

Products, Packages & Procedures

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Introduction

Employees are required to become a certified Professional Cleaner through Maid Training Academy. That training provides great insight and knowledge into the Residential Maid industry and general instructions on how professional maid companies clean a home.

This book provides paid training that is specific to It's Maid Day.

This document is always available on the website for reference at any time. This document is subject to change. Changes in this document are sent to all teams via email through the team's I-pad.

Our Product

Without a doubt, our primary product is you. You are the product we are selling to our customers. You are the person providing the cleaning package to the customer's home. This is a great responsibility because your action determines the success or failure of the company.

It's Maid Day helps you succeed at your job by making sure you have the best training and insight into completing your job at the high standard required by our customers.

Our product includes what type of tools, equipment, cleaning solutions and other things we use to accomplish our cleaning tasks.

The next page lists the items you should have at all times. These items are stored either in your caddy, your apron or in the company car. Each team is provided an inventory of disposable supplies on the 1st of every month and they are stored in the team locker. The supplies are typically MORE than you need to get through the month. However, if you need more as you run to the end of the month you should always ask the Operations Manager first, the office second. You should never be out of product.

The other disposable items, primarily your cleaning solutions, are refilled every day at the Mixing Station.

Your Equipment and Supplies

Your Caddy	Company Vehicle
Glass cleaner spray bottle	Buckets (2)
Oxy-Hill all-purpose spray bottle	Step ladder (2)
Stix Degreaser spray bottle	Stand up vacuum (1)
Bleach / Water spray bottle	Canister vacuum (1)
San-O-128 disinfectant bottle	One extension pole
Endust dusting spray	Mop poles (2) and mop heads (2)
Light Duty Sponge	Broom (1) & dust pans (1)
SOS pad, in a Ziploc bag	Material Data Safety Sheets for all cleaning solutions
Plastic Cup for rinsing	Ice Scraper
Toilet Brush and storage cup	First Aid Kit
Webster dusting head	
Team Leader Caddy additional things	Clean Rag Bag & Dirty Rag Bag
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
iPad (charges in locker but travels in satchel)	Latex/Rubber Gloves *
Supply of Quality Checklists for all Packages	Cat Tail duster & Flat Duster used for ceiling fans
Small Tool kit for vacuum	Extra Supplies in Car
It's Maid Day flyers to hand to prospective customers that approach you in the field	Extra Bottle of Oxy-Hill Glass & All Purpose

* Non-Latex gloves are available by request. Simply ask your Operations Manager.

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.

Additional warnings are on the Safety Data Sheets which are located in every company car, the company Gateway website and during the Safety class required by every new employee and once a year for all employees. Here is a general overview.

Cleaning Solution/Product	General Overview
Oxy-Hill All Purpose Cleaner	This is the product you use the most. Use it everywhere except for toilets and heavy soap scum. Its great on countertops, kitchen and bathroom cabinets, showers and general cleaning. This is a spray and wipe product.
Crystal Kleer Glass Cleaner	This product is amazing on glass as well as countertops, stainless steel, chrome, mirrors. It removes Smoke, fingerprints, haze, dust, grease, smudges, Oil, etc.
SAN-O-128 Disinfectant Cleaner	Use this product to clean the inside and outside of toilets and to get out mold in showers. You have to let this product sit for at least 10 seconds for it to kill germs and mold. It is also a cleaner. You also use this in the kitchen to disinfect sinks and any countertops that may be used to prepare food. Spray this product and let it sit for 10 seconds before cleaning with a rag.
Bleach & Water	This is a bleach and water combination that is similar to Tilex. It is used to get things white and to kill mold. Use this ONLY on ceramics and hard plastics:
Stix Degreaser, Stain Remover and Soap Scum	This is a powerful product that is used on heavy soap scum, shower and tub stains, stove tops that have lots of grease, the inside of oven windows, as well as any cabinets or anything that is really dirty that Oxy-Hill is not getting clean very well. For best results, you have to spray and let this product sit on the surface. You have to set the spray trigger so it mists and foams. Use it to pre-treat areas. The longer you let it sit the better. This product is very expensive so don't use it unless you need it. A little goes a long way. If you use too much, it takes a lot longer to rinse.
Stone Care MB-1	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 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.
Endust Furniture Polish	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	This is a great and expensive powdered cleanser. It cleans tough stains AND it will polish stainless steel and porcelain sinks. It really is amazing stuff.

The following pages have detailed descriptions and instructions.

We also included a picture of the product or label. There is a more detailed review in the Safety Class that is also a requirement for new employees.

Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
<p>Oxy-Hill</p> <p>Glass & All Purpose Cleaner</p>	<p>This product is our primary cleaning solution. It can be used everywhere in the home. It has a pleasant smell and it works great on everything.</p> <ul style="list-style-type: none"> • Mirrors & Glass – but our glass cleaner works best • Glass shower doors • Tile and ceramic surfaces • Faucets and handles • Stainless steel appliances • Refrigerators • Microwaves (<u>NEVER spray inside microwave. Spray your rag</u>) • Kitchen appliances, toaster, microwave, etc • Kitchen Countertops • Kitchen and Bathroom Cabinets • Throughout Bathrooms • Throughout the home 	<p>It is safe on practically anything.</p> <p>If you use it on glass you will have to rub it more than the glass cleaner to avoid streaks and smudges.</p> <p>A little goes a long way. If you overspray an area it will take longer to get it dry and streak free.</p>

#10581



DIRECTIONS FOR USE

NOTE: ALWAYS PRE-TEST FOR COLOR FASTNESS IN AN INCONSPICUOUS AREA BEFORE USE. DO NOT USE ON MARBLE & OTHER ACID-SENSITIVE SURFACES. DO NOT MIX WITH OTHER CHEMICALS. WHEN USING A PUMP SPRAYER, ADJUST TO DELIVER A COARSE SPRAY. AVOID BREATHING SPRAY MIST.

GLASS & MIRROR CLEANING: Dilute 1/2 oz. per gallon of water for everyday glass and mirror cleaning. Spray surface and wipe with a lint free cloth.

OTHER SPRAY AND WIPE CLEANING AND DEGREASING: Dilute 2 to 12 oz. per gallon of cold tap water, depending on degree of soil. Spray surface, and wipe with sponge, brush, mop or cloth.

CLEAN FRESH FRAGRANCE

OXY-HILL

Powered By Hydrogen Peroxide

CLEANER - DEGREASER - STAIN REMOVER

HARMFUL IF SWALLOWED. EYE AND SKIN IRRITANT

KEEP OUT OF REACH OF CHILDREN

Net Contents 1 Quart

OXY-HILL is a synergistic blend of a highly biodegradable surfactant system, stabilized hydrogen peroxide and cleaning agents. This all-purpose cleaner/degreaser is environmentally friendly and is formulated to quickly remove everyday soils and stains. OXY-HILL effectively cleans windows, mirrors, floors, walls, carpet, restrooms, kitchens, tile and grout.

HILL MANUFACTURING COMPANY, INC.
1500 JONESBORO RD SE, ATLANTA, GA 30315
404-522-8364 1-800-445-5123 www.hillmfg.com
PROVEN SOLUTIONS TO MAINTENANCE PROBLEMS

FLOORS: For daily cleaning, fill bucket or an automatic scrubber with a solution of 1 oz. of product per gallon of cold tap water. Change solution as needed.

CARPET: For Bonnet / Extraction cleaning, dilute 2 oz. of product per gallon of cold water. Clean the carpet following the machine manufacturer's instructions. Do not over-wet carpet. If carpet has been previously shampooed, a defoamer may be needed in the recovery tank. Avoid walking on carpet until dry. If furniture is replaced before carpet is dry, place protective pads under legs. When carpet is completely dry, vacuum thoroughly.

SPOT REMOVING: Dilute 10 oz. of product per gallon of cold water. Spray, let sit for 5-10 minutes, and rinse or extract with clean tap water.

GROUT: To remove soil and mildew stains on grout, dilute 10 oz. of product per gallon of cold water. Spray, let sit for 10-15 seconds, then scrub and rinse.

EXPOSURE: This product may cause moderate to severe irritation and possible tissue damage to eyes depending on exposure. Nausea, vomiting and diarrhea may occur upon ingestion. Prolonged skin contact may cause moderate irritation, defolting, and dermatitis. May cause irritation of respiratory tract.

SAFETY CAUTION: It is recommended that protective gloves and safety glasses be worn when using this product. Make sure there is adequate ventilation.

[Prevention]: Avoid contact with skin and eyes.

[Response]: If On Skin: Rinse with water.

If In Eyes: Flush with water for 15 minutes. If irritation persists get medical attention.

[Storage]: Always store unused portion in original container with cap secure. Never store in unlabeled or improperly labeled container. Store in a cool dry place.

[Disposal]: Dispose of under safe conditions in accordance with local, state and federal regulations.

See Safety Data Sheet. (SDS).

KEEP OUT OF REACH OF CHILDREN

LBL REV 05/32015

Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
Crystal Kleer Glass Cleaner	<p>This product is amazing. And it is something you use throughout the home.</p> <p>It removes Smoke, fingerprints, haze, dust, grease, smudges, Oil, etc.</p>	<p>The concentrate that is diluted with water at the dispenser to fill up your bottles. The concentrate that is in the 5 gallon jugs are flammable. We do not allow smoking in our building but never use a flame or sparks around the concentrates.</p> <p>Don't use glass cleaner on wood furniture because it can dry the furniture with repeated use.</p>

#2386

CRYSTAL KLEER

CONCENTRATED GLASS CLEANER

- Gets Glass Dazzling Clean
- Does Not Smear
- Does Not Streak
- Economical To Use
- Concentrated
- Saves Time & Reduces Labor Costs
- Dries Quickly
- Non Abrasive
- Recommended For
- Glass, Mirrors, Chrome, Stainless Steel, Chrome
- Porcelain, Formica, Plastic, Desktops, Counters
- Removes Smoke, Fingerprints, Haze, Dust, Grease, Smudges, Films, Oil, Etc.

Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
<p style="text-align: center;">Stix</p> <p>Degreaser, Stain Remover and Soap Scum</p>	<p>This is a strong degreaser and powerful scum and stain remover for showers and tubs. It is used primarily in the kitchen, showers and tubs with heavy soap scum or stains.</p> <p>USED ON:</p> <ul style="list-style-type: none"> • Stove-tops if grease is present • Kitchen countertops that are greasy • Kitchen cabinets when the Oxy-Hill is not working well enough • Showers & Tubs with heavy soap scum or stains • Inside Oven windows – Move-In/Out • Read all the information below provided by the manufacturer. 	<p>A little goes a long way. If you use too much it will take a long time to rinse the area clean.</p> <p>This product is also VERY expensive so don't use too much or until you try Oxy-Hill first, unless you can tell for sure that you will need the extra strength of this product.</p> <p>You have to let the product sit for at least 2 minutes for it to work. You have to make sure the trigger is set to spray a mist so it foams up. If your trigger is a narrow stream you will use too much and it will not foam and stick to walls. That's why it's called Stix.</p>

Stix removes:

- grease
- soil
- ink
- soot
- soap scum
- cartoon wax
- fingerprints
- and more.

Regain luster and shine to:

- painted surfaces
- woodwork
- porcelain
- formica
- enamel
- vinyl
- grouting
- stainless steel
- plastics
- walls
- lighting fixtures
- exhaust fans
- refrigerators
- grill hoods
- other equipment
- and machinery




Stix is ready-to-use, all-purpose spray and wipe cleaner. When sprayed through a trigger sprayer, Stix will produce a clinging foam. This clinging foam is especially formulated to stick to a vertical surface without dripping. After approximately 2 minutes the foam will liquefy to make Stix more absorbent and therefore easier to wipe clean.

The thickness of the foam can be adjusted through the nozzle on the trigger sprayer.


Stix is formulated with special detergents, foaming agents and fragrances to produce an excellent cleaning foam that can be used on all surfaces which are water safe.

Stix produces a pleasant citrus scent leaving an area cleaned and deodorized.

Stix powerful cleaning action is used effectively in hospitals, factories, hotels, motels, schools, office buildings, institutions, restaurants, cafeterias and food processing plants.



Commercial SOLUTIONS



Germicidal Bleach, Blanqueador Germicida,

DIRECTIONS FOR USE: It is a violation of Federal law to use this product in a manner inconsistent with its labeling. Follow the directions for use and storage and disposal instructions on the primary label when applying this product.

Active Ingredient (in concentrate): Sodium Hypochlorite 8.25%
The product in this container is diluted as directed on the primary product label.

PRECAUTIONARY STATEMENTS: HAZARDS TO HUMANS AND DOMESTIC ANIMALS.

DANGER: CORROSIVE. Causes irreversible eye damage and skin burns. Harmful if swallowed. Do not get in eyes, on skin or on clothing. Wear protective eyewear and rubber gloves when handling this product. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the restroom. Avoid breathing vapors and use only in a well-ventilated area. **FIRST AID: IF IN EYES:** Hold eye open and rinse slowly and gently with water for 15–20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice. **IF ON SKIN OR ON CLOTHING:** Take off contaminated clothing. Rinse skin immediately with plenty of water for 15–20 minutes. Call a poison control center or doctor for treatment advice. **IF SWALLOWED:** Have person sip a glassful of water if able to swallow. Do not induce vomiting unless told to do so by a poison control center or doctor. Do not give anything by mouth to an unconscious person. **NOTE TO PHYSICIAN:** Probable mucosal damage may complicate the use of gastric lavage. Call a poison control center or doctor immediately for further treatment advice. Have product container or label with you when calling. **Call a poison control center or doctor, or going for treatment.** Clorox Information Line: 1-800-292-2290. **PHYSICAL OR CHEMICAL HAZARD:** Producing a strong odorant. Always flush drains before and after use. Do not use or mix with other household chemicals, such as toilet products, paint removers, acid or products containing ammonia. To do so will release hazardous irritating gases. Prolonged contact with bowl cleaners, rust removers, acids or products containing ammonia. To do so will release hazardous irritating gases. Prolonged contact with metal may cause pitting or discoloration. **ENVIRONMENTAL HAZARD:** This product is toxic to fish, aquatic invertebrates, oysters and shrimp. Not harmful to septic and waste water treatment systems.

CONTAINS NO PHOSPHORUS.

STORAGE AND DISPOSAL: Store away from children. Reclose cap tightly after each use. Store this product upright in a cool, dry area, away from direct sunlight and heat to avoid deterioration. In case of spill, flood areas with large quantities of water. Product or residue that cannot be diluted with water before disposal in a sanitary sewer. **CONTAINER DISPOSAL:** Nonrefillable container. Do not reuse or refill. This container. Recycle empty container or discard in trash. Do not contaminate food or feed by storage and disposal of this product.

QUESTIONS OR COMMENTS? Call toll-free 1-888-767-7225. A list of this product's ingredients is available at www.ingredientsinside.com. For MSDS information, please visit www.cloroxprofessional.com.

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1513-CA-2 (A7), CA-3 (AR), GA-1 (AI), GA-2 (VJ), IL-1 (AJ), IL-2 (N), MD-2 (ER), TX-1 (AS); 71681-GA-1 (JQ), IL-2 (Z4). Beginning of batch code indicates Et. No.

MODO DE EMPLEO: El uso de este producto de una manera diferente a la especificada en la etiqueta constituye una violación a la ley federal. Sigla el modo de empleo y las instrucciones de almacenamiento y eliminación de la etiqueta principal al aplicar este producto. **Ingrediente activo (en concentrado):** Hipoclorito de Sodio 8.25%.
El producto de este envase está diluido como se indica en la etiqueta principal del producto.

DECLARACIONES PREVENTIVAS: RIESGOS PARA LOS SERES HUMANOS Y ANIMALES DOMÉSTICOS.

PELIGRO: CORROSIVO. Causa daño irreversible a los ojos y quemaduras a la piel. Nocivo si se ingiere. Evite el contacto con los ojos, la piel o la ropa. Cuando maneje este producto, use protección ocular y guantes de goma. Llévese completamente con agua y a jibón después de usar y antes de comer, beber, masticar goma, usar tabaco o usar el baño. Evite inhalar los vapores y utilice solamente en un área bien ventilada. **PRIMEROS AUXILIOS: CONTACTO CON LOS OJOS:** Mantenga los ojos abiertos y enjuague con agua lentamente, con cuidado, durante 15–20 minutos. Si hay lentes de contacto, retírelos después de los primeros 5 minutos, luego continúe enjugando los ojos. Llame a un médico o a un centro de control de contaminación para obtener asistencia sobre el tratamiento. **CONTACTO CON LA PIEL O LA ROPA:** Quítense la ropa contaminada. Enjuague inmediatamente la piel con abundante agua durante 15–20 minutos. Llame a un médico o a un centro de control de contaminación o vaya a un hospital inmediatamente. **DE INGERENCIA:** Si la persona puede tragar, haga que beba o tragos un vaso lleno de agua. No induzca el vómito a menos que así lo indique un médico o un centro de control de contaminación. No administre nada por vía oral a una persona que haya perdido conocimiento. **NOTA PARA EL MÉDICO:** Probable daño de las mucosas puede contraindicar el uso de lavado gástrico. Llame a un médico o a un centro de control de contaminación inmediatamente para obtener más asistencia sobre el tratamiento. Cuando llame a un centro de control de contaminación o a un médico, e intente obtener tratamiento, tenga a la mano el envase o la etiqueta del producto. Línea de Información de Clorox: 1-800-292-2290. **RIESGOS FÍSICOS O QUÍMICOS:** El producto contiene un oxidante fuerte. Siempre deje correr agua abundantemente en el desagüe antes y después del uso. **No le añades ni mezcle con otros productos químicos del hogar,** tales como productos para limpiar el inodoro, removedor de óxido, ácidos ni productos que contengan amoníaco. El hacerlo causará la emisión de gases irritantes y dañinos. El contacto prolongado o repetido puede causar corrosión o decoloración. **RIESGOS PARA EL MEDIO AMBIENTE:** Este producto es tóxico para los peces, invertebrados acuáticos, ostras y camarones. No perjudica los sistemas sépticos ni los de tratamiento de aguas negras.

