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Understanding the Service

NOT ALL CLEANINGS ARE CREATED EQUAL

All Star Service

Our standard maintenance service, which begins after the initial deep cleaning, and is done on a regular schedule of every 1, 2, or 4 weeks. These maintenance cleanings are designed to keep up on the deep cleaning done at the initial visit, using the 100+ point checklist as a guide.

Initial Deep Cleaning

Done prior to the start of recurring service. The all-important first impression! It is also the only time a recurring client will be billed hourly, so it is extremely important to take advantage of the opportunity to do all the deep cleaning on the first visit so the home will be ready to maintain. The major difference between a standard cleaning and a deep cleaning is that we do very little “dusting” (of baseboards, ceiling fans, etc.), and instead “wash” all surfaces with a damp cloth.

- Always high dust every room! (You should high dust at EVERY cleaning!)
- Wash (not dust!) all baseboards, cabinet faces, doors and door frames, window tracks and sills, light fixtures, stair railings, ceiling fans and switch plates
- Dust blinds thoroughly and spot clean, wash if necessary
- Spot clean windows and walls
- Wipe down and wash knick knacks and pictures frames - no woolies!
- Edge carpet

One-Time Paid-By-The-Hour Cleaning

These cleanings are usually cleaned in the exact same manner as an initial cleaning, unless the client has provided a specific priority list. The major difference is that they generally have a call limit, which is the maximum time you can spend cleaning without seeking approval for additional time.

Move In/Move Out Cleaning

- Unplug fridge and open freezer to allow for defrost time before cleaning – NEVER leave unplugged when you leave though – it can cause a flood!
- Always high dust every room! (You should high dust at EVERY cleaning!)
- Move fridge out away from the wall to clean behind (always be careful not to damage the flooring when pulling out appliances)
- Clean inside and out of all appliances (fridge and freezer, oven, microwave, dishwasher, inside lip of washing machine)
- Lift the top of the range and clean under the drip pans
- Clean the area under the microwave where the exhaust fan is and soak/clean the filters
- Wipe out insides of cabinets and drawers (kitchen and bathroom)
- REMEMBER - remove the drawer from under oven (clean it) and clean the floor underneath the oven
- If baseboards are VERY dirty, vacuum and edge before wiping.
- Wipe down closet shelves
- Wash (not dust!) all baseboards, cabinet faces, doors and door frames, window tracks and sills, light fixtures, stair railings, ceiling fans and switch plates
- Dust blinds thoroughly and spot clean. Wash if specified on your work order.
- Spot clean windows and walls. Wash windows if specified on your work order.
- Edge carpet
- Remove all trash found (including toilet brushes, shower curtains, etc.)

Communication Procedures

KEEPING EVERYONE TOGETHER

Client ETA and Call Ahead

Communication is key to building a relationship with clients. The client must be notified anytime you will arrive outside of the 2-hour arrival window (1 hour before and 1 hour after the start time listed on your work order.) The client also needs a call when you are on the way if their work order is marked as Call Ahead. Just text Robot Phone and ask them to make the call for you.

Help Request

We are a team that loves to make each day a success. Sometimes, our clients' homes extend beyond their approximate times and this can make an organized day into an unplanned extended day. If you foresee that your day will be extending past the regular hours of 5:30 pm, please send a text message to the Robot Phone letting us know you will need some Help.

This is a healthy practice for both you and your client relationship. Extending past normal hours can sometimes be wearing and many times our clients expect us to be fully out of their home so their home time is not interfered with.

If you have not heard from the office by 3:30pm acknowledging that you are behind, you **MUST** text them to make sure they are aware. You should keep your phone on and nearby so the office can let you know when someone is available. You can accept or refuse the help at that time.

Lockout

A time will come when you will reach a home that you may not be able to clean as scheduled due to unforeseen circumstances. Please follow the following protocol to successfully call-in a Lockout.

1. Knock on door, check all doors, check for hidden key areas and work order instructions.
2. Let Robot Phone Know so we can call the client
3. Wait 15 Minutes
4. Let Robot Phone know you're leaving and move on to your next home.

Drive Time and Getting Lost

Arriving to a client's location with ease is the key to keeping your drive time low and your average pay high. In most cases, the GPS is accurate. Sometimes it is possible for the GPS coordinates to be off or to become disoriented. These techniques should help:

- When you are in a hurry you are likely to get frustrated easier and make mistakes. Breathe.
- Never drive lost for more than 10 mins. Ask for help by calling Robot Phone.
- If the address, driving directions, or GPS coordinates turn out to be incorrect **ALWAYS** submit a note to the office through Service Autopilot so we can get it corrected for the future.

Call Limits

All hourly jobs have call limits – usually the number of labor hours the job was scheduled for.

If you arrive at an hourly job and can immediately tell that there has not been nearly enough time allotted (off by more than 25%), call Robot Phone immediately before beginning work.

Call client 30min prior to END time and inform what areas still need to be finished. Ask the client if they would like to add more time or are they ok with us leaving once time is up.

- IF - **Client needs more time**, let them know that you will call the office and check if there is any available time today or the office will call them back to reschedule more time. If the job will not be completed today submit clear notes to the office through Service Autopilot noting what was and was not done.
- IF - **Client does not want to add more time**, make sure to leave a clear personalized note of the areas that were and were not able to be done.

Damage/Breakage

In the event of damage or breakage, take a picture of the damage and text it to robot phone immediately, along with the name of the client and the location of the damage - do not wait until you are finished with the home. The office will put a damage report in your box to be filled out at the end of your day. Leave a note for the client apologizing, and leave the broken item next to the note if possible. Do not make any commitments on behalf of the company; simply say the office will be contacting them.

If the client is home: Explain that you have had an accident and apologize immediately; tell them you will have the office contact them the next day. Follow the same procedure as outlined above for damage reporting. Even if the client expresses that they “don’t want you to worry about it”, a damage report still needs to be filled out.

If it’s not our fault that something is broken, say so in the note or when you talk to the customer or the office. For example, if a picture falls off the wall when all we did was touch it with our duster, we really don’t want to have to pay for a new one. We were using what is known as “due diligence.” We were doing what we were hired to do and we were doing it in the proper way – and the accident still happened. We didn’t cause it.

Work Order Updates and Notes to the Office

It is your responsibility to keep your work order up to date. If there is information missing or that could be added to provide clarification (such as a description of the location of a room that is listed as DNC) submit it via notes to the office in Service Autopilot and we will update the work order prior to the next visit.

Final Day Clear

This is required before you head to office. Send a text message to Robot Phone when you are on floors at your last house. The office will confirm that you are clear or give you further instructions if you are needed to help another team.

If you haven't received a response by the time you finish floors, let the office know you are done and if you have not received a response in 5 mins you are CLEAR.

Safety Procedures

EVERYONE IS RESPONSIBLE

Maintaining a safe work environment is important to both you and your clients. When you are in someone's home you are legally an employee. This means that a variety of federal and state laws must be understood and properly followed. There are two types of hazards to consider when you are at a house cleaning, the health hazard and chemical.

When you suspect a health hazard exists, use personal protective equipment. Please see your field manager if you need any of the following items.

- Gloves: Protect your hands
- Mask: Protects your mouth and nose
- Goggles: Protects your eyes

For every chemical that we use, there should be a Material Safety Data Sheet (MSDS) as a reference on your iPad. The information will include physical data, toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment and spill-handling.

Common household products include vinegar, baking soda and alcohol. Combining of chemicals may produce new chemicals including gases. Ammonia and Bleach are both common household products, but their combination results in a formation of a deadly gas.

Safety Policies

- ASCS does not allow the use of ladders. However, you may use up to a step stool (no more than 3 steps high).
- No open toe shoes. We highly recommend ordering Shoes for Crews or other non-slip work shoes to prevent slips.
- You are not permitted to remove your shoes inside of a client's home. Shoes are to be worn at all times. Should a client request that you remove them, refer them to the office.
- Never allow the vacuum cord to touch water as this poses a risk of electric shock.
- Do not attempt to climb on anything, except a step stool.
- It is against our company policy to walk on wet floors.
- Be alert and report in and all hazardous conditions to the office, including issues with equipment that may pose safety hazards.
- Be aware of your surroundings and changing conditions at all times. Examples include placement of furnishings, uneven pavement, wet pavement (front door entrances and driveways tend to become extremely slippery when it rains!) wet floors, swinging doors, and poor lighting.

Working Safer and Easier

- In the event that something needs lifting, always squat bended knee to prevent injury to back.
- Look carefully at your work environment to identify problems and potential risks. For example, communicate when floors are wet, or you see a wet spot, to every person that is present in the home (employees and those present in the home you are cleaning).
- Always wear gloves when cleaning bathroom surfaces.
- If you are taller in height, your mop pole extends to minimize back stress and thus, injuries.
- To avoid back stress and possible injury, do not stoop over to reline trash cans. Instead, bend your knees and keep your back straight. Again, make sure that every area you are cleaning is within reach (try not to reach, twist, and turn; avoid cleaning in awkward positions) to avoid injuries and added stress on your body.
- Do not make beds by yourself! Instead, ask a team member for help. This will make this task physically easier, thus avoiding stress on your body. Do not stoop or bend your back but instead, bend your knees and crouch briefly while pulling the corner of the bed sheet over the mattress. Bend your knees to minimize bending of your back as you lift the mattress corner and tuck in the top bed sheet.
- Stand at an angle and not directly under the dusting area when using the high duster extender. Standing directly under the area you are dusting may cause injury to your neck.
- Alternate hands often to avoid fatigue.

Slips and Trips

Prevention of Slips and Trips: Both slips and trips result from some kind of change in the contact between the feet and the ground. Good housekeeping is the first step in preventing accidents. That includes things such as: Immediately picking up spills, remove obstacles that may make you trip, wear proper footwear, slow down and do not rush through jobs, and overall be aware of your surroundings.

