



BLUE SPRUCE MAIDS

TRAINING MANUAL

INTRODUCTION

OVERVIEW

This packet is an overview of the processes by which each employee should be trained and qualified for employment with Blue Spruce Maids.

GOALS

1. To prepare individuals with the skills needed to uphold the standards of Blue Spruce Maids as follows:
 - a. Teaching employees 'green' cleaning methods
 - b. Policies and procedures of the company
 - c. How to provide great customer service
2. Provide continuous training to uphold aforementioned standards and encourage improvement for each individual within the company.

PROCEDURE

1. Orientation: Content about the company and policies and procedures trainees should know before cleaning their first home.
2. Schedule: a day-by-day breakdown of one week of training.
3. Process: a list of the steps taken to properly clean a home.

ORIENTATION

ORIENTATION TOPICS

Before an employee begins working in a customer's house, there are a few practices that need to be learned outside of cleaning that will promote professionalism. The trainer should set aside one hour before the first cleaning with a new staff member to have a brief introduction to themselves and go over these important steps.

WORK SCHEDULE

You are expected to provide us with your schedule of available working times and keep it up to date. We will assign cleanings that will fit into that schedule and you are expected to perform those cleaning jobs once scheduled.

Any planned time off needs to be requested at least 2 weeks in advance. Time off must be approved by your supervisor. You are expected to provide 2 weeks' notice for any time off. You are expected to never cancel a cleaning on the day of the cleaning for any reason.

Cleaning jobs are assigned by the booking software. You can log into the web site at any time and see your cleaning assignments. An email is sent out every evening with your cleaning assignments for the next day.

ARRIVAL TO HOUSE

When going to every job, make sure to budget time wisely so that you are arriving at least 10 minutes before start time. If you are running late, tell your team lead (or your supervisor if you are working alone) as soon as you are able, giving an estimated time for your arrival. It is important to give extra time in case of unforeseen traffic conditions and in case you get lost due to an incorrect address or GPS navigation.

Check the booking information to see if there are special instructions for entering the home. If not, try the door and if no one answers, then you can call the customer.

If the job is set up with an arrival window (such as 12:30 PM – 1:30 PM), we will always try to arrive as early as possible in the arrival window. This does not mean you can arrive anytime within that time window, but rather it is a guideline for the customer to know that we may be there within a specific time in case the prior job takes longer than expected.

Once present at the home, park on the street or reserved guest parking, avoiding driveways whenever possible. If you need to park in the driveway, double check with customer to be sure you are not blocking their car in.

Clock into the job using the TSheets app on your phone. Put the customer's full name into the timesheet notes.

Ring doorbell or knock once you have all of your restocked supplies with you at the door. If customer does not answer, wait until designated start time, and then call customer. If there is still an issue, report to your supervisor.

Greet customer with your name, saying that you are with Blue Spruce Maids. Once invited in, immediately **take off your shoes** and set your things down. Ask about priorities/start place/checklist items. Ask if they have any questions before you start.

When the customer books a flat-rate service, we assume that the condition of the home is typical for the type of cleaning that they ordered. We do not typically perform initial walk-through visits to the customer home prior to the cleaning service, so sometimes there can be a discrepancy in the level of effort required to clean the home vs how it was booked. If you discover that the home is excessively dirty, excessively larger than what they customer booked, or will require extra time for any reason, please let the customer know how much time we have available for the booking and if there is a concern with that then contact your supervisor to get approval or discuss the options for how to proceed. Often times we will advise the customer that we have a certain amount of time and they will be able to provide priorities for what is most important to them to get done within the time available.

If you are going to exceed the estimated time for **ANY** reason, we need to know at the beginning of the booking, not the end. If you didn't expect to need more time but you misjudged, let us know as soon as

possible so we can plan accordingly. You are not to exceed the estimate time without approval (unless it is up to 10 minutes over at most). To avoid taking too long in a house, take a walkthrough when arriving to assess the situation and use your best judgement, balancing cleanliness, square footage, missing extras (such as extra rooms) to see if you think you will have enough time in the house.

When leaving every home make sure to check your work, when with a partner, check each other's work, and fill out a checklist to leave with the customer. If they are home, notify customer that you are leaving, ask if they would like to walk through with you, and ask once more if they have any questions. Thank the customer and give them the checklist, and quickly leave with your packed supplies.

If the customer is not home or does not answer the door, please call them via the phone number provided in the booking. If they do not answer, we will wait up to 30 minutes for their arrival before cancelling the booking. In the event that you cannot reach the customer, contact your supervisor immediately to let them know.