ALMACENAMIENTO Y ELIMINACIÓN: Almacene lejos de los niños. Cierre bien la tapa después de cada uso. Este producto en posición vertical, en un área fresca y seca, alejado de la luz solar directa y del calor para evitar su deterioro caso de derrames, inundaciones áreas afectadas con abundante agua. El producto o los restos de enjuague que no se pueden usar, se deben diluir con agua antes de verter en un desagüero sanitario. **ELIMINACIÓN DEL ENVASE:** El envase no está diseñado para volverlo a utilizar y a ser reutilizado como envase. Recicle el envase vacío o líbrelo a la basura. No contamine los alimentos ni fomente por medio almacenamiento y la eliminación de este producto.

PREGUNTAS O COMENTARIOS? Llame gratis al 1-888-767-7225. Una lista de los ingredientes en este producto se encuentra disponible en www.ingredientsinside.com.

Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
Endust Furniture Polish	<p>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.</p> <p>USED ON: Any and all wood furniture including table tops, dressers, nightstands, beds, dressers, hutches, etc.</p>	<p>Do Not Use on stainless steel, appliances or glass because it will leave an oily buildup.</p> <p>Don't use too much. If you use too much it will leave furniture looking oily and it will lead to a customer complaint</p>



Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
Stone Care MB-1	<p>This is our primary floor cleaner and is safe and very effective on <u>all floors</u> (wood, tile, laminate, marble, stone, any water safe surface)</p> <p>In addition to floors it is also used safely during Spring Cleans and Move-In/Out to clean to clean:</p> <ul style="list-style-type: none"> • Baseboards • Blinds • Doors • Kitchen & Bathroom cabinets (inside and outside) <p>It is mixed from a concentrate. Fill your mop bucket to the one-gallon line with water from kitchen sink. (Typically 1/2 way full). Next add the concentrate using the measuring chamber on the dispensing unit, stir the water with your hand and then add your rags. The reservoir only holds 1 oz when filled to one-ounce line. If you fill it to the top you are using too much.</p> <p><u>Daily Use:</u> 1.0 ounce (OZ.) of concentrate. Fill the reservoir to the one ounce (oz.) line and pour it into the bucket of water</p>	<p>Be careful to mix it correctly or it will leave streaks and floors sticky.</p> <p>Do NOT pour the concentrate directly onto your mop heads and then add water. That will leave a concentrated amount on the top mop and the rest of the water will be diluted and weak.</p>



PH NEUTRAL AND RINSE-FREE.




IT MAINTAINS A NATURAL STREAK-FREE LOOK ON MARBLE, GRANITE, CERAMIC, HARDWOOD AND ANY OTHER HARD SURFACE NOT HARMED BY WATER.

HIGHLY CONCENTRATED, pH NEUTRAL DETERGENT WITH A TWIST! IT IS RINSE-FREE AND LEAVES NO DULLING FILM.

SPECIAL ORGANIC SALTS IN ITS FORMULA ACT AS MOISTURIZERS THUS PREVENTING NATURAL STONE FROM DRYING OUT.

IT ALSO CONTAINS OPTICAL BRIGHTENERS TO ENHANCE THE FINISH OF THE SURFACES ON WHICH IT'S USED.

ORIGINALLY DESIGNED FOR MARBLE AND GRANITE, IT IS GENTLE ENOUGH TO BE SAFELY USED ON HARDWOOD, CERAMIC, RESILIENT TILE AND ANY OTHER HARD SURFACE NOT HARMED BY WATER.

Cleaning Solution/Product	Detailed Description and Usage Instructions	Warning
Island Fresh Odor Neutralizer	<p>This is a product that is used to spray your vacuum cleaner bags to eliminate any odors your vacuum may have picked up during the week. It can also be used at any time you find that your vacuum needs it. Open the outer bag and spray ONLY the disposable bag that collects the dirt. Do not use a lot because a few sprays is all you need. This is carried in the company vehicle.</p>	<p>Do not use anywhere else but the vacuum. Do not spray on the outer bag as it can cause the bag pores to clog affecting suction.</p>
<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p>#3878</p>  <div style="border: 1px solid black; border-radius: 10px; padding: 5px; display: inline-block;"> <i>From The Makers Of BAN-O</i> </div>  <p>Net Contents _1_ GALLON</p> <p>KEEP OUT OF REACH OF CHILDREN WARNING: FLAMMABLE</p> </div> <div style="width: 50%;"> <p>DIRECTIONS: For Use In Offices, Health Care, Motels, Hotels & Institutions.</p> <p>GENERAL USE - Just a squirt of diluted ISLAND FRESH is enough to neutralize & deodorize foul odors in wash rooms, vehicles, garbage cans, pet & other areas. ISLAND FRESH eliminates odors & leaves a refreshing fragrance. Dilute 1 to 30 with water for use.</p> <p>CONCENTRATED - Mixes with water for use as an economical spray.</p> <p>MOP BUCKETS AND AUTOMATIC SCRUBBERS - One ounce to each gallon of scrub water eliminates "wet floor" odor.</p> <p>NURSING HOMES AND HOSPITALS - A squirt or two of diluted ISLAND FRESH in bed pans, portable toilets, urinals & drainage bottles will eliminate odors. Dilute 1 to 30 with water for use.</p> <p>ISLAND FRESH will not stain bed pads, mattresses, or clothing.</p> <p>CARPETS - Just a few squirts of diluted ISLAND FRESH eliminates odors & leaves a pleasant aroma. For carpet cleaning, 2 ounces to 1 gallon of shampoo solution eliminates urine, vomit, smoke, mildew & other odors. ISLAND FRESH will not leave a residue.</p> <p>LAUNDRY ROOMS & LINEN CARTS - Just a squirt of diluted ISLAND FRESH can be added to linen carts & hampers to deodorize. Dilute ISLAND FRESH 1 to 30 in wash water to deodorize large loads of laundry.</p> <div style="text-align: center;"> <p>WARNING</p>  </div> <p>Flammable liquid and vapor. May cause drowsiness and dizziness. [Prevention]: Keep away from heat / sparks / open flames / hot surfaces - No smoking. Use explosion-proof electrical / ventilating / light / equipment. Avoid breathing mist / vapors / spray. Use only outdoors or in a well-ventilated area. Wear protective gloves / eye protection / face protection. [Response]: IF ON SKIN (or hair): Remove / Take off immediately all contaminated clothing. Rinse skin with water / shower. IF INHALED: Call a POISON CENTER or doctor / physician if you feel unwell. P340 Remove victim to fresh air and keep at rest in a position comfortable for breathing. In case of fire: Use extinguishing media listed in section 5 of SDS for extinction. [Storage]: Store in a well ventilated place. Keep container tightly closed. Store locked up. [Disposal]: Dispose of contents / container in accordance with local / national regulations. See Safety Data Sheet (SDS).</p> </div> </div>		
Light Duty Sponge	<p>Use the sponge on countertops, sinks and stove tops. Use the non-scratch rough side as this is what loosens dirt and grime better than the yellow side of the sponge.</p> <p>We do not carry sponges from home to home. We do not carry the same sponge from the kitchen to the bathroom or the same sponge from the bathroom to the kitchen. Every team of 2 cleaners needs 3 sponges per home. One just for the kitchen and then another sponge for the kitchen cleaner if they clean a bathroom as well as the kitchen</p>	<p>Do Not Use In Microwave, it will short out the circuits</p> <p>We wash our sponges at the end of the day with other sponges. See more instructions on washing the sponges in the laundry section further in this manual.</p>
S.O.S. Pads	<p>If you have burnt on messes and Comet doesn't seem to be working, you can try SOS pads.</p> <ul style="list-style-type: none"> • Stovetops & stovetop grates • Inside oven windows • Other hard to remove stains but only on hard surfaces that will not scratch 	<p>Do Not Use on Plastic, Painted Surfaces or Microwaves because you scratch those surfaces</p>

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 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 and 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 your 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 coming to the concentrate is empty or has breaks (bubbles) in the tube.

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 Operations 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 Operations Manager is authorized to change out the concentrates. This is a rule that is strictly enforced and can be grounds for termination.

- Avoid over filling 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, your clothes, the floor or on other people standing in your immediate area. 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 more after you release the flow.

- 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 in the bottom of your caddy to make sure you keep the bottom clean and your caddy. After a while, like once a week, replace the rags in the bottom of your caddy with a new clean rag.

Color Coded Rags, Mops & Sponges

We use expensive cleaning clothes to clean our customer's home. 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 do replace all rags and mops periodically because they wear out, however we do take care of the rags and mops so they last a normal life cycle and we don't ruin them. 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

We use different colored cleaning clothes depending on what we are cleaning. Using the correct colored rag or mop is necessary in order 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 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
- Oil Based Floor Cleaner - some customers require us to use their floor cleaner and most of the time, the customer's floor cleaners have oil in them.

White Mops with green stripes

We use a white mop with green stripes for all of our non-oil based floors. Our standard floor cleaner is a non-oil based floor cleaner. This cleaner is green colored and should help you to remember that GREEN is GO for anything that does not have oil.

Sponges

We only use “light-duty” sponges because they are the least scratch resistant. They will still scratch soft plastic or even stainless steel if you rub for a long time or too hard. And you NEVER use a DRY sponge. Your sponge must always be wet before using it on anything, even tile.

We do not carry sponges from home to home. A team of 2 cleaners will use 3 sponges per home. One for just the kitchen and 2 more for each cleaner so they both can do a bathroom on their own.

You have to 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 as you move through a home. The bag is plastic so it helps to not have wet rags on the customer's floors.

The bag is big but it is not meant to be filled with all the dirty rags you use in one home. A wet rag or mop is heavier and a full bag would be too heavy to carry throughout the home. You will use multiple dirty bags in a home. And you never carry dirty rags into the next home/job. Yuck.

At the end of the day when you do your laundry you will empty the bag and then use your Disinfectant bottle to spray the inside of the bag and then wipe the bag out with a clean rag.

Throwing your rags into the dirty rag bag

When you enter a bathroom or kitchen or any room that you will be using lots of rags, you will sit 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 or at least on to the dirty rag bag.

You do NOT want wet rags sitting on any flooring or carpeting. So if you miss the bag, then you will have to walk over and 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 off for your jobs. If you arrive late in the day, there may not be enough rags because other teams have grabbed them already, so you may have to wait on the laundry to be completed. If this is the case, you may have to wait until the morning.

You can get everything you need to clean a recurring home inside a standard pillow case. Your team will typically clean 3 homes a day, so you need to prepare 3 pillow cases. 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 prepacked per house makes the transition to unload the car much faster (rain & cold weather) and easier/not as heavy as one big bag of rags and mops for the entire day.



- 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



Use a blue bag to carry your pillow case (bag) full of clean rags, mops and sponges into the home.

It looks more professional, its easier/comfortable to carry in a blue bag with handles than a pillow case alone, by the open end. If you don't use the blue bag, the pillow case can get wet if you sit it on the porch if it is raining.

In the blue bag place 2 of **red** pillow cases. Each cleaner will transport their green rags in a red pillow case through the day.

When you get into the home, each cleaner will use a RED pillow case to transport any green rags they need throughout the day. DO NOT place a hand full 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 to of your cleaning bottles or even toilet brush.

You never want to place rags on the floor because that looks sloppy and the customer may not know if those rags on the floor are clean or dirty. They may assume we put dirty rags on the floor.

Bona Floor Cleaner

Bona Floor Cleaner is a very popular floor cleaner. About 1/3 of our customers require us to use their Bona floor cleaner on their hardwood floors. (Pronounced Bone – ã)

Bona is a spray and mop solution. This product is not diluted or mixed with water. Spray the product directly on the floor and then mop. The mop pole has a trigger on the handle so you can spray the product from a cartridge of solution in the lower part of the mop pole. The other option is to spray the floors with a Spray Bottle and mop using our mop poles and a red mop.

Customers will usually provide a refill jug to refill the cartridge or Spray Bottle when they get low or empty. When the Bona supply gets low the Team Leader adds a note on the Quality Checklist that the supply is low and that we need more product before next cleaning. Leave the remaining jug or spray bottle with the quality checklist so the customer can see for themselves how much product is left.



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>

Most customers who ask us to use their Bona do not have a Bona mop. They simply provide us with the refill jug or the spray bottle. If they do provide a mop, then use their mop.

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

The instructions from Bona are to rinse the dirty mop head once it gets dirty and then use the same mop head 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 are going to have to clean the sink again.

- It's awkward to use a spray bottle and a mop at the same time

If the customer does not have a Bona mop pole, we have to use the spray bottle. You can hook the spray bottle in your pants pocket or apron after you spray the floor but that can be a little awkward because the bottle will swing a little and it could fall. Many homes have hardwood floors throughout the entire main floor. Sitting the bottle on the floor is a lot of bending and we could trip over the bottle as we work backwards out of a room.

- You have to be careful spraying the product on the floor to not 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.

How we use Bona to mop hardwood floors

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 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 to not 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 will 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 to the Bona mop heads in thickness. Our white mops are much thicker which makes it more difficult to use when using Bona floor cleaner and hard to push on the floor.

If you encounter extra dirty floors you can get your mop head a little more wet with Bona than instructed above. There is another Bona product that we can use if it is supplied by the customer. PowerPlus is for floors that are really dirty. It is rare to have customer provide this product so getting your red mop head a little more wet will be your best solution.



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 hardwood floors that are sealed. Just make sure to wring your mop heads really well since the key aspect of Bona is to not 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 vacuums made by Electrolux / Sanitaire. These are the best commercial vacuums in the industry. They are also very expensive. The retail price for both vacuums is approximately \$400. 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, which means they are designed to be used every day and not break down with normal everyday use. Although they are built for commercial use, you have to take great care with your vacuums. Each team is assigned two vacuums and are held accountable to take care of their vacuums so they last a long time.

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.
- Don't change your bags too late or too early. Each disposable bag has a fill line. So check your vacuum bags every day.
- Change your vacuum belts every 2-3 weeks or whenever the team gets their reminder email from Bruce

Trouble Shooting your vacuums.

Upright Vacuum

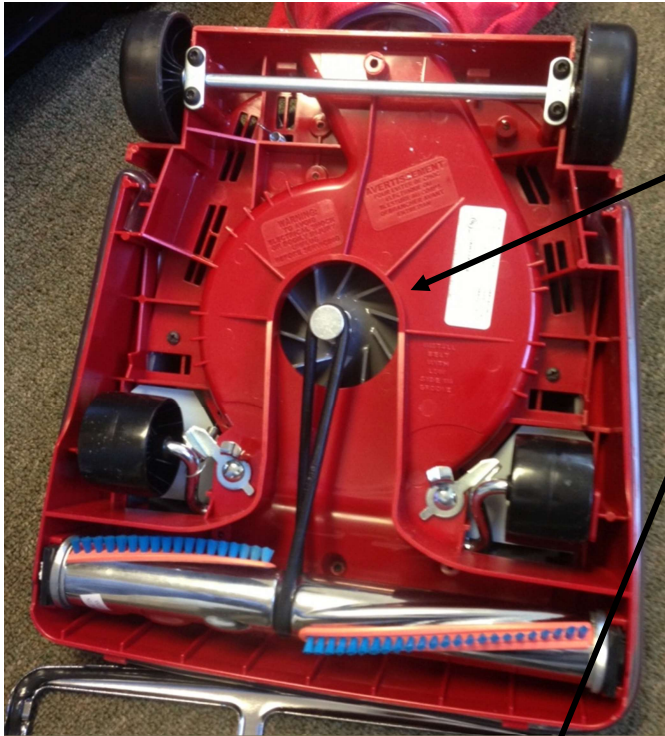
The upright is pretty simple to fix if something goes wrong. Most of the problems will be addressed by removing the bottom plate off the bottom of the vacuum.



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 on the beater bar.

Make sure you put the beater bar back in the vacuum the correct way so the belt groove aligns over the belt guide pointed to in the first picture below. The second picture has the beater bar **WRONG**



The pictures below show the beater bar correctly aligned so the belt goes over the belt guide



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

Replace your vacuum cleaner bags when it reaches its limit. This means you need to check on the bag to see how full it is periodically which is typically daily. It takes just a minute and if you don't change your bag when it is full, the vacuum will not perform very well.

Unzip the back of the bag by pulling down on the chain that is connected to the two zippers.





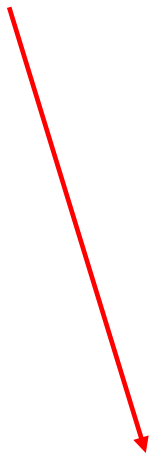
If you gently pull the bag away from the inside of the bag cover you will see the tube that the bag connects to.

Once the dirt is up to that level, which is also where the bold black bar is on the bag, then it is time to change the bag.

Spray your Vacuum bag with “Island Fresh” for odor control

This is a product that is used to spray your vacuum cleaner **bags** to eliminate any odors your vacuum may have picked up during the week. It can also be used at any time you find that your vacuum needs it.

Open the outer bag and spray **ONLY** the disposable bag that collects the dirt. Do not use a lot because a few sprays is all you need. This is carried in the extra caddy carried in the vehicle every day.





If your stand up vacuum is spitting out dirt and dust it is probably a clog in the neck

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.

Take your screw driver and take the two screws off the plate that hold the bag to the main body. Start with un-clasping the bag from the top where it is held. The bag will fall but it is better than trying to take the screws off with the tension from the spring that holds the bag up.

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



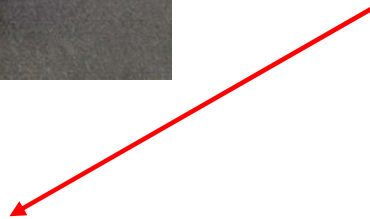
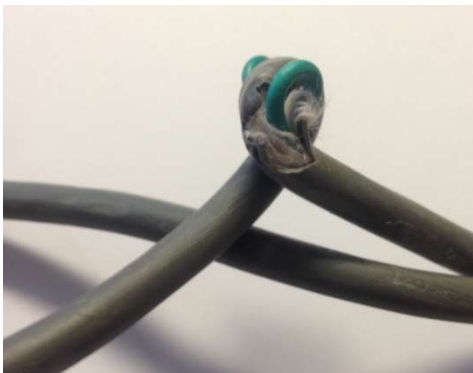
Stretch your electrical cords on both vacuums periodically

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 way you prevent the cord from knotting is to keep the cord tightly wound around the hooks and periodically get any bends in the cord bent back.