Please inform us if there is anything we can do to help you stay safe in the workplace. MSDS sheets are located in the Dropbox on your iPad as well as at the office.

Conduct In Homes

MAKING A GREAT IMPRESSION

Client Interaction

- Always greet the client upon arrival and say goodbye before leaving.
- No discussion with the Client about how long or short your day is going to be. Your only focus is them when you are there.
- Respond to Client appropriately - no discussion of your pay, tips, other clients, or comments about your company or boss.
- Never discuss with the Client their cleaning rates, cleaning plans, or scheduling unless directed by the office to do so.
- No fraternization or socializing with Clients or Clients family members of any kind.
- No solicitation of “business on the side”- cleaning, babysitting, yard work, or any other services.

Entering & Exiting the Client's Home

- No parking of vehicle in Client's driveway or blocking it (unless client file authorizes you)
- Be courteous and pick up packages, newspapers, or other advertisements and bring them inside.
- Be sure home air conditioning, lights and blinds are left “as they were”, or according to client instructions. TIP – Leave your car keys on top of the thermostat if you adjust the temp. Then it is impossible to leave without remembering to change it back.

Phone usage: No personal calls in clients' homes. Period. Exceptions are made for true emergencies only. Keep your phone on vibrate in your pocket, and answer only for Robot Phone or another team.

Smoking: No smoking within view of a client's home. Smoking in cars is only permitted if all passengers are in agreement. Tossing cigarette butts out of your car window will not be tolerated.

Headphones: Headphones are allowed. If headphones are worn they must be at a low enough volume that no one else can hear your music, and you can hear when someone enters the room. Do not wear headphones when in the same room as a client.

Eating: No meal breaks while cleaning a client's home; lunch breaks must be taken between houses. If a cleaning lasts more than four hours you may take your lunch outside or in the car if necessary. You may accept cookies and whatnot if offered by the client, but no taking food that has not been offered - not even a nut!

Talking: Never say ANYTHING about a client or the condition of a client's home while inside of their home. EVER! No loud chatting or yelling through the house. No use of profanity inside a client's home.

Electronics: No TV watching or using the client's stereo while working. No unplugging computers or TV to plug in vacuum.

FIRST STEPS

GREAT EXPECTATIONS

During training, we don't expect you to be an expert cleaning professional right away. Just try your hardest, and work on the techniques and you will acquire those skills.

- Arrive with a cheerful, ready to work attitude
- Arrive on time
- Listen to your Trainer's instructions
- Pre-read the day's training tasks, related method and procedure, and other material mentioned for the day before coming to work
- Always use good client service techniques
- Use only the assigned cleaning products
- Always follow safety guidelines, even if wearing gloves for example, is uncomfortable
- Ask questions if you don't understand something
- Understand this is a professional job, where the skills that you are being taught during training will help you work better, faster and be successful at this profession

1. **Read the work order** on the way to each client's home to see what needs to be done in the house. It's possible that not all of the rooms in the house are to be cleaned, or there are some special tasks that have been added, or changes have been made to the work order since the last visit. Make note of the time allotted on the work order so that you can plan your time accordingly in the house.

2. **Know Our Products & Equipment**

We know it is imperative to provide great cleaning that is also safe. We supply all of the products and tools you will need to make each home safely sparkle.

All the professional products and equipment used at a home are carefully evaluated and approved for professional cleaning, including earth-friendly cleaners and vacuums with HEPA filters which have proven great for clients with asthma or severe allergies.

Our Natural Cleaning products are effective against grease and soil all while being environmentally safe and biodegradable. They are shipped to us in concentrate form and we are very careful with their dilution levels as we know the delicacy of the different types of counters and flooring; they function equally as well and keep you protected.

3. Unload your supplies and equipment from the car in one trip if possible.
4. **Introduce yourself to your Client:** If the client is home, say hello and ask if there is anything that can be done better and make polite conversation. Do not, however, spend more than 2-3 minutes. You can use polite phrases like, "Well, I'd better get to it. It was good talking with you," to break from the conversation. **Trainees should never volunteer that they are new*
5. **Check the kitchen counter for client notes and/or payment.** Collect payment and secure in zipper pouch in your briefcase. If a note was left by the client, read the note and make a plan for any changes to the cleaning that day. Bring the note back to the office, or if directed to

leave the note by client, take a picture of the note so the office can note anything special in the client file.

6. Collect your supplies and begin your first task. Tasks are divided up between teammates if working on a team. Efficient division of tasks may depend on the staff and/or on the specifics of the house. When cleaning in a team trade work areas at each visit.

A typical split: May need adjustments as needed – discuss before you get in the house!

Person 1 - BATHROOMS AND FLOORS

1. *Bathrooms (begin at furthest bathroom from front door or upstairs if house is more than one story)*
2. *Vacuuming behind duster - Make sure to leave lines in carpet!*
3. *Mopping*

Person 2 - DUSTING AND KITCHEN

1. *Responsible for hi/lo dusting in baths too, start with baths so wet person can get started*
2. *Dusting and other non-floor dry work, such as straightening up (begin at furthest point from front door or upstairs if house is more than one story)*
3. *Kitchen*
4. *Canister floors and furniture, edge carpets where needed. Make sure to leave lines in carpet, and vacuum couch including under cushions!*

Tools of the Trade

INTRODUCING YOUR ARSENAL

Caddy Checklist

- All Purpose
- Bar Keeper's Friend
- Floor Cleaner
- Liquid Dish Soap
- Citra Solv
- Gloves
- Toilet Bowl Brush
- Grout Brush
- Large Brush
- Toothbrush
- Putty Knife
- Rinse Cup
- Blue Sponge
- Green Sponge
- Magic Eraser
- Squeegee
- Pumice Stone
- SOS Pads

Equipment

- Upright Vacuum
- Canister Vacuum
- Mop with Extending Pole
- Cobwebber
- Wave Duster
- Step Ladder
- Cleaning Cloths and Mop Heads

Briefcase Checklist

- iPad
- Clipboard with Daily Team Record
- Comment Cards
- A spare vacuum bag for each vacuum
- A spare belt for your upright
- Screwdriver
- Scissors
- Damage Reports

To be successful, a carpenter must not only know how to use a hammer and a saw, they must have quality, and all tools in good conditions to be productive.

Like a Carpenter, successful All Stars follow through with equipment maintenance, caddy organization and tool replenishment. All Stars keep their tools and equipment close and organized. They do not leave traces of their work lying around. For example, a client coming home to find a wet rag on their furniture which could possibly ruin the furniture but also leave a bad impression even if the rest of the house is spotless.

Client Products

There may be times when a client requests you use their product, for reasons of personal preference or allergy. This is okay, but if it is not already noted in the work order you must communicate this information back to the office via a note to the office. The reason for this is twofold: 1. so that we can update the work order for future reference and 2. So that we can add the required MSDS for the product to your documentation.

It is also important to note that you are never allowed to use a client's product unless they have expressly requested that you do so, or the office has instructed you to.

Avoiding Product Damage

While our all-purpose is generally safe for all surfaces, there are some precautions to take with many of the other cleaning products in our arsenal. Below are some listed examples of where our products should NOT be used (list is not intended to be all inclusive):

- Bar Keeper's Friend: Do not use in black sinks, on any sort of natural stone (granite, marble, etc.), shiny stainless steel
- Magic Erasers: Do not use on countertops, plastic, cabinets, wood of any kind! Think of your magic eraser as a very fine sandpaper – always test in an inconspicuous area before using on ANY surface
- Citra Solv: Do not use on wood
- Pumice Stones: Do not use ANYWHERE other than inside of toilet and inside of oven. Keep very wet at all times during use
- Scrubby Pads (backside of sponge): Do not use on soft plastic areas (ex – outside of microwave, or around the numbers on a stove), on anything stainless steel (including stove tops)
- SOS Pads: For use inside of ovens and on drip pans ONLY.

Bathrooms - Bubbles Make Sparkles...

SPARKLING BATHROOMS

Estimated Cleaning Times:

Powder Room/Half Bath: 7-10 mins

Standard Full Bath: 15-20 mins

Large Master Bath: 25 mins

Extra-Large Master Bath: 30-45 mins

TIP!!! Items you have removed from counters must be neatly returned to their original areas.

TIP!!! You must wear your shoes while cleaning the bathroom.

TIP!!! Place a towel on the floor when cleaning and exiting showers/tubs so you don't slip. Be sure there is no cleaner on the bottoms of your shoes so you don't stain the floor.

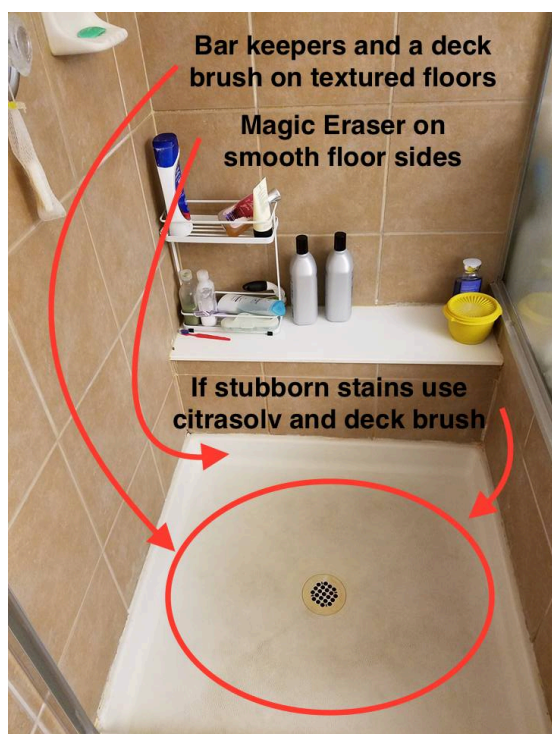
***Follow these steps in order. Remember to clean where you are standing TOP to BOTTOM, LEFT to RIGHT (or right to left) around the room in accordance with the condition of the bathroom.**

Some advice on cleaning bathrooms always start with the most difficult thing first so you build up momentum to carry you through the rest of the room. Usually in a Master that is the shower. Next comes the bathtub, next the vanity and finally the toilet area. Don't forget to remove trash from the room. The trash is usually in the toilet area but also check under sinks as well for hidden trash cans.