It is important to make sure if the home has pets or not. Some of our cleaners are allergic to pets so we need to know. We sometimes charge extra for pets to allow for extra time to deal with excessive pet hair, but sometimes the customer doesn't book it appropriately. If you arrive to the home and there is no "we have pets" option selected, and they don't mention pets in the notes, then let your supervisor know right away. If it takes extra time for the booking due to excessive pet hair, let us know so we can update the booking accordingly.

PROFESSIONALISM

Arrive looking professional. No extreme styles: jewelry, hair and clothing. ALWAYS wear the Blue Spruce Maids uniform t-shirt provided to you. Professional-looking pants should also be worn such as jeans. Be attentive to personal hygiene.

Please be sure to wear deodorant so that you do not exhibit excessive body odor in the customer's home since we want to leave it with a clean smell.

Always smile and be attentive to customer and their needs. **Shoes must always be removed before entering customer's house** (unless they say otherwise).

You are expected to not be on your cell phone while cleaning the customer's house. If you receive a personal call, you should ignore it until the job is completed. You are expected to answer calls or texts from the company including your team member's, supervisor and management.

Work closely with your partner and communicate about where and how you intend to work. Split up the work evenly, for example one person starts in the master bedroom and the other starts in the kitchen and works to the middle.

It is imperative that you **check each other's' work at the end** of the cleaning when you are working on a team. It always helps to have another person check your work, and vice versa. If the customer complains about something missed after the cleaning, it is not acceptable to blame the other team member because you didn't clean that area. We are all on the same team and it reflects badly on the company as a whole when items get missed.

You are the face of the company and represent the entire team when you are at a customer site. Please act in a way that presents our company in a positive way with a friendly and helpful attitude at all times.

SUPPLIES AND EQUIPMENT

We provide you with all supplies needed for cleaning. You are required to keep those supplies ready for cleanings and bring them to each job site. In the event that you are no longer working with us, you will be required to provide the supplies and equipment back to us.

You will need to replenish your supplies (such as cleaning sprays, etc.) as necessary. Please coordinate with us in order to restock on supplies weekly or as needed.

We provide green, eco-friendly cleaning services. This is one of our differentiators and why most of our customers choose us. Almost all of our cleaning supplies are safe for the environment. One exception is Soft Scrub with Bleach, which we only use for those situations where we have really dirty shower/tub floors and the normal bathroom cleaner is unable to get everything off properly.

When using soft scrub, do not mix with barkeeper's friend, the combination releases harmful gases.

We use color-coded microfiber cloths to distinguish what they are used for and to prevent cross-contamination. Here are the colors:

- Red/Orange – Toilets
- Yellow – Cleaning and disinfecting
- Green – Mirrors, glass & polish chrome
- Blue/White – Dusting

Microfiber cloths require special care in order to extend the life of them. You are responsible for washing your own microfiber cloths as needed (usually every other day). Instructions for cleaning them:

- Wash in warm or hot water with mild detergent
- **No fabric softeners** – they clog the open spaces in the microfiber, making the fabric useless
- Be careful what you wash along with your microfibers. Avoid anything made with cotton because the microfiber will grab on to the lint
- Ideally wash microfiber with only microfiber but if you must mix loads, wash with other non-linting synthetics
- Use a low spin speed and low temperature setting on the washing machine
- If you hand wash, wash in hot water with mild detergent and use a soft bristled brush if necessary – rinse thoroughly
- To ensure the longest lasting microfiber, **air dry is best**
- Microfiber dries relatively quickly
- If you use a dryer, set it on **low heat or no heat**
- Dry with other microfiber products only so that it doesn't pick up extra lint

It is important that microfiber cloths are cleaned **without fabric softeners or bleach** and dried on **low heat**.

If the customer requests that we use their cleaning products, they need to know that we cannot guarantee the outcome. For example, if they would like us to use their floor cleaner product, we will do it but since we are not familiar with the product we don't know how it will turn out and if it will take longer to

complete the task. Similarly, if the customer asks us to use their vacuum only, then we would only have one vacuum to share amongst the team that normally would each have their own vacuum and this can impact the schedule as well. Anything that will impact the schedule for the booking needs to be communicated to your supervisor in the beginning of the service.

FEEDBACK & SATISFACTION GUARANTEE

We request feedback from customers after every service. They are emailed a request to get feedback and you will receive a copy of every feedback email provided by the customer. If the customer emails or calls the company management directly with feedback, we will also attempt to share that feedback with you.

In the event that a customer is not satisfied with the service that they received, we will try to send someone back out to fix it for them. If they are still not satisfied, then we will offer them a refund. It is in our best interest to clean the customer's home properly the first time and not have to send someone out to fix issues or give the customer a refund.

