



CUSTOM CLEANING

of the *Treasure Coast*

Cleaning Manual

Custom Cleaning of the Treasure Coast, Inc.

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Communication Procedures

Here at Custom Cleaning, we do not believe there is such a thing as over-communicating! We are here to help you in any way we can.

Client ETA and Call Ahead

Communication is key to building a relationship with clients. The client must be notified anytime you will arrive outside the arrival window as predicted by Maid Central. The company expectation is you arrive at your first house by 8am, arriving after 8:10am is a tardy unless prior arrangements have been made with the office.

Some work orders are marked as 'Call Ahead'. Reach out to the office at 772-220-7915 or text 772-309-1399 so we can reach out to the client and let them know you are on the way. We don't want private numbers of clients or team members being given out. This ensures a level of privacy.

In some cases, we may have "On The Way" texts being sent to clients. This is something that you control via the Maid Central Scheduling System. Keep in mind that the "On The Way" texts will be giving the clients estimated arrival times based on where you are when you send it.

Help Request

We are a team that loves to make every day a success. Sometimes, our client's homes extend beyond their approximate times, and this can turn an organized day into an unplanned extended day. If you foresee that your day will be extending past the regular hours of 5:00 pm, please let the office know you may need some help. Do so by calling the office directly at 772-220-7915 or sending a text to 772-309-1399.

If you have not heard from the office within 15 minutes of reaching out to acknowledge that you are behind, you **MUST** call them again to make sure they are aware. Keep your phone on and nearby so the office can let you know if and when someone is available.

If you have asked for help and it turns out they are no longer needed and you will be able to finish your day on your own, be sure to call or text the office with an update so help can be rerouted to another technician.

This is a healthy practice for both you and your client relationship. Extending past normal hours can sometimes be wearisome, and many times our clients expect us to be fully out of their homes as to not interfere with their time.

Lockout

A time will come when you reach a home that you may not be able to clean as scheduled due to unforeseen circumstances related to the client. Please follow the following steps to successfully validate a Lockout.

1. Click on the address on the work order and it will pull the address up on google maps. Double check the home address with the work order address. (Google Maps is more often correct than Apple Maps)
2. Knock 3 times
3. Ring the doorbell.
4. Double check there is not a lock box or access code on the work order.
5. Look for a key under the mat, nearby furniture, and potted plants.
6. Check if the door is unlocked yelling 'Custom Cleaning' to make sure if anyone is home, they hear you.
7. If door is locked, and no key found contact the office so they can reach out to the client.
8. Wait 15 minutes from the time the client is called before reaching back out to the office. The client is given a 30-minute window to let us in, checking in at the halfway point is acceptable.
9. If after a total of 30 minutes have been given to the client to let us in, contact the office again and see where to go from there.

Drive Time and Getting Lost

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

- Always click on the address for the client in Maid Central. It is connected through Google Maps and is more often correct than Apple Maps.
- When you are in a hurry you are likely to get frustrated easier and make mistakes. Breathe.
- Never drive lost for more than 10 mins. Safely pull over. Ask for help by calling the office 772-220-7915 or texting 772-307-1399. If you don't get a response within 10 min, contact the office again.
- If the address, driving directions, or GPS coordinates turn out to be incorrect ALWAYS send a ticket through Maid Central or call the office so we can get it corrected for the future.

Job hours and requesting more time

All jobs have time limits – usually the number of labor hours the job was scheduled for. If you arrive at a job and can immediately tell that there has not been enough time allotted, contact the office immediately before beginning to work.

In cases where you start work then realize more time is required contact the office within the 1st hour of beginning the service. If you do not get a response within 10 minutes, please reach out to the office again at 772-220-7915 or text 772-309-1399. Let the office know the reasons for needing more time and how much extra time you estimate to need. The office will reach out to the client at that point and inquire if they wish for more time to be added to their service.

- If the **client agrees to more time**, the office will reach out and let you know by calling and/or texting.

- IF the **client does not want to add more time**, make sure to leave a clear note in Maid Central of the areas that we were and were not able to finish. In cases like this, the more detailed notes with pictures, the better.

Finishing a job early

Sometimes the job may not require as much time as originally permitted. Much in the way of reaching out to request more time, we also reach out to let the office know when finishing a house more than 30 minutes early. You must let the office know you will be finishing more than 30 minutes early while still in the client's home and before asking the client to do a walkthrough. Pictures are often required in these cases, all to be uploaded into Maid Central so we can keep them with the client's file for future reference.

Damage/Breakage

In the event of damage or breakage, take several pictures of the damage, upload it to Maid Central and text pictures to the office at 772-309-1399 let the office know. **Do NOT wait until you are finished with the home.** Do NOT make any commitments to the client on behalf of Custom Cleaning; simply say the office will be reaching out to them.

If the client is home: Explain that you have had an accident and apologize immediately; tell them, you will have the office reach out to them by 5 pm the following day. Follow the same procedure as outlined above for reporting damages. Even if the client expresses that they "don't want you to worry about it", a damage report still needs to be filled out.

In cases where it is not our fault that something broke, such as a pet knocking something over in excitement, say so when you talk to the client or the office. We were using what is known as "due diligence." We were doing what we were hired to do, and we were doing it in the proper way – and the accident still happened. Whether or not we caused it, an item was still broken, and we need to fill out a damage report.

Client Products

There may be times when a client requests you use their product for reasons of personal preference or allergy. This is okay, but if it's not noted in the work order you must communicate this information back to the office.

1. So that we can update the work order for future reference
2. So that we can add the required MSDS for the product to your documentation
3. So we can validate that those items are safe to use with all of our products

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

Work Order Updates and Notes to the Office

It is your responsibility to keep work orders up to date. If there is information missing or any valuable details to provide clarification, such as: a new pet in the home, the changing of where a key is hidden, a change in gate code, written notes the client has left, client mask preference, anything well-liked when we've previously cleaned, and other useful information to provide a great cleaning service every time no matter who goes. Always submit notes to the office via Maid Central so we can update the client notes moving forward.

Safety Procedures

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

When you suspect a health hazard exists, use personal protective equipment. Please inform the office if you need any of the following items.

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

For every chemical that we use, there is a Material Safety Data Sheet (MSDS). These documents are easily accessible to you in via BambooHR. The information on the MSDS sheets will include physical data, toxicity, health effects, first aid procedures, reactivity, proper storing, proper disposal, protective equipment, and spill-handling.

Combining chemicals can produce a chemical reaction, including gases. Ammonia and bleach are both common household products, but their combination results in the formation of deadly gas. Remember, other common household products that can cause volatile reactions when mixed can include but are not limited to vinegar, baking soda, rubbing alcohol, alcohol, ammonia, and acetone. That is why it is important to follow the information outlined in the MSDS sheets for all products to ensure we are using them in a safe manner. This is also why the use of supplies not provided by Custom Cleaning is prohibited.

Safety Policies

- Custom Cleaning does not allow the use of ladders over 6 feet tall.
- No open toe shoes. Occasionally glass or other items may break, and it is important you are wearing close toed shoes to avoid cuts and other injuries to your feet. We highly recommend ordering Shoes for Crews or other non-slip work shoes to prevent slips.
- You are not permitted to remove your shoes inside of a client's home. Shoes are to be worn at all times. If a client asks you to remove your shoes, let them know for safety reason you can't. But you can wear shoe covers. If they still insist that you remove your shoes, have them contact the office immediately.

- Never allow the vacuum cord to touch water, or set your vacuum on wet ground, as this poses a risk of electric shock.
- Never carry a vacuum up/downstairs when the other hand is also full of equipment. One hand must be always free to ensure proper balance.
- Do not attempt to climb on anything.
- Do not approach a snarling pet. If the work order says its friendly, but it is not appearing that way, it's not mandatory to stay. Don't risk being bitten. Leave the house and sit in your vehicle then call the office. The office may need to reschedule the client, or the client may come home to put the pet away.
- If the client has a tall shower stall, clean as high as possible. No climbing in the shower.
- It is against our company policy to walk on wet floors. Wait for the floor to dry before walking over.
- Be alert and report all hazardous conditions to the office, including issues with equipment that may pose safety hazards.
- To prevent spills, make sure the lids and spray nozzles are closed on all cleaning products.
- Be aware of your surroundings and always changing conditions. Examples include placement of furnishings, uneven pavement, wet pavement (front door entrances and driveways tend to become extremely slippery when it rains!) wet floors, swinging doors, and poor lighting.
- Understanding that working in too cold and too hot of an environment can be a struggle. In cases, where the heat or a/c is out or off reach out to the office after testing to see if the unit will come on. Weather does play a role in this as well, if the a/c has been turned off for weeks it won't cool a whole house down in an hour. The same goes for heat.
- Never mash down or compact trash with your hands. With the risk of infectious diseases, don't risk being stuck by a needle, or cut by any broken or sharp material in the trash.
- Never pick through a client's trash.
- Don't read work orders and drive. Don't text and drive.
- If you feel unsafe in a home: contact the office or call the police. ((See the section regarding a Pineapple))

Working Safer and Easier

- If something needs lifting, always squat with bended knees to prevent injury to your back. Remember our lift limit is 15 pounds!!
- Look carefully at your work environment to identify problems and potential risks. For example, communicate when floors are wet, or you see a wet spot, to every team member that is present in the home.
- Always wear gloves when cleaning!
- If you are taller in height, extend your vacuum handle to minimize back stress and thus, back injuries.

- To avoid back stress and possible injury, do not stoop over to reline trash cans. Instead, bend your knees and keep your back straight. Again, make sure that every area you are cleaning is within reach (try not to reach, twist, and turn; avoid cleaning in awkward positions) to avoid injuries and added stress on your body.
- Do not make beds by yourself when possible! Instead, ask a team member for help. This will make this task physically easier, thus avoiding stress on your body. Do not stoop or bend your back, instead, bend your knees and crouch briefly while pulling the corner of the bedsheet over the mattress. Bend your knees to minimize bending of your back as you lift the mattress corner and tuck in the top bed sheet.
- We DO NOT make the top bunk of bunk beds. You are not allowed to get on top of a bunk bed for your own safety. If a client pushes for us to make the top bunk, request they reach out to the office. Or call or message the office to reach out to them.
- Stand at an angle and not directly under the dusting area when using the high duster extender. Standing directly under the area you are dusting may cause injury to your neck.
- Alternate hands often to avoid fatigue.
- Remember to hydrate! Water bottles are allowed in client's homes.