Shower

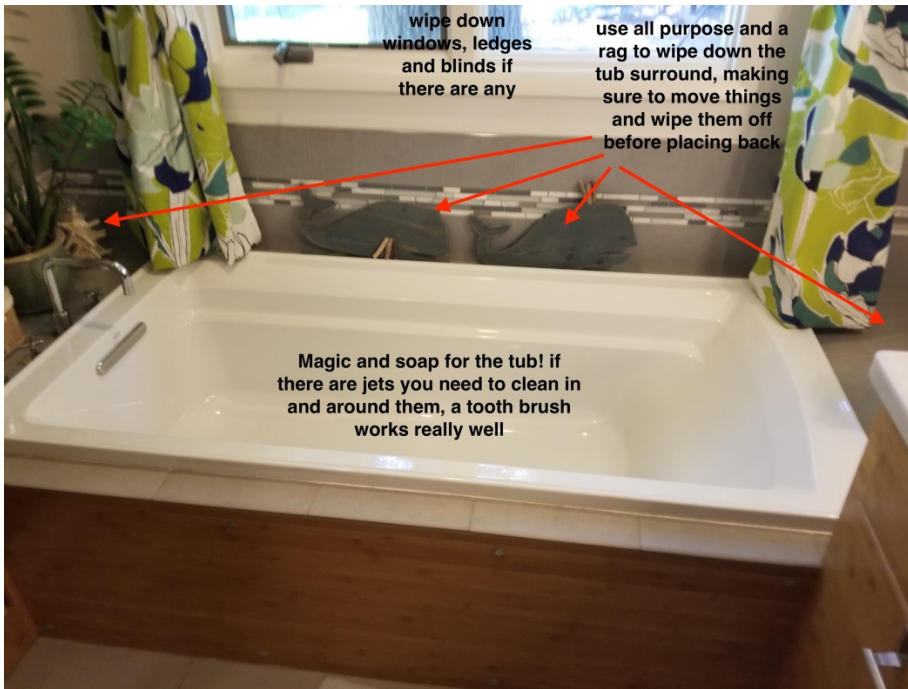
1. Remove all products such as shampoos, body wash, bar soap, loofas or wash cloths from shower. You can place these next to the shower.
2. Wet down all surfaces with either the showerhead if it is attached to a hose or your rinse cup
3. Large tiles rough or smooth: Use a deck brush with a liberal amount of dish soap on it to scrub the tiles and the surrounding grout. Do one wall at a time rinsing each time to look for any spots that may need extra scrubbing or the use of the small grout brush. Repeat this on all tile walls making sure not to forget any half walls.
4. Small tiles- can use the deck brush method above or use a magic eraser with a liberal amount of dish soap. Make sure your eraser is very wet and that you rinse each area well. Use small grout brush to get any areas that the magic eraser missed.
5. Smooth solid walls either stone or fiberglass. Use your magic eraser with soap and lots of water.
6. Clean any soap dishes, shelves and benches with the magic eraser rinse and dry these.
7. Shine all faucets and shower heads with a dry rag
8. Tile floor or Solid rough stone. Use the deck brush and soap to scrub entire area. Use small grout brush to get any areas close to the edge
9. Plastic textured shower bottoms. Use a magic eraser to clean all smooth areas leading up to the edge of the tile. **DO NOT USE THE ERASER ON THE TEXTURED PART IT WILL JUST EAT IT UP.** Use one of three methods depending on soil level. 1 deck brush and soap for a light soil. 2 deck brush and Bar Keeper's Friend for a medium soil 3 Deck brush and Citra Solv for a heavy soil. Both Bar Keeper's Friend and Citra Solv need to be rinsed thoroughly.

10. Do Glass last! Use a magic eraser with soap and water to clean the glass. Use your squeegee to remove excess water and soap and then use a soft dry rag to buff glass and surrounding metal. Repeat on all glass.
11. Replace all products back where they went making sure to arrange them nicely and also making sure that razors do not rest on their heads as this can ruin some types of razors.
12. Check to make sure that you have rinsed the floor well to remove any leftover hair or debris (hold rinse cup close to floor so that you do not splash glass.) It is a good idea to dry the shower pan to ensure there is no Bar Keeper's Friend residue left behind – it will turn grey and stink like a fish when it dries! Also take this time to wipe shine all chrome.
13. Outside of glass and metal spray with All Purpose and buff dry



Bathtub

1. First remove anything from edge or tile surround. Dust window, sill, and blinds if there are any. Spray tile surround and lip of tub with All Purpose, wipe clean starting from the back of the tub to the front. If any grout needs attention use the small brush.
2. Inside tub use a magic eraser and soap making sure to remove all soap scum. If it is a jetted tub use your toothbrush to clean around and inside jets.
3. Rinse clean making sure all hair and debris are washed down
4. Polish the faucet and handles and replace anything that was on the tub surround making sure to arrange nicely with any labels facing forward



Vanity

1. Start by dusting the light fixture if it needs it.
2. Mirror next. If there is product up against mirror move away and lightly spray with All Purpose. Use one of the stiff rags to clean the mirror checking for any streaking.
3. Countertop next. Pick a side left or right. Move anything from whatever side you started on to the opposite side of the sink. Spray down area with All Purpose and scrub any areas with any product on it wipe clean. Wipe down products before you replace them on the counter including electric toothbrush charging bases. Making sure to clean any toothbrush stands and cleaning any soap dishes. Also, please clean the outside of all hand soap bottles before placing back.
4. Clean the rim of the sink and the faucet top and bottom including the handles in between and behind. Making sure any hair is removed. For any stubborn spots around fixture base use a toothbrush to remove it.
5. Once top of sink is clean, clean the bowl with a magic eraser and soap. Rinse clean and make sure there isn't any hair or debris left.
6. Repeat with other side of vanity/sink
7. Dust any towel holders and refold towels nicely.
8. If the cabinets need to be wiped use All Purpose and a rag
9. For pedestal sinks make sure to wipe down the outside of the bowl and the stand front and back to remove any dust or spots



All Purpose and a rag will clean the mirror - just remember to look at all angles to make sure it is streak free. Turning off the lights is a good way to see any streaks left.

Wipe down all soap bottles and any soap dishes

Remove all things from counter before you clean

Use a magic eraser and soap in sink, making sure to wipe down well around drain

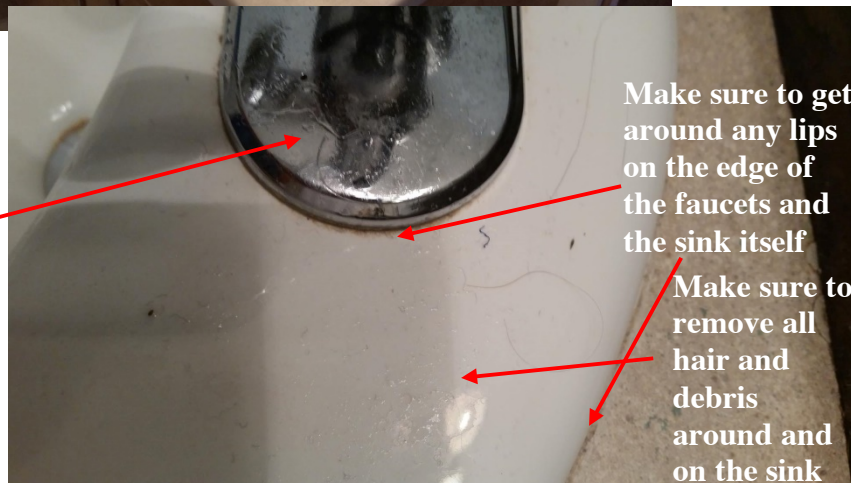
Take things off trays and wipe down the tray and all the things before placing them back



Shine faucets with a clean rag after they are sprayed with All Purpose

Make sure to get around any lips on the edge of the faucets and the sink itself

Make sure to remove all hair and debris around and on the sink



Clean behind pedestal sink using All Purpose and a rag. Don't forget to wipe outside of bowl and base.

We clean all toothbrush holders, but especially the electric ones! All Purpose and a rag does the trick.



Toilet

1. Start by cleaning the toilet paper holder and folding the toilet paper (look up toilet paper origami for inspiration ☺)
2. Start by turning off the water at the base of the tank. Once water is off flush toilet and hold handle down so that as much water as possible leaves the bowl.
3. Sprinkle the bowl with Bar Keeper's Friend and scrub the whole entire bowl including under the lip. Under the lip may require the use of the pumice stone (don't worry it won't scratch anything inside the toilet as long as you keep the stone wet). Once everything is clean in bowl turn water back on and flush.
4. Spray entire toilet with All Purpose and wipe down starting at the top of the tank and working your way down. Remember to lift the covers on the lid hinges to clean those as well. Wipe down rim of toilet and flush one more time. Wipe down outside of bowl all the way to the floor. Wipe down back of toilet as well. Make sure that no dust or hair is left behind. Make sure to wipe down the area where the toilet meets the floor really well.
5. Spray the baseboards and floor behind and around the toilet and wipe those clean as well (mops will not reach these areas) It really is best if the toilet is in a separate room to just wipe down all the baseboards and back of door, then just hand mop the floor in that area making sure to get the corners really well.