CHARITY

We sponsor a charity called "Cleaning for a Reason", which provides up to 4 free cleanings for women undergoing cancer treatment. If you are assigned to one of these bookings, it will be specified in the notes. Although we don't charge the patient, you will be paid as normal for your work time.

CLEANING EXTRAS

We schedule cleanings based on size of the home. We also offer add-on services:

- Inside the fridge
- Inside the oven
- Inside windows
- Inside cabinets
- Detail clean blinds

Add-on services require extra time.

CHECKLISTS

The standard and deep cleaning checklists should be used where appropriate. The checklist should be filled out during the cleaning process, stopping several times to check things off the list to make sure nothing is missed. Please do not wait until the end of the cleaning to fill out the cleaning checklist. Leave the completed checklist with the customer every time.

INCIDENT REPORTS

If an incident occurs during the cleaning, such as breaking an item in the customer's house, it must be noted on an incident report. Fill out the incident report with all of the information about what occurred.

It is important that you either send your supervisor a picture of the incident report via text message or a message about what happened by text message BEFORE the cleaning is complete so that we can discuss this with the customer right away.

SCHEDULE

New employees will typically be trained by a trainer for one full week. This is a synopsis of what that week would look like.

Day 1	Day 2	Day 3	Day 4	Day 5
Orientation	Review of orientation	Orientation check-allow trainee to proceed and note mistakes.	Hands off orientation proceedings	Both contribute to orientation items as if trainer is team lead
I do, you watch with first job	I do, you help full day	You do, I watch first job	We both do all day	We both do all day
I do, you help on remaining jobs	Checking work and learning how to check partners work	We both do all day	Allow trainee to perform all customer interactions and checklist	Specify on deep cleaning items
Address questions	Specify kitchen cleaning all day with techniques and tips/tricks	Rate customer interaction and give pointers on what to do	Specify on bedroom, laundry and common area cleaning.	Address mistakes
Point out good qualities	Point out good qualities	Specify bathroom cleaning all day with techniques and tips/tricks	Address mistakes	Congratulate
		Address mistakes	Point out good qualities	Ask for feedback and questions
		Point out good qualities		

CLEANING PROCESS

This outline will follow the process of importance, as you should in a home, starting in the kitchen, move to bathrooms, and then to living areas and bedrooms. Standard cleaning will be followed by extras and deep cleaning.

GENERAL

In order to most effectively clean a home, within the allotted time, it is important that you start with the problem areas first, usually bathrooms and kitchen unless other priorities are brought up by the customer. When cleaning each room, it is also very important to go from top to bottom, left to right as particles will settle down.

When setting your supplies down, place your caddy with all of the chemicals on a hard surface, never on carpet or porous areas.

KITCHEN

Range

It is always a good idea to start with the range (top of oven) because it is usually the hardest area with the most grime/grease/particles.

Glass Cooktop

Use the cooktop cleaner provided to you. Apply about a quarter-sized amount to area, and with a wet sponge use the scrubbing side of the sponge to spread the cleaner all over the oven. *Tip: Allow to sit for 5-10 minutes if there is heavy stains/grease. Scrub with sponge and with other side, wipe the cleaner away making sure to rinse sponge. Spray cooktop with all-purpose cleaner and wipe with clean rag.

Gas or Coil Range

Remove coils, plates on top of fixture, drip pans or iron coverings. Place iron coverings/drip pans in sink. Spray all-purpose cleaner on top and allow to sit, or for tough stains, cooktop cleaner can be used here as well. Scrub all drip pans or iron plates/coverings with soap and water, rinse and dry. Wipe cooktop off, if electric stove lift range hood and wipe underneath as well. Replace all parts.

Range Hood / Bottom of Microwave (If Above Range)

Spray outside with all-purpose and wipe. If it is stainless steel, be sure to use procedure listed below. Do not worry about fans or inside a large hood, this is a deep clean item that takes more time.

Appliances

This includes fridges, ovens, dishwashers and wine coolers. Spray and wipe with all-purpose cleaner. If it is stainless steel, allow to dry, then spray with stainless cleaner. *Tip: allow to sit for 5-10 minutes. This allows the spray to become thick and more like a polish than a cleaner and creates less streaking. Wipe clean with a dry rag. If there are any magnets on the front of the appliance it is not necessary to remove them to clean underneath.

Countertops

Spray the counters with all-purpose cleaner and wipe down. If they are granite or stone, use the granite cleaner to polish them off with a light spray and wipe. It is important that you move anything sitting on the counters, wipe underneath and replace. If there are appliances like coffee machines, knife blocks, toasters, etc. please wipe those down as well, eliminating fingerprints and dust. When finished, go over counters, looking at a low angle and feeling with your fingers to make sure no streaks or particles were missed.