The Company is committed to providing a safe workplace. Accordingly, the Company emphasizes "safety first." It is the employee's responsibility to take steps to promote safety in the workplace and work in a safe manner. By remaining safety conscious, employees can protect themselves and their coworkers.

Employees are expected to promptly report all unsafe working conditions, accidents, and injuries, regardless of how minor, to their immediate supervisors and/or the office. Prompt reporting enables the company to correct potential hazards, ensure that injured workers receive treatment, and process workers' compensation claims. Failure to immediately report unsafe working conditions, workplace injuries, and/or accidents may result in disciplinary action, up to and including termination of employment

Slips and Trips

Prevention of Slips and Trips: Both slips and trips result from change in the contact between the feet and the ground. Good housekeeping is the first step in preventing accidents. That includes things such as: Immediately cleaning up spills, removing obstacles that may make you trip, wearing proper footwear, slowing down and not rushing through jobs, and overall being aware of your surroundings.

Please inform the office if there is anything we can do to help you stay safe in the workplace. MSDS sheets are available via BambooHR as well as located in the office.

Biohazard: Things to not touch

There are areas or items we don't clean up or might not be able to do at all. With this, that means there are some things we don't clean. Pictures may be requested by the office.

- Bird Poop: Be it around the birdcage or a bird perch
- Dog poop: Anywhere in the house
- Cat poop: Anywhere in the house or by the litter box
- Mouse poop: While a few pieces are acceptable large amounts of poo is not
- Human waste not contained in the toilet and is not flushable

- Cockroaches
- Excessive amount of bugs
- Litter boxes of any kind
- Needles
- Medical Sharp Boxes
- Excessive Mold

Pineapple: A step too far

For the safety of our techs, and in cases where the level of cleaning required is out of our scope of work, Pineapple is the phrase used on the phone or by text to let the office know.

In these cases where it might be something we can't do; pictures may be requested. Pineapple is also used in cases where a client might be overstepping the client & cleaner interaction. Cases such as this might be a client crossing flirtation lines or simply a client or situation that is making it an unsafe environment to work in.

If people in the home are making you uncomfortable, it's okay to leave. If the customer's teenage children are at home or having friends over and their behavior is bordering on menacing, leave. If they are doing anything that is or may be illegal, leave. The same applies to adults in the home. Or, if being harassed. In cases where you can't directly leave, for any situation, text pineapple or the icon of it, and the office will call and will help you out of the situation.

Conduct In Homes

Client Interaction

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

Entering & Exiting the Client's Home

- Try not blocking the client's car or driveway when finding somewhere to park. If there is a preferred spot the client wants us to park in, make sure to update Maid Central to reflect this.
- Be courteous and pick up packages, newspapers, or other advertisements and bring them inside.
- Be sure home air conditioning, lights and blinds are left "as they were", or according to client instructions. TIP – Leave your car keys on top of the thermostat if you adjust the temp. Then it is impossible to leave without remembering to change it back.

Phone usage: You may call or message the office while in a home. No personal calls in client's homes. Period. Exceptions are made for true emergencies only. If you need to take a call step outside to do so. If

working with a team member let them know you are stepping out. Keep your phone on vibrate in your pocket and answer only for emergency calls, the office or team members.

Smoking: Custom Cleaning has a NO Smoking/Vaping policy. No smoking during business hours, including drive time to your work location, in between work locations, and during breaks or lunches. Smoking is not allowed under any circumstance prior to entering or while working during your entire shift.

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

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

Talking: Never say ANYTHING about a client or the condition of a client's home while inside of their home. EVER! No loud chatting or yelling through the house. No use of profanity inside a client's home. Remember, a lot of clients have recording devices in their homes. Even if the client isn't home, presume they can see and hear what you are saying at any given time.

Electronics: No TV watching or using the client's stereo while working. No unplugging computers or TV to plug in vacuum. Even in cases where the client says we can; please don't use their stereo or personal home devices.

Tools of the Trade

Cleaning Caddy



Cleaning Supplies and Equipment

<ul style="list-style-type: none"> • Brulin- Maxima Neutral Spray Cleaner • Brulin MX-815 Heavy Duty Cleaner- #2 Cleaner • Brulin Terra Green Glass Cleaner • Rinse No More Neutral PH Floor Cleaner • Greaso • Hard Water Stain Remover • Brilliance Stainless Steel Polish 	<ul style="list-style-type: none"> • Bar Keeper's Friend • Dawn • Scouring Stick • Hand Sanitizer • Tote Bag • Apron • Blue Sponges • Magic Erasers • Rinse Cup • High Duster • Mini Hand Duster • Assorted Brushes • Microfiber Mop Heads • Mop Handle 	<ul style="list-style-type: none"> • Microfiber Clothes • Disposable Gloves • Roll of Bags • Round Bucket • Mop Bucket • Squeegees & Squeegee Scrubber • Toilet Bowl Brush • Canister Vacuum • Upright Vacuum • Vacuum Bags • Ladder • 2-Step Ladder • Extension Pole • First Aid Kit for Car/Tote
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IMPORTANT:

Like any profession, success comes from following through with equipment maintenance, caddy organization, and tool replenishment. Keep your tools and equipment close and organized. Do not leave items lying around. For example, a client coming home to find a wet cleaning cloth on their furniture which could possibly ruin the furniture. It also leaves a bad impression, even if the rest of the house is spotless. Forgetting items at a client's house also does not make a good impression. When putting stuff in your vehicle, always put in the same way, checking closely that you have everything.



Neutral PH Cleaner/Disinfectant

This is our safest and most used product. It is a Neutral Ph cleaner that disinfects, cleans, and deodorizes all hard non-porous surfaces in one labor-saving step. Will not damage any surface if you are using it on a surface that is able to resist water. Please refill your spray bottle from the matching gallon bottle. When gallon is close to empty bring to office to exchange for a full gallon. (Do NOT throw gallon jugs away. We reuse them.)



Multi-Purpose Cleaner: This cleaner is tough on dirt and grease and can be used on most hard surfaces such as tile, greasy or dirty stainless steel or Formica countertops. When gallon is close to empty bring to office to exchange for a full gallon. (Do NOT throw gallon jugs away. We reuse them.) (Do NOT use on Natural Stone Surfaces)



Blue Glass Cleaner: This is a certified green cleaning product.

It does NOT contain ammonia. It is for use on glass, Formica, and hard surfaces. Not only does it quickly penetrate dust, grease and grime on all glass and window surfaces, but it is also excellent for cleaning stainless steel, Formica, plastic, porcelain, and chrome. When gallon is close to empty bring to office to exchange for a full gallon. (Do NOT throw gallon jugs away. We reuse them.)



Neutral PH Floor Cleaner- Safe on all floor types. No need to rinse. Use ½ to 1 ounce in Mop Bucket filled ½ to ¾ of the way to top. Empty Mop water and change it whenever it is no longer clear. Prefer NOT to use a kitchen sink to fill mop buckets. Use laundry room sink if they have one, or bathtub. Kitchen sink is last resort. (If you use kitchen sink, put a rag under bucket so as not to scratch the sink). Empty dirty mop water in a toilet and flush when done, make sure toilet stops running after you flush it.



Greaso:

Used mainly on Initial/Deep cleans and for greasy dirty jobs. Safe for most surfaces. (Do NOT use on Stone, Fabric, or Wood finished Surfaces).



Hard Water Stain Remover:

Spray on Shower Tile & Shower Glass prior to cleaning, allow to sit for 5 minutes. Then clean/scrub as needed. Rinse. Repeat process if necessary. Be sure to rinse well. If you still are unable to remove hard water/rust stains call office for more ideas/help.

(Do NOT use on Natural Stone Surfaces)



Brilliance Stainless Steel Cleaner & Polish: This is a food-safe stainless-steel cleaner and polish for use on stainless steel, aluminum, brass, copper and other metal surfaces. Removes dirt, oil, and grease. Restores high luster while leaving a protective coating. Does not contain abrasives. Pleasantly scented. Leaves protective polishing film.



Bar Keepers Friend: A low acid-based powder/cleaner. It is to be used in showers, tubs, sinks and cook top stove tops. This is best used when mixed with water. Wet your sponge or the area to be cleaned, sprinkle Bar Keepers Friend and scrub with soft rag, sponge, or scrub brush (Depending on the surface you are cleaning). You may let it sit for one minute on tough to scrub messes or make into a paste.

Do NOT use on natural stone surfaces or showers, black sinks, or on shiny stainless steel.



Dawn: A great product to use on greasy areas, however, you will not want to overuse this product since we don't want to leave behind soap scum. If you use too much it will result in a residue on the surface or on the cloth which becomes an issue during the washing process. A small pea-sized drop will clean a lot!



Scouring Stick: Pumice Stones: Do not use ANYWHERE other than inside of toilet to remove the water ring. Must be kept wet during use.



Hand Sanitizer:

Carry in your cleaning tote bag, bucket or car and use as often as necessary.



Tote Bag: Holds rags and mops and small items needed for the daily jobs. Please clean out on a weekly basis (Throw away any trash and wipe up any spills on a daily basis)

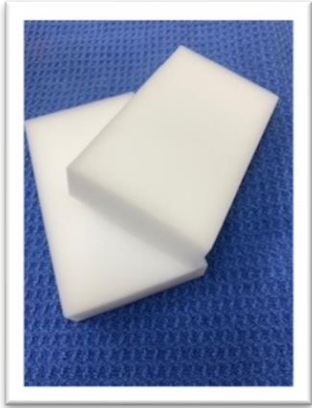


Apron: These are available upon request. (Throw away any trash and wipe up any spills daily)



Blue Sponges:

We have a few different types of sponges. Be sure to NEVER use them on any surface that will scratch such as stainless steel, mirrors, glass doors. Even though they are non-scratch they can still damage surfaces if you scrub too hard. Can be used in kitchens and bathrooms, all countertops, showers, and tubs. Do not use on soft plastic areas (ex – outside of microwave, or around the numbers on a stove), on anything stainless steel (including stove tops). The scour pad of sponge is only to be used on harder surfaces such as tile in bathrooms and kitchens. Can be used on inside ovens and hard to clean spots on non-metallic surfaces. Safe on non-coated cookware, concrete, and oven racks. We have a few different types of sponges. Be sure to NEVER use them on any surface that will scratch! (Such as stainless steel, mirrors, glass doors...)