Other Areas Bathroom

1. Make sure to wipe down all baseboards in a bathroom every time as the steam makes the dust stick. Make sure to get behind doors as well.
2. Wipe down Doors and Frames with a damp cloth
3. Wipe light switch plates and any extra towel racks (making sure that the towels are folded nicely)
4. Spot clean wall

Kitchens - The Gathering Place

SPARKLING KITCHENS

****Follow these steps in order.**

Estimated Cleaning Times:

Standard-Sized Kitchen: 20-30 mins

Large Kitchen: 35-45 mins

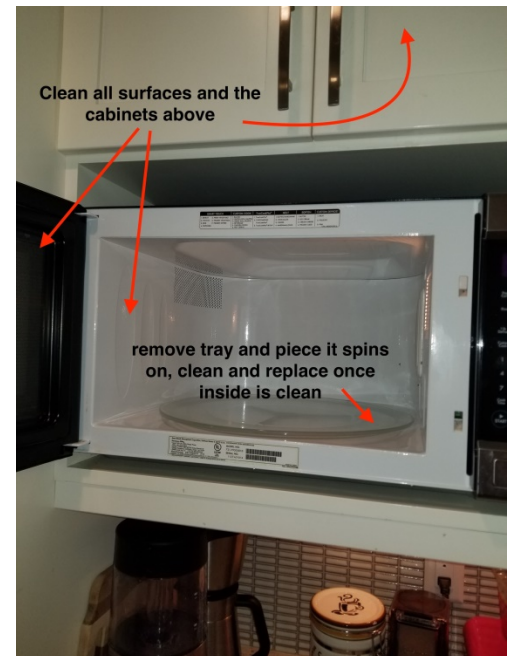
TIP!!! Always start with the above stove microwave or the stove first.

TIP!!! If there is buildup in a microwave place a wet rag inside and heat for 2 minutes. This will steam the buildup loose

Some advice on cleaning the kitchen always start with the dirtiest thing first.... which should always be the stove. If there is a microwave on top clean that first and then work your way around the kitchen cleaning the sink last. Also locate the trash can first and go ahead and remove so you don't forget. Sometimes the can will be out in the open or sometimes in a pantry. Also, newer homes will have them in a sliding cabinet.

Microwave

1. Remove tray from inside and either place in water in the sink or set to the side. Remove the piece that the plate rotates on.
2. Spray the cabinets above the microwave and clean (if this is an above stove model).
3. Spray the inside of the microwave with All Purpose and wipe out all sides including lid. If there is a lot of hard splatter to remove you can steam it off by wetting either your sponge or a rag and turning the microwave on for 20-40 seconds. If you do this please be careful when removing towel or sponge as they will be very hot. Now that the microwave is steamed you should be able to remove anything that was stuck on easily with a rag.



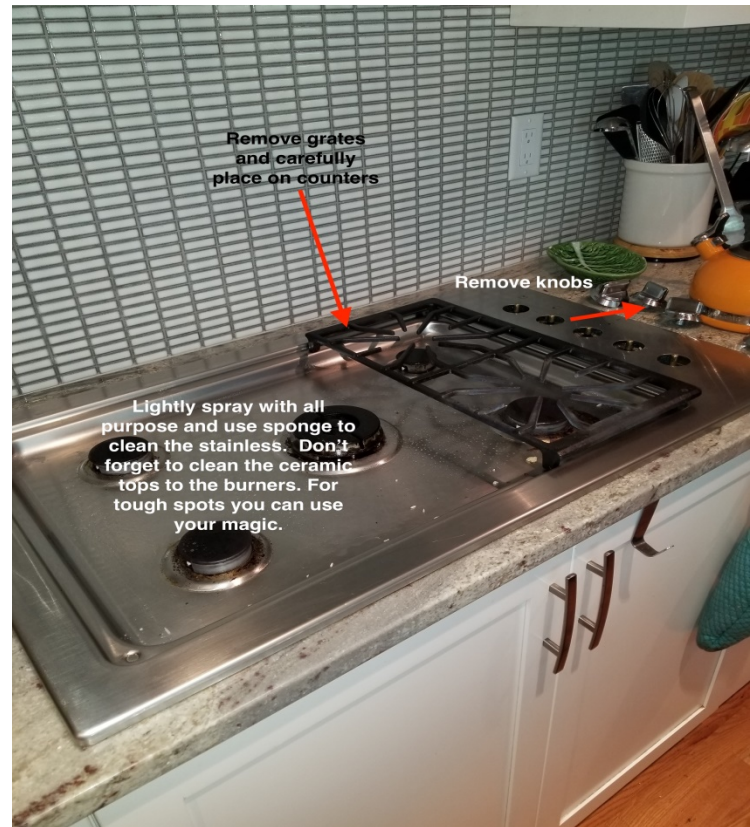
4. Clean the tray that goes inside making sure to wipe dry, and place back inside.

5. Spray outside of microwave and buff dry making sure not to leave any streaks

Stove

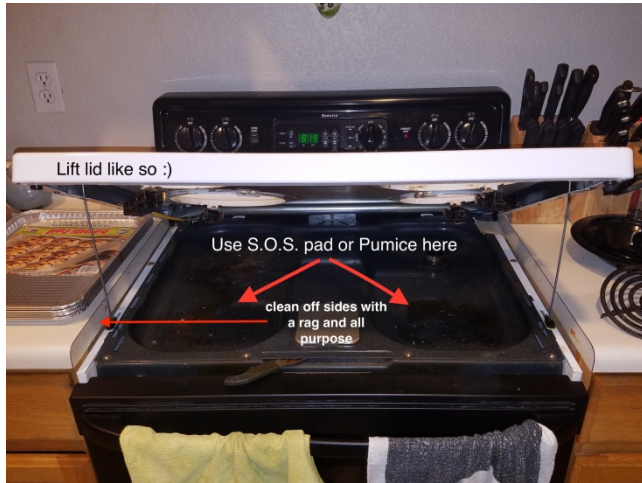
Gas Stove:

1. Remove all grates and soak in sink.
2. Remove all knobs and you can soak in sink as well
3. Spray down backsplash and Wipe clean if there are any harder spots you can use your scrubby sponge.
4. **Lightly** spray the stove top with All Purpose and do an initial wipe off (getting any debris on the top) – **BE VERY CAREFUL NOT TO GET PILOT LIGHTS WET!**
5. Use a S.O.S. pad on the ceramic burner top for burner and wipe clean.
6. For the area around the burner use Bar Keeper's Friend and THE SOFT SIDE (NEVER the rough side on stainless!) of your sponge (wet) to scrub anything that might have burnt on. Wipe all this off with a rag, you may have to do a couple of passes before you get it all.
7. Spray down again and buff to a shine with a clean rag
8. Remove grates from water and scrub with sponge if necessary, dry and replace.
9. Wipe all knobs clean and replace.
10. Wipe down front side of stove and pull out the drawer at the bottom to make sure and get the lip clean.



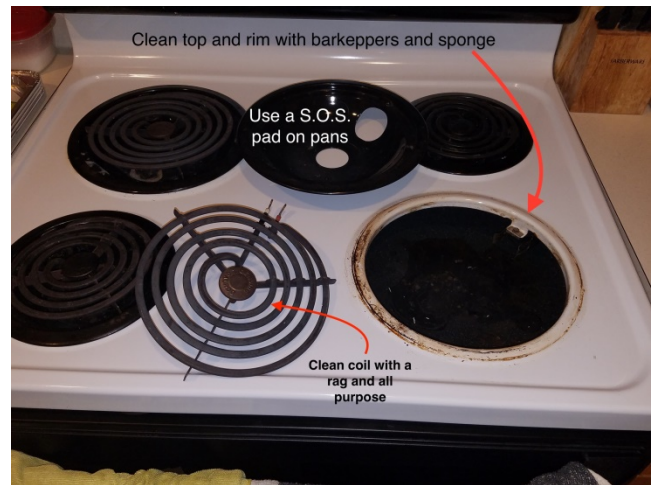
Electric Flat cooktop (glass or ceramic):

1. Spray and clean backsplash if there is one
2. Remove knobs and soak in sink if they need it.
3. Spray down whole surface and wipe any loose debris off
4. Using Bar Keeper's Friend and the scrub side of you sponge clean the surface paying special attention to the ring area.
5. Wipe all Bar Keeper's Friend off and spray and buff to a streak free clean. Clean all knobs and put back. If you are having a hard time with the glass streaking use a firm dry rag to buff those areas.
6. If it has a front side clean the whole thing including cleaning the lip of the lower drawer.



Electric range (coil):

1. Spray and clean backsplash
2. Remove coils and drip pans. Soak pans in the sink
3. Remove knobs and either soak in sink or set to the side.
4. Spray down whole stove and wipe the whole thing down to remove debris
5. Lift top of stove and clean under where the drip pans cover. You can use a pumice stone and S.O.S. pads here.
6. The top of the stove you can use Bar Keeper's Friend and a sponge
7. Clean drip pans with Bar Keeper's Friend and wipe clean place back and replace coils
8. Clean knobs and replace
9. Don't forget to clean the front side of the stove and the lip of the drawer.



Counters

1. We clean the things on the counters as well as the counters themselves. When cleaning counters do it by sections
2. Clear a section of counter and wipe the wall and then spray the counter and use your scrub sponge to clean the counter. Wipe dry with one rag and have another dry rag handy to buff the counter.
3. Once counter is clean start cleaning the items to put back in place.
4. If there are items on a tray take them off and wipe dry before replacing with items arranged on top. Also, cleaning the inside of decorative bowls is a nice touch.
5. Clean the outside of all small appliances (toasters, coffee makers, tea pots, ETC.) making sure to make them shiny if they are metal. If you are cleaning a toaster remember to clean out the crumb tray before placing back.
6. Once you clean all the counters go back over them with your bare hand to feel for any areas you might have missed. Also get on eyelevel with the counter so you can see the shine across it, and you will be able to see any crumbs left behind.
7. Always remember to arrange things nicely but not in completely different areas. For instance, if the knife block is next to the stove that is where it should go back once the counter is clean. If you are tidying papers just make you stack them where they were originally.

