

Welcome to At Home Cleaning Co.!

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ABOUT AT HOME CLEANING CO.

Our Mission

To promote peace of mind through professional and natural cleaning services. We accomplish this through our personal customer care, unbeatable attention to detail, and outstanding staff.

Our Story

Founded in March of 2017, At Home Cleaning Co. was always about "Peace of Mind." The concept came from founder Andrea Smith Fein's desire to help families feel the absolute joy and relaxation that comes with returning to a spotless home. The original name for the business was "At Home with Andrea," and included home cleaning, meal-prep, tutoring, and design services. After 6 months of growth, it was clear that cleaning services were most needed in the Grand Rapids Area. The focus then became striving to be the best home and small office cleaning service in our area (and the world!).

Our Core Values

DETAIL-ORIENTED, PROFESSIONAL WORK	CLIENT SATISFACTION	NATURAL PRODUCTS	COMPANY CULTURE	GIVING BACK
We constantly reflect, evolve, and strive to provide top-notch services, every single time.	We thrive on feedback from our clients, and immediately respond to comments and special requests.	We choose not to work with harsh chemicals and use only green products.	We value our staff. We work as a team, empowering one another through respect and communication.	Each month a portion of net profits go back to the community-- whether it's to local nonprofit organizations or to aid abroad.

Our Services

Residential Cleaning including One Time Cleaning, Monthly, Bi-Weekly and Monthly Recurring Services, and Move Cleaning

IMPORTANT INFORMATION

We will be closed on:

New Year's Day*
Memorial Day*
Independence Day*
Labor Day*
Thanksgiving Day* and Black Friday
Christmas Eve and Christmas Day*

*Denotes paid holiday

Contact Information

Home Base:

2035 28th ST SE
STE. W
Grand Rapids, MI 49508

Work Line (text only):

616-676-7340

E-mail:

info@athomeclean.com

Quick Reference: Frequently Asked Questions

What if I am running late?

If you anticipate arriving 10 minutes past your scheduled time, please reach out using the business line ASAP. Consistently arriving late will result in a coaching session.

Where do I park at clients' homes?

Park on the street in front of the client's home. Some complexes have reserved parking spaces for tenants. Make sure to use a guest parking space. If you have to pay for parking, you will be reimbursed.

What if I arrive and the client is not home?

Reach out to the business line for assistance contacting the client. If we cannot get ahold of the client within 15 minutes, we will confirm with the next client and send you there early.

What if the vacuum is clogged or is not working?

Use all possible methods to unclog the vacuum. If it needs service, text the business line and someone will either bring you a vacuum or send you to the office to grab a substitute vacuum.

I forgot the Service Binder!

If you leave the service binder at the home base, return to get it if possible. If you leave the binder at a client's home, it will be your responsibility to retrieve it within 24 hours (admin will ask client to leave the binder outside for retrieval). If you do not have a Cleaning Checklist at a client's home, it will be your responsibility to fill one out upon returning to the home base. Send to admin who will forward it to the client.

What if my car breaks down or I am in an accident?

Call Emergency services first if required, then text the business line.

What if I feel that the roads are too dangerous to drive on?

Our inclement weather policy states that if EGR Public Schools closes, we will be closed. We take safety seriously, so our closure will be a guide to whether the roads are traversable. If you choose not to come in to work when we are open, your absence will be considered a call-in.

OUR SERVICE STANDARDS

The term "At Home Cleaning Co. Standards" refers to our consistent, top-quality services and excellent client relationships. *This distinguishes us from everyone else!*

WE SHOW UP

We arrive within 30 minutes of every scheduled appointment.
We do not cancel unless of emergency.

WE FOLLOW THROUGH

We complete each and every clean to our Service Standards and beyond.

WE FOLLOW UP

We reach out to current clients and ask for valuable feedback to help us learn, grow, and become better.

WE ARE THE BEST OF THE BEST

We outperform the competition. We pleasantly surprise our clients. We work with dignity and grace.

WE ARE PERSONAL AND PERSONABLE

We treat each home with respect and care. We learn family member's names, including pets. We remember likes and dislikes.

WE TAKE FEEDBACK IN STRIDE

We learn from our mistakes. We humbly acknowledge that we are works in progress. We continually reflect and improve.

EXPECTATIONS

What We Provide Staff

Work Environment Our company culture is based on open and respectful communication. We strive to maintain a healthy work-life balance. Staff will be set up for success with clear expectations and constructive feedback. We acknowledge the importance of feeling valued, respected, and encouraged in the workplace.

Growth Opportunities At Home Cleaning Co. is planning for steady growth in the coming years. Excellent performance may result in new opportunities. Increased responsibilities and compensation will be available as our client base grows.

Inclusive Team We believe that each individual staff member is an important part of the company whole. We value innovation at all levels and appreciate the unique perspective that each person brings.

Compensation One of our core philosophies is that our staff must receive fair compensation. We provide all necessary materials, mileage reimbursement, and pay wages higher than the industry average. We supply each staff member with liability insurance and workman's compensation coverage.

Expectations from Staff

Professionalism Staff are responsible at all times for maintaining At Home Cleaning Co.'s reputation. To us, professionalism means arriving to work on time and prepared to provide excellent service. Attention to detail and mindful communication are essential. Professionalism also means ensuring client confidentiality— clients' homes and/or property is not to be discussed outside of work.

Initiative Success in this role will require situational awareness and a willingness to go above and beyond explicit instructions where needed. Staff will be expected to ensure client satisfaction by customizing services to specific client needs.

Integrity (reliability, trustworthiness, moral character) We have a zero tolerance policy regarding theft and failing to report damage to client property. Staff is expected to maintain respectful working relationships within our team and with clients. Integrity means being honest and doing what's right, even if it is difficult.

COMPANY POLICIES

Schedule

Because of the flexible nature of our appointments, we will use staff availability to populate the schedule each week. Our appointments frequently change, even last-minute, due to client cancellations and staff call-ins. **Staff availability will be used to arrange the schedule for each day. Plan and expect to work your full availability— and earlier time out may happen, but should not be expected.** If staff needs to be out at an earlier time on any given day, they must provide notice via our Time Off Form no less than 48 hours in advance.

On-Call

If the following day is sparse, you may be scheduled as "on-call." You will be notified by 8:05am the day-of letting you know whether to come in to work. If you are not needed, you will receive 2 hours of your regular pay rate to thank you for your flexibility.

Clocking In and Out

The work day begins promptly at 9:00am. Repeated tardiness or absences will result in a coaching session. Staff will clock in and out with the Jobber app on their phone after entering the Home Base. They will also use the Timer feature on Jobber to record timing at each appointment.

Our rule of thumb is

CAR IN PARK, TIMER START. CAR BACKING UP, TIMER STOP.

Excessive failure to start/stop the timer will result in a coaching session.

Requested Time Off

Paid Time Off (PTO)

- Is a “bank” of paid hours off that you may use at your discretion.
- May be used in the event of a call-in, but claiming it is not required.

To earn PTO, an employee must:

- Work a minimum of 20 hours per week.

To use PTO, an employee must:

- Have been employed with us a minimum of 90 calendar days.
- Submit a request to use PTO in the “RTO, Early Out, and PTO” Form, and have the request approved by admin.

Unpaid Time Off (UTO)

- Is time taken without claiming PTO.

Avg. Days Worked per Week	Annual PTO Days	Max. Days Absent Annually
2	4	12
3	6	18
4	8	24
5	10	30

A few notes:

1. PTO accumulates based on # hours worked. You must check your PTO balance before requesting PTO for time off.
2. PTO/UTO must be requested no less than 2 weeks in advance and must be approved by admin.
3. PTO may never be “cashed out” for any reason.
4. PTO/UTO is first come, first served. No more than 2 team members may request the same day(s) off.
5. PTO/UTO may not be requested prior to completing 90 days of employment without express permission.
6. You may not claim more PTO in a week than your typical hours worked.

Sick Pay

Sick Pay accumulates at a rate of 1 hour for every 35 hours worked.

To earn Sick Pay, an employee must:

- Work a minimum of 20 hours per week

To use Sick Pay, an employee must:

- Have been employed with us a minimum of 90 calendar days
- Be sick or be taking care of a sick family member
- Complete a Sick Pay form before end of day Friday after a call-in sick

Parameters:

Sick pay can roll over up to 40 hours from the prior year, but no more than 40 hours can be used annually.

The number of hours used for each daily absence will be equal a typical days' work, up to 7.5 hours of sick pay per day absent.

Sick pay cannot be "cashed out" at any time or for any reason.

Holiday Pay

If you are regularly scheduled to work on a day the office is closed due to a national holiday, your paycheck will automatically reflect your typical hours worked, up to six (6) hours per day.