Magic Eraser: Magic Erasers: Do not use on countertops, plastic, cabinets, wood of any kind! Think of your magic eraser as a very fine sandpaper – always test in an inconspicuous area before using on ANY surface. Can be used inside showers/tubs or inside cabinets on a move out cleaning. **DO NOT USE ON CABINETS, WOOD FURNITURE, OR COUNTERTOPS.** They will take the polish off these surfaces.



Rinse Cup: Used to rinse showers and tubs.

(NOT to be confused with the cup that holds toilet brush!)



High Duster: Used to dust ceiling fan blades, corners of the ceiling in each room, ceiling air vents, under furniture, and baseboards on recurring service



Assorted Brushes: Made for hard areas that need extra scrubbing. They can scratch metal surfaces, so use caution when scrubbing showers/tubs, around faucets, behind faucets in bathrooms, edges of mirrors in bathroom. Used the soft brushes such as the paintbrush to get dust out of crevices in furniture, cabinets, and other hard to get to places.



Microfiber Mop Heads: We have various size and styles of Microfiber Mopheads. Use the Gray Mop bucket to wring mop out easily and thoroughly. Always use clean & sanitized mophead/mopheads for each cleaning job. When you come to the office, be sure to pick up enough mop heads (& a few extras) to get you through the week of jobs on your schedule.



Microfiber Cloths: Used all on surfaces to clean. Use the 8-side method when using microfibers to get the most out of each cloth. These types of cloths attract bacteria, dirt, dust and debris and locks it into the cloth. When dusting a high dust area, you will want to hold it down low and shake off the larger debris particles before placing it in your dirty bag.



Disposable Gloves: Wear gloves as much as possible when cleaning. Change them as needed, such as after cleaning something messy or unsanitary such as a toilet. Dispose of properly in trash.



Roll of Bags: These are to be used in homes that have small trash cans that need bags replaced. Do NOT use in kitchen trash cans, they are not strong enough or big enough. In kitchen trash cans use the homeowners 13 gallon size kitchen bags.

Commercial Accounts: Do NOT use these bags in commercial accounts unless necessary. All our commercial accounts are supposed to be supplying their own trash bags. If their stock is running low, please leave a note or alert our office and we will call them.



Round Bucket: These come in handy on bigger jobs, spring cleanings, remodel jobs, empty house cleanups and construction jobs.



Mop Bucket:

Always be sure to fill mop bucket $\frac{1}{2}$ to $\frac{3}{4}$ of the way up with water. Use laundry room sink or bathtub. Try NOT to use kitchen sink unless you absolutely must. If sink is stainless, set a rag under it so we don't get blamed for scratching the bottom of sink.

Empty Mop bucket outside in grass or in toilet, flush toilet, wipe up any drips. Make sure toilet stops running before exiting bathroom.



Squeegees & Squeegee Scrubber:

In showers, either use the plastic shower squeegee, or carefully use the regular squeegee but always inspect first to make sure it is in good condition and the rubber is sticking out past the metal ends. You NEVER want the metal to touch the glass, it may damage it.



Toilet Bowl Brush & Cup:

ALWAYS keep the toilet bowl brush in cup until you are directly over the toilets. We never want to let water drip on the floor. Once you are finished using it to clean the toilet, put back in your cleaning bucket or bag.

Do NOT use Toilet Bowl Brush Cup for anything except holding the toilet brush. It is unsanitary to use it for anything else.



Canister Vacuum with assorted brushes & Crevice Tool:

Floor Brush: Use when vacuuming tile, wood, stone, or vinyl floors. Also, can be used on some area rugs. Great to use under beds but check first to see what is under the bed before vacuuming.

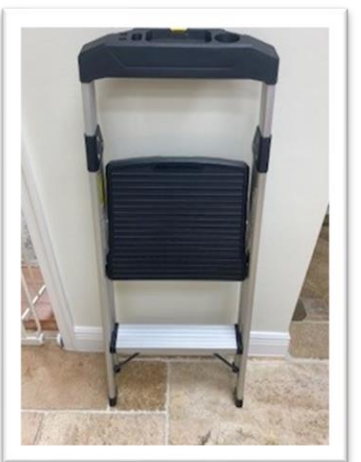
Crevice Tool: Clean in corners and other tight spaces such as sliding glass door tracks, can be used to reach baseboards and ceilings.

Round Brush: Use when vacuuming areas where a smaller brush is needed such as furniture, inside of cabinets, along walls... blinds, curtains, lampshades.



Upright Vacuum: This vacuum is used for carpet only. Sometimes the beater brush is too harsh for vacuuming some area rugs depending on what they are made of and/or how expensive they are. If that is the case, please use canister vacuum and wide floor brush on these types of rugs.

Do NOT leave vacuum running when you are not using it. The beater brush will be turning and can mess up or melt carpet if it stays in one place for too long.



Ladder:

Ladder must be in good working order, please check it prior to using. Make sure to inspect it. Make sure it fully set up, locked in position and on a level & safe surface. Use the duster with extension pole for higher dusting than you can easily reach with ladder. **NEVER stand on furniture or counters to clean high places.**

FIRST STEPS

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

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

1. **Read the work order** before arriving to each client's home to see what needs to be done in the house. It is possible that not all the rooms in the house are to be cleaned, or there are some special tasks that have been added, or changes have been made to the work order since the last visit. Make note of the time allotted on the work order so that you can plan your time accordingly in the house.
2. **Know Our Products & Equipment.** We know it is imperative to provide an amazing clean that is also safe. We supply all the products and tools you will need to make each house sparkle safely.

All the professional products and equipment used in the home are carefully evaluated and approved for professional cleaning. From low-scented products to vacuums with HEPA filters, we help provide a great cleaning service for clients with asthma or severe allergies.

Our cleaning products are effective against grease and grime. They are shipped to us in concentrate form, and we are careful with the dilution levels as we know the delicacy of the different types of counters and flooring. It functions equally as well and keep you protected.

3. **Unload your supplies and equipment** from the car as efficiently as possible.
4. **Introduce yourself to the client.** If the client is home, say hello and ask if there is anything that can be done better, and make polite conversation. Do not, however, spend more than 2-3 minutes talking to them. You can use polite phrases like, "Well, I'd better get to it. It was good talking with you," to break from the conversation. *Trainees should never volunteer that they are new.
5. **Ask for a walkthrough.** If the client is home and this is the first time cleaning this home, ask for a walk-through of the home. This is key to making sure we don't miss any important areas such as smaller bathrooms or closets needing attention. In cases where the client isn't home, we still perform a walk-through. These are done to validate that we can perform the cleaning, as well as to help gauge

how long the cleaning will take. This is when we evaluate if more time is needed, if it's a pineapple, or if anything has changed from the previous notes left in MC. Don't volunteer extra information to the client on why a walk-through is performed beyond making sure we don't miss any important areas to them.

6. **Check the kitchen counter for client notes.** If the client isn't home; check to see if a note was left on the kitchen counter. Take a picture of the note, upload it to Maid Central and notify the office so the office can note anything special in the client file. Then adjust as needed to properly help the client.
7. **Collect your supplies and begin your first task.** Tasks are divided up between teammates if working on a team. Efficient division of tasks may depend on the staff and/or on the specifics of the house. When cleaning in a team, trade work areas at each visit, and always double-check each other's areas. Otherwise, we start in the areas that will take the highest amount of our time and effort: bathrooms and kitchens.

Understanding Our Services

Professional Cleaning/Routine Cleaning

Our standard professional cleaning service (often referred to as reoccurring or routine) is done on a regular schedule of every 1, 2, or 4 weeks. These maintenance cleanings are designed to help our clients maintain their homes. You can use our 32+ point checklist as a guide to help you navigate these cleanings.

Deep Cleaning

Usually done prior to the start of recurring service. This is the all-important first impression! It is extremely important to take advantage of the opportunity to do all the deep cleaning on the first visit so that the home will be ready for us to maintain and we will not waste time on the recurring services scrubbing what should have been taken care of during the deep clean. The major difference between a standard cleaning and a deep cleaning is that we do very little "dusting" and scrubbing (of baseboards, ceiling fans, etc.), and instead "wash" all surfaces with a damp cloth and give the bathrooms and kitchen extra scrubbing to tackle build up.

- o Always high dust in every room! (You should high dust at EVERY cleaning!)
- o Wash (not dust!) all baseboards, cabinet faces, doors, and door frames, windowsills, light fixtures, stair railings, and switch plates.
- o Dust blinds thoroughly and spot wash small areas, if necessary and if safe to do so.
- o Spot clean windows and walls (small areas, when necessary, if safe to do)
- o Wipe down and wash knickknacks and picture frames - no hand dusters!
- o Edge carpet.

Move In/ Move out (Empty House Cleanup)

Move-in/Move out cleans are done before or after a client moves in or out of a home. The home should be empty and free of all personal items and furniture so we can do a thorough clean of the entire home itself. Much like a deep clean we do go above and beyond to ensure everything is washed instead of a simple dusting.

- o Always high dust in every room! (You should high dust at EVERY cleaning!)
- o Wash (not dust!) all baseboards, cabinet faces, doors, and door frames, windowsills, light fixtures, stair railings, and switch plates.
- o Dust blinds thoroughly and spot wash small areas, if necessary and if safe to do so.
- o Edge carpet.

Hourly Only Service

These cleanings are cleaned in the exact same manner as a routine cleaning with the client has provided a specific priority list. The major difference is that they generally have a time limit, which is the maximum time you can spend cleaning without seeking approval for additional time. The client is given a four-hour minimum. These cleans do tend to have a priority list given to us by the client of areas they wish for us to focus on first. The work order will read it as a one-time clean and notes will have what rooms are priorities. If not reach out to the office before entering client's home to validate areas of importance.

Extras on Work Orders:

Be it a Professional Clean or a Deep Clean there are some add-ons that can be put on the work order, except for 'inside cabinets' which are only allowed for empty or mostly empty cabinets.