Sink

Stainless steel sinks:

1. Rinse out any debris that may be in the sink
2. You can use Bar Keeper's Friend in these sinks with a sponge making sure to get inside the drain and garbage disposal, just make sure you rinse really well and then dry the sink (this is the only type of sink you will need to dry) they are prettier dry 😊
3. Clean the faucet and handle. If it has a single handle make sure to turn on and clean in that area a well. If you need to, use a toothbrush around the edge to get clean.
4. Make sure to clean any drain plugs you may find on the top and bottom

Composite Sinks:

1. Rinse out any debris that may be in the sink
2. You can use Bar Keeper's Friend in these sinks with a sponge making sure to get inside the drain and garbage disposal. You can also use a magic eraser with soap in this kind of sink if you like as it doesn't leave any residue.
3. Clean the faucet and handle. If it has a single handle make sure to turn on and clean in that area a well. If you need use a toothbrush around the edge to get clean.
4. Make sure to clean any drain plugs you may find on the top and bottom

White Sinks:

1. Rinse out any debris that may be in the sink
2. You can use Bar Keeper's Friend in these sinks with a sponge (really scrub the pan scuffs they will come out!) making sure to get inside the drain and garbage disposal.
3. Clean the faucet and handle. If it has a single handle make sure to turn on and clean in that area a well. If you need use a toothbrush around the edge to get clean.
4. Make sure to clean any drain plugs you may find on the top and bottom

Cabinets/Doors in Kitchen

1. While doing the counters in a kitchen, spot clean the cabinets above before doing the counter and spot clean the ones below after
2. Use All Purpose and a rag to spot clean or if they have a stubborn grease spot use a sponge with a lot of soap on it. The soap will cut through the grease but it is messy so make sure you clean it off well.
3. While spot cleaning make sure to open cabinet a little and clean the area around where the cabinet meets the wood frame behind it. This is where there can be a lot of finger prints.
4. Doors are just as important in a kitchen so if they have pantry doors make sure to clean the whole front paying special attention to around the handle. Using All Purpose and a rag should work, but if there is a tough spot you can lightly use a magic eraser only on white doors.

Large Appliances (Dishwasher, Fridge, Etc.)

Non-stainless appliances:

Dishwasher:

1. Wipe down the front with all-purpose making sure to get inside any handle areas
2. Open the lid and wipe the top side of it clean

Fridge:

1. If the top of the fridge is accessible use a step ladder to wipe down the top.
2. Use All Purpose to wipe down the front and handles.
3. Pay special attention around all handles
4. If the fridge is a side-by-side, make sure to open and wipe inside on the sides.
5. If it is a bottom freezer open and wipe top lip
6. If there is a water/ice dispenser take out water drip tray and clean, also clean insert area and backsplash for the dispenser

Stainless Appliances

Dishwasher:

1. Before using either of the following methods make sure to clean off any debris or soap from the front and lid of the dishwasher with All Purpose and a rag.
2. Method #1. Wet a clean rag with water. Wipe water on the stainless in direction of the grain, once covered in water dry with soft clean rag in the direction of the grain using a little pressure to buff to a shine
3. Method #2. Use a small amount of Citra Solv on a rag and wipe on against the grain. Take a clean dry rag and then buff in the direction of the grain.

Fridge:

1. If the top of the fridge is accessible use a step ladder to wipe down the top.
2. Use All Purpose to wipe down the front and handles.
3. Pay special attention around all handles
4. If the fridge is a side-by-side, make sure to open and wipe inside on the sides.
5. If it is a bottom freezer open and wipe top lip
6. If there is a water/ice dispenser take out water drip tray and clean, also clean insert area and backsplash for the dispenser
7. Once your fridge is cleaned you can use one of the 2 methods below to shine the stainless
8. Method #1. Wet a clean rag with water. Wipe water on the stainless in direction of the grain, once covered in water dry with soft clean rag in the direction of the grain using a little pressure to buff to a shine
9. Method #2. Use a small amount of Citra Solv on a rag and wipe on against the grain. Take a clean dry rag and then buff in the direction of the grain.



Dusting - Turning Dust to Sparkles...

DUSTING & NON-FLOORWORK

Estimated Cleaning Times:

Standard Bedroom, Office, etc.: 10 mins

Standard Living Area: 20 mins

TIP!!! Start to the left of the door and make your way around the room in a circle, cleaning top to bottom, left to right.

TIP!!! Remember to clean the side of things you are cleaning (dressers, etc.)

TIP!! Make sure you have a green Wave duster with you – it will save you loads of time if used properly!

Dusting Strategy

Always work top to bottom, left to right. Begin at the doorway to each room and work in a circle, following the walls. Clean the center of the room last before exiting (coffee tables, etc.). Complete all picking up/straightening/organizing and cleaning in one trip.

THINGS OFTEN OVERLOOKED BY DUSTERS

You'll avoid complaints, returns to correct complaints, and loss of business by dusting thoroughly. Here are some of the things that can easily be overlooked:

- Window sills and molding on window-panes
- Baseboards
- Ceiling fans
- Hanging light fixtures
- Lamp shades
- Plants (dust them just like anything else)
- Backs/ bottom rungs of chairs
- Curved feet of chairs and tables
- Crossbars underneath tables
- Heater and exhaust vents
- Bottom shelves of anything, but especially end tables and coffee tables
- Drapes near the top
- Louvered shutters
- TV screens
- Computer screens
- Keyboards and mouse
- Switch plates

High Dusting

1. This should be done at every house, every time! Using both your cob webber and wave duster start with the bathroom that your partner is about to start, or if you are alone with the top most room at the furthest point in the house.
2. Using the cob webber run it along all corners and the top of the wall all the way around the room. Including the window frame and door frames.
3. If there is a ceiling fan turn it off and dust the fan blades once stopped and don't forget to dust the motor area and the lights.

4. Dust all ceiling light fixtures.
5. Use your wave duster to dust all blinds and the tops of any curtains.
6. In bathrooms do not forget to dust the fan in the toilet area as these get dusty really fast!
7. In main entrances and anywhere with hanging lights. Make sure to dust the chain as well as the fixture itself.
8. Remember that even if you do not see the spider web it is probably there as they are invisible until dust settles on them.

General Dusting/Cleaning/Staging

1. You will need your rags, All Purpose, and wave duster for this.
2. Just like high dusting start with either the left or right side of the room and work your way around the room.
3. Again, we dust everything in a room including picture frames and art on walls. We dust everything! Even if there are boxes we will dust the tops of them.
4. While working your way around the room use the wave duster to dust any baseboards in the room in-between and behind any furniture you can reach.
5. When dusting a dresser with a lot of things on it, treat it just as you would a bathroom counter and move objects from one side to the other and dust the cleared area with a cloth that you have sprayed with All Purpose (unless the client has asked for dry dusting then just use a plain dry rag.) Move objects back dusting each object itself before arranging them as close to where they were originally. Make sure that objects are arranged in a nice manner as to look straightened up. For instance, if there are perfume bottles arrange them by size and face all the labels facing forward. Do not forget to dust down the front and sides of all furniture.
6. Dusting picture frames make sure to wipe the tops, glass, and all seams on the front so that you remove all dust.
7. Any kind of art work use a dry cloth to dust making sure not to damage – DO NOT WIPE THE FRONT OF PAINTINGS AT ALL!
8. Damp dust night stands make sure to clean any spots left from cup or things like that. Also make sure you are getting any lower shelves on any night stands or tables including cleaning legs and supports.
9. Always dust the foot and headboards of beds
10. Make sure to always make the bed even if the client has already done most of it. Fluff the pillows up and arrange nicely. Make sure all sheets are tucked in at the foot of the bed under the blanket or comforter.
11. Dusting book shelves make sure to move any decorative items and dust the area. Dust items and place back where you found them. Shelves with books dust in front of them as well as dusting the top of the books and the spines. We do not move the books out of order but dust around them and straighten them in their places.
12. Make sure to dust all lights either on tables or floor lamps. Make sure to wipe down the base and pole as well as the top and the shade.
13. Do not forget to spot check walls and light switch plates (around light switch plates as well) Especially in houses with kids or dogs...and for that matter cats as well lol. Dogs sometimes lean against walls and create dirt spots that are easily cleaned with a rag and All Purpose.
14. On your way out of the room make sure to dust down the back and fronts of all doors with your wave duster, wiping down any dirty areas around handles as you go.
15. Stairs and Banisters. Use your wave duster to dust all wood areas around steps and railing areas. Make sure to dust any baseboards running down the steps as well.
16. Coffee tables. Make sure you are cleaning the top not just dusting as these are used frequently. If there are books or magazines on it try to arrange them nicely. Fanning

magazines is a nice touch. If there are remote controls lining them up neatly in ascending or descending size looks nice as well.