If the national holiday falls on a weekend day, the federal observed holiday will be followed.

Paid holidays are as follows:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Call-Ins

If you cannot make it in to work, you must text the business line and provide a reason for your absence.

A call-in is any absence not submitted and/or approved 2 weeks in advance.
Staff must give a least 1 hour notice of call-in absence.

Yearly call-in threshold is as following:

	Annual Number of Unexcused Absences and Action Taken			
Weekly # days scheduled to work	< 90 days on the job	3	4	5
Level 1: Coaching Session	2	3	3	4
Level 2: Probation and/or Reduced Hours	3	5	6	8
Level 3: Grounds for Termination	4	10	12	15

**Call-in Absences will be excused with a doctor's note (specifying which days shall be excused) or proof of necessary bereavement.*

** Leaving mid-shift is considered a call-in, as all appointments have not been completed for the day.*

For both **Requested Days Off and **Call-Ins**, It is strongly preferred that any staff who miss a day open another day in their work schedule to which client appointments can be moved. (For example, if a staff member calls in on Tuesday and typically doesn't work on Friday, they will offer to work Friday to reschedule their client appointments.)*

Compensation

Payday is weekly on Wednesday. All employees will receive their paycheck via direct deposit. This will include pay for hours worked, mileage, and any bonuses provided.

Transportation Guidelines

Success in this role requires reliable transportation to and from work and to client's homes each day. Up-to-date insurance, registration, and Driver's License is required. Allowing any of these items to lapse and continuing to drive on behalf of the company is grounds for termination.

Our schedule requires flexibility, as clients cancel staff calls-in, etc. It is to be assumed that all staff will use their vehicle for transportation each day unless explicitly communicated and approved by leadership.

Staff is responsible for maintaining their vehicle properly, including supplying gas to be able to complete daily assignments. Proper budgeting for vehicle maintenance is solely the responsibility of staff.

If transportation is limited, staff must inform leadership in writing (e-mail) with no less than 24 hours notice.

In the event of a disabled vehicle, staff will have 2 weeks to arrange proper transportation to and from client's homes. If, after 2 weeks, the staff member does not have reliable transportation, they will be placed on suspension until reliable transportation can be arranged.

If a last-minute transportation issue prevents staff from completing their daily assignments and cancellations/schedule adjustments must be made, the day will be considered a call-in.

Mileage

Any miles driven to and from client's house for the purposes of At Home Cleaning Co. will be reimbursed at the federal rate of 62.5 cents per mile which is above and beyond the estimated gas/wear and tear to vehicles. Mileage starts and ends at the Home Base. You will need to use a mileage tracker or use your vehicle's trip meter to log miles.

Mileage must be reported (and *added up*) in the Records Binder by not later than 5:00pm on Friday. Failure to report mileage will result in waiting until the following pay period for reimbursement.

Promotions

Staff will be eligible for promotion with raise after 2-weeks (Trainee > Expert), and will follow our "Positions Outline" document. Promotions and raises will be given based on performance and available positions.

Breaks

There are scheduled 15 minutes of paid travel time between appointments. If you exit the vehicle for any reason during travel, you must clock out.

Smoking

This is a smoke-free work environment.

Intoxication of any kind is prohibited at any time while on the clock.

Uniform

Clean, appropriately fitting athletic wear. Shirts and pants should fit so they are not revealing when bending or reaching.

Tops

Our black logo shirt or a solid colored t-shirt in gray, teal, or black



Bottoms

Solid color black or gray pants, capris, or shorts (no shorter than 4" above knee)



Shoes

Shoes should be comfortable and closed-toed

Do not wear

Logos
Baggy sweat pants
Tank tops
Sandals
Hats
Oversized jewelry

Hygiene

- Personal grooming in line with business casual environment.
- It is not recommended to wear any jewelry of great value, as it can become tarnished or lost during the work day.
- Long hair should be pulled back and neat at all times.

Privacy and Security

Privacy

Items in clients homes, conversations that are overheard, and anything else that is seen/heard in a clients' home is confidential and is to remain private. Do not discuss clients' personal property, conversations, or anything else you are made aware of in a clients home outside of At Home Cleaning Co. Do not open any drawers or cupboards unless you have explicit permission to do so.

Cameras

We do not know who has cameras in their homes for security. We work as if there are cameras on us *at all times*.

Damage to Equipment or Property

If you break something, do not try to fix it. Contact your supervisor immediately to work on resolving the issue. Treat items carefully and delicately at all times. You will be held responsible for damage that is the result of neglect or a breach of At Home Cleaning Co. procedure.

Damage Procedure

- 1) Take a photo of the damage
- 2) Send photo, client name, and explanation of what happened to the business line immediately
- 3) Clean up any mess (do not throw away repairable items/get permission to toss anything)
- 4) Apologize on the checklist

Client Communication

It is our goal to remain professional and friendly at all times when communicating with clients. Please try to keep conversation related to the job at hand. If a client initiates further conversation, feel free to respond if you are comfortable. Keep conversation light and short but sweet.

Contacting a Client

If you need information about a client's home, first contact the business line. In an emergency, you may use the Jobber call feature to contact a client.

Client Complaints

All complaints should be replied to immediately. Apologize for any errors, and direct the communication to a supervisor immediately.

Commentary at a Client's Home

Do not comment on the state of clients' homes while in the home. Keep your opinions private.

Injury on the Job

If you are injured on the job, it is your responsibility to take care of yourself first and foremost. Take the appropriate steps to seek medical help if it is needed. Report injury to your supervisor as soon as possible. Report to medical practitioners that you have a work-related injury. A claim will be filed on your behalf to cover any medical expenses related to the injury at work.

Be prepared to provide a detailed explanation of the event.

Worker's Comp Pay

Worker's compensation will pay for time you have to take off due to injury at work after 7 *business* days.

Grievances

If you have a complaint about another staff member, policy, or procedure, you may choose to speak with your supervisor confidentially or make your grievance available in writing. Grievances will be handled according to policy and at the supervisor's discretion within 1 business week.

Harassment

At Home Cleaning Co. is committed to maintaining a respectful, professional work environment that is free from discrimination and/or harassment.

At Home Cleaning Co. does not authorize and will not tolerate any form of harassment, intended or accidental.

Performance Reviews

Performance reviews will be completed every 3-6 months following the end of the training period. they will include constructive feedback and goal-setting.

Disciplinary Measures and Termination

The following corrective actions will be taken if a staff member fails to perform their job duties according to standards:

Verbal warning
Coaching/Official written reprimand
Termination

Reasons for Immediate Termination

The following actions are grounds for immediate termination. This list is not exhaustive.

- Falsifying a Cleaning Checklist or being misleading about work completed
- Failure to report intended absence (no call, no show)
- Breaking the Confidentiality Clause of the Employment Agreement
- Purposely destroying client or company property or concealing damaged equipment or property
- Posting on social media about At Home Cleaning Co. (or "work") without explicit supervisor approval
- Yelling at, arguing with, or physically harming a client or other staff member
- Smoking on client property
- Arriving at work intoxicated or becoming intoxicated while at work

General Policies with Clients

Expanded Safety Procedures Regarding Illness

Updated 1-09-23

PPE

All At Home Cleaning Co. Staff will be provided with face masks, disinfectant, and gloves. Fresh shoe covers, microfiber towels, and mop heads will be used for each home. Clients may request that masks be worn inside their homes.

Staff Health

All staff members will be required to be in good health to work.
We will follow current CDC guidelines and procedures regarding exposure and quarantine.

Client Health

If you have or suspect that any household member has contracted COVID, we ask that you cancel/postpone your appointment until the exposed household member receives a negative test result or exceeds the minimum period of quarantine as outline by the CDC.

We also ask that, if any household member has a fever or flu-like symptoms, you postpone services for at least a week or until symptoms have been clear for 48 hours.
We will work with you to ensure we are safe and also flexible with scheduling to the greatest extent possible.

Distancing

We will take precautions to stay at least 6 feet away from clients while in their homes.
We would prefer if all members of the household leave the home for the duration of our appointment. However, we understand that leaving may be difficult.
If you must remain at home, we ask that allow our team uninterrupted access to at least 3 rooms or one level of your home at a time.

Disinfecting

We take disinfecting very seriously. This includes areas in your home as well as our tools.

We use our 65% isopropyl alcohol disinfecting spray on door knobs, bathrooms, and kitchen countertops, provided the material is not susceptible to damage.
Between appointments, we will sanitize our tools, including our brushes, vacuum, and mop.

General Procedures and Policies

We Love Feedback!