Refrigerator/Freezer or Just Refrigerator: Both these can be on a work order and mean the same thing. We are doing inside of the refrigerator and freezer. In cases of broken glass, possible blood from leaking meat, or the fridge being full, reaching out to the office while providing pictures may be required.

- **Don't move or unplug the appliance.** This means cleaning inside a cold and sometimes full refrigerator. Work shelf by shelf. In cases where the refrigerator is extra full to the point you are worried about leaving the food out for a while on the counter as you clean. Reach out to the office with pictures to verify that we will keep moving forward in the cleaning or that more time may be needed.
- Keeping the refrigerator and freezer doors open for long periods of time can often set off an alarm. Try to keep the doors closed as often as possible to prevent this from happening.
- Put perishables such as opened cartons of milk on another shelf as you clean. Do not leave the food out for more than an hour.
- We are there to just clean the fridge, not the items inside. We don't inventory the food or throw anything out. If the client asks us to, reach out to the office as this may change the time requirements as well as be something we can't properly do.
- Take out all the items on the shelf you are working on and set them aside. You can clean them more

thoroughly when they're outside the fridge, and this gives you better access to clean the refrigerator's interior.

- Spray the shelf or interior section being worked on with Neutral Cleaner or Glass Cleaner, using a blue sponge for tougher spots.
- NEVER use hot water on ANYTHING from the fridge. It can and will shatter.
- Rinse to make sure no traces of dishwashing liquid remain.
- Make sure the shelf and inside around the shelf is completely dry before putting them back in place.
- Work one shelf at a time, putting items back in as you go. We do try to put things back in on at least the right shelf and at the same level it was before.
- Once done with the inside of the fridge, move to the door. It follows the same procedure. Work one shelf at a time pulling it out after removing food.
- For stubborn stains use a magic eraser with a bit of soap.
- Move to the freezer following the same method. Most freezers have wire racks which are easier to clean. But never put drawers pulled from freezers into warm water.
- For freezers be mindful the cleaners will freeze on the interior walls, just use a blue sponge with soap and water to help clean it up, or a dry clean microfiber to wipe it all out.
- Do not forget to clean the top of the refrigerator.
- Dry with a microfiber cloth.
- If you are cleaning a stainless-steel refrigerator, apply a stainless-steel cleaner/polish or another appropriate cleaner using a microfiber cloth. Always wipe in the direction of the grain of the stainless steel.

Inside Ovens: Another add-on is the inside oven. Normally labeled as 'oven' on the work order. In cases where the inside of the oven is purple or a bright cobalt blue, reach out to the office before spraying down with chemicals. They may require test patches or even need require us to look at the manual to see if we are capable of cleaning them with our provided product. Pictures will be requested upon these issues being brought up.

- Spray oven cleaner over all surfaces being mindful not to spray into the cracks and holes of oven vents. Make sure to get the grates as well.
- Let stand 15 minutes. Set a timer to make sure not to leave the product in the oven too long.
- Wipe product out, then use warm water on a clean microfiber to remove all lingering product.
- Stubborn stains may require burnishing with a yellow/green sponge.
- Some spots need a second spraying, never leave more it for more than 15 minutes.
- NOTE: This product is not safe for aluminum or painted surfaces. Never spray on anything but the inside of the oven.
- Remove racks to clean in the sink (or clean outside with a hose) using a Scour Stick to help get off as much buildup as possible.
- Use only soap and water when cleaning off grease and grime from anything involving Oven Cleaner.

Inside of cabinets: This means we are wiping out, vacuuming, and cleaning the inside of all cabinets and drawers in the home. If there is an issue with this, such as mouse poop in some or damage to the inside of cabinets provide pictures to the office for further instruction.

Dusting

5 Common Complaints

1. Dust rings left behind on table
2. Sides of dressers not touched
3. Headboards not dusted
4. Blinds not dusted/cleaned
5. Ceilings fans not dusted

Dusting Strategy

Important tips for dusting:

- Start on one side of the door and follow the wall as you clean around the room. Once you make it back to your starting place, turn around and clean anything in the middle of the room to assure nothing is missed.
- Always clean top to bottom left to right.
- Remember to clean the sides of everything (dressers, cabinets, bookshelves ext.) -
- Make sure you have your high duster with you- it will save you time and energy when used properly.

Things Often Overlooked During Dusting:

- Windowsills and molding on windowpanes
- Baseboards
- Ceiling fans
- Hanging light fixtures
- Lamp shades
- Blinds
- Plantation Shutters
- Backs and bottom rungs of chairs
- Curved feet of chairs and tables
- Crossbars underneath tables
- Air Conditioner Vents
- Bottom shelves of anything, but especially end tables and coffee tables
- Drapes near the top
- Louvered shutters
- Switch plates
- Outlet Covers
- Tops of door frames
- Front & back of doors

High Dusting:

High dusting is the first thing done in every room, every time. Cobwebs are often invisible to the naked eye until dust lands on them, so make sure to keep up on the high dusting even if you never see any.

Using your high duster or the provided Heavy Duty Telescoping Handle run the duster in the crease where the wall meets the ceiling and every corner. Make sure to get the light fixtures, vents, chandeliers, and ceiling fans

(blades and housing). Always turn ceiling fans off before dusting them and be careful with chandeliers. If for any reason you can't turn the fan off, or the chandelier is too delicate for us to dust let the office know.

General Dusting/Hand Dusting: Mini Duster and Microfiber

- When dusting you will need microfiber cleaning cloths, Neutral Cleaner, and small handheld duster for this.
- Start on one side of the door and follow the wall as you clean around the room. Once you make it back to your starting point move to the middle to ensure nothing is missed.
- We dust everything in all the rooms we clean, including picture frames and any art on the wall. We dust everything! Even if there are boxes, we will dust the tops of them.
- While working your way around the room use handheld duster to dust any baseboards in the room in-between and behind any furniture you can reach.
- When dusting a surface with a lot of things on it, treat it just as you would any other counter and pickup objects one item at a time, wipe and dry under it, clean the object and set it back down, continue moving across the surface in this manner, so that things end up in the same spot they started out in. Dust with a damp cloth that you have sprayed with Neutral Cleaner (unless the client has asked for dry dusting- then use a dry cleaning cloth.) Small things help the staging look better. For instance, if there are perfume bottles or lotion bottles face all the labels with the front side facing forward.
- REMEMBER TO NEVER SPRAY DIRECTLY ON ANY FURNITURE. ONLY SPRAY YOUR CLOTH.
- Do not forget to dust down the front and sides of all furniture.
- Dusting picture frames make sure to wipe the tops, glass, and all seams on the front so that you remove all dust.
- Make sure to dust all lamps, including floor lamps. Make sure to wipe down the base and pole as well as the top and the shade.
- Do not forget to spot-check walls and light switch plates (around light switch plates as well) Especially in houses with kids or pets. Pets sometimes lean against walls and create dirt spots that are easily cleaned with a cleaning cloth and Neutral Cleaner.
- Stairs and Banisters. Use your mini handheld duster to dust all wood areas around steps and railing areas. Make sure to dust any baseboards running down the steps as well.
- Dusting in dining rooms, make sure to dust all the chairs, chair rails, chair legs, and the table base/legs. We also make sure to dust all the other furniture in the dining room. We do NOT dust inside closed cabinets or China cabinets.
- Dusting family rooms with gaming tables use a dry cleaning cloths only and the same as all other tables. We make sure to get the legs and base.
- When dusting electronics only use a dry cleaning cloths or handheld Mini Duster. Lightly dust exposed surfaces, do NOT pick up electronics and move them. Do NOT dust fronts of TV Screens or Computer Screens.

- Laundry rooms we always clean the tops and fronts of the washer & dryer making sure to move things to dust under and place everything back neatly. Open washer & dryer and clean the inside edges with a damp cloth. Make sure to clean up any detergent spills with a damp cleaning cloth, but don't use the cleaning cloths anywhere else once they have laundry detergent on them, put them in your dirty rag bag. Never forget to clean the sinks in these rooms.

Things we don't dust: flimsy mini blinds, cellular/paper shades/blinds, and inside of China cabinets. On houses with a lot of items needing dusted, breakables, or things you are worried if you touch will break always take a picture and post it to the MC work order for the client then reach out to the office to touch bases on if it is best to let the client know we won't dust a certain item.



Vacuuming

5 Common Complaints

1. Debris under the bed
2. Hair left on bathroom floor
3. Crumbs on the floor and in corners
4. Stairs not vacuumed
5. Under the edges of furniture

General Vacuum Instructions

Carpet Striping

Pick an outlet near the door. Vacuum your way out of the room starting with the furthest corner and working your way to the door so you do not leave footprints on the carpet. Pretend that you are writing a series of 3-6

foot letter "M or W" s with your vacuum, where every vacuum line touches the next. Depending on where you start, and the size of the room will determine if it is an M or a W as well as the size of your striped block. They make a great impression on the client when they arrive home. As you encounter small furniture, magazine racks, etc. lift slightly or scoot it out of the way to get underneath. As you come to throw rugs that have been left out you need to vacuum the rugs, replace them, and then the floor beneath when applicable.

You must be careful with cords going around corners and rubbing against wall surfaces. It can remove paint or leave marks on the wall. Be very careful as you pull the canister because it can bang against molding or knock over a lamp, for example. Avoid stooping when vacuuming. Stand as erect as you can, which is best for your back.

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

- **MOST IMPORTANT THING** about any vacuum cleaner is that **WATER AND VACUUM CLEANERS DO NOT MIX**. If you attempt to suck up any water with your vacuum cleaner, it can cause the motor to rust and cause electrical shock and shorten the lifespan of the vacuum cleaner. You will want to make sure that you dry up any liquid prior to running the vacuum cleaner in that area.
- If the room is carpeted start from the farthest point from the door, making your way out while putting vacuum lines in the carpet (as the carpet allows). Work your way out, taking care to never walk over freshly vacuumed floors. In cases where it is required, the carpet will need to be re-striped.
- If the client has pets you will need to edge the carpet with the canister edging attachment before vacuuming as the vacuum will not get up against the wall, or any furniture.
- Make sure to make distinct patterned carpet lines (moving back and forth while also moving from either left to right)
- Make sure to carry the vacuum accessories with you while you're vacuuming, the smaller attachments can go in your tote bag, on your tool belt, or on the vacuum itself. These are useful for corners, baseboards, sofas, stairs, and other hard-to-reach places.
- Make sure to pull up the corners of all area rugs to vacuum any debris that is under them.
- On area rugs, use the canister vacuum to prevent fraying and damaging of client's rugs.
- DO NOT yank out any vacuum cleaner cord, you need to unplug the plug at the outlet to ensure that the prongs do not break off in the client's outlet.
- Each section of carpet will need to be gone over twice to ensure all debris has been removed, you can do this by counting each stroke of the vacuum as one. Heavily solid areas may take a few times going over.
- For carpeted stairs you will have a better outcome using the upholstery brush, this will help to remove hair in the corners of the carpet.
- Make sure to check your vacuum filters & beater brush daily to ensure they are not clogged. Hair can get trapped and wrapped around the foam filter even when washed weekly.
- Vacuum one room at a time, don't leave an area until it is 100%. Exceptions are cases when working in teams and someone is requesting assistance or to do a walk-through of a finished area.