The best time to do that is when the cord is stretched out in the customer's home. Just like the picture

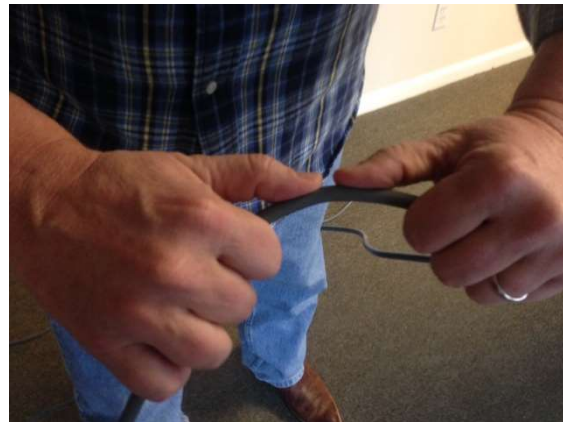
below you will see that the cord has a natural bend because of winding the cord around the hooks. What is also occurring is the cord needs to be UN-wound. While the cord is completely stretched out, unwind the cord to get any twists out of the cord.



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 cause your back to get 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 fast you have to use your back to stop it and then if you are trying to 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 with 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.

Also, 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 easier 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 do anything with your odd hand then 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 on hardwood or any non-carpeted floors as well as to vacuum furniture. It is also used to vacuum out cabinets drawers when you conduct 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 dump it in the trash at the customer's home before you empty the customer's trash.





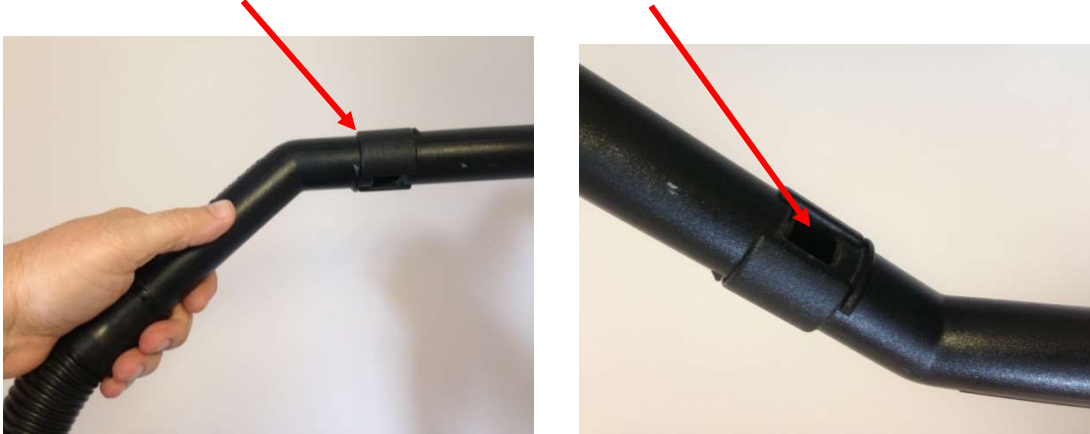
Slide the grey bar off the bottom of the bag. The bottom will then open up for easy dumping.

The canister vacuum uses attachments attached to a hose. The head that you use to vacuum the floors has a setting on it. One setting is for non-carpet and for carpet. See in the picture below and see that the lever on the right hand side is pushed down. That setting is for hard wood, tile or any non-carpeted area. The button pushes brushes down so the head will not scratch the floors. Don't forget this important step. You will go from hard wood to carpet in certain areas like on the main floor. You must flip the levers when you go from carpet to non-carpet and from non-carpet to carpet. If you try to vacuum the floors with the head set to non-carpet the brushes will make it impossible to push the head across the carpet. The picture on the right hand side shows the brushes up.



You have to clean the brushes on the bottom of the head periodically with a tile brush. Hair, fuzz and other stuff from previous homes gets stuck to the bottom of the vacuum head, You need to brush this off or you will be putting that hair and fuzz back on the next floor you vacuum. The picture above shows the head that really needs to be brushed clean. You should check the head often and clean it every day.

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 screw driver 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 and create a second problem. You want to move it down the nozzle, then out the end. You may have to use your screw driver to reach into the end to grad the clog and pull it out. Sometimes you will have to run water through the hose to force the hair clog out. Remove the hose from the canister and run water so it forces the clog out.

Be careful with the Canister Vacuum because they can break.

These vacuums are made with light plastic casings. One of the advantages of this vacuum is that it is light 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 and damage it, the primary reason why the red housing units crack is a clogged air filter. During that time, I studied the canister vacs and that out of the 10 broken canister vacuums, 8 of them had a crack in the red housing. I noticed that all of the broken red housing units had a clogged filter. 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 stuff stuck to it, then pull the filter out of the vac and pull the hair off the filter with your fingers.



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.



Cleaning Packages

There are 6 different Cleaning Packages we provide 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)
- Bocks of Time – (Hourly rate cleaning)
- Additional Services – (Not included in standard cleaning plans)

This section of the manual will go through the details of each package. Although there are 6 different packages the differences between them are pretty easy to remember.

On the following 2 pages you will see the Quality Checklist we use to check every home we clean and to explain to our customers what is included and what is not included.

This one form 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 form. This form is also used to evaluate your cleaning. The Team Leader uses this form to check the entire house. Any areas that you cleaned that does not pass inspection, the Team Leader is going to either call you back to correct the mistake or if it is a quick fix they will fix it and continue with their check.

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.

There is a copy of the Quality Checklist on your training page. You can also get one from your Team Leader that is printed in color so you can more easily see the differences. Team Leaders have a supply of these forms since they use them in every home.

This form is left at the home for the customer, typically on the kitchen counter, after every cleaning with notes from the Team Leader. This form is a promise from the Team Leader that they have checked all the rooms we clean to make sure the house is cleaned to high quality standards.

Quality Assurance Checklist



Today's Cleaning: <input type="checkbox"/> Deluxe <input type="checkbox"/> CORE <input type="checkbox"/> Spring Clean <input type="checkbox"/> Move-In/Out Refer to your emails, "Confirmation of Maid Service from It's Maid Day" and "Maid Service Estimate from It's Maid Day" for more details
All Rooms – including Bathrooms, Bedrooms, Kitchen, Family Rooms, Laundry Rooms, Dining Rooms, Hallways, etc.
➤ Doors and door frames dusted (spot cleaned), knobs cleaned. Hand washed on Spring Clean and Move-In/Out
➤ Light switch and plates cleaned
➤ Room is high dusted, free of cob webs
➤ Ceiling Fans & Vents dusted - Fans within reach using step ladder, hand cleaned on Spring Clean and Move-In/Out
➤ Light fixtures dusted - Light fixtures within reach using step ladder, hand cleaned on Spring Clean and Move-In/Out
➤ All items on the walls and within reach are dusted. Dusted items are hanging balanced against the wall.
➤ All knick-knacks hand dusted (up to 10 items per shelf, unless more time purchased)
➤ Bookshelves and edge of books dusted
➤ Mirrors and interior French Doors spot cleaned or cleaned streak free as needed
➤ Window sills & blinds dusted (both sides). Hand washed on Spring Clean and Move-In/Out
➤ Table dusted or wiped clean. All chairs wiped clean and no dust bunnies on bottom of chair legs
➤ All furniture dusted top to bottom (spot cleaned as needed) and area under furniture cleaned (within reach)
➤ Pillows fluffed and straightened, blankets refolded, and general straightening up
➤ TVs and Entertainment Centers dusted – TV screens are not cleaned for safety reasons
➤ Baseboards dust free and spot cleaned as needed. Hand washed on Spring Clean and Move-In/Out
➤ Floors vacuumed (pattern marks in carpet) and mopped clean if non-carpeted. Check corners & edges of all floors
➤ Wastebaskets emptied and relined
Bathrooms – unique areas cleaned, in addition to the common areas mentioned in "All Rooms"
➤ Shower/Tub cleaned free of soap scum, mold and stains
➤ Shower head cleaned and shined with dry rag
➤ Ledge at top of shower walls dust free
➤ Shower curtain rod dusted
➤ Shower/Tub items on shelves moved to clean the shelf and then replaced in some orderly fashion
➤ Check under shelves in shower for mold and stains
➤ Shower door and glass area are clear of soap scum and dried streak free
➤ Sliding Shower Door track completely clean
➤ Towel Racks dusted/cleaned and all Towels folded and hung on rack or peg
➤ Mirrors cleaned and dried streak free with no smudges
➤ Counter tops clean to the touch. No sticky feeling or bumps. It should be smooth to the touch
➤ All items on counter wiped clean and returned as before or in an orderly fashion with labels facing forward
➤ Sinks scrubbed clean with sponge and smooth to touch. Drains left open for safety reasons
➤ Tip of faucet cleaned free of toothpaste or any buildup - Faucets shined using a dry rag
➤ Cabinet doors dusted (spot cleaned) Hand washed on Spring Clean plus inside cabinets & drawers on Move-In/Out
➤ Area under cabinets dusted free of cob webs and no hair on the floors
➤ Weight Scale wiped clean
➤ Toilet exterior cleaned from top to bottom including all surfaces of seat and lid.
➤ Toilet interior cleaned of all stains. Bend down to see under the lip. Look down the throat of toilet.
➤ Floor behind toilet cleaned and baseboards around toilet hand wiped clean
➤ Check behind the door in toilet room to make sure no dust bunnies or anything on the floor
Bedrooms – unique areas cleaned, in addition to the common areas mentioned in "All Rooms"
➤ All beds made for no cost – For \$3 a bed = bed linens stripped, taken to laundry room and clean linens put on bed
➤ Closet floors vacuumed if free of clutter – Large Closet Rooms cleaned like All Rooms
➤ Racks, shelves and entire EMPTY Closet cleaned on Move-In/Out

Kitchen – unique areas cleaned, in addition to the common areas mentioned in “All Rooms”

- Stove top and front, are cleaned and shined. Grates and Drip Pans are cleaned.
- **Inside oven window cleaned on Spring Clean and Move-In/Out**
- Safety check to make sure cook top knobs are OFF
- Range hood outside wiped clean - **Inside of range hood cleaned on Spring Clean and Move-In/Out**
- Microwave oven cleaned inside and out
- Cabinet exteriors and knobs hand washed cleaned (no spots) – **Inside cabinets and drawers on Move-In/Out**
- Area underneath kitchen cabinets free of cobwebs
- Counter tops clean to the touch. No sticky feeling or bumps. It should be smooth to the touch
- Move items on counter top away from back splash to confirm 100% of counter cleaned, including the backsplash
- All items on the kitchen counter dusted or cleaned (exterior only)
- Sinks scrubbed cleaned with sponge. Drains left open for safety reasons
- Tip of faucet cleaned free of any buildup - Faucets must shine using a dry rag
- Window over the kitchen sink cleaned (inside only and within reach)
- Large appliances, like dishwasher, exterior cleaned – **Inside dishwasher on Move-In/Out**
- Refrigerator top dusted, doors and handle cleaned – **Inside of refrigerator cleaned on Move-In/Out**
- Check gaps between frig, wall & cabinets to remove cobwebs and clean floor as best as possible
- Kitchen Table clean to the touch. All chairs wiped clean and no dust bunnies on bottom of chair legs
- Pantry room floor vacuumed and mopped clean – **Racks and shelves wiped clean on Move-In/Out**
- Hidden trashcans emptied and relined. Free standing trashcan exterior wiped clean - streak free if stainless steel
- Check the corners and edges of the kitchen floor to confirm there is no dirt or crumbs in the corners
- Check floor including hot spots, to make sure floors are clean (Front of Sink, Refrigerator & area around Trash Cans)

Laundry Room – unique areas cleaned, in addition to the common areas mentioned in “All Rooms”

- Washer and Dryer wiped clean on all exposed surfaces
- Check gaps between washers & dryer, wall & cabinets to remove cobwebs and clean floor as best as possible
- Sinks and counters cleaned smooth to the touch. Nothing sticky or bumps
- Cabinet doors dusted (spot cleaned) **Hand washed on Spring Clean plus inside cabinets & drawers on Move-In/Out**
- Area underneath cabinets free of cobwebs

Stairs – unique areas cleaned, in addition to the common areas mentioned in “All Rooms”

- Stair rail dusted and spot cleaned when needed - **Wet wiped clean on Spring Cleans and Move-In/Out**
- Spindles on stair railing dusted from top to bottom - **Wet wiped clean on Spring Cleans and Move-In/Out**
- Stairs swept or vacuumed and then mopped clean. All corners of every step is free of dirt, dust or hair

Entrances / Foyer – unique areas cleaned, in addition to the common areas mentioned in “All Rooms”

- Windows on FRONT door cleaned inside and outside. (Narrow windows on each side of front door included)
- Windows on BACK door cleaned inside and outside.

Thanks for the opportunity to clean your home. I have checked your home using this checklist and any special instructions in your work order. If anything is less than perfect, there will be a checkmark on this form, next to the area in question, along with notes down below from your Team Leader.

Team Leader in charge:

Date:

(770) 790 – 4979 * Rate your cleaning at www.ItsMaidDay.com/scorecard

Deluxe Cleaning

This is our primary cleaning package. 70% of all cleanings provided by It's Maid Day is a Deluxe Cleaning. Deluxe cleaning is where we clean 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** the Baseboards, Blinds, Window Sills, Ceiling fans and ALL of the exterior cabinets in the bathrooms.

We always hand wash all the kitchen cabinets in the kitchen, 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.

This cleaning is priced 20% less than the Deluxe. About 10% of our customers are CORE cleaning customers.

About 1/3 of all CORE customers upgrade to a Deluxe after a few months. Some will alternate between Deluxe and CORE. Once cleaning a Deluxe, the next a CORE, then Deluxe and then CORE.

The following page is the flyer that is on our website explaining the CORE cleaning. This is also emailed to all customers who purchase a CORE cleaning.

CORE Cleaning

This maintenance 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 dining area (kitchen table and chairs) not the formal Dining Room
- All Bathrooms
- One additional room (Often the Family Room or Master Bedroom)
- Vacuum and Mop all floors throughout the home including stairs

The maids clean these rooms and areas in the same way as the Deluxe cleaning so you get the same high quality cleaning you expect with the Deluxe Clean but at a deeply discounted price. This cleaning plan is a perfect match for customers who don't mind cleaning some of the easier areas of the home that are not included in this cleaning package.

Important things to know about Core Cleaning

- The Kitchen area includes the adjacent dining area. In this cleaning package the kitchen is considered to be the area where the kitchen countertops and cabinets end PLUS the kitchen table and chairs.
- We do not make all the beds in the home. We only make the bed if their extra room is a bedroom OR if they purchased stripping and changing sheets as an added task.
- You can rotate your one additional room between Family Room and Master Bedroom at any time. Contact the office or leave a note for the maids if you are making changes in the one additional room.
- Your one additional room can be any like size room in the home: Any Bedroom, Play room, Den, Formal Dining Room, etc.
- The following areas are not included and will not be dusted or cleaned but we WILL vacuum and mop all the floors throughout the home. Those areas include but are not limited to: Foyer, Laundry room, Formal Dining Room, Bedrooms, Den or Study, hallways, stair rails and spindles, common areas, front door window and adjacent windows.
- You can upgrade or return to Deluxe Cleaning at any time.
- Many customers often purchase a Spring Cleaning every year, or more frequently, to get their entire home cleaned including those areas not included in the CORE Cleaning.

Spring Cleaning

The cleaning tasks in a Spring Clean are slightly different than the tasks for Recurring Deluxe service. In Recurring Deluxe service, you dust or spot clean the baseboards, blinds, window sills, ceiling fans and bathroom cabinets. In a Deep Cleaning you hand wash ALL of the baseboards, blinds, window sills, and bathroom cabinets. You will also clean the oven window on the inside.

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. In addition, the condition of a home varies resulting in 2 primary different types of homes that you will Deep Clean.

There are two different types of customers that purchase Deep Cleans or Spring Cleanings.

1. Customers that routinely clean their home
2. Customers that don't routinely clean their home

For customers that routinely clean their home, the Spring Clean is primarily hand wiping those areas that are typically dusted. For customers who do NOT routinely clean their home, a Spring Clean can be a much bigger project and different cleaning challenges not found in most recurring customers.

- Dusty and or Dirty baseboards
- Food, Grease or Dirt Spots on the kitchen and bathroom cabinets
- Lots of dust on furniture, knick knacks, fans, pictures and everything else
- Lots of cobwebs
- Dirty floors
- Soap scum in showers and tubs
- Lots of pet hair on carpets and floors
- Dusty and or Dirty blinds
- Bugs on window sills and cross bars
- Stains inside toilets
- Lots of cobwebs

These are some of the reasons why some Spring Cleanings take longer than others. Two maids can typically Spring Clean a 3,000 square foot home in 4 – 5 hours if the home is well maintained. If the home is NOT well maintained, it can take 7 – 9 hours to complete.

In addition to the home potentially being in a dirtier state you will also be hand wiping all the kitchen and bathroom cabinets and all the baseboards.

Many of our 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 cleaning solution and a wet rag to clean the cabinets and the baseboards.

Because you are cleaning mostly woodwork when you clean cabinets and baseboard you need to use a

bucket of Mighty Green floor cleaner. Mix as if you are cleaning the floors. It is safe and effective on all wood products including floors, cabinets, baseboards, etc.

By using a bucket and a rag it also saves on time and energy. Using a spray bottle over and over and over again on the cabinets can wear your hand out. The same holds true for cleaning baseboards.

We do clean all the kitchen cabinets but you may not be able to reach the highest cabinets some times because these cabinets can be out of reach even 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 step ladder.

Move-In / Move-Out

These are similar to Spring Cleanings except the home is empty. 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 and all bathrooms
- Cleaning the inside of the refrigerator
- Cleaning the inside of the dishwasher
- 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 any other type of cleaning we do. The normal time in a Kitchen for a Spring Cleaning is 60 minutes to 90 minutes depending on the condition. On a Move-In/Out cleaning, one cleaner could be in the kitchen 2-3 hours. This is one of the reasons why we start off with both cleaners cleaning the kitchen.