We will send a 10-second Feedback request after each appointment. Please take the opportunity to let us know if there is anything we can do differently or better to meet (or exceed!) your expectations.

While we do not offer full or partial refunds on services that have been provided, we will return and re-clean any areas of concern that are reported to us within 48 hrs of our cleaning. Photos of each area are requested for our notes and training.

First Clean Pricing

For First Deep Cleans, One Time Cleans, or Move Cleans, we reserve the right to add a Contingency cost for extra time needed, priced per labor hour. If we enter your home and find that it will require significantly more work than we initially expected, we will contact you to discuss allotted time/hours or to increase cost according to the amount of work required to clean to our standards.

Payment Options

We will send an invoice to your e-mail on file after each cleaning appointment, which can be paid online with a credit or debit card. We appreciate prompt payment of all invoices, and may postpone services if an invoice is outstanding more than 30 days. We also offer a secure auto-pay option through our Jobber software.

Late Invoice Fee

If an invoice is 30 days past due, we will add a late fee of \$10 per week until it is paid. If there are 2 or more unpaid invoices on an account, we will pause services until they are paid. If late payments become an ongoing issue, we will require that the account is enrolled in auto-pay.

Preparing for Services

We ask that all clients prepare for our arrival by organizing items on surfaces that need cleaning. This includes moving laundry, shoes, and misc. items from vanities, dressers, beds, and floors. This will ensure that we have time to complete quality cleaning. Also, we request that any excess mess outside of toilets, pet messes, and anything that would be considered hazardous be pre-cleaned before your appointment. We're pros, but we'd appreciate your help! We reserve the right to skip areas that are not adequately prepared for our services.

Admin Check Request

If you would like to request that an administrator visit your home after a cleaning to make sure that all tasks are completed to our Standards, please send us an e-mail with 48 hours' notice. These checks may be warranted if certain items are not taken care of to your expectations after submitting feedback. The administrator (usually Andrea), will stop by while the team is finishing up to check everything over and take any photos for our private notes if necessary. As always, we want to meet (or exceed!) your expectations during each visit.

Arrival Time

Our hours of operation are from 9:30am-4:30pm. Unless you have our first appointment of the day, we are unable to guarantee an exact arrival time. However, we do our best to arrive within 30 minutes of your scheduled appointment. We will send a text notification if we are running late, and also when we are on our way.

If you choose to wait for us to arrive, please be home during the estimated window of time to let our staff into your home. If no one is home or we are turned away for any reason, a cancellation fee will be charged (see Cancellation Policy.)

Cancellation/Locked Out Policy

We kindly ask for a 48 hours notice of cancellation or preferably the most notice you can provide once you know you will not be able to keep your appointment time. We are happy to accommodate you with a rescheduled appointment when possible. Rescheduling will be subject to availability.

If you cancel an appointment with 24 hours notice or less, we will add a \$25 administration fee to your next appointment. This also applies if we arrive for an appointment and are turned away or locked out. Conversely, if we cancel your appointment (it is our goal to avoid this at all costs!), we will credit your next appointment \$25 for the inconvenience.

* If we are able to reschedule your appointment within 5 business days, we will waive the administration fee.

** We will offer 1 Grace Cancellation per year upon request. Please send us an e-mail.

Inclement Weather

If East Grand Rapids Public Schools close due to inclement weather, we will ask to skip or re-schedule your cleaning appointment. In the event we ask to cancel/re-schedule, our cancellation fee will not apply

Illness

We do not want to put ourselves at risk of contracting a cold or flu virus due to exposure in clients' homes. If someone in your home is ill with a fever, severe cold, and/or especially vomiting/diarrhea, we respectfully request that you inform us at your earliest convenience so that we may reschedule services for after your family is no longer contagious.

Alternately, if one of our staff members becomes ill, we will do our very best to find a substitute cleaner for the day (or, at the latest, during the following 5 business days).

Holidays

At Home Cleaning Co. is closed on many National Holidays. If your appointment falls on a National Holiday, we will attempt reschedule your appointment. During the week before and during Thanksgiving and Christmas, we take special requests for cleaning, which clients are asked to make 1 month prior to the holiday date.

Our office is closed on the following days:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and Black Friday
Christmas Eve and Christmas Day

Staff Out

If your regular team is out for the day, we will do our best to substitute another team so that we may keep your regular appointment. If a substitute is not available, we will ask to reschedule your appointment within 5 business days.

Natural Cleaning Products

We use tried-and-true, soap-based, Eco-friendly cleaners that are simply excellent. These products are natural (and pet, kid, and nose friendly). We add lemongrass essential oil for a fresh, aromatherapeutic scent. We bring all of our own supplies to complete each cleaning. However, if you have a special product that you would like us to use, we are happy to do so, so long as it is naturally derived.

Any specialty cleaning solutions used on marble and other porous stones will need to be requested in writing prior to your first service date.

Our Systems and Tools

We have our cleaning systems down to a science. We have top-of-the-line specialty vacuums, towels, and mops. Our towels, mop heads, and shoe covers are fresh for each home. At this time, we are unable to honor request to modify our tools (i.e. not use our caddy or towels) or use our clients vacuums or mops, as it disrupts our processes and routines.

Cleaning Tasks Included in Services + Extras

Our weekly, Bi-Weekly, and Monthly services include the items outlined on our Checklist. The goal of our regularly scheduled cleaning appointments is to maintain a home's freshness and cleanliness. We will be happy to perform any additional services outlined in our "Extras" list with 48 hours prior notice. View our Extra Services [here](#).

Blinds

We always have our eye out for dust on blinds, but if they are past the point of dry-dusting, we can set aside extra time to damp-wipe them. This is considered an extra service, which will incur an extra charge based by project.

Trashes

We're happy to make your life easier by taking out the trash! Please make sure that all trash items are in the bag, and that the bag can be easily removed from the container. This request applies specifically to bathrooms and kitchens. We can take out diaper bags (even Diaper Genies!), but please make sure the bags is not so stuffed that it is a challenge to remove.

Duvets and Linens

If you have linen changing service added to your appointments, please make sure a fresh sheet set is placed near each bed to be changed.

Our 2023 Pricing for Linen Changing is:

Crib, twin, full beds- \$5

Queen, king beds- \$10

Duvets- \$10

Distractions

It is important for us to have access to every area of your home that we will be cleaning. In doing so, we need to work freely and without distractions. Excessive conversation (beyond cleaning instructions and light conversation) prevents us from being 100% focused.

Every effort is made to work safely and cautiously and we cannot assume liability for injury to others. We kindly ask that you, your children and pets remain out of the rooms that we are cleaning in order to prevent safety hazards (contact with cleaning products, tripping over caddies, vacuum cords, etc.).

We understand the desire to make sure that cleaning is completed to your expectations. However, please give our team space to do their best work. Having a homeowner "hover" is anxiety-inducing! We appreciate you keeping your distance while our team cleans.

Pets

For most of us, meeting your friendly pet is the highlight of our work day! However, if your pet is uneasy around our vacuums/tools, or is better crated or away from the home, we ask that you ensure precautions are taken to keep our staff safe and able to move about your home freely.

Employee Non-Compete

When entering into an agreement for services with At Home Cleaning Co., you agree not to solicit or hire any staff member introduced to you by the company.

Injuries in Your Home

All employees are covered by our Workers' Compensation Insurance. This covers the employee's injuries and protects you. If our staff is injured at your home due to neglect or a safety hazard, our insurance company will work with your homeowner's insurance to rectify the issue.

Fire Arms

For our protection and yours, if you have firearms, we ask that all they be stored and locked away prior to our cleaning your home. We will not clean any rooms in which a firearm is visibly present. Please do not leave firearms under pillows or mattresses as they pose a danger when we are changing linens on beds.

Insects and Pests

Insect/pest infestation can be a problem and may prevent us from cleaning your home. If an infestation of ants, termites, roaches, fleas, bed bugs, mice, etc. is encountered, we will not be able to clean for you until the problem has been rectified. We are unequipped to clean up any pest problems, even if the pests are not longer alive. We will leave you a note or call you regarding any issues encountered during your appointment.

Damages

If we are responsible for damages to your home or items in your home, we will send a message and leave a note for you the day of the cleaning. We make every attempt to repair, replace or pay for any items that we have damaged.

We will not assume liability for preexisting damages or ill repair, including, but not limited to: Scratches, dings in windows, paint, furniture, floors, walls, etc. or items not secured in a proper manner. If normal cleaning (dusting, wiping, vacuuming) causes breakage, we will conclude that the item was not secured properly before our arrival. Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by home owner.

All surfaces (e.g. marble, granite, hardwood floors, etc.) are assumed to be sealed and ready to be cleaned without causing harm/damage when common cleaners are used. Any specialty cleaning solutions used on marble and other porous stones will need to be requested in writing prior to your first service date.