Other Floors in the Home:

While many of our clients have carpet in the home you will also run into stone, wood, and tile floors.

- Vacuuming bathrooms can be very tricky, the vacuum can blow hair into the air and settle back down once you're left the room. If you have an extra hairy bathroom you may want to vacuum it before you start cleaning and again before you mop.
- Remember don't vacuum anything damp, wet, or sticky. Make sure the area is dry before attempting to vacuum up anything, be it hairballs on the bathroom tile or having to pick up food off the floor.
- Smaller bathroom rugs don't always vacuum well. Using the canister vacuum will usually work. If you can't vacuum the rugs, try vacuuming them with the upholstery tool, and as a last resort you can shake them out and set them aside to be put back after mopping.
- Make sure to pull up the corners of all area rugs to vacuum any debris that is under them.
- On hard floors, use extension duster to dust under furniture and beds or use the broom and vacuum up what is swept out from under. The same goes for tables with low parts that the vacuum can't reach under.
- When vacuuming bathrooms, make sure you vacuum and clean behind the toilet.
- Slider tracks at the front and back doors must be vacuumed and/or cleaned out each cleaning using the crevice tool and a cleaning cloth if needed.
- Change your vacuum bags as needed.

How to clean your vacuum:

- **Turn the vacuum on:** Turn the vacuum on beforehand to double-check if there are any clogs in the hoses before starting the full cleaning process.
- **Turn the vacuum off for safety:** Unplug and make sure the vacuum is off, then put on safety equipment before proceeding.
- **Clean the beater bar:** Use a seam ripper or small scissors to clean hair and debris from the beater bar. Use a small brush to sweep and clean along the plastic of the bar.
- **Wipe down inside of canister:** Open the canister and remove the filter (if applicable). Wash with mild soap and water using a brush to get into the edges and corners of the canister. Dry well with a microfiber cloth. Double-check along corners, edges, and rubber seals.
- **Hard to reach places:** In areas that you can't use soap and water on, try compressed air to blow out and clean any loose dust and debris.
- **Filter Cleaning:** Wash foam filters with mild detergent or soap and leave to air dry. Use compressed air on the HEP filter in between replacements.
- **Wipe Exterior:** Use the Neutral Cleaner to wipe down and clean the outside of the vacuum. Magic erase scuffs and dings to help keep it looking new.

- **Check over the removable tools:** Check for hair build-up inside and along with the removable tools that the vacuum came with. Does it need to be replaced? Or can a simple wash take care of grime and build up.
- **Replacing scent beads:** The last step when everything is clean and dry is replacing scent beads or scent sheets.

Mopping

5 Common Complaints

- Floors doesn't look mopped
- Streaks on the floor
- Spots left on floor
- Didn't mop under chairs
- Corners are still dirty

Some types of floors require the use of a wet mop head and others a "dry" mop head. It is important to understand the types of flooring to know when to wet your mop head and when not to.

Wet Mopping:

Fill up the gray mop bucket $\frac{1}{2}$ to $\frac{3}{4}$ of the way. Add $\frac{1}{2}$ to 1 ounce of Rinse-No-More Neutral Floor Cleaner.

1. Wet the mop head with the water and ring the mop out so that it is as dry as possible.
2. The first place to mop is under any tables that might have chairs as well as counters that may have stools. Then start from the furthest point of the hard surface flooring, while under the tables and counters dry.
3. Move the mop in an "S" pattern so that you keep any kind of left-over debris in front of the mop.
4. Once you make it back to the table and counter area the floor should be dry enough to place the chairs back.
5. When you encounter a spot that is not coming up you might need to apply more pressure to the mop head using your foot.
6. If that does not work, use your sponge or cleaning cloths (Also if you see any spots on the floor that you think might be difficult spray them ahead of time to try to loosen them).
7. Once you feel like your mop head might be dirty (usually after one room) rinse the mophead and repeat.
8. If mop water is no longer clear, empty dirty mop water in a toilet, flush and wipe any drips. Refill mop bucket to $\frac{1}{2}$ to $\frac{3}{4}$ of the way and add $\frac{1}{2}$ to 1 ounce of Rinse No More Neutral Floor Cleaner.
9. When you get to your point of exit you might need to use cleaning cloth to get the debris up that you have mopped with you. Remember don't vacuum up anything wet.
10. The last step is to do a blue cleaning cloth test on your floors! Take a clean blue cleaning cloth or paper towel, spray a small amount of cleaner onto the floor and then wipe it with the paper towel. If you can see a lot of dirt, you need re-mop the floors

In cases of floor streaking after being mopped try using a dry mop to dry floors. Or use some Glass Cleaner for a streak free look or touch up spots that are streaking. NOT meant for wood floors.

Dry Mopping:

This is the same as wet mopping, but the mop pad isn't soaked in water beforehand. Follow the above instructions, but with a dry mop head. There are certain floors that work better with the dry method over the

wet, which are broken down below.

- If it looks like wood, dry mop with the wood floor cleaner (usually Bona which would be provided by the client. If this is the case, it will be noted in your client notes. Be sure to put the Bona back where it goes when finished and advise client when it is running low. Or send note through Maid Central and the office will let the client know.)

BATHROOM FLOORS:

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

Small Full-Size baths and ½ baths:

1. If it is a small amount of tile start hand mopping the floor from the furthest spot and work your way to the door.
2. Make sure you are spraying the area with Neutral Cleaner as you go, making sure to get all baseboards and under the cabinet while you are on the floor.
3. Vacuum all area rugs and replace once the floor is dry.
4. Remove mop pad after bathroom use.

Large Master Baths:

1. Always hand wipe around the toilet. That way you ensure it is clean even if the mop won't fit.
2. Vacuum the entire floor, making sure to get underneath the cabinets.
3. If the master closet is in the bathroom, do not forget to vacuum it before you mop.
4. Mop floor starting at the farthest point working in an "s" pattern toward the door keeping any leftover hair or dirt with you to wipe up at the end.
5. Vacuum all area rugs and place back once the floor is dry.

Details of Staging

This is the fun, creative part of your job! 😊

People will not notice what you DID, only what you DIDN'T do unless you go out of your way to make sure that they notice! Think about it – unless a place is **really**, dirty to start with, it is mostly still going to look the same after you clean it, just with an absence of crumbs, minus a few stray hairs, a little less dusty, etc. The unfortunate part of this is that all your hard work only makes the one spot you missed more glaringly obvious (because we all miss things – we are humans not robots!) Checking over each room and making sure everything is in the correct place is one of the most important parts of the job. This only takes a few seconds, but it is SOOOO important.

The solution to all these problems and more is simple – STAGING!

What staging is NOT:

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

What staging IS:

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

Expected Staging

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

Staging to Delight

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

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

Expected Staging:

- Wipe down bottles in the shower and on the vanity lined up neatly with labels facing out
- Leave neat vacuum tracks on carpet and furniture
- Make beds (bonus points for arranging stuffed animals on kids' beds!)
- Line up shoes by the door neatly
- Fanning magazines on the coffee table
- Blankets folded and hung neatly over the back of the couch
- Remotes straightened
- Pillows plumped
- Chairs exactly right around the table
- Towels folded neatly and hanging straight
- Making a flower or Folding a V with a fan (or other fun shapes!) in the toilet paper and paper towels

- Picture frames hanging straight
- Neat, patterned vacuum lines

Professional/Routine Clean:

Bathrooms

Estimated Cleaning Times:

Powder Room/Half Bath: 7-10 mins

Standard Full Bath: 15-25 mins Large

Master Bath: 25 -30mins

Extra-Large Master Bath: 30-45 mins

Important tips:

- **ALWAYS** check the water in sinks, tubs, and showers to make sure it is on before starting a clean.
- Make sure that all items you removed from the counters are neatly returned to their original spots.
- Always wear your shoes when cleaning bathrooms.
- Always remember high dusting with Extendable Duster comes first before we start cleaning!
- Place one or two cleaning cloths on the floor when cleaning or exiting the shower to prevent slipping.
- Double-check your shoes when exiting showers and tubs to not stain floors with harsher cleaning products.
- When using Barkeepers Friend always rinse the area thoroughly to prevent the sulfur undertone that can be noticeable to the client.
- Always move in a circle through the room.
- Always start with the hardest-to-clean item first so you can build up momentum to carry you through the rest of the bathroom. Bathrooms this is usually the shower. This means your starting point will be the shower, then the bathtub followed by the toilet area and vanity. Don't forget to remove all the trash from the room. Trash cans are most often visible in the toilet area but be sure to also check under the sink for any.

The following steps are meant to be completed in the order they are listed. Remember always to clean TOP to BOTTOM and LEFT to RIGHT.