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 of the cabinets and drawers** in the Kitchen and all 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 counter tops and backsplash
5. Clean the inside of the drawers below the counter tops
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 and the soft bristle attachment to vacuum the crumbs out of the drawers and the cabinet shelves. This will save you a tremendous amount of time and it will 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 is where the dirt hides. The soft bristle brush attachment does a great job at this and in fast time.

Always use an attachment when vacuuming with a hose. The sharp edge of the hose that 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 all the drawers...just a little, the customer could claim that we 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 you want to use your fingers or 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 we 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 to pull any dirt and dust out of the flat cabinets. As you wipe out the cabinets, it is ok to have the crumbs fall to the ground or countertop as you wipe out the top most 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 because it will suck the small little crumbs out of the edges and corners.

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

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

NEVER stand on countertops to clean.

There are many reasons why we never stand or kneel on countertops. Safety is the primary concern at all times and standing on cabinets can be dangerous. We tell customers that we only clean as high as we 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 up, do NOT pull the paper up or tear the paper 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 it in place. You may be tempted to pull the drawer completely out and off the glide rails so you can dump the crumbs out. Don't do this because it can lead to damages because drawers can be a little tricky to release from the glide rails. Also it is not as fast as using the vacuum with a soft brush attachment to suck out the crumbs.

After you have vacuumed the drawers out then use a rag with All Purpose Cleaner to wipe clean the inside of the drawer. Spray your rag and not the inside of the drawer. If you spray inside the drawer it will get into the edges and seams of the drawer 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 and 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 all the way out it is very easy to snap the drawer off the rail glides. Be careful and don't put too much pressure on the drawer when you have it pulled all the way out.

The best and safest way of cleaning the drawers is to clean the front of the drawer when the drawer is pulled out no more than half way. 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 still want to be careful anytime you put pressure on a drawer that is pulled out.

Clean all of the drawer. You are not pulling the drawer all the way out but you may have to bend down to see back to the back of the drawer. 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 the drawer. 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 do not have 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 in the same way as the kitchen cabinets are cleaned. You will seldom

have top cabinets in bathrooms but you will certainly have drawers under the countertops and cabinets doors under the drawers.

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

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

Cleaning the inside of the refrigerator

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

The best way to clean a frig is to remove each shelf and clean each shelf in the sink. You will want to remove each shelf, taking close observation where the shelf 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.



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 frig ends up on the bottom of the fridge and partially blocked (and forgotten) by the crispers.

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

You will use a sponge to clean the inside of the frig because you will often have food stains on the walls. Using Oxy-Hill should be enough but you may have to use STIX to clean the inside of the frig because of food stains. Make sure to finish a frig 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 where they were, 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 water puddles which will result in customer complaints.

Now you can clean the inside door of the frig. If you can remove the door shelves, then do so. 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. We tell customers that if the freezer is still on then we cannot clean very

much of the freezer 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 freezer section of the refrigerator.

Cleaning a refrigerator can take a long time. If the frig is in good shape it can take at least 30 minutes to clean. If the frig 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. There are several questions that are asked on the estimate form regarding the Move-In/Out Cleaning.

- Cleaning the inside of the dishwasher

The inside of a dishwasher should not be dirty. A dishwasher cleans itself every time it runs. The only thing you have to do is to wipe down the inside walls and the inside of the door. A dishwasher can smell musty because it hasn't been used in a long time but it should not be dirty. This is a 5-10 minute task.

- Clean the inside window on the oven

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

- Cleaning and dusting closets including the shelves and racks

When you dust and clean a closet on a Move-In/Out you will use your rag to wipe down all the shelves and racks. Want to stay with the golden rule of cleaning, Top to Bottom, Left to Right. Because there is often more dust in these closets you will get dust settling. Make sure you start with the high dusting and work your way down to the floors.

Use the same mop bucket and water with floor cleaner to clean the wood shelves and racks in the closet. You may also have to use your step ladder in some closets. Wipe down all the shelves.

Blocks of Time

Customers can buy pure time. In this package the customer creates a priority list and the maids work through the list until time is up or the list of cleaning tasks is complete. Typically, there is no refund on the price to the customer if the maids finish early.

In these cleanings, the customer is typically on the job site acting as the supervisor of the team. It is very important to always move at a good pace on all cleaning packages however in this particular package it is critical that you work at a good pace because of the following reasons.

1. The maid service does not guarantee that they will accomplish all the customer's cleaning tasks. They simply guarantee they will work at a good pace for the time purchased
2. There is typically more cleaning tasks than time and the customer may feel that the team did not work fast enough, or even intentionally worked slow.
3. The customer is typically at the job and they will be observing your pace.

Please note that you should not work faster than your normal pace because you don't want to break anything. Just make sure you are aware that the customer is always concerned about your pace in this package.

The office tells the customer to prepare a priority list before the team gets to the home. The office will provide a sample priority form. It can be found on our website. However the customer does not have to use our list but they do need to be prepared to explain everything they want us to clean and in what order.

Everyone on the Team will walk through the priority list with the customer. The customer knows that they get 10 minutes to explain everything to the team. They don't want to see you have to walk through the same list with the rest of team. He is paying us to clean.

Keep track of your time

If it is simply a 2 hour blocks of time, then you can look at the time with the customer and agree upon the time that the team will end. If the time is complicated or long and you need to take a break, then make sure you keep track of your time. Customers do not want to be shorted on their time, not by even a minute. So work up to the time and then stop. Don't start collecting your supplies so you are walking out the door at the end of time. You stop cleaning at the end of the time and then collect your supplies and load the car.

At the end of the purchased time the customer may want to buy more time. If the Team can fit it into their schedule we may be able to have you stay for more work. Typically the customer who is pleased with how much you accomplished is the customer willing to pay more because they feel they are getting a valuable service.

Blocks of Time does not mean we are doing anything different in how we clean the room unless the customer gives you those specific instructions. If we are cleaning a living room with bookshelves that require using a step ladder, then you get your step ladder and clean the top shelves. If we are cleaning the laundry room, we need to clean the floor between the washing machine and the wall with a broom or canister vacuum with a crevice tool. Our quality is no different because it's Blocks of Time.

1. Do not rush on Blocks of Time

- a. We have two types of customers that purchase blocks of time.
 - i. Recurring and One Time
- b. We never rush on a job and the One-Time purchaser of blocks of time is usually not a problem because they are there watching you clean at a good pace. If you don't get through the customer's priority list then they should know they had more items on their list than time needed.
- c. The Recurring customer who has Blocks of Time on a recurring schedule can become a problem if they continue to add things to your list and you find yourself working faster to get through the tasks in the time they have purchased. That is a mistake and that is not how Blocks of Time works.
- d. Blocks of Time are often sold when the customer doesn't want to pay more for the normal Deluxe Cleaning or doesn't think we will need that much time to get a Deluxe cleaning done. So if a customer's normal Monthly Deluxe job should be 3 hours in the home but they only purchase 2 hours, the office will tell the customer that the team will not be able to get through the all the tasks, under normal circumstances.
- e. The customer may start off being ok with that but over time they may try to get you to clean more in the same time. We can be flexible but let the office know if you are getting more work assigned than time allows.
- f. If the customer is at home and you do not get through their entire list, then go tell the customer when your time is up and what tasks did not get completed. They may and often do purchase more time.
- g. Rushing through a job is never good. Working faster than your normal pace will lead to accidents, fatigue, stress and the next team cleaning the home, if the customer reschedules, will be caught off guard and the customer will get upset that the other team did a bad job on time and fire us. So you would lose your recurring customer.
- h. So we have to be very careful with not rushing through Blocks of Time and keep the office informed if you run into a problem with more tasks than purchased time.

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

The following windows are included in ALL cleanings except CORE and Blocks of Time, unless specifically listed.

- Front doors and/or storm door (all glass inside and outside)
 - Narrow windows on either side of front door (all glass inside and outside)
- Back door (inside and outside) if it has glass.
 - Often the door off the kitchen going to 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 front door.



Cleaning Tasks that are optional and additional fees

There are several additional services that we provide as an add-on 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. Read this now:

[Click here to add Extra Tasks to your cleaning](#)

The following tasks are not included in our standard services but may be added to your cleaning package.

Beds stripped and changed for Spring Cleaning >> \$3/bed

0 ▼

Beds stripped and changed for Recurring >> \$3/bed

0 ▼

We make all beds for no additional cost. If the customer strips the bed and leaves out fresh linens, we will put fresh linens on and make the bed for no additional cost.

If you want us to strip the bed, take the dirty linens to your laundry room and put on fresh linens we charge \$3 a bed. (We do not climb onto the top bed in a bunk bed. We will make the top bunk as best we can using step ladders.)

Refrigerator Inside Cleaned >> \$30 per standard size

☐ Yes ☒ No

Let one of our maids detail clean the inside of your refrigerator. We will remove all of the items from 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 Clean price but can be added on Recurring Service at any time.

Windows (interior only) \$3.50 per window (Spring Clean Only):

Please select ▼

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 Clean & Move-In/Out prices but can be added to recurring service at any time

Windows (interior & exterior) \$6.00 per window (Spring Clean Only):

Please select ▼

If windows open inward, we will clean both sides of your windows as long as we can reach them with a step ladder.

Vacuum Upholstered Couches, Sofas and Chairs:

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:

Please select ▼

Two Cushion Couch/Sofa - \$6 each:

Please select ▼

Three Cushion Couch/Sofa - \$9 each:

Please select ▼

Laundry Service (Fold Only) >> \$7 per load on recurring service:

Please select ▼

We will fold your clothes and place them in your basket in an orderly fashion. We can place shirts and pants on hangers based on your instructions. We typically do not put clothes away but it is an option.

Screened-In Porch < 200 sq. ft. =

\$10 Recurring: ☐ Yes ☒ No
\$20 Spring Cleaning: ☐ Yes ☒ No

Screened-In Porch > 200 sq. ft. =

\$15 Recurring: ☐ Yes ☒ No
\$30 Spring Cleaning: ☐ Yes ☒ No

Windows

Any additional windows, besides those listed as standard, are cleaned for an additional cost to the customer. Cleaning windows can be added to any service but they are typically added to a Spring Cleaning.

Regardless if it is a Spring Cleaning or a Recurring Deluxe, the routine or sequence is the same. You will clean the windows of the home in 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 blind 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

The order of cleaning windows is keeping with the Top to Bottom golden rule.

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. See the Operations Manager and she can give you an additional spray bottle of glass cleaner. With two cleaners, you will have 2 bottles of glass cleaner plus one additional from the Operations Manager for a total of 3 bottles. That will get you through 30 windows, inside and out.

We are not a full-service window cleaning company. **We have a few limitations.**

- **We only clean windows that we can reach with a 2-step stepladder.**
- **We do NOT clean the outside windows unless they tilt in or can be reached from deck or sidewalk**

A customer may ask you to get up on their ladder to clean a high window. Tell them that our service does not allow you to use anything except YOUR two-step stepladder.

Another limitation is that we only clean the outside window if the window is designed to tilt in or can be reached from a deck, sidewalk or area free of shrubs and obstructions.

Because of these limitations we don't get too many requests to clean windows unless they tilt in.

Here is an example of a window that tilts in. These windows are pretty easy to operate and if they are tricky the work order will have instructions on how to operate them.



- Get instructions from the home owner on how the windows tilt in or refer to the notes in the work order.
 - Ask the customer to demonstrate how to tilt them in.
- Before you open the window make sure to check ALL the corners just outside the window for any wasp nests, spiders or anything that could come back in to the room
 - If you see an "active" wasp nest you will not open the window. You will alert the homeowner that there are wasps on the next. We will reduce the price for that window down to interior only
 - If you see anything that would be dangerous to open the window then you will contact the customer or contact the office.
- Some windows require assistance to lower the top window
 - You may have to use your step ladder to lean the bottom window on the top of the step ladder so you can lower the top window.
 - Avoid two cleaners working on the same window. You will not get out on time if two people clean the same window.

When you clean the window, you start with the top of the glass and work your way down. You will also wipe down the window frame and any molding around the window too.



These arrows point to all the areas of the window we clean. When the customer purchases window cleaning we clean the window glass, the frame and molding around the top sides and bottom of the window.

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

Although we are not a full-service glass cleaning company we are charging the same average price a window cleaning company charges. That means we must clean the glass really well.

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

Get all the smudges, dirt and stains off the glass and leave them 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 a lot of glass cleaner. In fact, using too much glass cleaner will slow you down.

If you are cleaning both sides of a tilt in window you will need to clean the outside window first. Be prepared for the outside to be much dirtier than the inside.

When you have a window that you are cleaning both the inside and outside, you may have to re-open to the window to clear out any smudges or streaks in the window that may be on the outside glass.

If you are cleaning just the inside window only, you do not open the window. 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. We do not clean this area. So when we clean just the inside window we will not open the windows.



Screened in Porches

Screened in porches are any room having a screen that allows outdoor air into the room, all the time. So if the screen is the size of one window but it is always open to the outdoors, then it is still considered a Screened in Porch.

We clean these rooms like any other room but it can take longer because of the amount of dust in the room. The office will promote and encourage the customer to purchase the service to vacuum any upholstered furniture.

Some screened in porches will have concrete floors or unfinished wood floors. We will sweep these floors with a broom or even vacuum them with the canister vacuum but we will not mop them. Mopping concrete or unfinished wood floors can ruin our mops. The mop gets snagged on the open seams, splinted wood or exposed nails.



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 cushion can be removed we will vacuum all sides of the cushions and the area where the cushions 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 the hose. Then put it in the trash by hand.

NEVER use this attachment on leather furniture because it will damage the leather by scratch 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 attachment down inside the couch through the seams of the couch or love chair.



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 = 6 minutes



Two cushion couch/sofa = 12 minutes



Three cushion couch/sofa = 18 minutes



Laundry Service - Folding Only

Customers can choose to add Laundry Service to their service. This is folding only. The customers pay \$7 per load. Each load should take no more than 10 minutes to fold. There will be instructions in the work order as to where you will find the laundry and other instructions. We do not put clothes back into drawers. We simply fold laundry and place it back into a laundry basket.

Because the customer is paying for laundry folding they are expecting the laundry to be folded in a professional manner. We do have standard folding methods for some of the more common clothes found in laundry.

Garages

This task is only provided for Move-In/Out jobs. Our list of cleaning tasks for Garages is simple. We will 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 have to dust and remove cobwebs. You are NOT wet wiping anything else except the window blinds and sills.

You may have a few items in the garage that you can move. We would apply the same rule in the garage as with anything that we move within the home. If you can move it with one hand (but use both) then you move that item out of the way and then return it. We are not removing clutter or cleaning out the garage in the old school sense. This is why it is done only on Move-In/Out jobs

Washing your Rags & Mops

At the end of every day you will complete your end of day tasks which include refilling your spray bottles and completing your laundry for that day's rags and mops. This process takes less than 10 minutes. This is required for both the Team Leader and the Cleaning Partner.

You will move a cycle completely through the system. Typically, the washer and the dryer are full. You will need to empty the dryer first into one of the large clean laundry carts.

Then you will move the clean rags from the washing machine into the dryer. Then you can load your dirty rags into the washing machine.

This entire process takes less than 10 minutes to complete and is required by both the Cleaning Partner and the Team Leader to complete their end of day tasks. 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.

Using the Maytag Washing Machines

1. Put on gloves

2. Shake the rags and separate them.

- a. The purpose of this requirement is to remove loose dirt, hair, dust, and other items that the rags and mops pick up during the day and can damage the washing machine if not removed.
 - i. Sometimes you have to pick items OFF of the rag that are stuck. Our rags are micro-fiber so they are sticky and hair and other debris can get stuck in the fiber of the rag. If you don't pull it off it will may stay on the rag throughout the entire washing and drying cycle resulting in trying to clean with a rag with stuff still stuck to it. This can also scratch surfaces we are trying to clean.
- b. Take your dirty rag bags to a Shaking Table and place them on the table
 - i. Or on the floor if you need to make room for another Cleaner doing a load of rags too.
- c. Empty your dirty rags from your rag bag into an empty laundry basket on the shaking table. Fill the laundry basket no more than 1/2 full with dirty rags
- d. With each hand, grab one rag and shake it so any lose dirty falls back into the laundry bag and on top of the other rags still in the basket. Now place them in your empty second laundry basket on the table.

- i. If you grab more than one rag, the loose dirt will still be trapped in between the rags you grab and the loose dirt and debris will get in the washing machine and damage it.
- ii. Green Rags, are washed separately from Red rags. There is a RED laundry basket marked, "Dirty Red Rags" under the table. Throw dirty Red Rags into this RED laundry basket.
 1. If you put Red Rags in the basket and the basket is now full. Then run the load.
 2. We need everyone to cooperate on running the Red Rags once the basket is full
- e. If you come across a rag that has a lot of dirt, hair or anything on it then hold that rag over the trashcan that you are standing next to and shake it out over the trash can. You may need to pull large items of dirt, pet hair or debris off the rag if it is stuck to the rag or mop.
- f. 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
- g. After you have shaken all the rags and placed them into their own basket, you will notice dirt and debris in the bottom of the laundry basket. Dump this into the trashcan.
- h. If you have more dirty rags then repeat the process until all of your dirty rags have been shaken.
- i. 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.

3. **Loading laundry into washing machine**

- a. If the washing machine is full of clean rags, move the clean rags from the washing machine to the dryer. You will often find the washing machine full of clean rags, so moving the clean laundry to the dryer is a common task.
- b. **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.
- c. 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.

4. **Wash all rags and mops on the "White" cycle**

- a. The washing machines should be in this setting and should never be moved
- b. The White cycle adds an additional rinse cycle to make sure we get all of the cleaning solvents out of the rags

5. Wash SPONGES at the end of the day

- a. Sponges are handled differently. Before you put Sponges in the washing machine pour ½ 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 are starting out with bleach in the washing machine tub.
- b. 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.
- c. 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 plus lots of hair can clog the washing machine drain.

