

All Star Notes to Clients

Let's get those Golds!!!

Examples of Great Notes!

The image shows three examples of handwritten notes on All-Star Cleaning Services forms. Each form has a header with the company logo and a cartoon illustration of a cleaner. The forms are labeled 'INFORMATION and NOTES'.

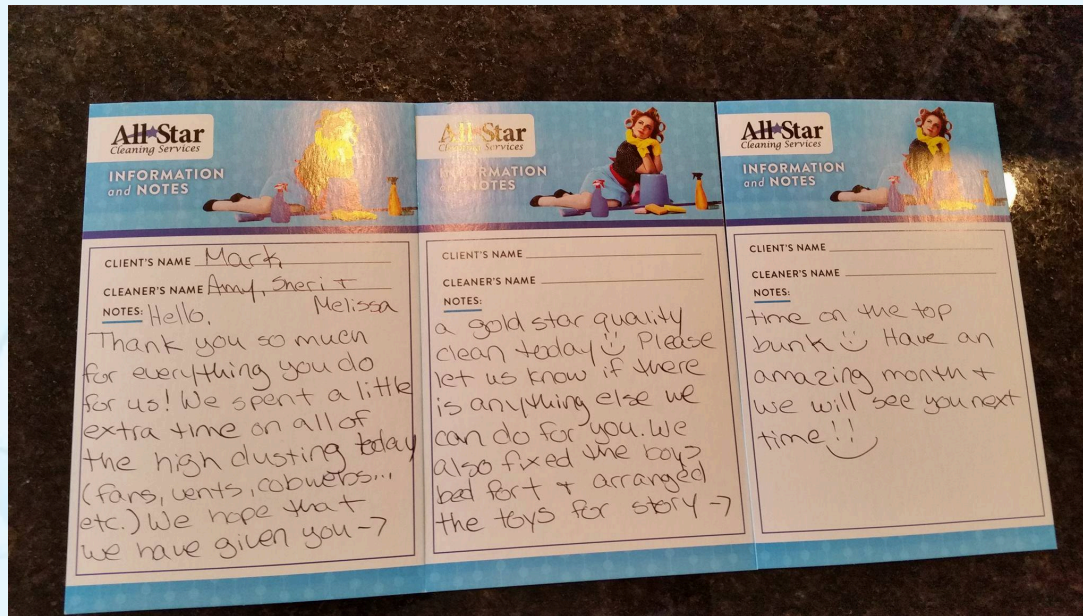
Form 1 (Left):
CLIENT'S NAME: Abelle
CLEANER'S NAME: Amy, Sheri + Melissa
NOTES: Hello,
Thank you so much for letting us clean your beautiful home today! We scrubbed all baseboards, light switch plates, edged all carpets for dog hair ☺, vents + light fixtures. →

Form 2 (Middle):
CLIENT'S NAME: _____
CLEANER'S NAME: _____
NOTES: I also scrubbed the ceiling fan in the master bedroom. We also arranged the girls rooms (cutest little girls ever!!) We hope that you have received a gold star quality clean →

Form 3 (Right):
CLIENT'S NAME: _____
CLEANER'S NAME: _____
NOTES: today. Please let us know if there is anything else we can do for you ☺
☺

- Hello,
Thank you so much for letting us clean your beautiful home today! We scrubbed all baseboards, light switch plates, edged all carpets for dog hair ☺, vents and light fixtures. I also scrubbed the ceiling fan in the master bedroom. We also arranged the girls' rooms (cutest little girls ever!!). We hope that you have received a gold star quality clean today. Please let us know if there is anything else we can do for you ☺ <3

Examples of Great Notes Cont...!



- Hello,
Thank you so much for everything you do for us! We spent a little extra time on all of the high dusting today (fans, vents, cobwebs...etc.) We hope that we have given you a gold star quality clean today 😊. Please let us know if there is anything else we can do for you. We also fixed the boys' bed fort and arranged the toys for story time on the top bunk 😊. Have an amazing month and we will see you next time.😊

Examples of Notes Cont...!

All-Star Cleaning Services
INFORMATION and NOTES

CLIENT'S NAME Jackie and Jim
CLEANER'S NAME Aidan and Haley

NOTES:
Hey there! Always great to see you! We love seeing you guys on our schedule. We really like the drive up here and you guys are always so nice! We made sure vacuum under the couch and the cushions, and get around the video cabinet.

NOTES: We also always pay extra attention to dusting, and wiping off kitchen cabinets. It's a blessing and a curse having white cabinets. They look so good, but get dirty so easily! Also, Jim I always enjoy looking at your paintings, and can't wait to see what you come up with next!

NOTES: Hopefully you've gotten through that Artist block we talked about last time. We love when you vote our cleans, so let us know how we did. Until next time, you guys have a great one!!! ☺ ***

- Haley and Aidan

- Hey There! Always great to see you! We love seeing you guys on our schedule. We really like the drive up here and you guys are always so nice☺. We made sure to vacuum under the couch and the cushions and get around the video cabinet. We also always pay extra attention to dusting and wiping off kitchen cabinets. It's a blessing and a curse having white cabinets. They look so good, but get dirty so easily☹. Also, Jim, I always enjoy looking at your paintings and can't wait to see what you come up with next! Hopefully you've gotten through that artist block we talked about last time. We love when you vote for our cleans, so let us know how we did. Until next time, you guys have a great one! ☺

Ideas For Note Content

- Always start with a greeting!
 1. Hi, Hello, Good morning, Good afternoon, Happy(whatever day it is) ☺.
 2. We hope you had an amazing week, weekend, month!
 3. We love cleaning your home.
 4. We love seeing your home, kids, you guys!
- End the way you started!
 1. We hope everything is gold quality.
 2. Let us know how the clean was! Ask for them to vote!
 3. Let them know you are looking forward to coming back!
 4. Have a great day, week, weekend, month!

Ideas For Note Content

- Let the client know what you worked on this clean!
 1. Always list the rotational items you completed such as high dusting, blinds, baseboards, walls, doors, kick plates, and scrubbing cabinets (should be wiped down every time).
 2. De-clogging or scrubbing shower and sink drains.(clients LOVE this!!)
- Comment about something personal!
 1. New furniture, someone's birthday, new artwork or pictures, new animal.
 2. Organizing the kids' room a certain way or dog toys.
 3. Mention something you talked about last time so they know you care!

Hourly Job Note Ideas

- Initial Cleans:
 1. Welcome them to the All Star Family!
 2. Let them know we cleaned everything high to low:
 - High dusting including ceiling fans and removing all cob webs.
 - Baseboards, blinds, window sills.
 - Spot checked all walls windows and doors.
 3. Ask them to let you know how the cleaning was.
 4. Have a great day, week, weekend, month.

Hourly Job Note Ideas

- Move outs:
 1. We cleaned everything high to low as well as the inside of everything.
- Cabinets, closets, and all appliances.
- Ask them to let you know how the cleaning was and to have an amazing rest of their day, week, month!
- One Times:
 1. Let them know all of the items on their priority list were completed.
 2. Let them know any items we were not able to get to.
 3. Comment on something personal i.e. animals, kids, house set up.
 4. One times CAN turn into recurring clients based on our performance!

Items That Should Not Be Put In Notes

- Phrases to stay away from:

1. We did our usual cleaning today.
2. We did our regular cleaning today.
3. Make sure to vote Gold.
4. “We cleaned your bathtub or stove extra well today.” We

should be doing that already in every cleaning!

- Make sure if you say you cleaned something that you actually did clean it(Clients will check!).