Showers:

TYPES OF SHOWERS:

Tiled showers- You can use the scratchy side of the sponge on these showers

Stone showers (Marble)- Use the soft side of the sponge, not the scratchy side

Bath fitter shower/tubs- These are the showers and tubs that are placed over the top of existing showers or tubs. They are usually a one piece plastic overlay. **ONLY use microfiber rags on these showers. They scratch easily. Only neutral cleaner or soap can be used on these shower/tubs.**

Tile showers:

1. **Remove all products such as shampoos, body wash, bar soap, loofas, or washcloths from the shower. You can place these next to the shower or on the vanity.**
2. If there is mold in bathroom, and it is safe to use a bleach product, we will contact client and see if they are okay with bleach being used and will use the product they provide. Be careful not to mix products, only use the bleach product on the area that has mold. Allow to sit for a few minutes, scrub, and rinse well. If you used bleach in the shower, rinse out the bleach with the handheld shower wand or your cup before you step into the shower to clean it. You will want to rinse all the bleach out of the shower before you start cleaning, or you may track it throughout the bathroom possibly destroying rugs or carpet.
3. Using a large cup dedicated to cleaning showers or, if available, a detachable shower wand, wet down all surfaces with water. Once everything has been soaked, fill the cup halfway with water and place a squirt of Dawn soap in the cup.
4. If the shower has hard water stains on the glass, then we will spray some of the Hardwater Stain Remover and let it sit for a couple of minutes. After a couple of minutes have passed, we will use the soft side of our sponge and clean the shower glass. Rinse the shower glass. If the shower glass doesn't have hard water spots, then we will use our soap and soft side of the sponge to clean the shower glass and then rinse.
5. Shower walls:
 - a. Dunk a sponge with into the cup and begin cleaning one of the walls. Search by sight and feel for soap scum and apply additional pressure where needed. Clean one entire wall at a time and rinse with the cup or detachable shower wand. Do not allow soap to dry on wall. Continue with the other walls of the shower scrubbing and rinsing.
 - b. For matte tiles use the scrub brush with a liberal amount of soap on it to scrub the tiles and the surrounding grout if they require more scrubbing than you can do with just the sponge.
 - c. Be sure to look for any spots that may need extra scrubbing and use your grout brush to get in the corners and other small/hard-to-reach areas. Make sure not to forget small areas such as soap holders (and the bottom side of soap holders) and built-in benches. Those areas typically need a little extra scrubbing to remove soap scum. A magic eraser can also be a big help in a tiled shower with soap scum.
 - d. For smooth or shiny tiles, it is easy to feel build up soap scum when you run your gloved hand across the tile. If you still feel the soap scum after cleaning with a sponge and soap, use your Magic Eraser. After using the Magic Eraser, you will need to rinse the shower thoroughly.



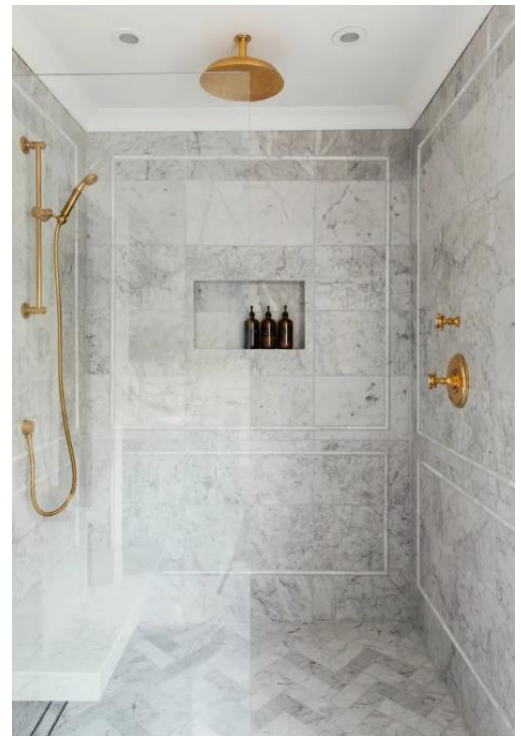
6. Clean shower faucets, showerheads, handles with just the soft side of the sponge.
7. If the shower floor is solid rough stone or matte tile- Use a small grout brush to get any areas close to the edge and corners.
8. If the shower floor is a bathtub: Please see bathtub instructions for in-depth on how to scrub them properly with all given products and variations.
9. Rinse everything off once you are done cleaning the shower. You will then use your shower squeegee to remove the excess water from the tile walls. Start in one corner of the shower squeegee all the water from the wall and then move around in a circle making sure you get all the shower walls. We will save squeegeeing the glass until last. Once all the walls have been squeegeed you will use the squeegee on the shower floor, starting near the edge by the wall and ending near the drain. You are trying to direct all the water into the drain.
10. Squeegee glass shower door last. Spray glass clean onto the shower door before you squeegee it.
11. Put all the products and other items back where they originally were while making sure to stage them. Make sure razors don't rest on their heads that can ruin them. Also double-check all bottles are wiped down and cleaned off.
12. Shine faucet, showerheads, and all other metal with a dry and buff with a microfiber cloth. **DO NOT put Stainless Steel polish on any faucets, showerheads, hinges, etc.**
13. Give the shower floor a final check to make sure there are no leftover hair, debris, or footprints. You can either use your cup to rinse the floor if you see an item or use your rag to fix any spots left on the shower floor.
14. Clean outside of glass with Glass Cleaner and squeegee.

Stone showers (Marble):

We will NOT use Bleach or Hard Water Stain Remover on the glass in any stone or marble shower. The Hard Water Stain Remover CANNOT be used in a shower with stone. If there are hard water spots on shower glass in a marble/stone shower, we will need to use a different product to remove the buildup.

ALSO, DO NOT USE A MAGIC ERASER IN A STONE/MARBLE SHOWER.

1. **Remove all products such as shampoos, body wash, bar soap, loofas, or washcloths from the shower. You can place these next to the shower or on the vanity.**
2. Start with soap and water and the soft side of the sponge to clean the glass. If that doesn't work, call the office, and notify them that the hard water spots did not come off.
3. Using a large cup dedicated to cleaning showers or, if available, a detachable shower wand, wet down all surfaces with water. Once everything has been soaked, fill the cup halfway with water and place a squirt of Dawn soap in the cup
4. Shower walls:
 - a. Dunk a sponge with into the cup and begin cleaning one of the walls. Use the soft side of the sponge to clean the shower walls. Search by sight and feel for soap scum and apply additional pressure where needed. Clean one entire wall at a time and rinse with the cup or detachable



shower wand. Do not allow soap to dry on wall. Continue with the other walls of the shower scrubbing and rinsing.

- b. Make sure not to forget small areas such as soap holders (and the bottom side of soap holders) and built-in benches. Those areas typically need a little extra scrubbing to remove soap scum.
5. Clean shower faucets, showerheads, handles with just the soft side of the sponge.
6. Use the soft side of the sponge to clean the shower floor.
7. If the shower floor is a bathtub: Please see bathtub instructions for in-depth on how to scrub them properly with all given products and variations.
8. Rinse everything off once you are done cleaning the shower. You will then use your shower squeegee to remove the excess water from the tile walls. Start in one corner of the shower squeegee all the water from the wall and then move around in a circle making sure you get all the shower walls. We will save squeegeeing the glass until last. Once all the walls have been squeegeed you will use the squeegee on the shower floor, starting near the edge by the wall and ending near the drain. You are trying to direct all the water into the drain.
9. Squeegee glass shower door last. Spray glass cleaner onto the shower door before you squeegee it.
10. Put all the products and other items back where they originally were while making sure to stage them. Make sure razors don't rest on their heads that can ruin them. Also double-check all bottles are wiped down and cleaned off.
11. Shine faucet, showerheads, and all other metal with a dry and buff with a microfiber cloth. **DO NOT put Stainless Steel polish on any faucets, showerheads, hinges, etc.**
12. Give the shower floor a final check to make sure there are no leftover hair, debris, or footprints. You can either use your cup to rinse the floor if you see an item or use your rag to fix any spots left on the shower floor.
13. Clean outside of glass with Glass Cleaner and squeegee.

Bath fitter shower/tubs:

These are the showers and tubs that are placed over the top of existing showers or tubs. They are usually a one piece plastic overlay.

ONLY use microfiber rags on these showers. They scratch easily. Only neutral cleaner or soap can be used on these shower/tubs.

1. **Remove all products such as shampoos, body wash, bar soap, loofas, or washcloths from the shower. You can place these next to the shower or on the vanity.**
2. These showers/tubs are normally the easiest ones to clean. Since there are no seams or grout lines, there is never any mold.
3. The walls and tub are plastic and scratch easily. We will only use a wet microfiber rag and soap or Neutral cleaner to wipe down all the walls and the tub. **DO NOT use a sponge with a scratchy side.**
4. If there is a shower door, clean and wipe it down as well with a clean microfiber towel.
5. Rinse down the walls, shower floor or tub and shower door with water. You can use the handheld shower wand, if they have one, or use your water cup.
6. Dry the walls with a dry microfiber rag



7. Squeegee the shower door
8. Dry the shower floor or tub.

Before



After



Bathtub

1. Remove everything from the edge of the tub and around the surrounding ledges. For tubs that are separate from the shower dust any shelves and wall decorations, windowsills, and blinds that are around the tub area. Spray the ledges and the edge of the tub with Neutral Cleaner and wipe them clean working from the back of the tub to the front.
2. Clean the inside of the tub with a Dawn soap & blue sponge making sure to remove all the soap scum and residue. Check for build-up by running your gloved hand along the sides. You should be able to feel the build-up. IF the tub has built-up grime from heavy use, make a mix of Bar Keepers and soap with sponge.
3. Rinse clean with your rinse cup making sure all hair and debris are washed down. Even more in cases with Bar Keepers, we want to make sure it is completely clean of product. In cases where Bar Keepers is used make sure to wipe the bathtub out with a dark microfiber cleaning cloth to make sure it was all removed.
4. Clean the faucet and handles: For chrome faucets dry with a microfiber cleaning cloth.
5. Put all the items back on the edge of the tub and on the surrounding ledges while taking care to stage items, fold wash cleaning cloths, and make sure everything looks nice. When in conjunction with showers it all comes down to staging being the last and final step of cleaning a section.