6. Add Detergent

- a. Carefully open the dispenser drawer on the upper left hand corner of the washing machine. Do not pull it beyond its limits or it will pop off.
- b. Add liquid laundry detergent to the "Liquid Detergent" chamber of the washing machine.
 - i. 1 pump for rags
 - ii. 1 pump for mops.
- c. Mops hold a lot of the floor cleaning solution in them already and will suds up without any laundry soap. If you add more than 1 pump the washing machine may stop working because the high volume of foam will stop the chamber.
- d. Do not use more than 2 FULL pumps directly from the gallon jug. This is super concentrated and 2 FULL pumps is the recommendation from the manufacturer
 - i. Even if you think the load is more dirty than normal ONLY put in 2 pumps

7. DO NOT CHANGE ANY SETTINGS

- a. Do NOT change any other settings.

8. Press and hold START/PAUSE

- a. Hold the START/PAUSE button until you hear the machine make a chime (noise). You will hear the door lock, unlock, and lock again.

9. What if there are no machines available

- a. You will still shake 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 of having the machines available in the morning if everyone does their laundry at night.
- c. You have to turn your laundry at the end of the day.
 - i. There are many benefits of doing laundry at the end of the day
 - ii. If you have laundry and there are open machines and you don't do your laundry it can cause a back up in and get you out of sync.

10. Loading up your rags for the next day

- a. At the end of the day the Team Leader will look at the next day's jobs and make a decision if you need more than normal.
- b. You never take less than normal because you can pick up a new job to fill in any gaps up to the last minute.
- c. Take your clean rag bag and fill up the number of rags you need from the clean laundry carts
- d. Do not take more than you need. You will take extra supplies in case you run into an unexpected need for more rags, which can and does happen
- e. Do not hoard rags in your vehicle or in your locker. There should always be enough rags in the clean laundry baskets as long as no one hoards more than one days rags needed.

Using the Maytag Dryers

Not using the dryer correctly will ruin rags and mops faster than any other thing we do. Over heating rags and mops will shrink them more and more every time they are cooked in the dryer. This will break the stitching and cause the rags and mops to be ruined in just one or two drying. Rags and mops should last 500 laundry cycles according to the manufacturer.

1. Put on gloves**2. Empty the Dryer into the large laundry carts on wheels**

- a. If the Dryer has laundry in it you will need to empty it first
- b. Roll a laundry cart to the dryer, empty the rags from the dryer it into the laundry cart and then return the cart to the corner with the other laundry carts
- c. If the laundry is filled with Green Dusting Rags, then grab the tall basket used for the Green Rags only and empty those rags into the clean Green Dusting Rag small containers

3. Check the lint screen and remove any lint trapped on the screen**4. Unload the clean laundry from the Washing machine into the dryer above**

- a. **Check the Washing machine rubber seal for small debris**
- b. Between the door and the washing machine basket is a rubber seal.
- c. Items like balls of hair, twigs or anything else that was missed during the rag shaking will be trapped at the bottom of the seal. You may have to pull the bottom seal back a little get to this area.
- d. You should still have your gloves on so pull anything trapped here and put it in the trashcan

5. **Set the CYCLE to "Timed Dry" for 55 minutes at "Temp Level" of low**

- a. As mentioned in the beginning of this page, the dryer will damage our rags and mops faster than anything else we do.
- b. The next page has more details on this critically important step

6. **Press and hold START/PAUSE**

- a. Hold the START/PAUSE button until you hear the machine make a chime (noise).

Knob is turned to
"timed dry"

If the times is not set to 55 minutes
use the + and - to adjust the time to
55 minutes

The timer should be
set to 55 minutes



iPad & ServiceCEO

1. Using the iPad

- a. Each team is provided an iPad
- b. The iPad is used for numerous tasks
 - i. Reviewing work order
 - ii. Typing in the names of the people who worked the job
 - iii. Taking Pictures of broken items, before and after,
 - iv. GPS
 - v. Emails
 - vi. Looking up drive times to determine your next day's starting time
- c. This is a great tool and we are the only maid service that uses them.

2. Be careful handling the iPad

- a. They are expensive
- b. They do have a protective casing but they can still be damaged if dropped or scratched
- c. Never lose track of the iPad. You will take it into the home but always double check that you have it before you leave the home.
 - i. If you lock up a home, you may not be able to get back in depending on the job. If you don't have your iPad, you will not have immediate access to the rest of your jobs for the day.
- d. If you happen to take lunch at a restaurant and leave the iPad in the car make sure it is not visible to a walker by. Make sure you put it back in the Team Leader bag and out of the site.

3. General Rules for the iPads

- a. The device cannot be taken home.
- b. It must be charged at night and the Team Leader is responsible for making sure the tablet is plugged into the charger at the end of the day.
- c. Who will be operating the device
 - i. Team Leader primarily but it will be a global access because when the team leader is out, the team leader substitute will need access to everything
 - ii. The Cleaning Partner can also use the iPad although it is not required
- d. You can log in to ServiceCEO from home.
 - i. There are advantages of being able to look at your jobs from home and for knowing what if anything changed during the rest of the business day
 - ii. You can do this if you want to look at jobs at night, weekends or whenever.
- e. During the work day, the tablet must stay on at all times. Do not turn off the device during the day. The device has a 10-hour usage battery and a 2-day idle time battery

- life. You can and should put it into sleep mode by clicking the upper button on the back side, which would require you to simply log back into the iPad.
- f. The tablet should be used for business purposes only. No personal surfing of the internet. No streaming of videos. Each device has a limit on how much data can be used, like most devices, and video streaming can use a lot of data
 - g. Do not change any settings
 - h. Don't use dirty hands on the tablet face
 - i. The iPad will get smudges so you don't have to clean the face very often but when you do clean it, clean it with a clean rag. Make sure nothing is stuck in the rag that could scratch the surface
 - i. You are NOT allowed to send emails to customers directly
 - j. When you see an email in your mail box you need to read it right away
 - i. You will get some junk mail but it should be limited
 - k. Don't text using the iPad because that costs money per text based on our package.
 - l. The chargers for the iPad are expensive so be very careful with them
 - m. You will not be given a car charger so make sure to charge up over night
 - n. Slide your finger lightly across the screen lightly
 - o. Team Leaders will email notes to the Service Manager about their customer that will be added to recurring service. Teams will not have access to change recurring notes so they need to be emailed to the Service Manager to be added
 - p. You will have to put the cleaners that worked the job in the work order. You have to edit the work order and type in the names - This task is completed by the Team Leader
 - q. Do NOT take video without email approval from Bruce.
 - i. We take pictures and we can take video but customers are more sensitive about video than pictures and you should have no need to take video.

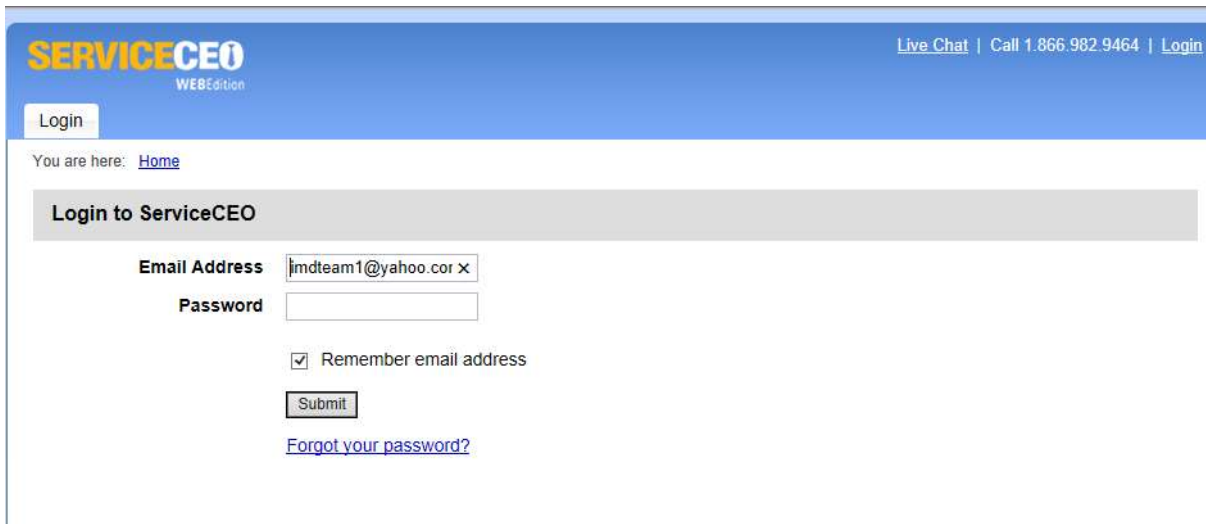
4. Read all emails and check for emails throughout the day

- a. Teams get emails from the office which include important information
 - i. Changes in a work order
 - ii. Compliments from a positive (5-Star rating)
 - iii. Complaints or problems a customer is having
 - iv. Important message from the office
 - v. Important message from Bruce
- b. You need to check your emails every day and throughout the day
- c. Check your email when you return from being out regardless of calling out sick or being on vacation
 - i. You need to read all old emails because there may be messages there that you need to know about.
- d. NEVER email a customer directly. Sending company emails to customers is closely monitored and only the office is allowed to email a customer. If you need to reach a customer because you are running late or want to come early, you are required to call the customer.

ServiceCEO

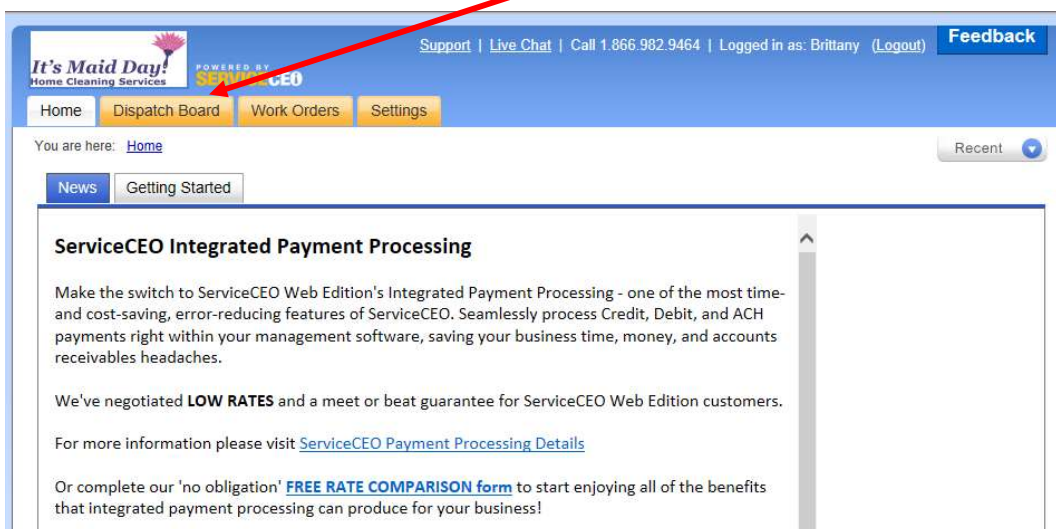
ServiceCEO is our primary operating system. It is where we get your work orders, customer contact information, payroll and employee time off. ServiceCEO is accessed through the iPad and is web based. There is a link on the iPad for quick access.

This is the screen shot of the login page. Each team has their own email address. They are all imdteam#@yahoo.com So in this example we are logging in as Team 1 (imdteam1@yahoo.com)



The screenshot shows the ServiceCEO WEB Edition login page. At the top, there's a blue header with the ServiceCEO logo and links for Live Chat, Call 1.866.982.9464, and Login. Below the header, there's a 'Login' button. The main content area has a 'Login to ServiceCEO' section with fields for Email Address (filled with imdteam1@yahoo.com) and Password. There's a checkbox for 'Remember email address' and a 'Submit' button. A link for 'Forgot your password?' is also present.

This is the page after you log in. Click on the Dispatch Board tab located at the top of the page.



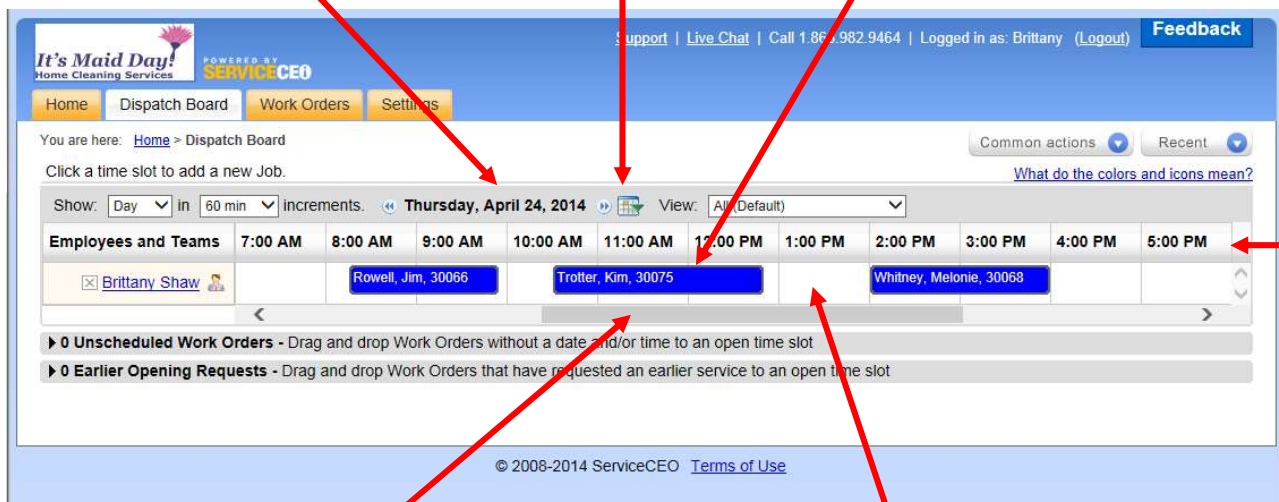
The screenshot shows the ServiceCEO dashboard after login. At the top, there's a blue header with the It's Maid Day! logo, powered by ServiceCEO, and links for Support, Live Chat, Call 1.866.982.9464, Logged in as: Brittany, and Feedback. Below the header, there's a navigation bar with tabs: Home, Dispatch Board (highlighted with a red arrow), Work Orders, and Settings. The main content area has a 'You are here: Home' breadcrumb and a 'Recent' dropdown. Below this, there's a 'News' section with a 'Getting Started' tab. The main article is titled 'ServiceCEO Integrated Payment Processing' and discusses the benefits of integrated payment processing, including low rates and a meet or beat guarantee. It also mentions a 'FREE RATE COMPARISON form'.

The next page will show the jobs scheduled for that day for that team.

Make sure you are on the correct day. The system will allow you to look at any job in the past and the future. Don't make the mistake of going to the wrong home because you are on the wrong date

You can use the calendar icon to go to a different day. Whatever day you are looking at last will be the day you see the next time you turn on your iPad.

Each OPEN job is shown as a blue bar with the customer's name. The length of the bar represents how much time is allocated for that job.



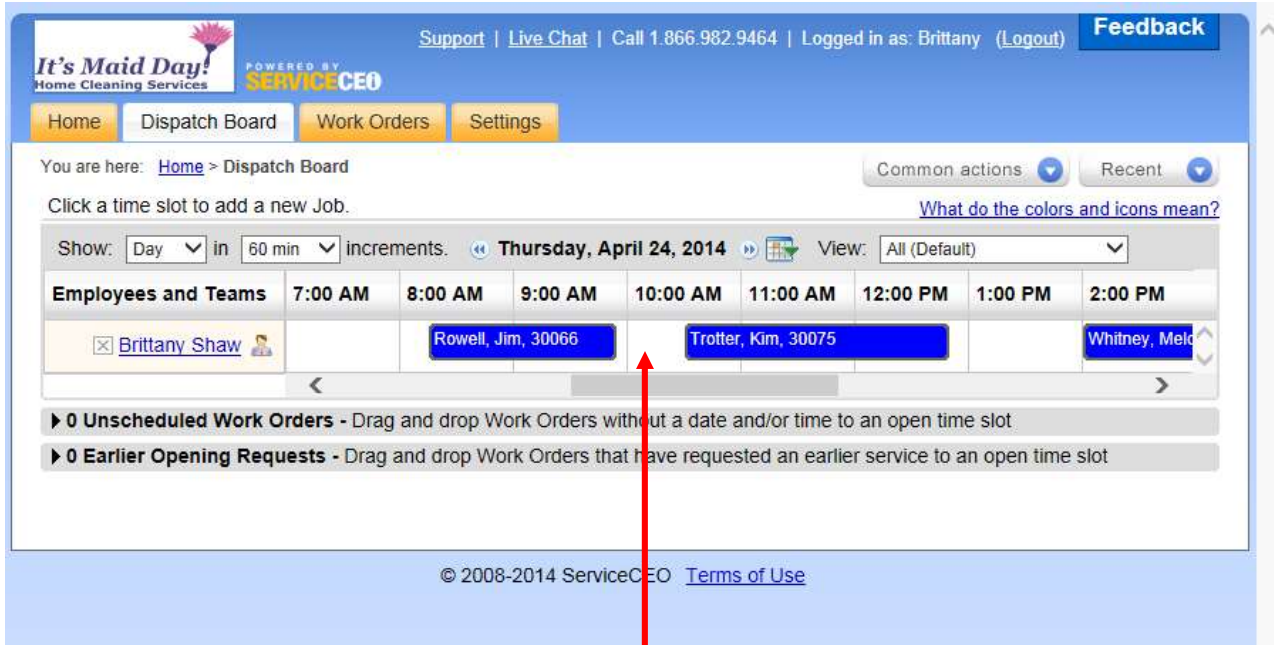
The screenshot shows the 'Dispatch Board' interface. At the top, there's a navigation bar with 'Home', 'Dispatch Board', 'Work Orders', and 'Settings'. Below this, a breadcrumb trail says 'You are here: Home > Dispatch Board'. A message says 'Click a time slot to add a new Job.' The main area is a calendar for 'Thursday, April 24, 2014'. It has a 'Show:' dropdown set to 'Day', a 'In' dropdown set to '60 min', and a 'View:' dropdown set to 'All (Default)'. The calendar grid shows time slots from 7:00 AM to 5:00 PM. Jobs are represented by blue bars with customer names: 'Brittany Shaw' (7:00-8:00 AM), 'Rowell, Jim, 30066' (8:00-9:00 AM), 'Trotter, Kim, 30075' (9:00-10:00 AM), and 'Whitney, Melonie, 30068' (10:00-11:00 AM). A scroll bar is at the bottom of the grid. Below the grid, there are two sections: '0 Unscheduled Work Orders' and '0 Earlier Opening Requests'.