Microwave

Wipe clean the front of the microwave, giving special attention to glass and stainless steel parts. Open microwave and remove turn plate and wash/dry the plate. Spray the inside of the microwave and wipe clean. *Tip: If the microwave has crusty/old particles that are hard to get off, saturate the inside with spray and/or water, and turn the microwave on for 30 seconds. The water should loosen up the particles, making it easier to wipe out.

Toaster Oven

If there is a toaster oven, we will treat it similarly to a microwave by wiping the outside, removing the tray inside to wash, then washing the inside of the door and racks. Any particles that are baked on that would require heavier cleaning, don't spend your time working on those, it is a separate thing that can be added on or requested.

Sink(s)

Clean sinks last, as they are used to rinse and wash while cleaning the rest of the kitchen and attract particles.

A small amount of dishes in the sink can be rinsed and set in washer if the washer is dirty or empty. A small amount of dishes can be hand washed if it takes only a few minutes, otherwise rinse dishes and set aside (in other sink or on counter with towel or drying mat underneath), making note on checklist or to customer that we do not have time to do dishes in our process.

There are two main types of sinks:

Ceramic/concrete (white) Sink

If the sink is fairly white with no discoloration, just use all-purpose or barkeepers friend to scrub the sink. If there are marks and discoloration, use a small amount of soft scrub and a sponge to scrub it out. Rinse the sink free of chemicals and dirt, and then dry with a microfiber. Leaving a

sink dry is key, this shows the customer that you paid attention to the area and avoids water spots.

Stainless Steel Sink

When cleaning a stainless sink use barkeeper's friend, use a sprinkle over all of the sink and scrub with a sponge, rinse and dry. Be sure that you pay attention to the disposal and drain areas, because there are often lips and edges that rust and catch grime.

Pay attention to fixtures, using small grout brush to remove grime around faucet, sprayer and handles. Scrub spots where soap and other items have been sitting to remove scum and rust buildup.

After drying sink, make sure chrome (or other colored) fixtures are polished with thin blue microfiber, removing water spots and stains.

Dining Area

Wipe kitchen table with all purpose, or if wood, use wood cleaner, or glass, glass cleaner etc. Remove items from tables, spray table and wipe, making sure to remove food particles and stains. Look at table from a lower angle in the light, making sure you did not leave behind particles or streaks. Wipe seats of chairs and barstools.

Empty Trash

Locate garbage, recycle, and compost and place by door. Find replacement bags and replace, or ask customer where they can be found. Litter boxes are not included in our service, we do not clean them out or throw away/replace litter. If it is a simple request where all that needs to be done is to throw out a liner, treat it as trash and do so, but further requests need more time.

BATHROOMS

Shower

Clean floor of shower using broad brush, use soft scrub if needed. Spray walls and floor with bathroom spray. Let sit 10-15 min. while completing other tasks, this allows the enzymes to attack soap scum and dirt, making it easier to wipe off. Wipe all surfaces with a clean microfiber, starting with the glass areas (inside and out) and chrome, checking for streaks and water spots in the light. Wipe tiles, and end with wiping out the floor, being sure to wipe out all particles and hair. If drain has excessive hair or particles that cannot be washed down, be sure to gather and throw these out.

Bathtub

Scrub sides and bottom of tub with broad brush, soft scrub if needed. Spray tub and surrounding tiles with bathroom cleaner. Wipe clean, ending with drain as with shower.

Toilet

Spray entire toilet including seats and under seats with bathroom cleaner. Apply one circle of toilet bowl cleaner inside of bowl. Use **RED** microfiber to wipe top, then handle and tank, seats and bowl. Scrub

inside of bowl with scrubber, making sure to pay attention to lip of bowl and down inside of the drain area. Tap toilet scrubber on side of bowl to make sure not to drip outside of bowl. End with cleaning sides and fasteners (nubs on side of toilet), making sure to get edges and creases. If the seats have not been cleaned for a while, the hinges will be dirty, be sure to pay attention to these areas, using a small grout brush to uproot grime if needed. Pumice stone may be used to remove hard water stains from the sides of the toilet bowl.

Mirror(s)

Spray mirrors with glass cleaner, wipe with green microfiber. Make sure to look at mirror from several angles to avoid smudges and streaks.

Vanity

Spray any countertop area with bathroom spray and wipe, making sure to lift up / move items off counter to get all areas.

Sink(s)

Use angled grout brush to scrub sinks, removing water stains and residue. Make sure to get around any drain holes or edges where grime can build up including faucet areas. Rinse the entire sink, spray with bathroom cleaner and wipe dry, polishing chrome with thin microfiber.