Client Privacy

Your privacy is very important to us. Confidential Information includes but is not limited to: client names and contact information, addresses, alarm or door codes, any other details about clients' properties or their contents. We will never share client information for any reason other than internal business dealings. Although we may take photos of your home for documentation, the photos will never be shared outside of At Home Cleaning Co. without explicit permission.

At Will Services

We believe that kind, respectful, and clear communication builds healthy working relationships. We hold ourselves to the highest standards of character and integrity, and expect the same from our clients. We will discontinue services in the event that our team is made uncomfortable and/or treated with disrespect. If you find that our cleaning, despite our continued efforts, is unsatisfactory, we will discontinue services with the understanding that we are not a good fit. We maintain the right to discontinue services at any time and for any reason.

Cleaning Extras

Please request extra cleaning tasks no less than 48 hours in advance.

Fridge Clean-out

Includes taking your fridge apart and scrubbing each individual piece, sides, fridge floor, and dusting the intake vent at the bottom

Freezer Clean-out

Includes taking your Freezer apart and scrubbing each individual piece, sides, fridge floor, and dusting the intake vent at the bottom.

Trash Bin Wash-Out

Clean, sanitize and even use some Magic Eraser for scuffs and stuck-on stuff

Linen Change (must be built-into recurring services)

Strip and replace bed with fresh linens

Scrub-Brush baseboards

We don't typically have enough time to take a scrub brush/toothbrush to your baseboards, but they might need it!

Move out and clean behind/under furniture

You wouldn't believe what's lurking under your furniture. We can move couches, tables, etc. (Not too heavy) and clean the floor under and wall/baseboard behind furniture. We will also likely find some excellent treasures such as Barbie's missing shoes, dog toys, and change. Furniture must be prepped so it does not scratch floor. We'll need a floor-scratch liability release as well.

Scrub-A-Dub Blinds

We always have our eye out for dust on blinds, but if they are past the point of dry-dusting, we can set aside extra time to give 'em a good wet wipe. The increase in the feeling of clean and overall brightness in a room is unexpectedly excellent.

CLEANING PROCESSES AND STANDARDS

Our Service Standards

Our Commitment to Quality

Every task, every time

Regularly scheduled maintenance cleans include:

Kitchen/Dining

DUST

- Light fixtures
- Windowsill and blinds
- Art/photo frames

WIPE

- Stove grates (allow to dry a bit)
- All counters, including behind items
 - Check from 2 angles for streaks/missed areas
- All cupboard faces, focusing around handles and spaces between cupboard doors (lowers catch more grime) and island/cupboards sides
- Small appliance exteriors
- Inside microwave
- Polish stainless steel (streak-free)
- Windowsills and window behind sink
- Sink (Bon Ami/magic eraser on white porcelain)
- Faucet
- Baseboards including under cabinets (after vacuuming)
- Bar stools, including seat back and feet
- Trash bin and area surrounding (if exposed)
- Dining table and chairs (inc. seat and legs)

ARRANGE

- Towels
- Clutter on counters

VACUUM/MOP

- Use wand under all cabinets
- Use scraper for stuck-on food

Bathrooms

DUST

- Windowsill and blinds
- Light fixtures
-

VACUUM/MOP

- Floor, including bath mats and rugs

- Under vanity

WIPE

- Glass, ensuring it is streak-free
- Vanity, sink, counter, and cupboard face/ base of pedestal sink
- Toothbrush/soap holders
- Toilet, including sides and around base, dry seat
- Shower/tub, removing all soap scum and mildew
- Hardware and faucets, including shower spray-head
- Base of shower/bath where it meets floor (esp. corners)
- Glass doors/walls (streak-free)
- Baseboards and trim (all)
- Around drains and faucets with brush
- Faucets and shower head
- Spot-wipe walls

ARRANGE

- Towels
- Items on vanity
- Items in shower/bath

Bedrooms

DUST

- Light fixtures
- Windowsill and blinds
- Art/photo frames

WIPE

- Surfaces (side tables and dressers, including lower shelves)
- Mirrors

ARRANGE

- Beds
- Items on desks/dressers
- Remove trash

VACUUM/MOP

- Thoroughly, including under beds and furniture (esp. on hardwood)
- Behind doors

Living Areas/General

DUST

- Remove cobwebs on ceilings
- Light fixtures and ceiling fans
- Windowsills, blinds, and baseboards
- Art/photo frames
- Mantles/shelves

WIPE

- Surfaces coffee/side tables
- Mirrors and glass (streak-free)
- Around doorknobs
- Fingerprints on walls/windows
- Glass doors
- Door insets and around knob

ARRANGE

- Couches (blankets and pillows)
- Clutter (piles of papers)
- Toys (put back in general area)
- Books (back on bookshelf)
- Items on coffee/side tables

VACUUM/MOP

- Thoroughly, including under furniture
- Floors, focusing on corners and where 2 rooms connect

Service Vocabulary

Term	Meaning
Appropriate conversation	A level of conversation with clients and team that communicates necessary information without being overbearing or invasive
At Home Cleaning Co. Standards	Our cleaning and customer service standards
Client	Our valued customers
Core Values	Detail-oriented, professional work. Client Satisfaction. Communications. Natural Products. Employee Compensation. Giving Back.
Extra Attention	When something needs more cleaning than usual
Floor cleaner	Our cleaning solution specifically for floors
Multi-purpose cleaner	Our general cleaning solution
My Pleasure	A great, active way to respond to "thank you"
Natural products	Our cleaning products are natural, plant-based, and non-toxic
Super scrub	When we use brushes, magic eraser, and/or Bon Ami
Expert Trainer	Mastery level staff. High level of responsibility and dedication to At Home Cleaning Co. Mission, Vision, and Service Standards. Trains new staff members. Leads team on site. Superior communication skills with team and clients. Can make executive decisions when necessary.
Team Expert	Intermediate level of staff; can visit homes solo and has additional tasks. Good communication skills with team and clients.
Towel	Not a rag— microfiber towels are quality tools!
Visit	Our cleaning appointments
Professionalism	The way we present ourselves: Good hygiene, ready for work, correct uniform, positive interactions with clients, taking work seriously, sense of urgency, care of clients' homes, proud to represent At Home Cleaning Co.
Customer Service	Our way of treating our clients with respect, great communication, and an open line for feedback. Our specialized notes. Remembering family and pet names.

EXPERT MASTERY CHECKLIST

- ☐ **Demonstrates understanding and competency of At Home Cleaning Co. Cleaning Processes and Customer Service Standards**
- ☐ **Completes daily procedures without assistance**
 - ☐ Clocks in and out daily & reports mileage (or reports error)
 - ☐ Starts and stops timer consistently
 - ☐ Can access Client Notes; reviews daily before appointments
 - ☐ Navigates to clients homes and uses correct entry method
 - ☐ Arrives on time to work; call-ins are not excessive (see Time Off Policy)
 - ☐ Wears correct uniform
 - ☐ Sends On My Way message prior to each appointment.
- ☐ **Demonstrates understanding of At Home Cleaning Co. supplies and their use**
 - ☐ Accurately and effectively prepares supplies for the day
 - ☐ Maintains clean tools and vacuum
 - ☐ Can troubleshoot issues with vacuum including clogging
 - ☐ Chooses correct tools/supplies for specialty cleaning of stoves, sinks and bathrooms
- ☐ **Completes home cleaning to At Home Cleaning Co. Standards**
 - ☐ Dusting is thorough, top to bottom, and no surfaces are missed
 - ☐ Vacuuming is thorough, carpet lines neat, and floors are not walked over after vacuuming
 - ☐ Kitchens, including counters, cupboards, appliances, and floors are spotless, without streaks or crumbs left behind. Trash is removed and floors are clean, including baseboards
 - ☐ Bathrooms are thoroughly scrubbed: mirrors and vanities are spot-free, tubs and showers are mold and dirt free, toilets are clean, and baseboards and floors are wiped
 - ☐ Living areas and bedrooms are neat and orderly; Picture Perfect procedure followed
 - ☐ Cleaning Checklist is complete and accurate
 - ☐ Additional tasks are recognized and completed without assistance
 - ☐ Home cleaning is completed within the allotted time frame
- ☐ **Communication**
 - ☐ Interacts and communicates positively and clearly with clients and team
 - ☐ Shows respect for clients and their homes
 - ☐ Takes immediate action if an issue arises— includes damages and other troubleshooting; communicates issue with admin immediately
 - ☐ Asks clarifying questions when more information is needed
 - ☐ Initiative— Proposes solutions to issues that arise
 - ☐ Sends client pre-written text message if running late
- ☐ **Character**
 - ☐ Shows confidence when entering homes and completing cleaning tasks
 - ☐ Demonstrates ability to work well on a team
 - ☐ Maintains a positive attitude and clear communication
 - ☐ Is accountable for actions; acknowledges mistakes and works to correct them
 - ☐ Receives feedback well; shows sense of enthusiasm for growth and improving skills
 - ☐ Maintains confidentiality of clients and At Home Cleaning Co. company procedures

