meal? Of course you do. If you have even waited on people in the restaurant, haven't you found that customers you speak with and have a quick but polite conversation tip you more often? Of course you do. The same is true with maid service. It's a total experience for the customer, so take a moment to greet them every time you start. You will find that those customers complain less, tip more, and tip more often.

Stay away from controversial topics like politics, complaints about work, or anything negative. That can have the opposite effect.

And when you leave the home, it is very, very important to say goodbye. Don't skip that. We have had customers complain and even cancel service because the cleaners didn't say goodbye. If the customer is on the phone, then leave that on your checklist. "I saw you were on the phone, so I didn't want to interrupt you to say goodbye,"

Customers may want to inspect the home, and often customers will give their tip at the end of the job, so make sure you say "Goodbye, we're done, have a great day, and thanks for letting us clean your home." You will find that these customers will be happier, tip more, and more often. And it is just the right thing to do.

Bugs, Dead or Alive

General Rule: We encounter **dead bugs** almost every day during the course of cleaning the entire home. We dispose of dead bugs like any trash we encounter. If we encounter **multiple** live bugs in a room, we will not clean that room. **We do not kill or pick up live bugs.**

We will clean the rest of the home, unless there are live bugs in those rooms, too.

If you encounter any live bug problems, **you must contact the office right away with details.** Stop cleaning that room until you speak with the office. The office will help assess the problem and, if needed, contact the customer to explain our policy and how we will handle it.

If the customer is at home, DO NOT talk to them. Let the office talk to them. This can be a very sensitive conversation. A live bug problem can be a one-time event caused by recent cold weather, rain, food left out by accident, or other temporary factors. They are usually temporary. If we don't handle the customer well, we can lose a long-term customer over a simple, curable one-time event.

Most homeowners have a "Pest Control" company treat their home to prevent bugs from entering their home or to kill bugs that do enter. So yes, people hate bugs. Our cleaners are no different. The office should be sympathetic when cleaners call to complain or inform us about bugs in a home.

Bugs are commonly found in damp, dark areas like basements, bathrooms, around drains, and under furniture. Although most bugs are on floors, smaller flying bugs can be found on windowsills.

Many insects enter homes seeking temporary shelter from rain. That is why cleaners see more bugs during and immediately after heavy rain. Bugs are also more common in the summer. Insects do hibernate, or enter a state of dormancy in the winter.

According to Pest Control Companies, a typical home can host over 100 different species, including insects, spiders, bees, wasps, fleas, roaches, and even scorpions here in the South. Some pests, like cockroaches and fleas, can transmit diseases, which is why we have a different policy for live bugs.

Dead Bug Disposal: Most dead bugs are found on the floors. If it is a large bug, use a gloved hand and some toilet paper from the bathroom to grab it and flush it down the toilet. If it is a small bug, like most we encounter, use the vacuum to dispose of it. If you encounter dead bugs on a windowsill, use your duster to move them to the floor, where you can vacuum them later.

We vacuum dirt and dust out of carpets every day, and you may not even know it, but we are also vacuuming tiny bugs as well in practically every home. This is why we should empty our vacuum bags at the end of every day.

Like with any policy, there are exceptions. If you encounter a large number of dead bugs, such as during a Move-Out clean or an Initial Cleaning, use your broom and dustpan to dispose of them in a trash can. Once again, if you have any problems, contact the office for help.

Office Script with the customer when we encounter multiple live bugs in a home

IMD: Hello (customer name),

I would like to discuss our cleaners encountering live bugs during your cleaning today. We understand live bugs can enter ANY home during heavy rain or when the weather gets cold.

Running into one or two live bugs is not a problem, but if the cleaners encounter more than a few bugs, then we will not clean that room or area of the room.

General Rule: We encounter DEAD bugs almost every day during the course of cleaning the entire home. We dispose of dead bugs like any trash we encounter. If we encounter multiple LIVE bugs in a room, we will not clean that room.

Live bugs transmit diseases, and they make our cleaners very uncomfortable. They can also access our equipment and be transported to other customers' homes.

We encountered multiple live bugs in your XXXX room, so we didn't finish cleaning that room (or rooms). (We will remove it from your charge today.)

IMD: I'm sure this is a one-off situation with live bugs (due to the cold or rain), so it should not be an issue moving forward, as long as the live bugs are gone.

This concludes your reading for this class. Now take your test.