17. We also fold tissues in tissue boxes. The easiest fold to do is a fan and it looks the nicest
18. Couches need to be dusted if they are leather and vacuumed if they are fabric. If the couches are a microfiber you can stripe them with a folded rag after you vacuum them.
19. Blankets or pillows that you find on couches or chairs need to be folded neatly and placed nicely back on the couches.
20. Staging in kid's rooms is especially important. Parents love a happy kid. Arranging stuffed animals on the bed is a good one. Writing notes on a magnet board is fun. Arranging a scene with action figures.
21. Kid staging extends to the bathroom as well. Arranging toys on the edge of bath tubs is a great way to make a kid excited.
22. Dusting in dining rooms make sure to dust all chairs and chair rails as well as the base of the table. Make sure to dust outside of all other furniture. We do not dust inside closed cabinets
23. Dusting family rooms with gaming tables, make sure to dust the legs and whole top of table
24. When dusting electronics please use a dry rag making sure to dust the tops and if they can be lifted up underneath as well.
25. Dusting Offices. Please make sure not to move things from where they were. We dust all electronics with a dry rag. This includes printer, shredders, computer screens, towers, key boards, ETC...
26. Entry areas and mudrooms. Please remember to clean under shoes even cleaning shoe trays that they may be sitting on. Sometimes the difference between a green and a gold can be simply arranging the shoes and making sure these areas are tidy. Doors in these areas get a lot of use so make sure to clean them especially around handles. This most likely will be your client's first impression of your clean.
27. Laundry Rooms. Remember to dust the tops and fronts of all machines making sure to move things located on top of them. Don't forget to clean the sinks in these rooms as they do get used. Make sure to clean up any detergent spills with a rag (remembering not to use that rag in other places)
28. Just remember that we dust everything and you will be ok 😊



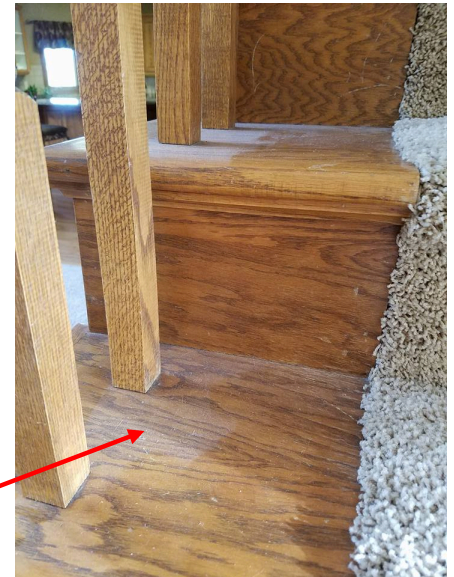
Make sure to dust all vents throughout the house on the floor and walls

Wipe or dust all blinds depending on the dust level.





Make sure to check and wipe down all window sills...even behind furniture...

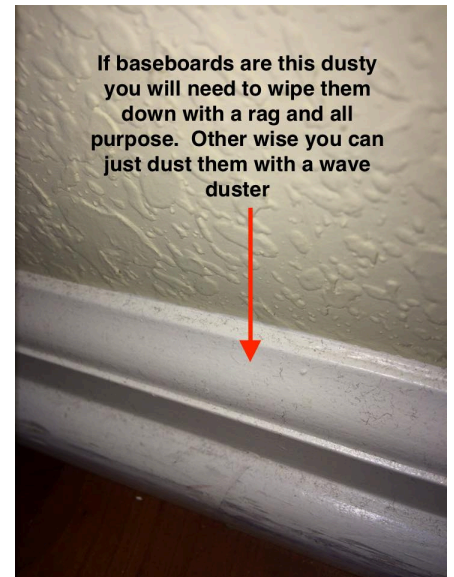


Make sure to dust all stair treads and railings on stairs and landings.

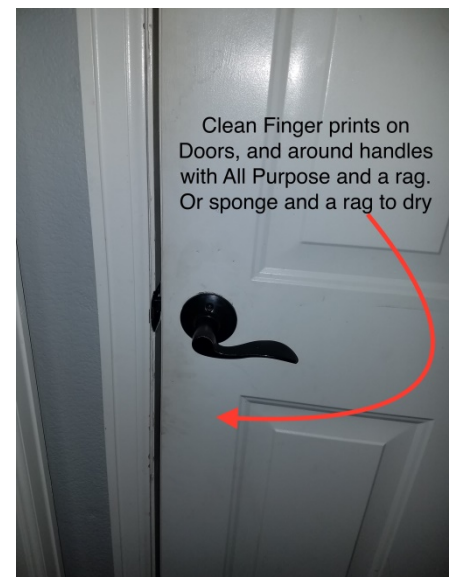
This includes any railing in a loft area.

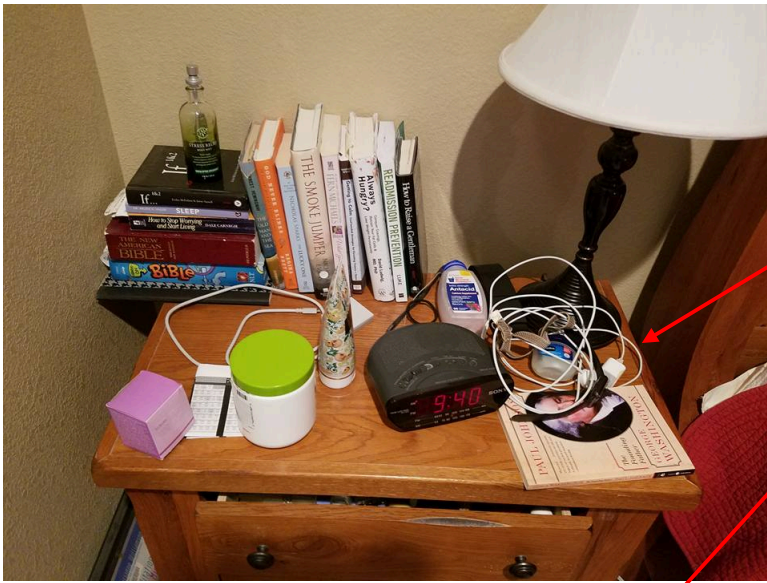


Make sure to open all wooden shutter style blinds to clean the sill after you dust them of course! ☺



Don't forget to clean all parts of lamps including these little lips...





When dusting tables make sure that you dust the objects and the table, and then neatly arrange the items



Make sure to canister and mop under furniture!



Striping couches is an easy staging tip! Most couches that are microfiber will do this, and you can make all sorts of patterns!



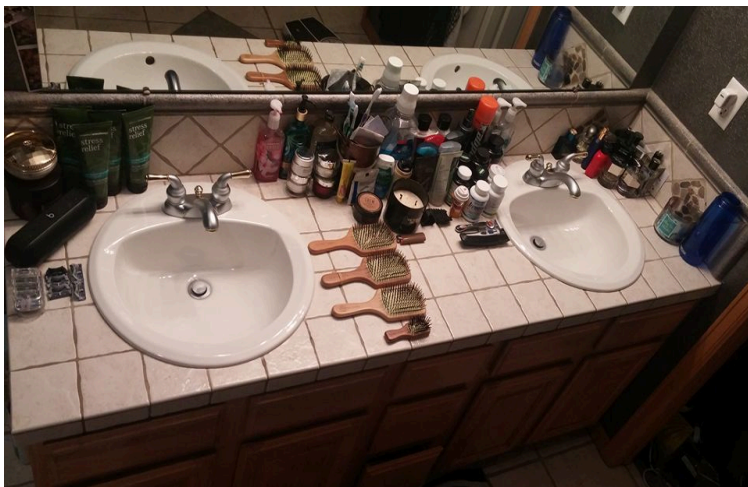
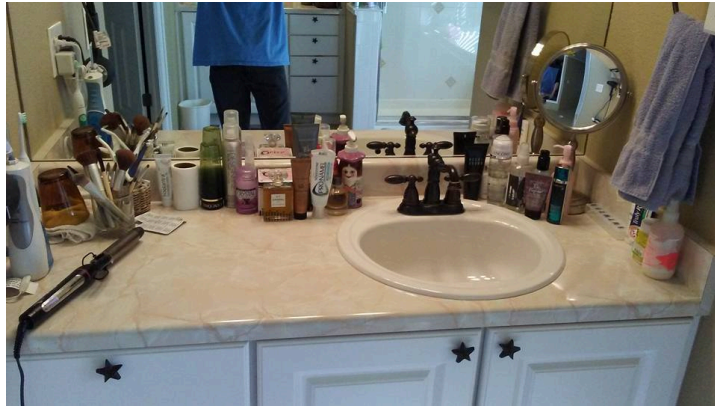


Vacuum lines are one of the first things a client notices so make sure they are on point! You can do lots of patterns with lines, just experiment!



Don't forget to clean all windows to remove all sticky finger prints and dog marks. ☺ **WE CLEAN THE INSIDE AND OUTSIDE OF SLIDING GLASS DOORS AND STORM DOORS.**

Examples of Staging





Floors - The Perfect Walkway...

FLOOR WORK

FLOOR WORK

SUPPLIES NEEDED:

- ✓ Floor Cleaner
- ✓ Mop
- ✓ Sponge
- ✓ Vacuum
- ✓ Canister

Estimated Clean Time:

Standard Bedroom, Office, etc.: 10 min.

Standard Living Area: 20 min

TIPS!!! Do not vacuum fringe on carpet – rake it out with your fingers.

TIPS!!! Take care not to bang furniture and walls at all times.

General Floor Cleaning Instructions

Pick an outlet near the door. Vacuum your way out of the room starting with the furthest corner, working your way to the door so you don't leave footprints on the carpet. You must be careful with cords going around corners and rubbing against wall surfaces. It can remove paint or leave marks on the wall. Be very careful as you pull the canister, because it can bang against molding or knock over a lamp, for example. Avoid stooping when vacuuming. Stand as erect as you can, which is best for your back.

Take the time to keep the cord behind you and untangled. Some areas to be vacuumed are well traveled and need extra attention, so vacuum more slowly or repeat each push and pull of the vacuum. If an area is little used, speed up and don't go over it twice.

BATHROOM FLOORS:

Bathrooms: You should have already cleaned the floor around the toilet by hand when you were cleaning the toilet 😊

Small Full Size baths and ½ baths:

1. If it is a small bathroom, as with a ½ bath or a full bath, start hand mopping the floor from the furthest spot and work your way to the door.
2. Make sure you are spraying the area with all-purpose as you go, making sure to get all baseboards and under cabinet while you are on the floor.
3. Vacuum all area rugs and replace once floor is dry

Large Master Baths:

1. Always hand mop the toilet room! That way you are making sure to get around toilet.
2. Canister the entire floor, making sure to get underneath the cabinets
3. If the master closet is in the bathroom, do not forget to vacuum it before you mop

4. Mop floor starting at farthest point working in a s pattern toward the door keeping any leftover hair or dirt with you to wipe up at the end.
5. Vacuum all area rugs and place back once floor is dry

OTHER FLOORS IN THE HOME:

Vacuuming/Canister:

“M” Pattern - Start vacuuming in the farthest corner of a room. Pretend that you are writing a series of 6 foot letter “M”s with your vacuum, where every vacuum line touches the next. They make a great impression on the client when they arrive home. As you encounter small furniture, magazine racks, etc. lift slightly or scoot it out of the way to get underneath. As you come to throw rugs that have been left out you need to vacuum the rugs, replace them, and then the floor beneath.