Before

After



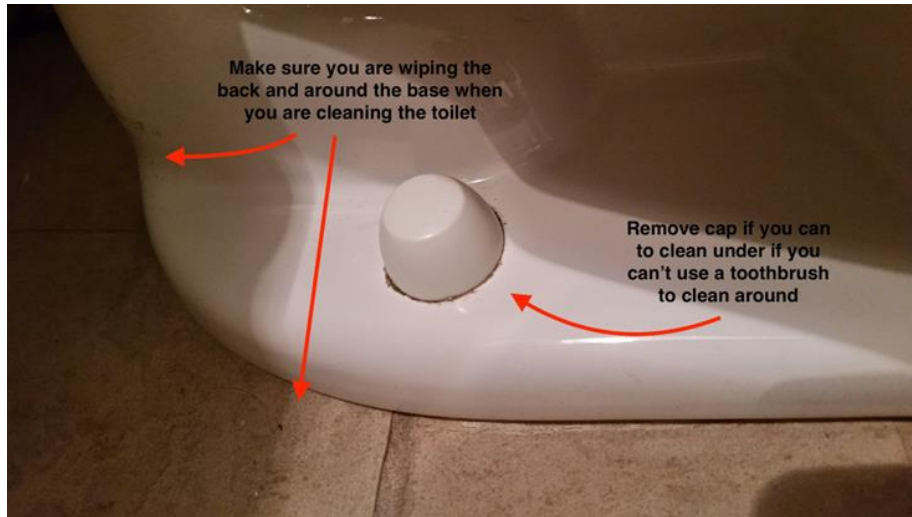
Vanity

1. Start by dusting the light fixture if it needs it.
2. Mirror next. If there is product up against mirror move away and lightly spray with Glass Cleaner. Use a cloth to clean the mirror checking for any streaking.
3. Countertop next. Pick up items, clean underneath them and clean backsplash with wet microfiber rag & neutral cleaner. Dry if needed with a dry microfiber, wipe off items and place back on counter, be sure to stage them with labels facing forward. Continue working your way across the countertop cleaning as you go. Wipe down products before you replace them on the counter including electric toothbrush charging bases. Making sure to clean any toothbrush stands and cleaning any soap dishes. Also, please clean the outside of all hand soap bottles before placing back.
4. Clean the rim of the sink and the faucet top and bottom including the handles in between and behind. Making sure any hair is removed. For any stubborn spots around fixture base use a toothbrush or small soft brush to remove it.
5. Once top of sink is clean, clean the bowl with a sponge and neutral cleaner. Rinse clean and make sure there is not any hair or debris left.
6. Dust any towel holders and refold towels nicely.
7. If the cabinets need to be wiped use a damp microfiber cleaning cloth and wipe and dry where needed.
9. For pedestal sinks make sure to wipe down the outside of the bowl and the stand front and back to remove any dust or spots.

Toilet

1. High Dust any lights, vents, and wall decorations near the toilet.
2. Flush the toilet before cleaning.
3. Using the provided brush, or the clients' if one is next to the toilet and no bleach products are nearby, scrub the entire inside of the toilet bowl including under the rim. For hard water and other build-ups, a pumice stone may be required. Always keep it wet, and once it is used for a toilet, don't use it on anything else but toilets. Once everything is clean, flush all the cleaning products out of the toilet. Make sure the toilet fills back up and the water turns off.

4. Remove any items from the top of the toilet. Spray the entire toilet with Neutral Cleaner from top to bottom. Worktop to bottom, starting at the top of the tank and working your way down. Remember to use your toothbrush around the clamp and hinges that hold the toilet seat down. Wipe down the whole toilet seat and the rim of the bowl making your way down to the base. We always work top to bottom so if any hair or grime falls, it won't fall on our already clean surface. Wipe down outside of the bowl all the way to the floor. Wipe down the back of the toilet as well where the bend in the ceramic is, and the back water connection. Make sure that no dust or hair is left behind. Wipe down the area where the toilet meets the floor. You can use a toothbrush to remove any buildup if needed.



5. Clean the baseboards and the floor behind and around the toilet with neutral cleaner and wipe them clean. This is important because the mop and vacuum don't reach around these areas. If the toilet is in a separate room be sure to always wipe down the baseboards, behind the door, and then hand wipe the corners as well before mopping. In the case of smaller bathrooms where the mop won't fit, hand mop - paying attention to corners and cracks.
6. For rooms that are larger vacuum and mop as normal per the instructions earlier outlined in the Vacuuming and Mopping chapters.
7. Fold toilet paper in a flower or other design. (Unless the client notes specifically say NOT to. We do have a small percentage of clients who don't like us touching their paper products.) Most clients like it and kids are usually thrilled with the designs.



8. As a reminder, smaller bathroom rugs don't always vacuum well. If you can't vacuum the rugs, shake them outside and bring back inside to put down after mopping and the floor is dry. (If there are a bunch of rugs, take a quick picture, so you can remember how to put them back down. You can also send a picture through Maid Central and we will add it to the clients account for future reference.

Other things to do in bathrooms:

1. Baseboards in bathrooms get dirty quicker than others, and all that lint and hair sticks faster. These areas are one of the few we will hand wipe every time regardless of client notes and 'type' of cleaning. Make sure to do them every time in all aspects of the bathroom cleaning.
2. Dust doorframes down with a dry cloth, and spot clean any sections as needed.
3. Wipe light switch plates and any extra towel racks (making sure that the towels are folded nicely)
4. Spot clean cabinets.
5. Spot clean toothpaste and soap products on walls.
6. Double-check for hair in sinks, tubs, and showers.
7. If there is mold in bathroom, and it is safe to use a bleach product, we will contact client and see if they are okay with bleach being used and will use the product they provide. Be careful not to mix products, only use the bleach product on the area that has mold. Allow to sit for a few minutes, scrub and rinse well.
8. Make sure floor is dry, vacuum, mop, wait for floor to dry and then put rugs back in place the way they were.

Kitchens

Follow these steps in order

Estimated Cleaning Times:

Standard-Sized Kitchen: 20-30 mins

Large Kitchen: 35-45 mins

Important tips:

- Always remember high dusting comes first before we start cleaning!
- When the microwave is above the stove, always start with the microwave first.
- Always work around the room in a circle.
- Work your way around from left to right and double-check if the kitchen sink faucet works or not. Locate the trash can before you start to clean the kitchen and pull it out of the cabinet or pantry if it is inside so you don't forget to empty it. Some newer homes may have them in a sliding cabinet. If there are pets in the home, or the trash is leaking. Don't wait, go ahead, and take the trash out to the bin.

Microwave:

1. Remove the tray from inside the microwave and set it aside on the counter. Spray the tray down with Neutral Cleaner or use a little dawn soap and wet rag, then remove the piece that the plate rotates on

when possible. Sometimes the piece is attached or not made to come out of the microwave. With many things in the kitchen, don't force it to come apart or out.

2. Spray the inside of the microwave with Neutral Cleaner and use a cleaning cloth or a blue sponge to scrub the entire inside including the top, edges, and creases. Rinse out with damp microfiber cloth and dry.
3. Clean the tray that goes inside making sure to wipe dry, and place back inside.
4. Wipe off outside of microwave with damp microfiber cloth and buff dry making sure not to leave any streaks. (Do NOT use the scrubby side of sponges on the front of microwave, especially on keypads, they scratch very easily.)

Oven and Stoves:

Gas Stove:

1. Verify that the stovetop and oven are both off and are not hot.
2. Remove all grates, set them aside (Do not place them directly on countertop, put a cleaning cloth underneath them) and spray them with All Purpose Cleaner. Wipe dry with a clean microfiber cleaning cloth.
3. Clean the backsplash with All-Purpose Cleaner and/or using your rinse cup with water and dawn soap.
4. Use a damp cloth with Neutral Cleaner and or a little bit of dawn soap to clean the stovetop Lightly wipe-off working to get loose debris off. – BE VERY CAREFUL NOT TO GET PILOT LIGHTS WET! (Do NOT use a scratchy sponge, we do NOT want to scratch the stovetop)
5. Use a soft cleaning cloth and wipe down the burner covers. If the covers come off safely, remove them to wipe them off and put them back once done taking care to not damage the pilot light.
6. Clean the area around the burner using a damp microfiber cloth (NEVER use scratchy sponge on stainless!). Wipe all this off with a cleaning cloth, you may have to do a couple of passes before you get it all.
7. Use All Purpose Cleaner and a microfiber cloth to scrub anything that might have been burnt on. Wipe everything clean with a microfiber cleaning cloth. You may have to go over the stovetop a few times to get all the debris and liquids off.
9. Wipe all knobs cleaning under them with a cleaning cloth as best as possible.
10. Spray down again and buff to a shine with a clean cleaning cloth or use Stainless Steel Cleaner/Polish to shine it. REMEMBER: Stainless Steel cleaner is flammable. Never spray onto an appliance. Spray Stainless Steel Cleaner onto a cleaning cloth.
11. Move to the grates if possible, cleaning them with a sponge or grout brush if necessary. Dry them off and place them neatly back in proper arrangement.
12. Wipe down handles and the entire front. Open the oven door and clean the lip and edges of it before moving to the warming drawer and doing the same.
13. Make sure all knobs are clean (If not taken care of in step one)
14. Verify that the range and oven are turned off before moving on.

Electric Flat cooktop (glass or ceramic):

1. Verify that the stovetop and oven are both off and are not hot.
2. Clean the backsplash with Neutral Cleaner and/or a little Dawn Soap on a damp rag, wipe clean. Wipe dry with a clean microfiber cleaning cloth.
3. Wipe all knobs cleaning under them with a cleaning cloth as best as possible.
4. Clean around the knobs and electronics carefully taking care not to turn the oven or stovetop on.
5. Clean the Cooktop Surface with appropriate cleaner. Using dish soap and the abrasive side of the blue sponge be sure to pay special attention to grime rings around or near the burners. You can use a little bit of Bar Keepers Friend and a wet blue sponge to scrub the rings off gently if needed.

6. Wipe all the soap and Bar Keepers Friend off with a damp microfiber cleaning cloth and rinse the cleaning cloth and repeat until all the product is off the stovetop. Bar Keepers Friend can leave a sulfurous scent behind. We want to make sure every time we remove it thoroughly. If needed, use glass cleaner on a clean cloth to buff the glass stove until no streaks remain.
8. Wipe down handles and the entire front. Open the oven door and clean the lip and edges of it before moving to the warming drawer and doing the same.
9. Double-check to make sure all knobs are clean.
10. Verify that the range and oven are turned off before moving on.