Trash

Find any trash bins, discard trash and replace liner, if there was no liner to begin with, locate one and line trashcan.

Final Touches

As a final touch, fold all towels and toilet paper. Fold towels into thirds and drape over rack, making sure back does not exceed length of front, with any embellishments or patterns facing out. Fold toilet paper in a triangle, or feel free to fold a different pattern if you know how.

LAUNDRY ROOM

Washer and Dryer

Clean the tops of the washer/dryer with all purpose. Make sure to use a swerving pattern to collect all lint and dirt particles. If the fronts of the washer/dryer are particularly dirty or have detergent drips, quickly wipe those off as well.

Counters

Spray with all purpose or granite cleaner, and wipe clean, checking at low angle for missed particles and streaks.

Sink

Using Barkeeper's Friend or Soft Scrub, scrub the sink with broad brush, rinse and wipe dry. These sinks are often used for more heavy duty rinsing, so they may have paint particles, scratches and stains. Sanitize and scrub the sink as best as you can, but if some stains are left behind, it is to be expected.

Trash

Collect trash and replace liners.

BEDROOMS AND LIVING AREAS

Dusting

It is important to dust from top to bottom. Usually the process would go as follows:

Wipe picture frames

Make sure to get tops with slightly damp cloth because dirt often sticks there and is not easily brushed off with feather duster.

Dust mantels, bookshelves and side tables

Make sure to pick up items and dust underneath, exceptions might be expensive or heavy lamps, jars or other large items, books, and excessive amounts of picture frames. When dusting these items, use your best judgement and get to the areas as best as possible. If there is excessive dust or pet hair, it is best to use microfibers in this case because you can lift the particles and move to a new side of the microfiber, or replace when it starts leaving behind dust.

Window sills

Dust window sills and tracks. If tracks are exceptionally dirty, wipe quickly, because this is more of a deep clean item.

Fireplace

We do not clean inside of fireplaces. If customer asks, tell them it is a special request that must be addressed at time of booking. Clean the edges and tiles around a fireplace though, using a feather duster and/or cleaner if there are excessive streaks or particles.

Mold

If there is mold, try wiping off with all-purpose first, if that does not work, use a scrub brush, and further, use a small amount of soft scrub if the area is appropriate, this should kill the mold, if it does not come out, note it in the checklist. Areas of excessive mold we do not clean because it can become airborne and get in your lungs.

Blinds

The detail blinds option adds extra time to wipe them. Otherwise we will feather dust them by request but not spend much time on them

Furniture Seating

Wipe leather and cloth furniture with dry microfiber, if there are stains or spots, remove with water only- no cleaners should be used on leather or cloth. In the case of pets, vacuum couches, chairs, footrests, etc. with small brush extension. Fluff pillows and set back in an appealing way.

Tables

Spray cloth with wood cleaner, window cleaner or all-purpose and wipe clean. Wipe off any items on tables with dust.

Computer Monitors and TV's

We don't clean television screens or computer monitors. Only wipe the edges of the TV and the base with no chemicals or water

Beds

When a bed is made already, just be sure that all pillows are orderly and bed covers are straightened out and tucked in. If a bed is not made, make it, we will replace sheets if the new ones are ready to be placed on the bed. We will only wash sheets if they request it and please make sure it does not impact your ability to complete the job on time.

Floors

When cleaning, floors should always be last, and you should try to vacuum and mop your way out, starting in the back and moving towards the door. Be sure that there is ample time in your process to do this, because it takes a deceiving amount of time to complete floors. Try to budget 20 min., adding 10 min. per room at the end of your booking for floors. This should allow you to complete them, and if you are done early, allows you to check work at the end of a booking.

Hardwood and tile floors

Vacuum using hardwood floor tool. Mop with floor cleaner, going with the grain in sections. Vacuum up any residue you picked up with your mop. Be careful with your mop! We don't want it falling, so when setting your mop anywhere, be sure that the handle is set on the floor, or in a corner where it is unlikely to fall to the floor.

Carpets

Vacuum with brush on for normal carpets, if there is a rug or carpet that is shaggy, fur or delicate in any way, turn your brush off. Use your hose to get to hard-to-reach areas and edges.

Stairs

Using the rolling brush extension for carpet, and floor extension for hardwood, vacuum the stairs from the top to the bottom, paying attention to creases and edges. Mop afterwards if hardwood, using same methods.

Some things that are commonly missed are under beds, tables, chairs and footrests. If possible, move these things out of the way and vacuum underneath with a floor tool. If there are things under the bed, get what you can. Also, use the floor tool to get under edges of large rugs, or if rug is small/light enough to roll up, set it aside and vacuum/mop in that area. Be careful when you vacuum! Watch for edges, corners and baseboards and try not to run into them, as this can damage the walls and the vacuum.