DAILY PROCEDURES

Daily Routine

1. Arrive on time
 - a. Clock in at side door
 - b. No more than 5 minutes early and no more than 5 minutes late
2. Prepare for the day
 - a. Check schedule
 - b. Review Master Notes
 - c. Pack Supplies
 - d. Keys
3. Navigate to client's home
4. Start Jobber
5. Unpack supplies and enter home
6. Clean using team clean/solo clean strategies
7. Check and double check work
8. Repeat steps 3-7
9. Arrive back to Home Base
10. Report mileage/ Before I forget
11. Unpack supplies/ Start Laundry/ Fold Towels
12. Clock out at side door

Jobber Management Software

Clocking In & Out

Clock in and out at side door using Jobber App

View Client Notes

Client notes are available in the information panel for each job

Send On My Way Messages

Before each appointment, please send an "On my Way" message to let the next client know that you will be there soon.

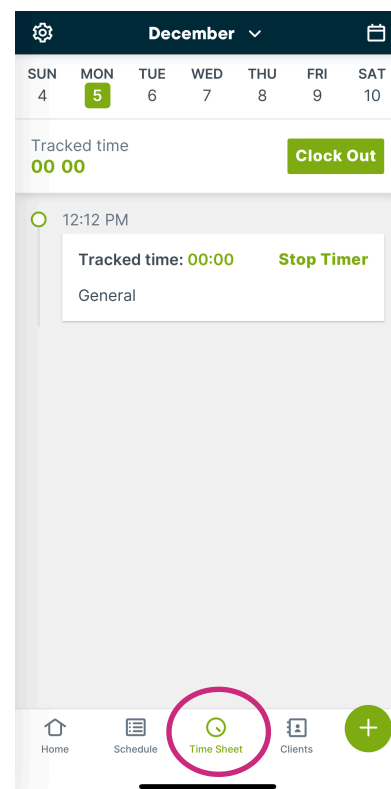
Navigate to a client's home

By clicking on the navigation icon under the info panel for each job, Jobber will toggle your navigation app

Using the Timer

CAR IN PARK - TIMER START

CAR BACKING UP - TIMER STOP



Troubleshooting Jobber

Jobber not working

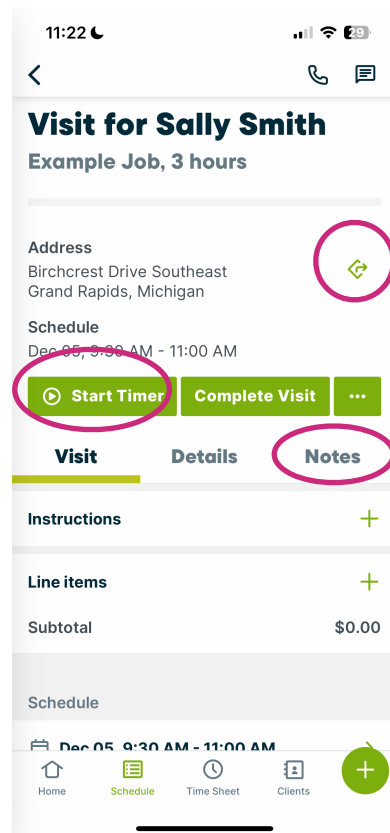
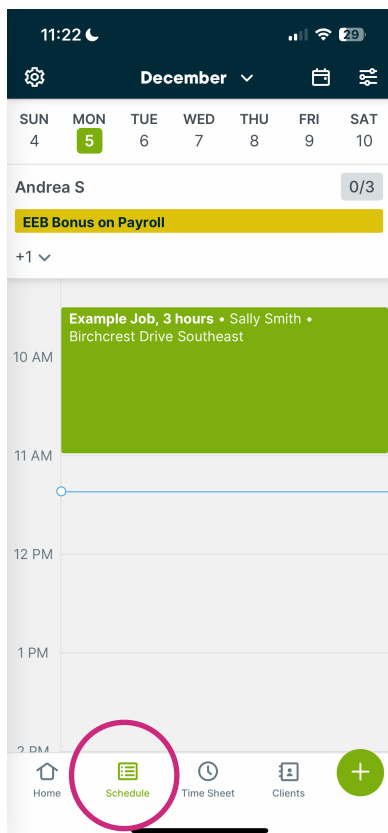
Restart the app, turn your cell signal on and off, restart phone
Log into Jobber using your internet browser rather than the app
Text business line

Forgot to start timer

Text the business line

Running Behind on a Job

Use the in-app message feature to contact clients to let them know when you will arrive. Let admin know if you'll go over more than 25 minutes



Priorities to Remember

The importance of tasks varies slightly from client to client. Some clients are concerned about baseboards, bathrooms, kitchen, etc., while others want a general clean for peace of mind.

Here are a list of priorities:

1. Entryway impact

- The client should notice a freshness upon entering their home after cleaning. There are the first point of contact when a client returns home.
- We want clients to: Smell our lemongrass product, see straight vacuum marks, neatly arranged shoes, etc. Baseboards and around doorknobs are very important in entryways as well.

2. Picture Perfect

- Neatly arranging couch pillows, blankets, remotes, beds +stuffed animals, and items on surfaces makes a HUGE DIFFERENCE. This signals to our clients that we a) have cleaned this space, moving objects, and b) have taken time and care to created order in their home.


3. Cleaning Checklist

- Although it is apparent we've been to a client's home, the Cleaning Checklist is a physical token of our thorough, professional service. This is a signal that we not only arrived and cleaned, but did so to our At Home Cleaning Co. Standards.
- The Cleaning checklist is a great tool to leave your personal touch at a home, and to note to our clients any extras completed or things you noticed while cleaning.
- WRITE NEATLY!

4. Extras

- Little extras make a huge impact. Is the area around the kitchen trash under the sink full of coffee grounds? Vacuum it! Do the doorknobs have kid prints and discoloration? Magic erase it! Is the coffee pot full of coffee? Empty it! Was the kitty especially sweet or cute? Let 'em know!
- Make sure to note all little extras on the Cleaning Checklist.

Date 1-1-22
 Home Example




























Cleaning Checklist
 Team Person 1 & Person 2

KITCHEN <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Appliances- stove, microwave, dishwasher, toaster, coffee pot <input checked="" type="checkbox"/> Surfaces- Counters, cupboards, backsplash, sink, tables + chairs <input checked="" type="checkbox"/> Window + sill <input checked="" type="checkbox"/> Floors + Baseboards - inc. baseboard under cupboards <input checked="" type="checkbox"/> Trash- wipe containers and remove + replace bags <input checked="" type="checkbox"/> Extra _____	LIVING AREA Front Room <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- Tables, shelves, TV Stand <input checked="" type="checkbox"/> Couch and Chairs- Arrange/Vacuum <input checked="" type="checkbox"/> Floors + Baseboards <input checked="" type="checkbox"/> Extra <u>Spot clean windows</u> LIVING AREA Family Room <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- Tables, shelves, TV Stand <input checked="" type="checkbox"/> Couch and Chairs- Arrange/Vacuum <input checked="" type="checkbox"/> Floors + Baseboards <input checked="" type="checkbox"/> Extra _____	BEDROOM Kaylee <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- dressers, side tables <input checked="" type="checkbox"/> Replace linens/Make Bed <input checked="" type="checkbox"/> Floors + Baseboards + under bed <input checked="" type="checkbox"/> Extra _____ BEDROOM Jack <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- dressers, side tables <input checked="" type="checkbox"/> Replace linens/Make Bed <input checked="" type="checkbox"/> Floors + Baseboards + under bed <input checked="" type="checkbox"/> Extra _____ BATHROOM Primary <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- inc. baseboard under vanity <input checked="" type="checkbox"/> Vanity- Mirror, counters, cupboards, backsplash, sink, faucet, trash <input checked="" type="checkbox"/> Toilet- interior, lid, base, floor surround <input checked="" type="checkbox"/> Shower/Bathtub- sides, shelves, floors, grout, faucets, glass <input checked="" type="checkbox"/> Extra _____
BATHROOM 1/2 <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Floors + Baseboards - inc. baseboard under vanity <input checked="" type="checkbox"/> Vanity- Mirror, counters, cupboards, backsplash, sink, faucet, trash <input checked="" type="checkbox"/> Toilet- interior, lid, base, floor surround <input checked="" type="checkbox"/> Shower/Bathtub- sides, shelves, floors, grout, faucets, glass <input checked="" type="checkbox"/> Extra _____	LIVING AREA Basement <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- Tables, shelves, TV Stand <input checked="" type="checkbox"/> Couch & Chairs- Arrange/Vacuum <input checked="" type="checkbox"/> Floors + Baseboards <input checked="" type="checkbox"/> Extra <u>Cobweb removal</u> BATHROOM Kids' <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> baseboard under vanity <input checked="" type="checkbox"/> Vanity- Mirror, counters, cupboards, backsplash, sink, faucet, trash <input checked="" type="checkbox"/> Toilet- interior, lid, base, floor surround <input checked="" type="checkbox"/> Shower/Bathtub- sides, shelves, floors, grout, faucets, glass <input checked="" type="checkbox"/> Extra _____	BEDROOM Primary <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- dressers, side tables <input checked="" type="checkbox"/> Replace linens/Make Bed <input checked="" type="checkbox"/> Floors + Baseboards + under bed <input checked="" type="checkbox"/> Extra _____ BEDROOM <input checked="" type="checkbox"/> Dust- Light fixtures, fans, windows/sills, door frames <input checked="" type="checkbox"/> Wipe surfaces- dressers, side tables <input checked="" type="checkbox"/> Replace linens/Make Bed <input checked="" type="checkbox"/> Floors + Baseboards + under bed <input checked="" type="checkbox"/> Extra _____