Arrival times

Scroll bar to move left and right through the times of the day

The white space in between is reserved for drive time

Because the size of the iPad you are not able to see the entire normal work day up until 5:00 so you will often need to scroll to the right. You can use your finger to swipe the bar or you can swipe using your finger on the time line itself



It's Maid Day! Home Cleaning Services POWERED BY SERVICECEO

Support | Live Chat | Call 1.866.982.9464 | Logged in as: Brittany (Logout) Feedback

Home Dispatch Board Work Orders Settings

You are here: Home > Dispatch Board

Click a time slot to add a new Job. What do the colors and icons mean?

Show: Day in 60 min increments. Thursday, April 24, 2014 View: All (Default)

Employees and Teams	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM
Brittany Shaw		Rowell, Jim, 30066		Trotter, Kim, 30075				Whitney, Mel

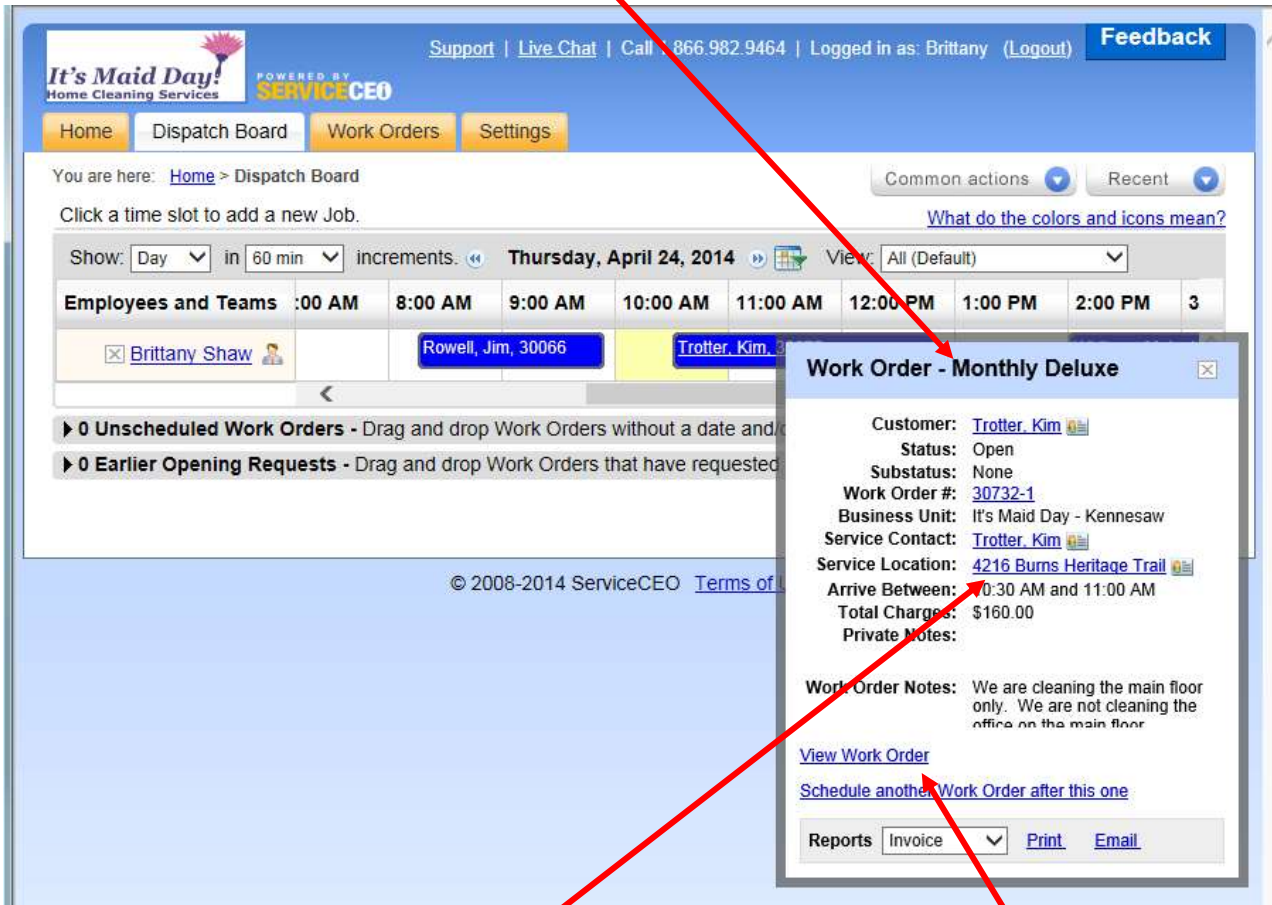
0 Unscheduled Work Orders - Drag and drop Work Orders without a date and/or time to an open time slot

0 Earlier Opening Requests - Drag and drop Work Orders that have requested an earlier service to an open time slot

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If you touch / click on the customer name. A window will pop up. This will tell you quickly what type of job it is. This job is a Monthly Deluxe



The screenshot shows the 'It's Maid Day! Home Cleaning Services' interface, powered by SERVICECEO. The top navigation bar includes links for Support, Live Chat, Call (866.982.9464), and a user login for Brittany. The main area is the 'Dispatch Board', which displays a calendar for Thursday, April 24, 2014. A table shows employees and their assigned time slots. A pop-up window titled 'Work Order - Monthly Deluxe' is open, showing details for customer Trotter, Kim. The window includes fields for Status, Substatus, Work Order #, Business Unit, Service Contact, Service Location, Arrive Between, Total Charges, and Private Notes. It also has links for 'View Work Order' and 'Schedule another Work Order after this one', and a 'Reports' section with an 'Invoice' dropdown and 'Print' and 'Email' buttons.

Employees and Teams	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM
Brittany Shaw																
Rowell, Jim, 30066																
Trotter, Kim, 30066																

Work Order - Monthly Deluxe

Customer: Trotter, Kim
Status: Open
Substatus: None
Work Order #: 30732-1
Business Unit: It's Maid Day - Kennesaw
Service Contact: Trotter, Kim
Service Location: 4216 Burns Heritage Trail
Arrive Between: 10:30 AM and 11:00 AM
Total Charges: \$160.00
Private Notes:

Work Order Notes: We are cleaning the main floor only. We are not cleaning the office on the main floor.

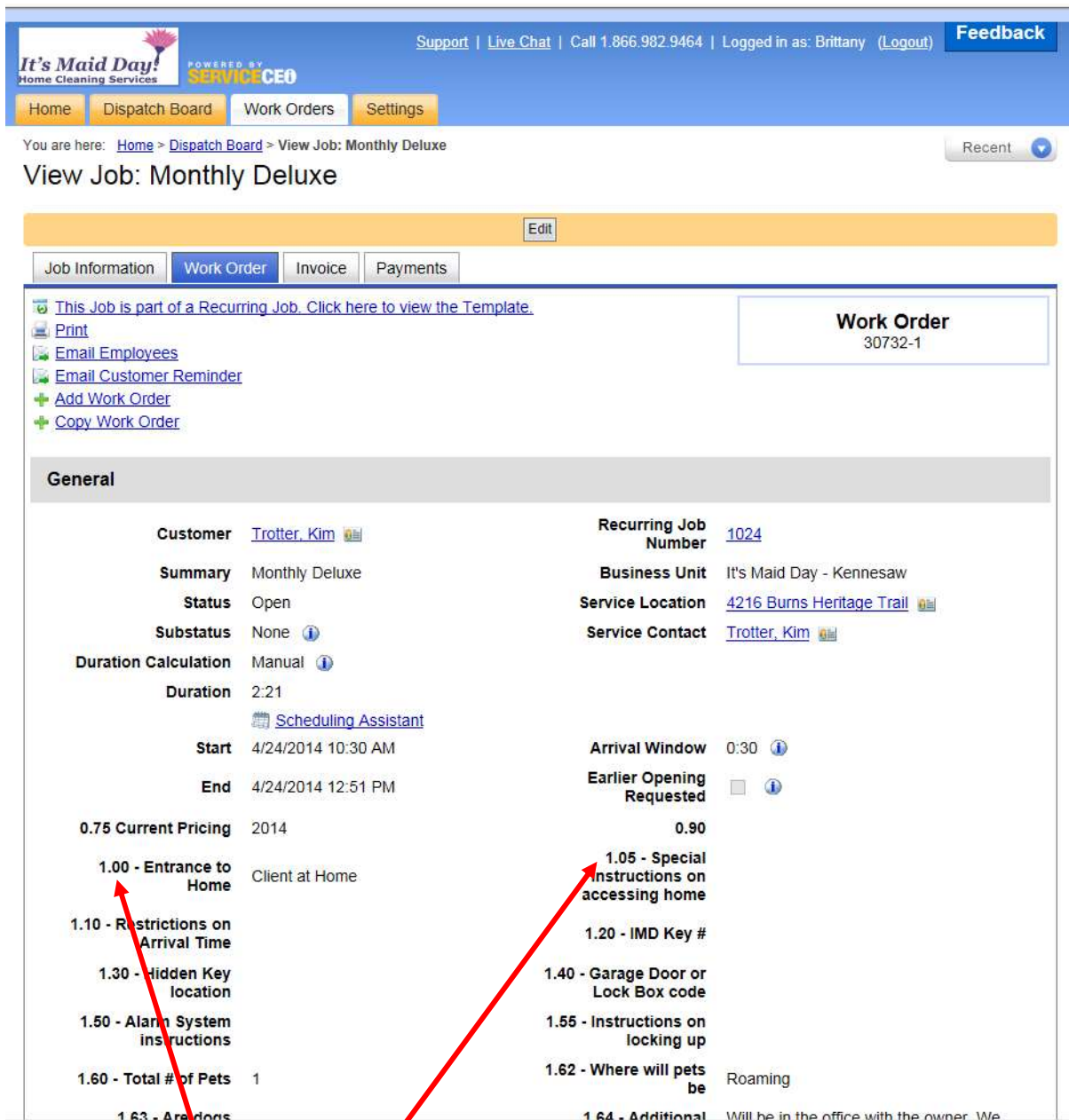
[View Work Order](#)
[Schedule another Work Order after this one](#)

Reports: Invoice Print Email

You can also see the street address. If you click on the address it will pop up the full address, that you can copy and paste into the GPS on the iPad.

This window is how you get to the Work Order. Click [View Work Order](#) to take you to the work order page

This is the Work Order page. Contains all the information you need to know.



It's Maid Day! Home Cleaning Services POWERED BY SERVICECEO

Support | Live Chat | Call 1.866.982.9464 | Logged in as: Brittany (Logout) Feedback

Home Dispatch Board Work Orders Settings

You are here: Home > Dispatch Board > View Job: Monthly Deluxe Recent

View Job: Monthly Deluxe Edit

Job Information Work Order Invoice Payments

This Job is part of a Recurring Job. Click here to view the Template.

Print

Email Employees

Email Customer Reminder

Add Work Order

Copy Work Order

Work Order
30732-1

General

Customer	Trotter, Kim	Recurring Job Number	1024
Summary	Monthly Deluxe	Business Unit	It's Maid Day - Kennesaw
Status	Open	Service Location	4216 Burns Heritage Trail
Substatus	None	Service Contact	Trotter, Kim
Duration Calculation	Manual		
Duration	2:21		
	Scheduling Assistant		
Start	4/24/2014 10:30 AM	Arrival Window	0:30
End	4/24/2014 12:51 PM	Earlier Opening Requested	<input type="checkbox"/>
0.75 Current Pricing	2014		0.90
1.00 - Entrance to Home	Client at Home	1.05 - Special Instructions on accessing home	
1.10 - Restrictions on Arrival Time		1.20 - IMD Key #	
1.30 - Hidden Key location		1.40 - Garage Door or Lock Box code	
1.50 - Alarm System instructions		1.55 - Instructions on locking up	
1.60 - Total # of Pets	1	1.62 - Where will pets be	Roaming
1.63 - Are dogs		1.64 - Additional	Will be in the office with the owner. We

1. Work Order layout within ServiceCEO

- The layout of each question is number based. This is the only option to get related information in the same section of the work order.
- The first series of questions will be on Accessing Home and will be series 1.00
 - 1.00 Entrance to home
 - 1.05 Special instructions on accessing the home
 - 1.10 Restrictions on arrival time

- iv. 1.20 IMD Key #
- v. 1.30 Hidden Key
- vi. 1.40 Garage Door or Lock Box code
- vii. 1.50 Alarm System instructions
- viii. 1.55 Instructions on locking up
- ix. 1.60 # of Pets
- x. 1.61 What breed of dogs
- xi. 1.62 Are dogs friendly
- xii. 1.63 Dogs names
- xiii. 1.64 Where will pets be
- c. The second series will be on Cleaning Solutions
 - i. 2.00 Dusting Spray
 - ii. 2.10 Tile floor cleaner
 - iii. 2.20 Hardwood floor cleaner
 - iv. 2.30 Disinfectant in Bathrooms
 - v. 2.40 Stainless Steel Appliances
 - vi. 2.50 Using CUSTOMER'S supplies or equipment
 - vii. 2.60 Additional Notes on Cleaning Solutions
- d. The next series will be on Trash Collection
 - i. 3.00 Central Garbage Can location
 - ii. 3.10 Any hidden trashcans
 - iii. 3.20 Trashcan Liners for Kitchen can
 - iv. 3.30 Trashcan Liners for Bathroom can
 - v. 3.40 Recycling Bin
- e. Dusting & Safety
 - i. 4.00 Don't touch:
 - ii. 4.10 Be careful with:
 - iii. 4.20 More than 10 Knick Knacks on Shelf
 - iv. 4.20 Talcum Powder
- f. Additional Services or Modifications
 - i. 5.00 Bed Linens Changed
 - ii. 5.10 Basement cleaned
 - iii. 5.20 Rooms excluded
 - iv. 5.25 Rooms added
 - v. 5.30 CORE room cleaned
- g. General Information
 - i. 6.00 Payment Method
 - ii. 6.10 Prior Breakage
 - iii. 6.20 Maid Team Assigned
 - iv. 6.30 Who worked the job
 - v. 6.40 Hot Buttons
 - vi. 6.50 Square Footage

Sometimes information will be in certain sections and sometimes that section will be blank or empty because it does not apply to that customer.

This is the bottom half of the work order.

2.00 - Dusting spray	EcoLab	floor cleaner	EcoLab
2.20 - Hardwood floor cleaner	EcoLab	2.30 - Disinfectant in Bathrooms	Bleach
2.40 - Stainless Steel spray provided by customer	Under the sink	2.50 - Using CUSTOMER'S supplies or equipment	
2.60 - Additional Notes on Cleaning Solutions		3.00 - Central Garbage Can location	Garage
3.10 - Any hidden trashcans	In the laundry room and under the kitchen sink	3.20 - Trashcan Liners for Kitchen can	Under Sink
3.30 - Trashcan liners for Bathroom cans	None	3.40 - Recycling Bin (s)	None
4.00 - Don't Touch		4.10 - Be careful with...	
4.20 - More than 10 Knick Knacks on Shelf		4.20 - Talcum or Baby Powder	None
5.00 - Beds Linens Changed	None	5.10 - Basement cleaned	None
5.20 - Rooms excluded	Not cleaning the office on the main floor. We are cleaning the main floor only plus one bathroom upstairs	5.25 - Rooms added	Upstairs bathroom
5.30 - CORE room cleaned	None	6.00 - Payment method	Cash or Check
6.10 - Prior Breakage	None	6.20 - Square Footage of Home	1900
6.30 - Maid Team assignment	Team 1	6.40 - Hot Buttons	dusting
6.50 - Who worked the job?			

Charges				
Name	Description	Quantity	Unit	Total Charge
Deluxe	Deluxe	1.00	None	\$160.00
			Subtotal	\$160.00
			Discount	\$0.00
			Estimated Tax	\$0.00
			Total	\$160.00

Employee Assignments	

2. Work Order Notes

- a. There are 4 different type of Notes in the Notes section.
 - i. Private Notes
 - ii. Work Order Notes
 - iii. Customer - Work Order Notes
 - iv. Service Location - Work Order Notes
- b. We use all 4 of these sections and here is how they will be used
 - i. Private Notes
 1. Forget the title Private, we can't change the title name. This section will be for any notes just for that day's job. Example: The customer is changing what they want cleaned just that day. A new permanent change starts today, etc. etc.
 2. Yes, you are supposed to read the entire work order every time but this section will give an alert to any changes out of the ordinary. Make sure you read this section or you will miss something that the customer has changed.
 - ii. Work Order Notes
 1. This section will have additional notes about the job that will be permanent but not identified anywhere else in the work order form.
 - iii. Customer - Work Order Notes
 1. This is where all complaints and breakage information will be stored.
 - iv. Service Location - Work Order Notes
 1. Any special notes about how to get to the home or accessing the home.

Employee Assignments			
Employee / Team	10:30 am	11:30 am	12:30 pm
Team 1 ▼		30732-1: 10:30 am - 12:51 pm	
Brittany Shaw		10:30 am - 12:51 pm	
Samantha Taylor		10:30 am - 12:51 pm	

Notes	
Private Notes	<p>We typically clean a bathroom upstairs but we are not going to today. The customer called this morning and wanted to make sure we clean the master bathroom on the main because last time they had to skip it because of some work being done in that room.</p> <p>Bruce told her that the price would be \$7 less and she said dont worry about it since the check was already written.</p>
Work Order Notes	<p>We are cleaning the main floor only. We are not cleaning the office on the main floor.</p>
Customer - Work Order Notes	
Service Location - Work Order Notes	

This also shows who is assigned to the team and to that job.