Vacuum Maintenance

We use Shark Rotator vacuums that are bag-less. However, it is important to not let the dirt container overfill above the "max fill" line because the top section will get clogged and burn out the motor. Empty the dirt container regularly.

Replace filters every week. You can wash them but they need to dry overnight, we will provide a spare so you have a clean one ready to go.

If the base unit gets clogged, there are two screws on the bottom that open with a coin that you can stick a straightened metal coat hanger through to break free any blocked debris.

The carpet roller gets hair wrapped around it and you need to occasionally use a sharp knife to cut the hair loose so that it can spin properly.

Don't use the vacuum to clean a fireplace. The fine particles of ash are not good for the vacuum and will cause permanent damage to it.

EXTRAS/ADD-ONS

Inside Walls

When cleaning the inside of walls, pay attention to areas eye level and below, as those get dirty most often. Wipe all areas with a damp cloth, spot clean dirty/ commonly touched areas using all purpose and/or magic eraser on scratches, scuffs and stains. If they have pets or children, make sure to pay special attention to lower levels. We typically only clean walls that have been painted with semi-gloss or gloss paint, as walls with flat paint finish will show markings where you have cleaned. Please let the customer know if this will be an issue.

Inside Refrigerator

If the fridge is not empty, it might be a good idea to ask customer to help you empty it while you clean if possible, because this process can take up time that could be spent elsewhere. Pull out all shelves and drawers, rinse and wash with hot water and soap, set aside to dry while you spray and wipe the inside of the fridge from top to bottom. If the freezer has a lot of ice stuck in it, turn it off (usually by turning a dial to 0 in the fridge) and wiping out once thawed. Dry all shelves and replace. Replace food if applicable, if

you have to remove food yourself, it is best to go a shelf at a time to place food in the same approximate area.

Inside Cabinets

If cabinets are not empty, again, this is where you might ask for customer's help, or warn them that if you have to pull things out you may not get to other things. Vacuum out any large particles within cabinets, spray with all purpose, and wipe out. Use magic eraser for stains or scuffs inside. Replace items if necessary.

Inside Windows

We only clean inside windows, we do NOT go outside. The only exception might be a sliding glass door that has easy in-out access. Spray with glass cleaner, clean windows, moldings and tracks with a blue cloth. Follow with thin microfiber on glass to prevent streaking.

Detail Clean Blinds

There are two main types of blinds that you will most likely come across:

Aluminum Blinds

These are the thin flexible blinds, they require more attention and time. Clean the convex side of the blinds which catches the most dirt, dust the other side.

First, dust them off with feather duster or rag from top to bottom, left to right to loosen dirt. Spray one section at a time and clean each rail individually, again going top to bottom, left to right.

Watch your hands when holding a section down, you don't want to trail dirt onto an already clean area, and you don't want to bend the blinds.

Inspect the blinds after cleaning by opening them up, making sure to check between sections and where blinds would have overlapped.

Wood Blinds

These are the solid, larger blinds. Same process as the aluminum blinds, but these blinds should be thoroughly cleaned on both sides.

Clean Inside Oven

This requires a minimum of 2 hours, so make sure that you budget time accordingly. Turn the overhead fan on to minimize fumes. Spray the oven cleaner inside the oven using gloves. Spray all sides, racks and bottom, concentrating on crusted areas. Let sit for at least 2 hours. Wipe oven out using gloves, use a scrub brush or sponge to scour the soiled areas. The pumice stone can be used to clean the inside of ceramic ovens, but it is important that you keep the pumice stone wet at all times so that it won't scratch the surface. Course steel wool can also be used to scrub the walls of the oven. Once it has been scrubbed

and wiped free of particles and cleaner, spray all-purpose in the oven and wipe clean, watching for streaks.

DEEP CLEANING

In this section, we are going to cover what should be done above a standard cleaning, if certain areas are not mentioned, adhere to what was stated above.

Kitchen

Range

Pay special attention to the range, making sure to scour all racks and drip pans as best as you can.

Range Hood

With a deep clean try to wash any fan filters with soap and very hot water. **Tip: If you want, you can ask customer for baking soda, fill the sink with the hottest water you can, some dish soap and some baking soda. Let sit while you clean oven, and then scrub with grout brush. Rinse with hot water.*

Countertops

If the countertops are tile, clean the grouting as you would in a shower, concentrating on soiled areas. If they are linoleum and they are stained, try using a magic eraser.

Cabinets

Make sure to wipe all cabinets, concentrating on handles and areas around handles that are prone to build up dirt and grime. Also pay attention to high spatter areas such as above and around the stove and below the sink.