1. If the house is carpeted start from the furthest room and work your way down making sure not to walk over freshly vacuumed floors.
2. If the client has pets you may need to edge the carpet with the canister edging attachment before vacuuming as the vacuum will not get up against the wall, or any furniture.
3. Make sure to make distinctly patterned carpet lines (moving back and forth while also moving from either left to right)
4. Edge the stair treads before you vacuum making sure you get anything that the vacuum won't be able to reach.
5. If the house is a mixture of carpet and wood floors make sure to vacuum all carpets and rugs working from furthest point of house. After vacuuming any small rugs fold them or roll them and place off to the side.
6. Canister the hard surface flooring in the same manner you would with carpet work from the farthest hard surfaced area working toward the exit (where ever that is for the house...front door, Garage, Side door etc.....) Make sure to overlap your movements with the canister head to try and get everything on the floor
7. While using the canister please make sure to vacuum underneath furniture that you can get too, including under beds and dressers. If the canister head will not fit under furniture on hard surfaces but there is a small space you can do that by hand with a rag or use your duster to get underneath. Also make sure to canister particularly well under cabinets as that is where a lot of dirt likes to hide.
8. We move small pieces of furniture to vacuum such as dining chairs and foot stools basically anything that can be moved easily and replaced without major effort (under 25lbs)
9. If the furniture is on hard surfaces and the feet have pads you can move it very carefully to get underneath. This goes for couches on carpet as well. If it is easy to move then you are allowed to move it. While this isn't something that is required on every visit you should try to do this on a rotational basis
10. Make sure to wipe off the feet of any chairs you encounter, especially in homes with pets as they tend to be hairy.

Mopping:

1. You really need to understand the types of flooring to know when to wet your mop head and when not to.
 - a. Wet:
 - i. On older wood floors and tile always wet your mop head.
 - b. Dry

- i. On newer engineered hardwood, you really should use a dry mop head and plenty of product to make sure the floors do not streak.
 - ii. Engineered Wood you can hear the difference when you tap your nails on it, sounds a lot different than real wood.
 - iii. Also with real hardwood you would see filler in-between the boards whereas engineered wood clicks together so there is no filler.
2. Working with a wet mop head. Use whatever sink is most convenient, kitchen, bathroom, laundry room. Wet the mop head with the hottest water you can stand, and ring it out so it is not soaking wet. Obviously skip the previous step if working with a dry mop head.
 - a. The first place I always mop is under any tables that might have chairs as well as counters that may have stools. Then start from the furthest point of the hard surface flooring, while under the tables and counters dry.
 - b. Spray a liberal amount of floor cleaner on the floor working by sections.
 - c. Move the mop in a "S" pattern so that you keep any kind of left over debris in front of the mop.
 - d. Once you make it back to the table and counter area the floor should be dry enough to place the chairs back.
 - e. When you encounter a spot that is not coming up you might need to apply more pressure to the mop head using your foot.
 - f. If that does not work use your sponge (Also if you see any spots on the floor that you think might be difficult spray them ahead of time to try to loosen them).
 - g. Once you feel like your mop head might be dirty one or two rooms rinse and repeat.
 - h. When you get to your point of exit you might need to use a rag to get the debris up that you have mopped with you.
3. The last step is to do a paper towel test on your floors! Take a clean paper towel, spray a small amount of cleaner onto the floor and then wipe it with the paper towel. If you can see a lot of dirt, you really should go back over those floors. Now keep in mind that all wood floors will always have a little bit of dirt left as you can never get it all, but you should be getting most of it!

Leave a Note

CLIENT RELATIONSHIP BUILDING 101

You must leave a note for your client after every visit, no exceptions. Usually there are plenty of things to put into the customer note. Any questions or problems that may have come up during the cleaning can be put into the note. Examples:

“We weren’t sure what to do about the project on the dining room table, so we just cleaned around it” or;

“We found this earring when we were vacuuming – hope that it makes someone happy” or;

“We weren’t sure which sheets to use on the bed in the master bedroom. To be positive that we don’t use the wrong ones, just leave out the ones you want us to use.”

If you notice something during the cleaning that should be brought to the customer’s attention, put it in your note. Examples:

“I noticed that the hall light bulb is burned out. We can change it for you if you would like – just leave us a bulb next time” or;

“There is a drip in the guest bathroom that we don’t think was there before – so just in case you hadn’t noticed, we decided to mention it to you.”

For extra work (and income) for your team, customers appreciate it when we notice things in their home that might need attention. Examples:

“Looks like your oven is due for a good cleaning. We can clean it if you like, just call the office or leave us a note. It would cost \$ (double check with office for current price)”

You can do the same thing for cleaning inside the fridge, etc. It makes the customers feel good about your cleaning when you notice what’s going on in their home. Then they know you care about how clean their home is.

It’s always easy to leave a note when something has changed in the house or if there was any little personal incident that you can use in your note. Examples:

“The new armoire (leather chair, sofa, etc.) in the living room looks great!” or;

“Roxanne (their cat) was so happy to see us today. She chased the vacuum all over the house.” or;

“Tom (their dog) has finally stopped barking when we arrive to clean. I guess he figures we belong here by now.”

Checking the Work

BECAUSE WE ALL MISS THINGS!

Every team member should walk through their partner's areas before leaving a home. When you carefully check your team's work every single time you clean, your customers will quit checking the work themselves. But if you don't check – and the pillows aren't plumped, or if a light is left on in a room, or some other little thing – even if you did a great job of cleaning, you have unnecessarily placed some doubt in the mind of the customer. Once they find something out of place or obviously amiss, they will check the entire house with a fine-tooth comb. You can avoid all that by checking the house before you leave – each and every time. With practice, it won't take you more than a few minutes, but it will be the most important few minutes you spend inside the house since it will mean that you won't get called back to re-clean.

Throughout the house:

- Walk into each room and close the door to check behind it
- Look up for cobwebs; dust on the light fixtures
- Look down to check for dust balls, poor vacuuming and edging
- Examine hardwood floors for areas that may have been missed mopping
- Check moldings, tops of picture frames, etc. with your finger
- Check window sills and windows
- Check telephones and TV screens
- Check for fingerprints around doorways, light switches, thermostats, appliances, etc.
- Look behind and under things like couches and arm chairs
- Lift a few things in each room to make sure the duster got underneath objects. A good rule of thumb is one or two objects per flat surface. Generally, if the first several things you lift have been cleaned beneath, it is safe to assume objects were lifted in the whole room.

Kitchen and Baths – check all of the above PLUS:

- Check sinks, especially around drain holes
- Check mirrors for streaks, fingerprints, and toothpaste splatter
- Check all chrome – it should be dry and streak-free
- Check tub, shower, and shower doors
- Check soap dishes, bottles, toothbrush holders, etc.
- Check under the toilet lid, the outside front, the feet, and the line where the toilet meets the floor
- Check toilet paper – it should be V-folded and the dispenser should be clean
- Check the corners of the floor and behind toilet/ tub
- Check the feet of tables and chairs for hair. It often sticks to felt pads and needs to be pulled off by hand.

Visual Check Throughout the House:

- Check that pillows have been plumped and straightened and blankets have been folded and hung neatly over the back or arm of the couch/ chair
- Magazines should be straightened
- Towels all hung perfectly straight
- Bottles in the bathroom wiped down and straightened with labels facing out
- Beds made
- Dining room chairs exactly right around the table

Most Commonly Missed:

- Baseboards
- Window sills/ doors/ door frames (anything wood)
- Glass (spot cleaning windows)
- Spot cleaning walls
- Cabinet faces

In addition, none of your cleaning supplies should be left behind. A bottle of cleaner left on a kitchen counter or a cleaning cloth in a hallway cause the customer to think that you were in such a hurry to get out of there that you didn't even look over your shoulder as you ran out the door. When customers see a signal like that, they very understandably start checking your work very carefully. Make a habit of counting supplies before leaving the home. Your caddies should be kept organized and "picture perfect," with everything put back in the same place each time so you can tell quickly if anything is missing.

Tips for tricky homes:

What to do when there is a mass quantity of decorations.... Do the best you can but if there are 100 figurines on every shelf pick a shelf and do one and do the next on the next rotation. When you encounter a house like this please inform the office so we can try to address this with the client.

While we dust everything, this is within reason. Like in Kids rooms when they have a table full of Lego's just do the best you can. Using the wave duster in that situation would work well.

Hoarders: Yes, you will encounter a few houses that have a lot of stuff in them. We move things within reason. Make sure to dust all tops of things. Clean what you can get too. Most hoarders know that they are like this so they usually give pretty clear instructions on what they want done.

Cluttered houses: Cleanup and straighten as much as possible. When there are a lot of clothes on the floor push them into a corner and clean around them. If you find trash throw it away, sometimes helps to carry a grocery bag to collect trash while you are dusting in houses like this. If you find yourself going over in time in houses like this please let the office know so we can have a talk with the client.

Sometimes it is the little things that matter most to people! Making things shiny is a good way to help with that! Try to train your eyes to look from the top of the room to the bottom! For most people the eyes stop at eye level, but try to train yourself to check further. You might be surprised at what you find.

Going For GOLD!

DOING ALL THINGS WITH EXCELLENCE

Building a positive relationship with your clients is so much more than cleaning. Having strangers in your home while you're not there, touching all your things and silently judging you (I say that to be funny, but it's really how people feel!) is a very vulnerable feeling. It can be even more uncomfortable for the client if they are home when you come to clean. Many people feel quite awkward standing around while you clean up after them. The number one thing you can do to establish a positive relationship is to show the client that you are happy to be there. Act happy about your job. That's it! Easy, huh?