Sometimes you will have certain sections of the notes blank because there is nothing to report

3. Estimate form & Set-Up form

- a. These two important documents need to be reviewed before the following jobs
 - i. Spring Cleans
 - ii. Move-In/Out
 - iii. Occasional Cleaning
 - iv. Any first time customer
- b. The **Estimate form** is the pricing tool we use to price and time the job. We ask the customer a series of questions and based on the answers regarding the condition of the home, **the price and time in the home could increase.**
 - i. This form is emailed to the customer so the customer can confirm what we used to price the job. This is a big value if there is a problem with the condition of the home not matching the Estimate form
- c. If the customer's home is not in the condition indicated on the Estimate Form when you arrive then the Team Leader must call the office right away. Don't cheat yourself and don't cheat the customer, call the office right away if the home is not in the condition that the estimate form indicates.
 - i. The Estimate form is automatically emailed to the customer and so if there is a difference in the condition of the home and the Estimate form used to price the job we typically are successful getting more money and time for the Team.
- d. The **Set-Up form** is the document we use to gather important details of the home and the customer's service.
 - i. This form is also automatically emailed to the customer so they have a copy. This set up form will be used to set up the work order notes on Recurring Work Orders.
 - ii. If it is a one time job then the Work Order will NOT have all the details because they will be on the Set-Up form. This saves the office time in setting up new customers.
 - iii. We only transfer the information into ServiceCEO if the customer has recurring service and then the Team will find all the details of the job in the work order.
- e. These files are stored on the Customer's home page. Here are the instructions on how to find those files.
 - i. Starting at the Dispatch board. Click on the customer's name / work order so the small window pops up

Click a time slot to add a new Job. [What do the colors and icons mean?](#)

Show: Day in 60 min increments. Saturday, May 3, 2014 View: All (Default)

Employees and Teams	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00
<input checked="" type="checkbox"/> Brittany Shaw									

Unscheduled Work Orders: Drag and drop Work Orders without a date and/or time and drop Work Orders that have requested an early start.

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When you click on the work order another window pops up. Click on the Customer name

Work Order - Spring Cleaning

Customer: [Mair, Manoj](#)

Status: Open

Substatus: None

Work Order #: [31947-1](#)

Business Unit: It's Maid Day - Kennesaw

Service Contact: [Mair, Manoj](#)

Service Location: [3904 Upland Way](#)

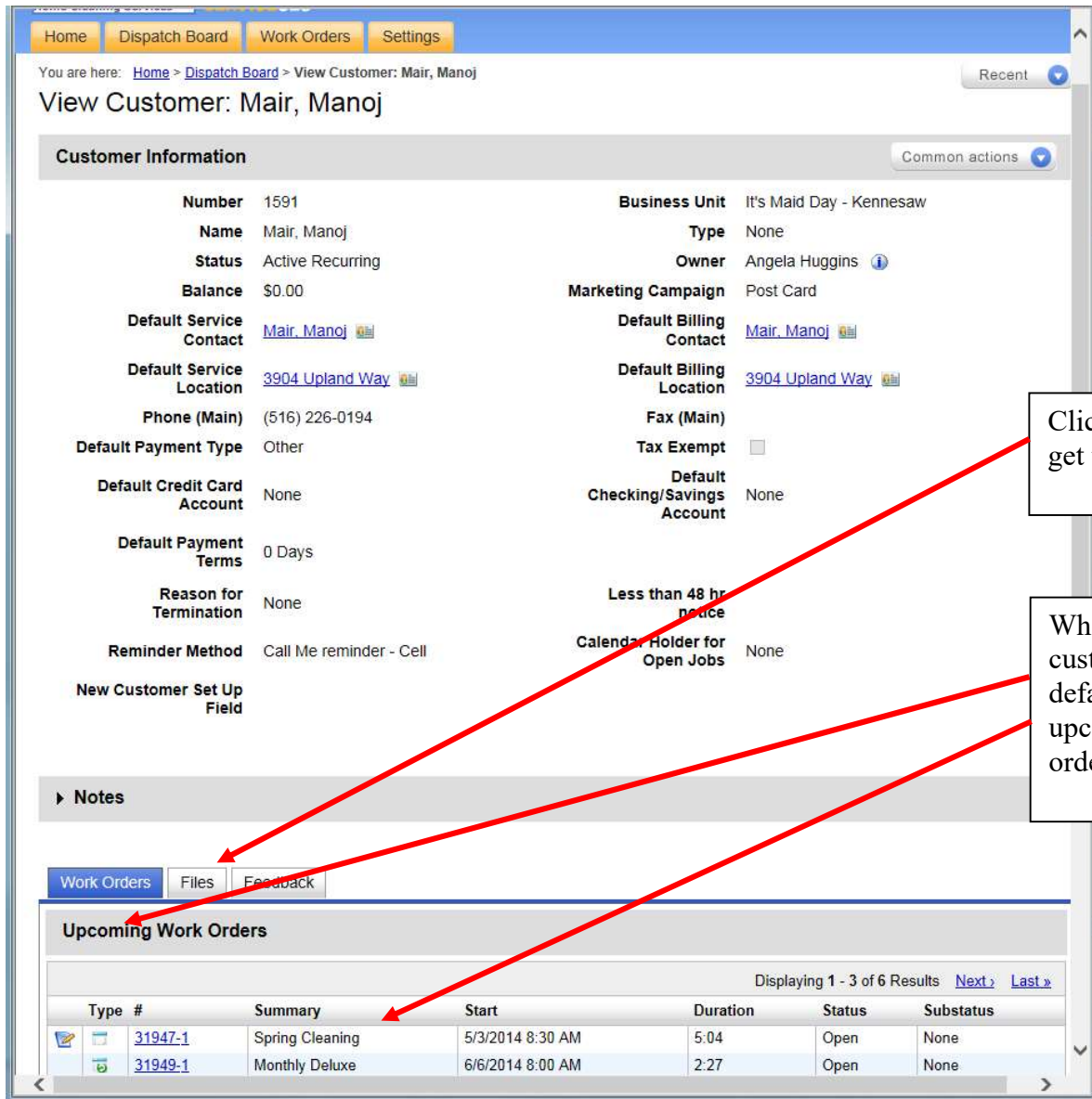
Arrive Between: 8:30 AM and 9:00 AM

Total Charges: \$345.00

Private Notes:

This is the customer home page.

This top side of this page contains information used by the office. The section for files is down just a little on the page.



Customer Information

Number	1591	Business Unit	It's Maid Day - Kennesaw
Name	Mair, Manoj	Type	None
Status	Active Recurring	Owner	Angela Huggins
Balance	\$0.00	Marketing Campaign	Post Card
Default Service Contact	Mair, Manoj	Default Billing Contact	Mair, Manoj
Default Service Location	3904 Upland Way	Default Billing Location	3904 Upland Way
Phone (Main)	(516) 226-0194	Fax (Main)	
Default Payment Type	Other	Tax Exempt	<input type="checkbox"/>
Default Credit Card Account	None	Default Checking/Savings Account	None
Default Payment Terms	0 Days	Less than 48 hr notice	
Reason for Termination	None	Calendar Holder for Open Jobs	None
Reminder Method	Call Me reminder - Cell		
New Customer Set Up Field			

Notes

Work Orders | **Files** | **Feedback**

Upcoming Work Orders

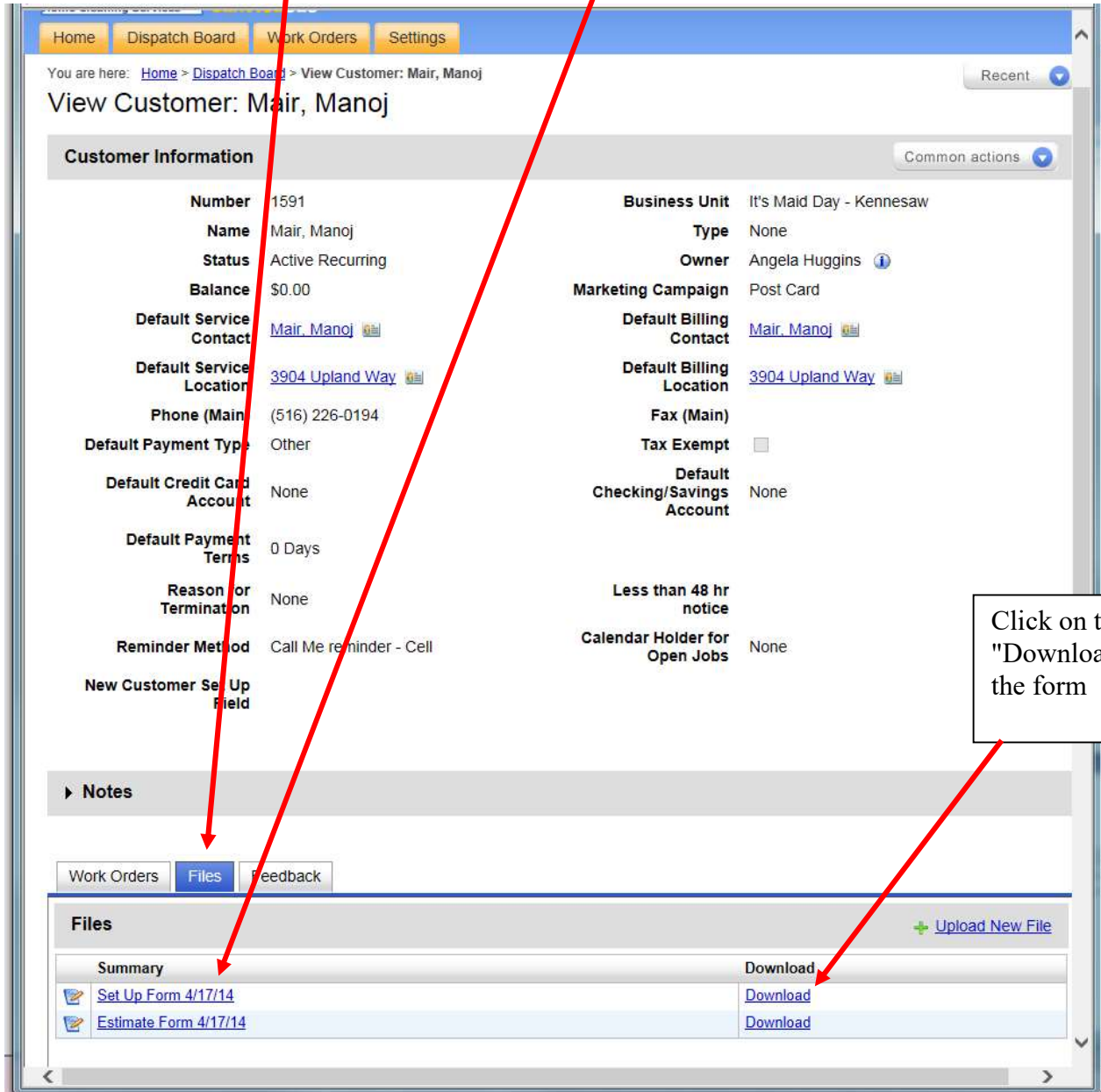
Displaying 1 - 3 of 6 Results [Next >](#) [Last >](#)

Type #	Summary	Start	Duration	Status	Substatus
31947-1	Spring Cleaning	5/3/2014 8:30 AM	5:04	Open	None
31949-1	Monthly Deluxe	6/6/2014 8:00 AM	2:27	Open	None

Click the tab "Files" to get to the Files page

When you land on the customer page it will default to show you upcoming / Open work orders.

When you click on the "Files" tab you will see any files uploaded.

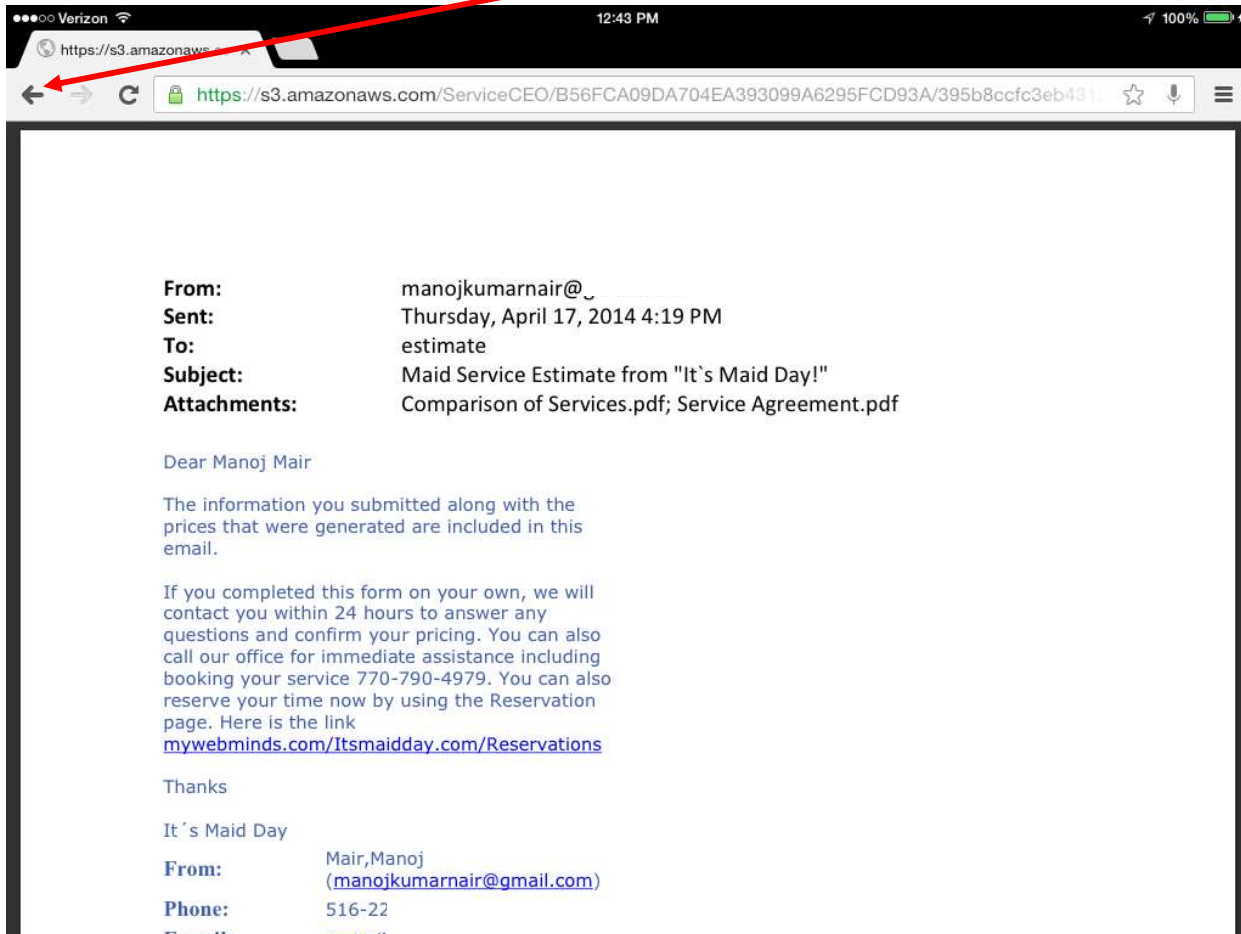


The screenshot displays the 'View Customer: Mair, Manoj' page. The top navigation bar includes 'Home', 'Dispatch Board', 'Work Orders', and 'Settings'. Below the navigation bar, the breadcrumb trail reads 'Home > Dispatch Board > View Customer: Mair, Manoj'. The main content area is titled 'View Customer: Mair, Manoj' and contains a 'Customer Information' section. This section is divided into two columns of details. The left column includes fields for Number (1591), Name (Mair, Manoj), Status (Active Recurring), Balance (\$0.00), Default Service Contact (Mair, Manoj), Default Service Location (3904 Upland Way), Phone (Main) ((516) 226-0194), Default Payment Type (Other), Default Credit Card Account (None), Default Payment Terms (0 Days), Reason for Termination (None), Reminder Method (Call Me reminder - Cell), and New Customer Set Up Field. The right column includes fields for Business Unit (It's Maid Day - Kennesaw), Type (None), Owner (Angela Huggins), Marketing Campaign (Post Card), Default Billing Contact (Mair, Manoj), Default Billing Location (3904 Upland Way), Fax (Main), Tax Exempt (checkbox), Default Checking/Savings Account (None), Less than 48 hr notice, and Calendar Holder for Open Jobs (None). Below the customer information, there is a 'Notes' section and a tabbed interface with 'Work Orders', 'Files', and 'Feedback' tabs. The 'Files' tab is active, showing a list of files. The list has two columns: 'Summary' and 'Download'. The 'Summary' column contains two entries: 'Set Up Form 4/17/14' and 'Estimate Form 4/17/14'. The 'Download' column contains two 'Download' links corresponding to each entry. A red arrow points from the 'Files' tab to the 'Set Up Form 4/17/14' entry, and another red arrow points from the 'Download' link for the same entry to a text box on the right.

Click on the "Download" link to see the form

Here is copy of the Estimate form as seen on the iPad

After you review the form you will need to click/touch the back arrow to get back to ServiceCEO.
The same goes for the Set-Up form.



Here are the questions asked on the Pricing Tool page that generates the Estimate form. Here are some sample answers.

What is the square footage of the home that we are cleaning?:	2500		
Number of Full	2		
Bathrooms:			
Number of Half Baths:	1		
Number of People Living in the Home:	4		
Number of Pets (dogs, cats):	0		
Approximate % of carpeted rooms	Main Level	Upstairs	Basement
	25%	100%	100%
Will clutter (toys, clothes etc.) be picked up before the maids arrive?	Yes		
Do you have a kitchen or kitchenette in the basement?	No		
Do you have a bar in the basement?	No		
Do you have tiled floors in your kitchen?	No		
Kitchen cabinets, especially the bottom cabinets, get food spots on them. Which of the following best describes the current condition of your kitchen cabinets?	Very few if any spots on cabinets		

Which statement best describes the current state of cobwebs in your home?	Very few, if any, cobwebs
Which of the following best describes the condition of your baseboards?	Slightly dusty but not dirty
Have you mopped your kitchen floors completely clean	Yes
within the last month?	
Have you mopped your bathroom floors completely clean within the last month?	Yes
Have you cleaned all showers and tubs free of all stains and mold within the last month?	Yes
Have you mopped your bathroom floors completely clean within the last month?	Yes
Have you cleaned all showers and tubs free of all stains and mold within the last month?	Yes
How many showers and tubs in your home have heavy soap scum and or stains?	0

There is a complete Estimate form and Set-Up form on the training website.