Bathrooms

Light fixtures

Clean any light bulbs, lanterns, lamps, etc. by spraying with all purpose and wiping. Some may have a build-up and will need to sit to loosen dirt.

Glass doors

Pay special attention to shower doors, as they often accumulate soap scum. **Tip: If the doors are really scummy, carefully scrub with soft scrub and broad brush. Rinse with water and wipe with cloth and thin microfiber, paying attention to remaining scum.*

Tile and Grouting

This requires the angled grout brush. Make sure to scrub every wall, paying attention to moldy or discolored areas and floors. Some stains may require soft scrub. Rinse entire shower before spraying with bathroom spray and wiping dry.

Chrome

When buffing chrome it is important to rub with a clean, dry cloth to rid chrome of hard water spots and other build up. This task may take some elbow grease, but most stains on chrome can be buffed out.

Cabinets

Wipe down all cabinets paying special attention to drip areas around sinks.

Laundry room

Cabinets

Wipe down all cabinet doors and handles.

Dust

Ceiling Fans

This is an area often missed. Make sure to take a damp cloth and wipe the tops of any ceiling fan. If you cannot reach, spray the cobweb extension with all purpose, and wipe as best as you can.

Lamps

Wipe off any lamp shades, along with the body of the lamp.

Cobwebs

Use duster extension to knock down and wipe cobwebs. Be sure to pay attention to ceiling corners, around fireplaces, under stairs, etc.

Baseboards

Using a damp cloth, go over all baseboards, making sure they look clean on crease and near floor. This may require grout brush to get hard to reach crevices and stuck dirt.

Light switches

Wipe off all light switches, including the switch itself and the tops of the fixture.

Door Knobs and Frames

Often ledges on a door catch dust, these should be wiped along with areas that tend to get build up, such as around the handle and anywhere where pets may have been.

Moldings

An area often forgotten, we should be wiping above doors and around door frames, especially in creases around hinges and handle.

Floors

Vacuum edges and borders of carpet with edge extension.

When mopping, pay attention to sticky/stained floor spots, if needed use magic eraser or grout brush to eliminate stain.

Behind toilets and edges of toilet - this is a problem area that should be wiped by hand after cleaning toilets.

Make sure to get under beds as much as possible.

Checklist

You're done! Now all that is left is checking yours and your partner's work. Take a walk through with a clean rag and make sure that everything is in proper order. The team lead will fill out the appropriate checklist (deep cleaning or standard) at this point, consciously filling out each checkbox when something is done properly. Please note anything that could not be completed, difficult areas or unfinished requests (i.e. can't clean off back of fridge, or scrubbed range, but some areas stained).

NOTE: If there is money on the counter or in plain sight, do not assume that this is a tip, unless the customer specified so, be sure to clarify with customer if it seems ambiguous.

TIME MANAGEMENT

The core function of house cleaning work is time. It impacts everything we do. As a company, we offer cleaning services customers based on an hourly rate, and employees are paid for their work based on an hourly rate. Since time is the most important factor in the work that we do, here is an overview of how we plan and schedule house cleaning services.

BOOKING TIMES

Cleaning service is scheduled as hourly or flat-rate service. All work is performed in man-hours, which is split based on the number of people working on the job. For example, a 5 man-hour job that is being done by 2 people would be scheduled as 2.5 hours in duration.

Hourly Service

Hourly service is work that is booked based on a specific number of hours. An example of an hourly booking is 2 cleaners for 2 hours. Hourly service is typically used in scenarios where the customer only wants part of their home cleaned, or they have an extra-large or dirty home. There is typically a list of priorities that is given by the customer and we will do our best to complete those items in a timely manner within the time that we have available. It is only possible to extend the time of an hourly booking with the approval of the customer and your supervisor.

Flat-Rate Service

A flat-rate booking is scheduled based on the size of the home and the options chosen by the customer. Each booking specifies the amount of time that is given to complete that booking. For example, a 4 bedroom, 2.5 bath home on a standard cleaning is 5 man-hours, or 2 people for 2.5 hours. You are expected to be able to complete the service within this timeframe. If you are unable to complete the service within the timeframe provided, your supervisor needs to be notified immediately at the beginning of the service. Examples of reasons you cannot complete the booking within the time limit: number of bedrooms/bathrooms and/or square footage is too small, home is very dirty or cluttered. How we typically handle these scenarios:

1. If the customer booked a smaller home size than they actually have, such as a 1BR/1BA when it really is a 3BR/2BA, that is usually because they only want part of their home cleaned or want to skip bedrooms and/or bathrooms. What they often don't understand is that a 1BR/1BA home is usually less than 1,200 sq. ft., while cleaning a large home and only one of the bedrooms would take quite a bit longer. In this case, we will either try to have the customer extend the time with approval from the customer and your supervisor, or we will tell the customer that because they only booked a smaller size then they only get that amount of time so they will need to provide a list of areas they wish to skip or where the priorities are, similar to an hourly booking.