AREAS OF FOCUS General bi-weekly
 NOTES Thank you! Have a great week!

OUR SUPPLIES

<p>Towels- 11 per house</p>  <p>1 glass towel 2 Blue- Kitchen 4 Yellow- Bathroom 3 Green- general</p>	<p>3 Spray bottles</p>  <p>Multi, Floor, disinfectant</p>	<p>Microfiber Mop</p> 	<p>Mop heads -1 per house</p> 	<p>1-2 Magic Erasers</p>  <p>Used for soap scum, walls, and cabinets</p>
<p>1 can Bon Ami</p>  <p>Used for white porcelain and soap</p>	<p>1 Can Stainless Steel Polish</p> 	<p>1 bottle peroxide</p>  <p>For mold and mildew</p>	<p>Borax</p>  <p>Degreaser</p>	<p>Small trash bags</p>  <p>Towel discard + unlined bins</p>
<p>1 Toilet Wand</p>  <p>For toilet bowls</p>	<p>1 Kitchen Brush</p>  <p>For sinks and stove grates</p>	<p>1 Bathroom Brush</p>  <p>For grout and baseboards</p>	<p>Detail Brush</p>  <p>For drains, grout, and deep cleaning</p>	<p>Swiffer Extender Duster w/ 2 refills</p> 
<p>Scraper</p>  <p>For stuck-on gunk on floors</p>	<p>Service Binder With checklists and pen</p> 	<p>Paper bag</p>  <p>For vacuum debris</p>	<p>Bag for Soiled Towels</p> 	<p>Car Magnet</p>  <p>Identifies us and our brand</p>
<p>Keys (when needed)</p> 	<p>Steel Wool</p>  <p>For ovens only</p>	<p>Mask As needed</p> 	<p>Gloves</p> 	<p>Shoe Covers</p> 

Details About Our Supplies

Multi-purpose cleaner: Vegetable-based, soap cleaner with added lemongrass and isopropyl alcohol. Great for everything except floors and glass.

Floor Cleaner: Use generously to clean hardwood and tile floors. Rinse microfiber mop after cleaning rooms with heavy traffic or between home levels.

Magic Eraser: First line of defense when cleaning fingerprints, cupboard faces, soap scum, and scuffs. Use dry or with multi-purpose cleaner.

Bon Ami: For use with scrub brush or cloth in bathrooms and stainless steel sinks when heavy soap scum, dirt marks in porous tub, or orange mildew present.

CAUTION: Bon Ami must be rinsed thoroughly and checked after surface dries. Leaves powdery residue behind if not thoroughly rinsed.

Borax: Borax is a wonderful tool for degreasing and de-soap-scumming. Dilute 1/4 c in warm water, dip towel in, and wipe away grime.

Kitchen Brush: To be used ONLY in kitchen on sink and stove.

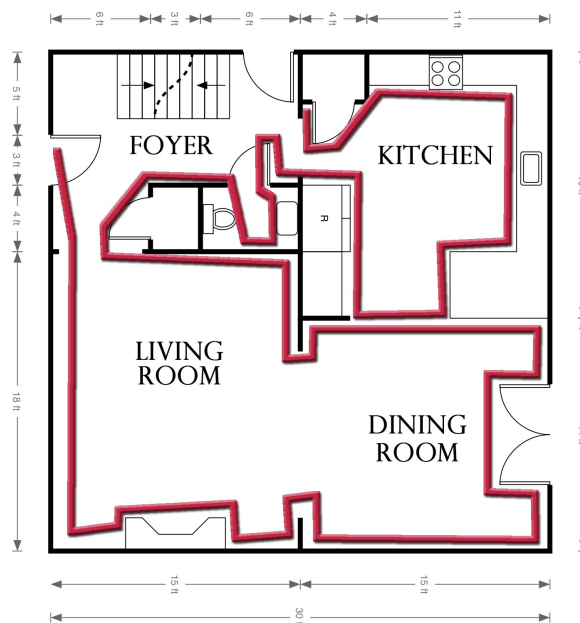
Detail brush: Use around drains and faucets. Great for grout. Can be used for crannies on kitchen cabinets.

Bathroom Brush: To be used in bathrooms on grout and drains, and can be used on baseboards where necessary.

WORK FLOW EXAMPLES

Follow the Wall

- 1. Scan from top to bottom as you move through the property.** In other words look start looking at the top corner of the wall and continue all the way to the bottom of the base board.
- 2. Use furniture, counters, or differences in flooring to create invisible walls.** This ensures you check every part of the property. (If you don't do this you risk missing kitchen islands or the furniture in the middle of the room.)
- 3. When checking dressers or cabinets, start scanning at the top and work your way down.** This allows for a more efficient flow around the property.
- 4. If there are multiple levels to a property work on each floor as its own section.**



Working in Teams of Two

Area	Person A	Person B
2nd level (bedroom areas)	<ul style="list-style-type: none"> • Vacuum master bath 	<ul style="list-style-type: none"> • Make beds/ remove trash/ scan & prioritize
	<ul style="list-style-type: none"> • Dust, vacuum, and wipe glass (not in bathrooms), windowsills, baseboards, and kid prints throughout level 	<ul style="list-style-type: none"> • Clean 2nd level bathrooms
	<ul style="list-style-type: none"> • Vacuum down the stairs, leave vacuum 	<ul style="list-style-type: none"> • Mop 2nd level
1st level (kitchen and 1/2 bath)	<ul style="list-style-type: none"> • Clean kitchen, including wiping all dining tables, windows, and sliding glass doors 	<ul style="list-style-type: none"> • Dust, vacuum, and wipe glass (not in bathrooms), windowsills, baseboards, and kid prints throughout level
	<ul style="list-style-type: none"> • Clean main floor bath (1/2) 	<ul style="list-style-type: none"> • Take out trash
	<ul style="list-style-type: none"> • Mop main floor 	<ul style="list-style-type: none"> • Complete checklist

Working Solo

Area	Person A
2nd level (bedroom areas)	<ul style="list-style-type: none"> • Make beds/ remove trash/ scan & prioritize • Vacuum master bath
	<ul style="list-style-type: none"> • Dust, vacuum, mop and wipe glass (not in bathrooms), windowsills, baseboards, and kid prints throughout level, section by section
	<ul style="list-style-type: none"> • Clean 2nd level bathrooms, mop out and replace rugs
	<ul style="list-style-type: none"> • Vacuum down the stairs, leave vacuum
1st level (kitchen and 1/2 bath)	<ul style="list-style-type: none"> • Clean kitchen, including wiping all dining tables, windows, and sliding glass doors
	<ul style="list-style-type: none"> • Dust, vacuum, mop and wipe glass (not in bathrooms), windowsills, baseboards, and kid prints throughout level, section by section
	<ul style="list-style-type: none"> • Clean main floor bath (1/2)
	<ul style="list-style-type: none"> • Mop main floor
	<ul style="list-style-type: none"> • Take out trash
	<ul style="list-style-type: none"> • Complete checklist/ scan for missed items

CLEANING PROCEDURES AND STANDARDS

Dusting

Dusting should be completed in a “wave pattern” around a room. ALWAYS dust high to low, and always before vacuuming



Special note:

Use a damp cloth with water or floor/wood cleaner to dust surfaces.