Be Friendly, Be Helpful

Always introduce yourself – nothing more awkward than having someone cleaning your toilet and you don't know their name!

ALWAYS say hello to the client and goodbye when you leave! It makes people very uncomfortable when you vanish :-). If the client is home, ask them if they'd like to take a walk through the house before you leave, and address any areas of concern immediately, with a great big SMILE :-)

SMILE!

Never ask the client to do something you can do for them – for example, don't tell them to call the office if they ask you something that you don't know the answer to or you don't have the authority to do for them. Tell them you will call the office, and then take care of it for them.

Ask For and Apply Feedback

Always ask for feedback every time you see the client. A simple "is there anything you'd like us to be doing differently for you?" before you begin cleaning will go a long, long way to establishing trust with your client – trust that you care about taking good care of them.

Keep asking! They won't believe at first that you really want to know - keep asking! Check Quality Driven before each house and address what you see - if they haven't been voting, ask them to vote and let you know how you're doing and if there is anything they'd like you to improve. If they've been voting green as them if they have any feedback for specific things you could do differently to change the green to a gold for them. Then do exactly what they say, and tell them in your note that you did! Sometimes you have to ask a few times, but once your client believes you really want to know they will tell you, and from there it is easy :-)

Leave GOOD Notes!

Things that make a note good:

- call out extras you did for them
- use NAMES of client, pet, kids if you know them
- compliment the client's decorating, new furniture, paint colors, cute kids drawings on the fridge, sweet dog, etc. - be as specific as possible
- basically just make it personal!

Funny idea from Ajia - she said if she didn't know an animal's name she would name them herself, and then leave in the note something like "I love your dog so much, who I've been referring to as Spot! But I would love to know his real name if you could leave it for me next time :-)"

How could that not make you smile as a client? Remember, the idea is to inspire that smile - happiness/excitement that you were there. It's the little things!

Add Personal Touches

- Leaving little gifts for the kids like a sticker or a heart shaped lollipop around valentine's day (the company will reimburse you for these sorts of things up to \$10 per team per month - just bring in receipts)
- Leave a treat for the dog (leave with note)
- Sending cards when a baby is born, a dog dies, etc. We have lots of cards in the office you can choose from. You fill it out and we will mail it for you!
- Bring up the recycle/trash bin
- Bring in packages off the porch

WOW Them

Doing a little extra here and there for your clients shows them you care, encourages Gold Stars, and increases tips too! The catch is that you need to call out the fact that it was extra, so they don't just come to expect it in the future. Toot your horn a little! We have WOW Day cards to leave behind – just write what extra you did that day and leave it next to the regular note. Some example WOWs that take 10 minutes or less:

- Unload/load dishwasher
- Fold some laundry
- Wipe down patio furniture
- Sweep porch or garage
- Cobweb porch
- Wipe down front door inside and out
- Wipe down garage door inside and out
- Wash out animal bowls
- Clean inside of the kitchen cabinet that has the trash can in it
- Wash out inside of waste baskets

Do Your Final Check

Don't leave cleaning products behind or lights on. It makes the client think you ran out without so much as a glance over your shoulder, which does not make them feel like you cared about doing a good job, and they will view your work through the lens of that opinion.

Knock Their Socks Off With Staging

This is the fun, creative part of your job!

People won't notice what you DID, only what you DIDN'T do, unless you go out of their way to make sure that they notice! Think about it – unless a place is really, really dirty to start with, it is mostly still going to look the same after you clean it, just with an absence of crumbs, minus a few stray hairs, a little less dusty, etc. The really unfortunate part of this is that all your hard work only makes the one spot you missed more glaringly obvious (because we all miss things – we are humans not robots!) It also makes the service a harder pill to swallow for the client, paying \$150 for you to come and then not really being able to tell whether you were there or not other than by inspecting for dust.

The solution to all these problems and more is simple – STAGING! Staging not only gives the client visible evidence of what they spent their money on, but it also prevents them from going looking for missed areas. When they walk in the door and everything just *feels* nice they have no reason to be concerned that they didn't get their money's worth.

What staging is NOT:

Staging is NOT redecorating a client's home or rearranging their furniture. Items need to stay in the same general area in which you found them. Even if the knife block would fit better by the toaster oven – doesn't matter. Clients have their home set up the way they want it and it is not our place to decide otherwise for them.

What staging IS:

Staging is the simple act of making sure each room you clean looks like you were there when you leave it. There are many, many different things you can do that could qualify as staging (examples to follow), but most of them boil down to making things look extra neat and precise, and making shiny things shiny. That's it!

General staging – a.k.a. straightening everything as you go. Lining up shoes in a straight line by the door, fanning magazines on the coffee table, fluffing up the pillows and folding or rolling the blanket on the back of the couch, making sure the bed is made extra neat with tight corners and fluffed pillows, etc. General staging also includes making sure shiny things are shiny – glass top tables, chrome faucets, cleaning the smudges off the windows, double checking mirrors for streaks, etc. Nothing will draw a client's attention faster than a smudge on an otherwise shiny surface.

Staging to Delight – staging for kids, staging for pets, funny staging. This is the BEST kind of staging you can do to earn gold stars from your clients. It is not a replacement for general staging, but an enhancement. Anything you do to delight a child will quickly win you a place in the parent's heart! And remember for clients that don't have kids, their pets are their babies 😊

Staging for kids includes things like arranging the kids stuffed animals or toys in a funny scene – story time scenes where one animal is reading a book to the others are popular, as are staging action figures in an epic battle, etc. Arranging animals so they poke through the bars of a crib or the rails of a top bunk, leaving cute notes on a magna doodle or dry erase board, or spelling something out with the fridge magnets are all good examples of staging to delight!

General Staging Examples:

- wipe down bottles in the shower and on the vanity lined up neatly with labels facing out
- leave neat vacuum tracks in carpet and furniture
- make beds (bonus points for arranging stuffed animals on kids beds!)
- line up shoes by the door neatly
- tidy stacks of paperwork
- Fanning magazines on the coffee table
- line up remotes, etc.
- Blankets folded and hung neatly over the back of the couch
- Remotes straightened
- Pillows plumped
- Chairs exactly right around the table
- Towels folded neatly and hanging straight
- Folding a V (or other fun shape!) in the toilet paper and paper towels
- Fanning the tissues
- Picture frames hanging straight (not like a drunken sailor as one of my favorite clients would say!)
- Neat patterned vacuum lines

Speed Cleaning 101

Rule Number 1: Make every move count. That means work around the room once. Don't backtrack. It also means you must carry your equipment and supplies with you so you don't make dozens of aggravating trips back and forth across the room. Walk around the room once and you're done, except for the floor.

Rule Number 2: Work from top to bottom. Dirt follows the laws of gravity just like anything else. When you start at the top and work to the bottom, you won't be constantly re-dirtying surfaces with dirt from above.

Rule Number 3: If it isn't dirty, don't over-clean it. For example, vertical surfaces are almost never as dirty as horizontal surfaces. Upper shelves and molding have less dust than lower ones. Clean all areas, but don't bring out the big guns on a already-clean surface.

Rule Number 4: Don't rinse or wipe a surface before it's clean. You'll just have to start over. In other words, when you're cleaning a surface, don't rinse or wipe just to see if you're done. If you were wrong, you'll have to start all over again. Learn to check as you're cleaning by "seeing through" the gunk to the surface below. Dirt *feels* different than clean if you are feeling for it. Then you can tell when it's dislodged and ready to be wiped or rinsed...*once!*

Rule Number 5: Don't keep working after it's clean. Once you've reached ground zero, *stop!* Rinse or wipe and move on.

Rule Number 6: If what you're doing isn't going to work, then shift to a heavier-duty cleaner or tool. You're going to get very good at knowing what tool or product to use without having to throw everything in the book at it. You'll be learning to anticipate what to reach for *before* you start a task so you won't have to shift.

Rule Number 7: Keep your tools in impeccable shape. Clogged spray bottles puff up and make funny noises - they don't spray. A poorly maintained vacuum cleaner causes complaints and time loss due to breakdowns. A beat up tile brush causes you to work harder! You get the idea.

Rule Number 8: Repetition makes for smoother moves. Always put your tools back in the same spot in your caddy. You can't spare the time to fumble around for them. And you can't afford to leave them lying around in alien places for the dog to carry away. You'll quickly get so expert you'll become aggravated if the tool you expected isn't in the right spot when you reach for it. Progress, progress.

Rule Number 9: Pay attention. Almost everything else will fall into place if you do. Don't think about the revisions in the tax code. Or anything else. In Latin: *Age quod agis*-"Do what you are doing."

Rule Number 10: Keep track of your time. Get a little faster every time.

Rule Number 11: Use both hands. Your work force is half idle if one hand is doing all the work. Finish one step with one hand and start the next step with the other. Or, wipe with one hand while the other steadies the object.

Rule Number 12: If there are more than one of you, work as a team. You're what the biologists call a "superorganism." If your partner gets done ten minutes faster, the *team* gets done ten minutes faster. And that is a wonderful thing. You can't stop being vigilant for one moment about what will

speed up or slow down your partner's progress.

Remember that above all, the key to faster cleaning is faster movement. You need to have some hustle! Most of the time when cleaners are having speed issues it is because they are moving slowly trying not to miss anything, which is great! It is important that quality comes before speed, because practice doesn't make perfect, it makes permanent. At some point time does need to become a focus though if you are to make a good living in this line of work.

Here is the secret – we ALL miss stuff, but most people miss the SAME stuff. Teaching yourself to be both fast AND good is a simple matter of muscle memory, and it can be accomplished quicker than you think with a little focus.

Let's say it normally takes you 15 minutes to dust an average sized bedroom. Next time you try cleaning it as fast as you possibly can – and you clean it in 7. But then you spend 2 minutes checking your own work. Right then, before you move on to the next room (if you wait until the end of the house you won't see the things you missed anymore, because your brain thinks you're done.)