There are primarily two columns to each form. The first column has the question and the second column has the answers. You should read every question right now to get familiar with the question. As you will see in the example we have loaded, not all the questions have answers, because the question does not apply. Or the answer will be simply No.

After you get accustomed to the form you can often go quickly down the answer page looking for the answers. Don't go too fast. If you miss an instruction we will get fired from the job, it's just that simple.

Read the work orders and set up forms every time and read them completely. Don't skip any instructions. If you are unclear about an instruction, you can call the office for clarification. Instructions must be followed or the client has every right not to pay for service.

Take a moment now and review both of them. They are on the right hand side with the page below the picture.

Sometimes the price on the Estimate form does not match the actual work order. Sometimes a customer will add or delete rooms when they schedule service. The office calculates the price change manually and puts in the final instructions.

Payroll

You are paid by the job. Our payroll systems are good but there are several points of manual input and so they can be subject to mistakes, all be it rare.

Some cleaners will keep track of their jobs between pay periods. You can also use the iPad to go back and review the jobs you worked. You can also see what is scheduled in the future however future jobs are not guaranteed and are subject to change by the customer or the office.

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 only sits on 3 points. It takes very little to knock it over.

Easels typically have artwork or something expensive or 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 bumping into them as you walk by them. **Remember that just a bump will knock them over.**

You will dust these items unless told not to on the work order so you have to 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 not to bump it and that the leg 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 to it, then it will be more sturdy.

However, most artwork displayed on a floor easel are 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 are dusting 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 take the plate or artwork out of the stand. This may not be the case every time but if you remove the artwork or plate you increase the possibility of dropping the plate while you are handling it. So avoid removing artwork from the stand of any size. Hold the stand and artwork with one hand and dust it with your free hand.

Vacuuming and Mopping

You have to be careful at all times in the home. Using a vacuum or mopping will often have you walking backwards. This can be dangerous if you are not watching your step. 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

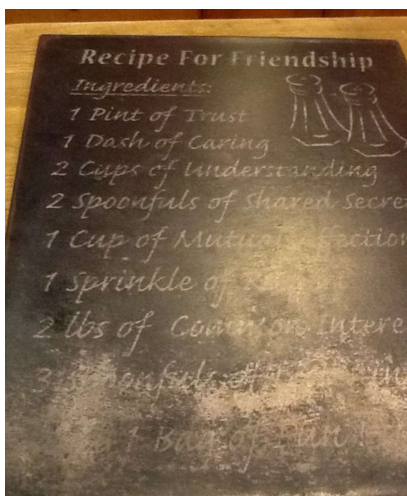
If you see a rug or carpet with open snags we need to not vacuum that area. We need to brush it with a broom or shake it out. It can be hard to see snags but we have to be on the alert at all times

Cleaning items close to the stove that is coated in grease

There are items that home owners will place around the stove that will accumulate a fine coat of grease from cooking. These items are typically cleaned by you as you clean knick knacks throughout the kitchen countertops as we as items on the stove or on top of the back panel.

You have to use your judgment to determine if cleaning the item may damage the item because we using a degreaser to clean them.

Here is an example of a decorate chalk board that was wiped with a rag with STIX degreaser on the rag. It wiped the painted on letters.



Cleaning anything that sits around a stove top can get grease on it. We have to be careful what we clean grease off of. We use degreaser on greasy items and a degreaser is strong stuff so you have to be careful.

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 close to the step ladder.

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 get 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.

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 if the item fell off the wall then it probably was not hung on the wall correctly and the nail or hook that held in place could be damage making it even more insecure.

Leave the item on the floor next to where the item 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, any large or heavy decorations.

Team Lockers

Every team is assigned a locker. In this locker the team will have everything they need to be self-sufficient. 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.

- Both vacuum cleaners
- Your caddies
- iPad and iPad charger
- Team Leader binder and customer payments for the day
- Monthly inventory of supplies

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 a challenge if the service provider is driving 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 reason why you need 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 eating fast food every day. Fast food can work but it can be harder to digest and may actually slow you down. Packing a lunch allows you to get a balanced lunch to provide 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 house cleaner? We do of course but the customer is going to pick up on the littlest imperfection and they like to have areas wiped down. And yes they can check and tell if you didn't wipe down a bathroom countertop because all the nick knacks look exactly the same and have not been moved or shifted and are in the exact position and they know that never happens unless you didn't move it to clean under it.

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

The office does a great job in asking and confirming if the customer wants to 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 them a wipe out clean, where we are not required to scrub anything (much easier) but we are using 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 in conjunction with a complaint for 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 is standing in the room watching you clean all the 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 it 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 cannot be used. 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 a rag and your hand.

A rag with Endust spray on it will always provide a better result 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 heavy. We do not want you getting soaking wet. It usually does not rain heavy for long periods of time. 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 will be one of your greatest challenges as a new cleaner

In your Professional Cleaner certification classes, work pace is mentioned over 30 times. Getting out of a job on time is critically important for any cleaner regardless if 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 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 your speed where it needs to be, based on our company flow and learning 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 later 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 laminate 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 areas like 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 to pick up the pace. That means you are going to 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 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 these goals without stress.

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 person new to cleaning no more than 4 weeks to be CONSISTENT on quality, pace and know how. Some cleaners get there in 2 weeks but some take a little longer.

At the end of every day for your first 4 weeks your Trainer or Team Leader will complete a feedback form on your performance for the day. They will review it with you and give you the original. A copy of the form is forward to the Operations Manager.

On the next two pages is a copy of the front and back of the form.

Your Operations Manager will meet with you once a week during your first 4 weeks. They are in charge of your training to make sure you are on track. When they meet with you they will also ask how you are doing with your Team Leader(s). They will ask you the following questions every time they meet with you.

- How is your communication with your Team Leader?
 - Is the Team Leader professional and polite
 - Are you talking about your Quality and Speed every day?
- How is it handled when you are called back to fix something?
 - We want to make sure your Team Leader is giving good instructions
- Is the work load being shared evenly?
 - We want to make sure Team Leaders are sharing the work load evenly
- How is your speed?
 - The Operations Manager will have reviewed all the feedback forms prior to the meeting but it always good to talk about your speed and pace.
 - We want to make sure you are making improvements every day
- Are there any questions or issues you would like to share with me (the Ops Mgr?)
 - We want to make sure everything is good with the new cleaner and to help them get to where they need to be.

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 *

First

Last

Cleaning Partner Email *

Team Leader name *

Select 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

Your 4-week goal

At the end of your 4 weeks you should be a consistent high quality cleaner working at appropriate pace. Your Team Leader and Operations Manager have a vested interest in your success. They will give you help, and feedback every day. If you listen to them carefully and follow their advice you should have no problem reaching this goal.

At the end of the 4 weeks you will have your final meeting with your Operations Manager. As long as you are where you need to be your Operations Manager will present you with a certificate of completion.

Some cleaners get there faster than 4 weeks but no sooner than 2 weeks. As soon as your Operations Manager and Team Leader believe you have demonstrated that you are a consistent high quality cleaner working at appropriate speeds you will be presented with our certificate.

<p style="text-align: center;"><i>It's Maid Day</i></p> <p style="text-align: center;"><i>hereby confirms that</i></p> <hr/> <p style="text-align: center;"><i>has completed the 4-week training program and has satisfied the requirements for the</i></p> <p style="text-align: center;">Cleaning Partner Certification</p> <p style="text-align: center;"><i>together with all the rights, privileges and honors appertaining thereto in consideration of the satisfactory completion of the course prescribed by the Faculty of It's Maid Day.</i></p> <p style="text-align: center;">On this day ____ In this month _____ In this year _____</p> <p>Field Service Manager signature _____</p>
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Customer Complaints

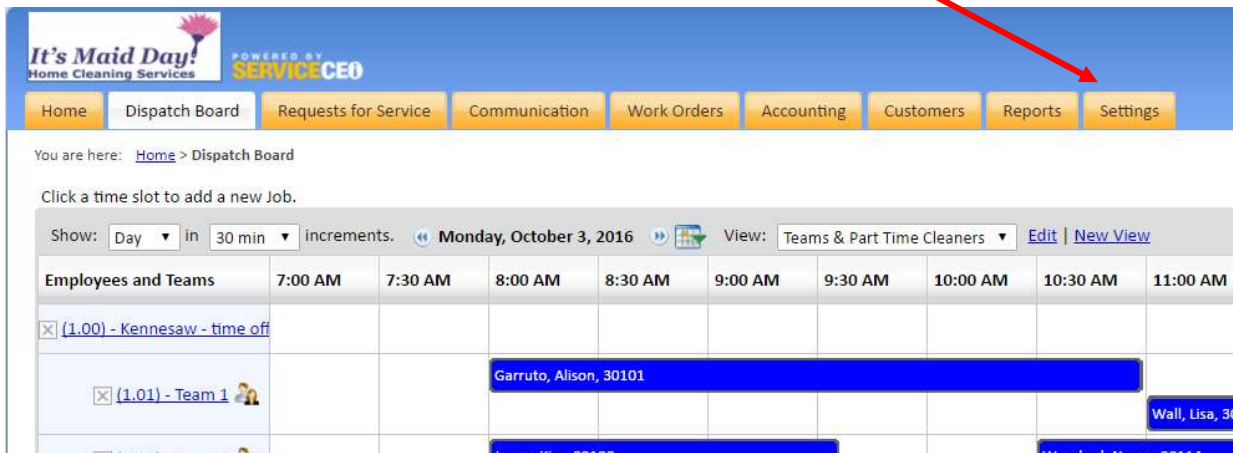
1. Overview of Goals and Limits on Customer Complaints

- 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 or 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 worse 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, Ops 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 ServiceCEO
 - 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 was 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 notifying the office on anything a customer can complain or if we have a customer who may be unhappy for whatever reason.
 - i. We discussed the value of leaving a note for customer if anything is less than perfect. You have to take a picture of the checklist and your note. Send the picture of the Checklist to the correct distribution email address. If you tell the office up front of a potential problem that may be coming before we hear from the customer, then that complaint may not count at all. It's not a free pass depending on the circumstances of the complaint.

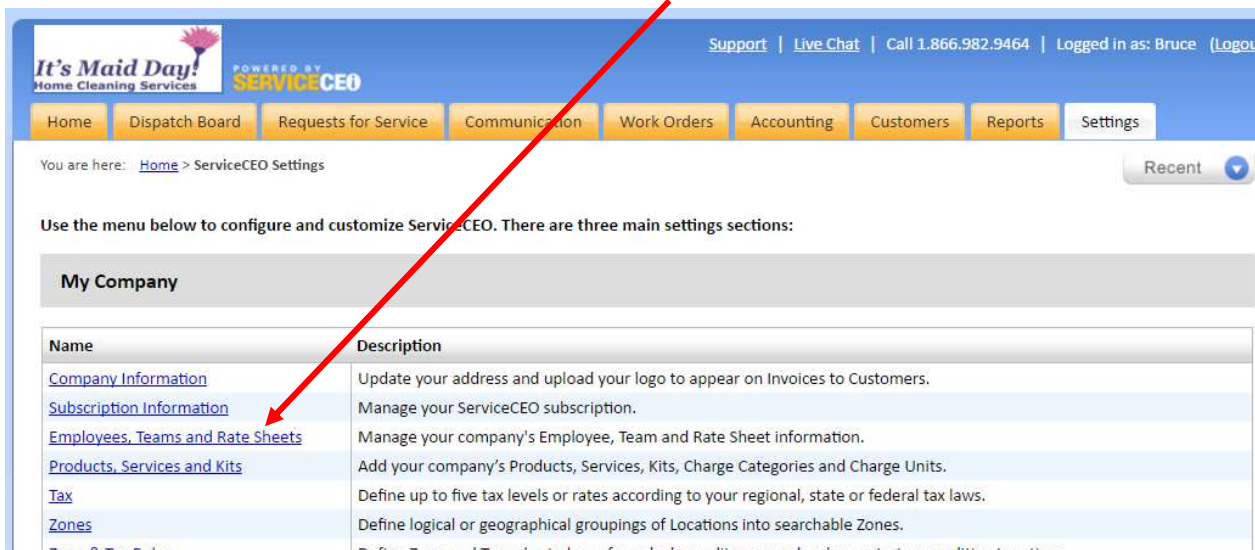
- ii. Don't wait until the job is done if it would help to get in touch with the office or the OPS MGR so we can help you before you leave the house.

2. Where do I find the complaint on my feedback page on ServiceCEO?

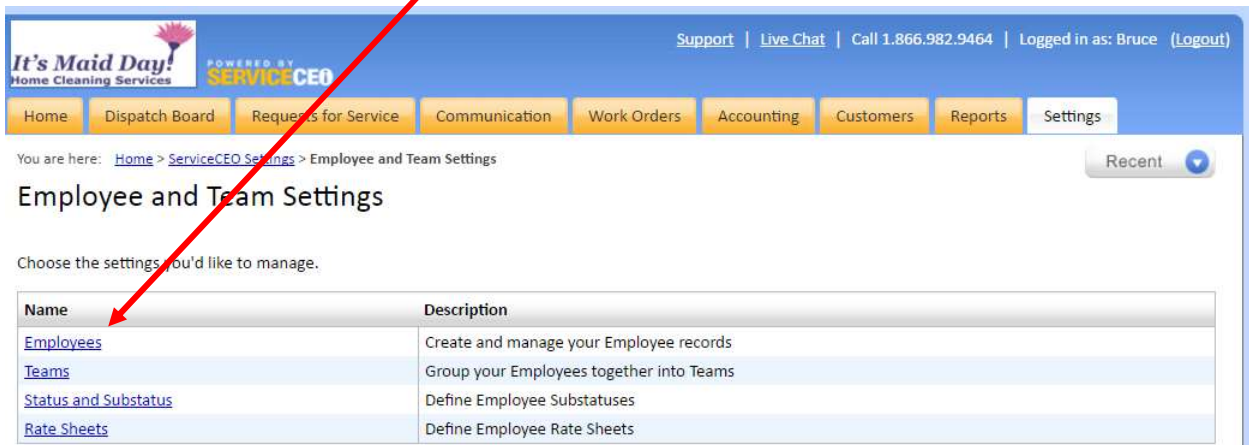
- Go to your personal page within ServiceCEO.
- Your Cleaning Partner will use the team login to look up their complaints too.
- Once you get to your home page you will find Feedback about half way down the page.
- Log into ServiceCEO. At the top click on Settings.



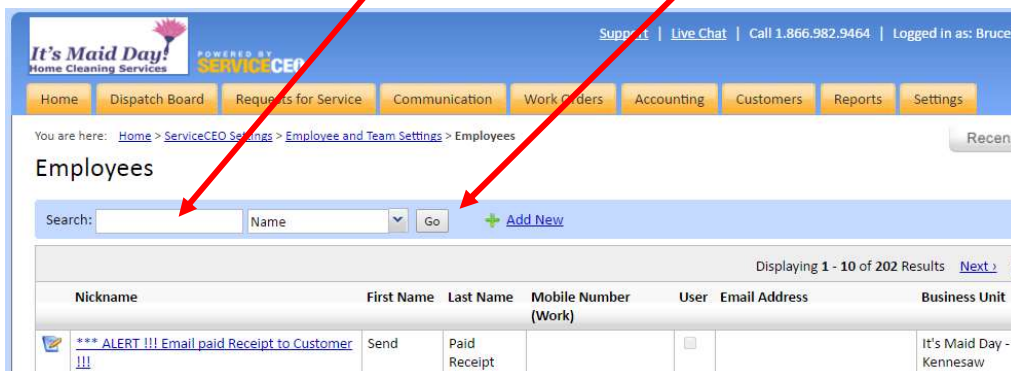
- Then click on Employees, Teams and Rate Sheets



a. Then click on Employees



b. Type in your name and then click on Go.



3. 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 unsecure (garage door up, alarm not set if instructed to arm the system)
 2. Leaving the gas stove on
 3. Not replacing electrical safety plugins 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 kitchen
 - h. Etc
2. Five or more small items missed on the same complaint
 - a. Multiple complaints on the same complaint is 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 goals is to draw the line where all benefits of doubt are gone as to whether or not a Team Leader can do the job.

vi. Professionalism

1. OPS MGR makes the decision on this being 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 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 judgement call by the OPS 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 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 mentions a few areas that they want to see us do a better job the next time.
- iv. Any Major complaint that the OPS MGR 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 lead 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 get 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 OPS MGR has a suspicion that the Home Owner is a constant complainer
 1. The OPS MGR will go to the next scheduled cleaning. If the OPS MGR checks the home and it passes inspection after the TL conducts her check, then if the customer complains again then we know they are just a complainer. All previous complaints unless pictures were provided, would be downgraded 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. **The OPS MGR determines if the complaint is Major, Minor or No Complaint.**

- i. During the conference call with the Office, Team Leader and OPS MGR, the OPS MGR 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 OPS MGR can change the complaint type but the determination is made during the conference call until further notice.
- ii. The Team Leader reports to the OPS MGR and the OPS MGR is responsible for training the Team Leader. Sometimes a judgement 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 by Bruce.

4. **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. If you see you have an email, when you are looking at your iPad closing out the work order then you can see that you have an email.
- b. The Team Leader will call Ashley at 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 that you are at 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

5. **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

6. 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 OPS MGR 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.

7. 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

8. 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 have to give feedback to the office on anything less than perfect including the attitude of the customer.
- c. Just because the customer is going to check your work, which is the root of all complaints, you cannot refuse to clean a home.
 - i. You can ask the OPS MGR to come check your work. If she has time she can do that. It would be a post cleaning inspection.

9. 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 Operations Manager.

10. Surprise inspections by the Operations Manager or even Bruce

- a. From time to time the Operations Manager (Ops Mgr) will conduct surprise inspections after your team has left the customer.
- b. The OPS MGR 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.