Never spray multi-purpose cleaner or disinfectant onto furniture!

Vacuuming

Use the wand around perimeter first, and then fill in large areas. Vacuum marks should be even, consistent, and follow the longest wall in the room. Carpeting that shows vacuum marks should not be walked across after vacuuming.

Some carpeting requires using the vacuum hose where baseboard meets the wall.



Rugs

All rugs 5" x 7" or smaller should be vacuumed with low suction (and/or no brush roll) and lifted. Fold rug neatly and place aside while cleaning the rest of the floor.

Rugs 5" x 7" or larger should be vacuumed. Use the vacuum hose around edges to pick up any debris around the rug.

Vacuuming Hardwood Floors

Use vacuum at full suction with roller brush on. Always use wand tool in corners and crevices, focusing around door frames or where two types of flooring meet.

Vacuuming Furniture

Use upholstery brush to vacuum furniture in homes with pets or as requested. Also useful for vacuuming under beds and other furniture on hardwood floors, every time.

Vacuum marks should be vertical, consistent, and neat.



Bathrooms - VACUUM FIRST

MIRROR AND LIGHTS



- 1) Dust light fixtures
- 2) Clean mirror with damp glass towel
- 3) Check for streaks and lint
- 4) Buff out streaks with glass towel as needed

TOILET



- 1) Dust top and base
- 2) Wipe seat and lid
- 3) Hand wash base and floor around toilet
- 4) Wash baseboard behind toilet
- 5) Dust/wipe toilet wand holder and plunger

VANITY



- 1) Move items away from mirror and clean behind— arrange neatly
- 2) Wash remaining counter and sink
- 3) Remove trash and replace bag

SHOWER



- 1) Spray shower generously
- 2) Use bathroom brush on all grout
- 3) Clean all shelves/lip of shower + hardware, inc. shower head
- 4) Wipe/shine shower head and handles
- 5) Clean glass with glass towel
- 6) Check for streaks

BATHTUB



- 1) Spray tub generously
- 2) Use bathroom brush on all grout
- 3) Clean all shelves/lip of bath
- 4) Wipe/shine faucet and handles
- 5) Hand wash base of tub where it meets floor
- 6) Clean around drain

BATHROOM FLOOR



- 1) Remove rugs and vacuum floor and rugs
- 2) Hand wash all baseboards
- 3) Hand wash where wall/baseboard meets floor and front of tub/shower
- 4) Mop and check for dust/hair

Bathroom Troubleshooting

Clean the mirror. Ensure mirror is 100% streak-free after it dries. If streaks repeatedly return, use a dry microfiber towel to buff out spots.

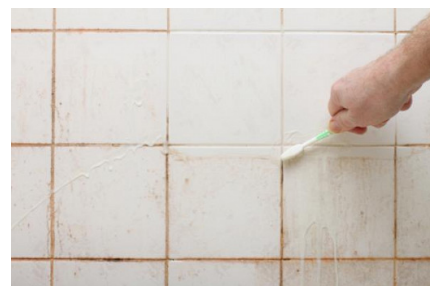
Use your hands to clean the sink. Hair that won't go down the drain? Cup your hand and direct the faucet stream to power that hair away. Make sure to clean around the drain.

Spray the heck out of the toilet base. Use the sprayer power to knock hair and dust off of the toilet base and then wipe it up from the floor as you hand-wash around the toilet. Dry excess cleaner pooling with dry towel.

Spray and wipe the sides of the shower first (including top ledge) and work your way down. Use the shower head or faucet to rinse shower seal and tub thoroughly. Make sure there is no hair left behind.

See bar soap? You'll need to use the magic eraser to pill-off soap scum.

Orange/ Black Grout? Spray with peroxide and let sit for 5 minutes while you clean other areas. Then, then use the scrubber with a hearty amount of Bon Ami. Scrub gently to push the Bon Ami across the surface of the grout. If nothing changes, it might be an issue that is beyond our scope!



Stained tub? Use a generous amount of Bon Ami and a magic eraser to brighten whites. Step back and make sure you didn't miss a thing! Older tubs are more porous and will require magic eraser and/or Bon Ami + elbow grease.

Don't miss the baseboards! Baseboards have a huge impact on how clean a bathroom looks and feels. Wipe any windowsills and dust blinds where applicable.

Lots of hair? Stop cleaning and get the vacuum! Hard to get spots in the corners and in front of the tub? Use a towel to hand-wipe the dust and hair away.

Not sure if you can clean it? Try a generous amount of multi-purpose cleaner, magic eraser, and Boni Ami. If nothing changes, it may be the permanent state of the shower area.

Never miss the towels! A tri-folded hand and bath towel seals the deal.



Baseboards

Many baseboards just need dusting, which can be done with the vacuum wand. However, some baseboards will need to be hand-wiped using our solution and a green towel.

Dusting

Always dust from top to bottom, and dust *before* vacuuming. Always lift items and dust underneath. Be very delicate and gentle with figurines. Double and triple check your work around TVs and on black furniture.



Floors

1. Vacuum thoroughly
2. Spray a generous amount of solution on the floor
3. Using the microfiber mop, work your way from back to exit using a side to side "snake" motion to trap all dust and debris
4. Any caked on grime can be soaked for a moment. Use a towel/scrapper remove solid food debris from kitchen and dining room floors.

Kitchens

Cleaning Order

- 1) High dusting, including light fixtures
- 2) Counters, cupboards, sink, and windows (including windowsills)
- 3) Appliances
- 4) Wipe in-kitchen tables and chairs
- 5) Wipe cupboard base and baseboards
- 6) Floors, including baseboards



Notes:

- Drain in sink should be clean and free of grime or debris
- All stainless steel, including faucets should be streak free
- Countertops should be streak free

DISHES

Place a few dishes into dishwasher or wash. If MANY dishes are present, leave note that you were unable to clean.

Kitchen Appliances

STOVE



- 1) Remove grates and place in sink
- 2) Wipe area around burners
- 3) Wipe back of stove
- 4) Wipe front of stove
- 5) Make sure nothing is streaky and no crumbs/cloth debris are left behind

FRIDGE



- 1) Wipe exterior of fridge
- 2) If needed, remove water receptacle grate and clean
- 3) Pay extra attention to handles and sides
- 4) Check for streaks

TRASH BINS



- 1) Remove trash bag and dispose of
- 2) If needed, rinse bin with hot, soapy water
- 3) Wipe exterior of bin
- 4) Wash wall/counter area behind bin
- 5) Wipe floor/cupboard beneath bin

MICROWAVE



- 1) If very soiled, place wet, soapy towel inside and cook for 2 minutes
- 2) Wipe away all debris, including on glass plate
- 3) Wipe/polish exterior of microwave, especially handle and key pad
- 4) Check for streaks

Linens

Clients will leave fresh linens out for linen changes

**Linen changing must be included in the client's service and noted in their file. If not, contact business line.*

1. Strip the bed and place old linens in laundry basket or other specified area
2. Place fitted sheet on bed, making sure the corners are tight and there is no puckering at the seams
3. Place flat sheet and blanket (where necessary) on bed and tuck the corners and foot of the linens in tightly, fold top of flat sheet 4" at top
4. Place cover on bed and make sure it is wrinkle-free
5. Place all pillows in pillow cases, making sure to out the tag on the inside of the case.
6. Arrange pillows neatly.
7. Double check that the bed looks professional, neat, and tidy.



Trash

All trash from bathrooms, offices, kitchen, etc. should be removed and replaced with the appropriate bag. Trash and recycling should be placed in the appropriate outdoor bin.

Never empty vacuum canister into trash bin without a bag. Canister is only to be emptied outdoors unless it is an emergency.

Never place trash into a neighbor's trash bin. If you cannot locate the bins, check the curb. If they are empty and at the curb, roll them up. Large bin cannot be found, leave trash in a safe place inside garage or side entryway and leave a note. Don't bring trash back to the office.

SPECIALTY CLEANING

Move Cleaning

From our website:

Move In + Out Cleaning

A move can be stressful--let us help!