2. If a home is very dirty and we are unable to clean it within the timeframe given, then the customer will need additional time or we will only be able to do what is possible within the time limit provided. In this case, we will require the supervisor and the customer to approve any added time OR allow the cleaning to become a partial cleaning before starting work.

Clocking In/Out

Clocking in and out of jobs is expected to happen right at the beginning of the booking and the end of the booking. For example, an 8:30 AM booking for 2 hours should be clocked in at 8.30 AM and clocked out at 10:30 AM. There should be no additional time added to the booking without approval from your supervisor. You may go over by up to 10 minutes without approval on rare occasions where unforeseen conditions cause the job to take more time than expected. However, this is an exception and NOT the norm. If you forget to clock out, it is important to edit the timesheet entry to reflect the actual clocked out time or notify your supervisor immediately.

TIME CALCULATIONS

The time limit provided in the booking is based on the size of the home and the options requested.

A rule of thumb that we use for quickly estimating the amount of time it should take to clean a home is 600 sq. ft. per hour for a standard cleaning and 400 sq. ft. per hour for a deep cleaning. So, for example, a 2,400 sq. ft. house would take a rough estimate of 4 man-hours for a standard cleaning, or 6 man-hours for a deep cleaning.

For the actual booking time limit, we use a much more detailed calculation based on different options that can be added to the booking and the size of the home. Here is the breakdown that we currently use for calculating the time that it would take to clean a home based on the different sizes and options:

Bedrooms (max sq ft)	Standard Cleaning / Base	Deep Cleaning	Each Full Bathroom	Each Half Bathroom	Pets	Inside Windows	Inside Cabinets
1 (1,200)	1.5	+1	+0.5	+0.25	+0.5	+.75	+.5
2 (1,800)	2	+1.5	+0.5	+0.25	+0.5	+.75	+1
3 (2,400)	3	+2	+0.5	+0.25	+1	+1	+1
4 (2,800)	3.5	+2.5	+0.5	+0.25	+1	+1	+1

5 (3,200)	4	+3	+0.5	+0.25	+1	+1.5	+1.5
6 (3,600)	4.5	+3.5	+0.5	+0.25	+1	+1.5	+1.5

Other add-ons that are not specific to the size of the home:

- Inside Fridge: +1.0 (each)
- Inside Oven: +1.0 (each)
- Detail Clean Blinds: +.33 (each)

For example, a move out cleaning on a 4 bedroom, 2.5 bath, 2,600 sq. ft. home might include deep cleaning, fridge, oven, inside windows and inside cabinets. The time would be calculated to be

	3.50	(Base 4-Bedroom Home)
+	1.00	(2 Full Bathrooms)
+	0.25	(1 Half Bathroom)
+	2.50	(Deep Cleaning)
+	1.00	(Fridge)
+	1.00	(Oven)
+	1.00	(Inside Windows)
±	<u>1.00</u>	<u>(Inside Cabinets)</u>
	11.25	Total Man-Hours of Work

This would typically be scheduled as 3 people for 4 hours. It could also be scheduled as 2 people for 6 hours or 4 people for 3 hours. When you are working on the job, it is important to keep the timing in mind so that we can complete the task within the time limit.

For example, when you are working on a full bathroom in the move-out cleaning example above, the total time for to clean the bathroom should be approximately 1 to 1.25 hours for a deep cleaning with inside cabinets. If you are finding that it is taking more than that amount of time, then we either need to get approval to add more time because it is really dirty, or you are focusing too much on the details of the bathroom.

Time Guidelines

An example will be given of times to use as a guideline for a recurring biweekly maintenance cleaning on a 3 bedroom, 2 1/2 bath home. The total time limit for this cleaning in man-hours is 4 hours and 15 minutes.

A rough guideline for the amount of time to spend in each area:

- Half Bath - 15 minutes
- Regular Bathroom - 25 minutes
- Master bathroom - 35 minutes
- Kitchen - 35 minutes

- Laundry room - 10 minutes
- Dusting entire home - 35 minutes
- Vacuum entire home - 35 minutes
- Mopping entire home - 20-45 minutes (depending on how much hard floors)

ROLES

When you are working on a team, there will always be one person designated as the lead. The lead is responsible for:

- Monitoring the time
- Splitting up the work
- Communicating with management on any issues or time extensions
- Performing the final walkthrough
- Filling out the checklist