Move-Out Priorities
Sparkle and shine so it sells

Move-In Priorities
Sanitize, scrub, and freshen



Move In-Out Cleaning:

Our move cleans include:

- Deep kitchen clean + sanitize, including appliance faces, inside microwave, and cupboard interiors
- Bathroom scrub + sanitize, including vanity and cabinet interiors
- Dusting/wiping of baseboards, windowsills and frames, door frames + trim, inside closets, ceiling fans + crown moulding, and more!
- Spot-wiping walls (kid prints, etc.)
- Vacuuming and mopping floors (including inside closets)
- Window frames and sill, spot-wiping interior glass

Add On+ Nooks & Crannies

- Bathroom vanity interiors
- Refrigerator and Freezer Clean
- Oven Interior scrub and shine
- Cleaning behind kitchen appliances
- Wall-washing
- Window interiors, full service
- Wet-washing blinds



Move Clean Checklist

Date _____
Home _____

Team _____

KITCHEN

- ☐ **Dust**- Light fixtures, fans, corners
- ☐ **Appliances**- stove, microwave, dishwasher, toasters, coffee pot
- ☐ **Surfaces**- Counters, cupboards, backsplash, sink, tables + chairs
- ☐ **Wipe**- Trim, doors, and faceplates, window frames/sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**
- ☐ **Floors + Baseboards** - inc. baseboard under cupboards
- ☐ **Ridge and heater interior**
- ☐ **Inside oven**
- ☐ **Cabinet interiors**

DINING ROOM

- ☐ **Dust**- Light fixtures, fans, windows/sills, door frames
- ☐ **Floors + Baseboards**
- ☐ **Table and chairs**- dust and wipe
- ☐ **Floors + Baseboards**

BATHROOM

- ☐ **Dust**- Light fixtures, fans, windows/sills, door frames
- ☐ **Floors + Baseboards** - inc. baseboard under vanity
- ☐ **Vanity**- Mirror, counters, cupboards inc. interior, backsplash, sink, faucet, toilet
- ☐ **Toilet**- Interior, lid, base, floor surround
- ☐ **Shower/Bathtub**- sides, shelves, floors, grout, faucets, glass

OFFICE

- ☐ **Dust**- Light fixtures, fans, windows/sills, door frames
- ☐ **Wipe surfaces**- Desk, shelves
- ☐ **Floors + Baseboards**
- ☐ **Trash**

LIVING AREA

- ☐ **Dust**- Light fixtures, fans, ceiling corners
- ☐ **Wipe**- Trim, doors, and faceplates, window frames/sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**

LIVING AREA

- ☐ **Dust**- Light fixtures, fans, ceiling corners
- ☐ **Wipe**- Trim, doors, and faceplates, window frames/sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**

BATHROOM

- ☐ **Dust**- Light fixtures, fans, windows/sills, door frames
- ☐ **Floors + Baseboards** - inc. baseboard under vanity
- ☐ **Vanity**- Mirror, counters, cupboards inc. interior, backsplash, sink, faucet, toilet
- ☐ **Toilet**- Interior, lid, base, floor surround
- ☐ **Shower/Bathtub**- sides, shelves, floors, grout, faucets, glass

BEDROOM

- ☐ **Dust**- Light fixtures, fans, window coverings
- ☐ **Wipe**- Trim, doors, and faceplates, window frames and sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**

BEDROOM

- ☐ **Dust**- Light fixtures, fans, window coverings
- ☐ **Wipe**- Trim, doors, and faceplates, window frames and sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**

BEDROOM

- ☐ **Dust**- Light fixtures, fans, window coverings
- ☐ **Wipe**- Trim, doors, and faceplates, window frames and sills, spot-clean window glass
- ☐ **Closet interior**- Dust, vacuum, wipe, mop
- ☐ **Floors + Baseboards**

Please respond to our quick survey after your visit!

Notes on reverse side →

Please reach out at least 2 weeks in advance of your move date to see if we have availability.

Items included in Move and One Time Cleans

- Interior window glass, windowsills, and frames
- Under/around all furniture
- Baseboard scrub
- Kitchen deep clean, including stovetop scrub, backsplash, and cabinet faces
- Floor scrub
- Bathroom scrub with extra attention to grout and nooks/crannies

Extra Items Move and One Time Cleans

- Cabinet and closet interiors
- Fridge and freezer clean-out
- Pull out and clean behind fridge and stove
- Oven Scrub
- Wall-washing

DIFFERENTIATING SERVICE TYPES



Cleaning Appointment Types and Tasks

Included in every clean

KITCHEN

- ❖ **Dust-** Light fixtures, fans, windows/sills, door frames
- ❖ **Appliances** - stove, microwave, dishwasher, toaster, coffee pot; stove vent hood
- ❖ **Surfaces-** Counters, cupboards, backsplash, sink, tables + chairs
- ❖ **Window + sill**
- ❖ **Floors + Baseboards** - inc. baseboard under cupboards
- ❖ **Trash-** wipe containers and remove + replace bags

BATHROOMS

- ❖ **Dust-** Light fixtures, fans, windows/sills, door frames
- ❖ **Floors + Baseboards** - inc. baseboard under vanity
- ❖ **Vanity-** Mirror, counters, cupboards, backsplash, sink, faucet, trash
- ❖ **Toilet-** Interior, lid, base, floor surround
- ❖ **Shower/Bathtub-** sides, shelves, floors, grout, faucets, glass
- ❖ **Extra** _____

LIVING AREAS

- ❖ **Dust-** Light fixtures, fans, windows/sills, door frames
- ❖ **Wipe surfaces-** Tables, shelves, TV Stand
- ❖ **Couch and Chairs-** Arrange/ Vacuum
- ❖ **Floors + Baseboards**
- ❖ **Extra** _____

BEDROOMS

- ❖ **Dust-** Light fixtures, fans, windows/sills, door frames
- ❖ **Wipe surfaces-** dressers, side tables
- ❖ **Replace linens/Make Bed**
- ❖ **Floors + Baseboards-** + under bed
- ❖ **Extra** _____

Detailed Cleaning Throughout

- ❖ Dry dust blinds
- ❖ Vacuum and lift rugs 5x7 or smaller
- ❖ Tidy shoes
- ❖ Clean pet bowl mats
- ❖ HGTV arrange window fixtures evenly in every room
- ❖ Tuck shower curtain

Deep Clean- Same as every clean PLUS

KITCHEN

- ❖ **Dust-** Wet-wipe light fixtures; extra buildup on ceiling fans
- ❖ **Surfaces** - Cupboard faces and back splashes will need scrubbing; may need to de-grease area above/around stove with Borax
- ❖ **Appliances** - May include fridge/ freezer clean and oven clean
- ❖ **Floors + Baseboards** - Include kick plate below cabinets

BATHROOMS

- ❖ **Dust** - Vacuum ceiling vents
- ❖ **Grout and hardware** on sinks and in showers/tubs - detailed scrubbing
- ❖ **Floors + Baseboards** - May need an extra deep scrub; wipe toilet bow brush holders, plungers, and waste baskets

LIVING AREAS

- ❖ **Dust-** Check shelves and in corners and crevices
- ❖ **Wipe surfaces-** High and low- look for tiered surfaces; wipe risers on stairs
- ❖ **Floors + Baseboards-** May need extra deep cleaning/scrub, fur-removal; extra focus on under/ around furniture and radiators

BEDROOMS

- ❖ **Beds-** Headboards may need wiping/vacuuming

Deep Clean Detailed Cleaning Throughout

- **Dust-** May require extra detailed dusting; may need to remove items from shelves and surfaces to get clean (full shelf clean is extra)
- **Full Clean of trim,** doors (both sides), and light fixtures wipe all door frames and door insets (door details on both sides)
- **Spot-clean window** glass and clean all window frames, sills, and crossbars (full window cleaning is extra)
- **Extra focus on baseboards and spot-cleaning walls** (especially around light switch plates); Majority of baseboards will need level 2 wet-wipe or level 3 deep scrub
- **May include extras** like appliance interiors, blinds wet-wipe, and full window interiors

Move Clean- Same as every clean and Deep Clean PLUS

KITCHEN

- ❖ **Appliances** - May include pulling out to clean behind fridge/range
- ❖ **Surfaces-** Includes inside kitchen cupboards and cabinets
- ❖ **Floors + Baseboards** - May require baseboard deep scrub
- ❖ **Trash-** Upon confirmation, remove and toss all items left over (should not be excessive)

BATHROOMS

- ❖ **Vanity-** Includes inside vanity
- ❖ **Linin cupboard** interior

LIVING AREAS

- ❖ **Wipe surfaces-** No furniture to wipe; dust/wipe all built-ins columns, shelves, etc.
- ❖ **Closet and cupboard** interiors

BEDROOMS

- ❖ **Closet** interior

Detailed cleaning Throughout

- **Focus on spot-cleaning** windows glass and clean all window frames, sills, and crossbars (may include full window cleaning)
- **Closet and cabinet** interiors
- **Extra focus on baseboards** and spot-cleaning walls (especially around light switch plates)
- **May include extras** like appliance interiors and pulling out appliances to clean behind, wall-washing, blinds, full window interiors