Electric range (coil):

1. Verify that the stovetop and oven are both off and are not hot.
2. Clean the backsplash with a damp cleaning cloth and a little dawn soap. Rinse and dry.
3. Wipe all knobs cleaning under them with a cleaning cloth as best as possible.
4. If client removed Coil Burners, clean drip pans and areas under them, put drip pans back in place.
5. Wipe off all excess Bar Keepers Friend, soap and Neutral Cleaner rinsing as needed till all product is gone.
6. Dry carefully with a microfiber cleaning cloth.
7. Wipe down handles and the entire front. Open the oven door and clean the lip and edges of it before moving to the warming drawer and doing the same.
8. Make sure all knobs are clean.
9. When applicable: dry drip pans and replace but leave coil burners for the client to put back.
10. Validate that the range and oven are turned off before moving on.

Counters

1. We clean and wipe down the items on the counters as well as the counters themselves. When cleaning counters, start at one side and work your way across.
2. Pick up and move the items on counter as you go. Clean underneath them, clean backsplash, wipe objects and set back down.
3. Spray the damp microfiber cloth with Neutral Cleaner. Soap may be required to help break down greasy and sticky spots.
4. If there are items on a tray take them off and wipe clean before replacing and arranging items back on the tray. Cleaning the inside of decorative bowls can be a nice touch.
5. Clean and wipe dry the outside of all small appliances (toasters, coffee makers, teapots, stand mixers ETC.) In cases where any are stainless steel appliances make sure to use the appropriate Stainless Steel polish on them if needed.
6. Once you have made a full circle for counters go back over them with your bare hands to feel for any areas you might have missed. Crouch down to be eye-level with the counters so you can see any missed debris. Sugar and salt are the most complained about things being left on a counter of any kind.
7. Always remember to arrange things nicely but not in completely different areas. For instance, if the knife block is next to the stove that is where it should go back once the counter is clean. If you are tidying papers make sure you stack them where they were originally.

Sinks:

1. Remove all dishes from the sink. (In cases where the sink is full, take a picture and upload it into Maid Central. We want to be safe in all we do, so when sinks are overflowing with dishes they can be left in the sink and we clean around the edge and everything else as normal.) If you have a question about

'how full is too full' pictures should be sent to the office, so we can determine what to do and best way to handle this situation.

2. Rinse the sink to clear any debris.
3. Spray sink and faucet down with Neutral Cleaner.
4. Clean the faucet and handle using microfiber cleaning cloth making sure to get along the edges and seams. Use a soft brush to clean around base. If it has a single handle, make sure to turn it on and clean the elbow joint exposed.
5. You can use Bar Keeper's Friend in these sinks with a sponge making sure to get inside the drain and garbage disposal, just make sure you rinse well and then dry the sink, they are prettier and dry.
6. Use a mixture of Bar Keepers friend, soap, and neutral cleaning on the soft side of your sponge to clean the sink and along the edge. Make sure to get inside the drain with a grout brush and the outer rim of the disposal unit also with the grout brush. Be mindful of not dropping anything down the garbage disposal unit.
7. Rinse thoroughly with water.
8. Make sure to clean all drain plugs and other accessories that are kept in or near the sink such as sink bottles, brush holders, sponge holders, etc.
9. Wipe out and completely dry the sink to make sure all cleaning product is removed. This is necessary for stainless steel sinks to be dry as the polish we use requires they be completely dry.
10. For chrome faucets use a dry microfiber cleaning cloth to clean and buff the faucet and handles.

NEVER use Bar Keeper's Friend in copper sinks. **NEVER** use magic erasers in copper sinks.
Cabinets/Doors in Kitchen

Cabinets/Doors in Kitchen:

1. Use Neutral Cleaner and damp microfiber cloth for spot cleaning cabinets when going along doing counters following the top to bottom routine. Please check for fingerprint build-up around handles as well as other small day-to-day spills and messes.
2. Doors are just as important in a kitchen so if they have pantry doors or a back door make sure to spot clean the whole front and inside paying special attention around the door handle. Using Neutral Cleaner and a cleaning cloth should work. But if there is a tough spot you can lightly use a magic eraser for white doors, and soap for all others.

Dishwasher:

Use Neutral Cleaner and a cleaning cloth to wipe down the front of the dishwasher. Never forget the handle, as well as opening it (when not running) and getting the inside edge of the dishwasher door.

Refrigerator:

1. If the top of the fridge is accessible, move any items that are there and wipe down the top of the fridge with a damp microfiber cleaning cloth and Neutral Cleaner, making sure to focus on the hinge and grooves. For larger items on the top of the fridge or liquor bottles, we will lightly dust, but don't move those items.
2. Use Neutral Cleaner sprayed onto a clean microfiber cleaning cloth to wipe down the front while paying special attention around and to all handles. -When there are a lot of items on the front of the refrigerator, like magnets or tape, we carefully clean around the items. -In cases where there are only a few items (under five) if you can move them off without damaging them, it is acceptable to do so to really make sure the front of the fridge is clean.

3. If the fridge has two doors side by side, make sure to open both doors slightly and wipe the inside edges of the doors, much like everything else, focusing on removing sticky fingerprints and other debris.
4. If the refrigerator has a bottom freezer open and wipe top lip following the same procedures on the above doors.
5. If there is a water/ice dispenser take out water drip tray and clean, also clean insert area and backsplash for the dispenser.
6. Always make sure the appliance is dry before putting anything previously removed back, be it magnets or the drip tray.
7. Make sure that refrigerator doors are closed tightly and not open before moving on.

Stainless Appliances:

Method #1. Use a small amount of Stainless Steel sprayed on the cleaning cloth and wipe on with the grain. Work top to bottom with the grain till a streak-free look is achieved.

Method #2. Wet a clean cleaning cloth with Glass Cleaner. Wipe the cleaning cloth in the direction of the grain of the stainless steel. Use the dry side of a clean microfiber to buff the following along the grain as well as to shine.

Kitchen Staging:

Staging is not us redecorating or re-arranging items for clients. But us making items look neater and showing evidence that besides leaving the counters clean, we were there, and we do care. For Kitchens, it can be as simple as arranging the fridge magnets into smiley faces. Or turning all the oil bottles next to the stove to face outwards. Kitchens are also a place to find mail clutter so neatly making a pile of the loose letters on the kitchen island is another great way to help stage a kitchen. In kitchens that have back doors, make sure if there are shoes or dog dishes near them we straighten and clean them neatly. Shoes lined up look great, but also give us a chance to vacuum around them to get dust bunnies.

The following diagram shows you the way you should walk around while cleaning a Kitchen. Make every step count!



Dining Room

Estimated Cleaning Times:

Dining room 11min

Important tips:

- Always remember high dusting with High Duster comes first before we start cleaning!
- Double-check blinds, shutters, and windowsills.
- Turn off the brush roller for rugs!
- Don't forget light fixtures.
- Always move around the room in a circle
- Dining rooms are often areas of collected clutter and well-loved, or places that are saved for special occasions. But with either scenario, they do collect dust. Always pull-out chairs to dust the seats and legs of them, leaving them out to make vacuuming and mopping easier.

Dining Room

- Decide on a starting point and how you are going to work around the room.
- This means high dusting first before anything else in the room, always take care of light fixtures as these rooms often have nicer pieces or fans over the tables. If it is a delicate chandelier or light fixture, then we need to skip that fixture. We don't want to take a chance of breaking a light fixture.
- Work high to low left to right and follow the dusting procedure.
- If there are blinds or shutters behind furniture, we make sure to do the blinds first before wiping off the furniture in front of them. In cases where the furniture blocks most of the blinds or windows, we do NOT move furniture to get to the blinds or windowsills better. If the homeowners want areas behind heavy furniture dusted, they will need to move the furniture and then we can clean, and they can put back.
- For the dining rooms where there is half wall wood paneling, we make sure to dust the top edges of them, same as baseboards.
- Our Duster works great to get baseboards, but also the baseboards behind China cabinets and buffet tables. We dust baseboards in every room, every time.
- In cases where there is wood or tile floors in the dining room with the furniture we don't move, if our duster or vacuum fits under the furniture, use that to help get rid of dust bunnies and hairballs. This way nothing comes rolling out once we leave the house!
- Doors are just as important in a dining room when they have them. Using Neutral Cleaner and a cleaning cloth should work to spot clean and dust. If there are tough spots you can lightly use a magic eraser for white doors and soap for all others.
- For the back doors attached to dining rooms with glass, we always make sure to do the inside, and outside, of the front and back of house glass doors. The only time we would skip cleaning the doors is if the family dog was outside and we couldn't go out because of the dog.
- Make sure to wipe the tables off, using a clean microfiber cleaning cloth. In cases where it needs a bit more attention, use soap and water. Do not spray product directly on wood tables, so make sure to spray it directly onto the cleaning cloth before wiping it over the wood surface.
- If there is build-up on a well-loved table soap and water work well. Or if whatever is stuck to the table isn't coming off reach out to the office with a picture.
- Pull out the chairs and benches around the dining room table. We always wipe them down, every time. Backing, seats, legs, arms, and feet. The feet like to gather hair, this is the perfect time to make sure we clean it off.

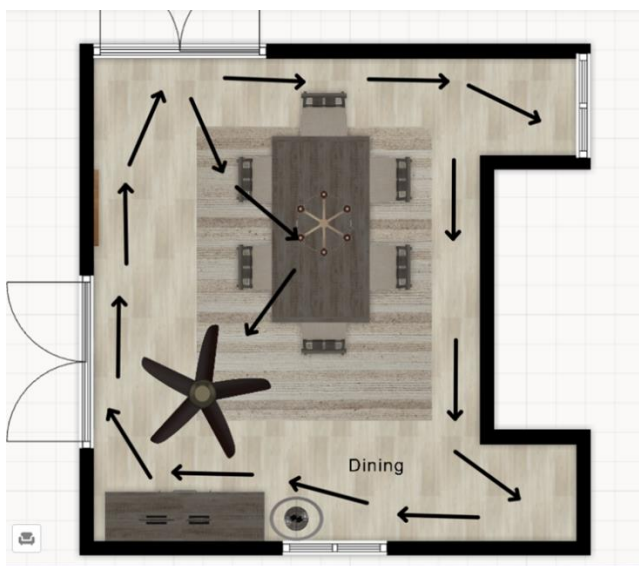
- When vacuuming area bar stools, dining room chairs, you will need to use your hand to pull off the hair that collects around the bottom of the legs of each chair/stool.
- Double check light switches and outlets as we go, these are often missed but vital to get areas.

Dinning Staging:

Staging is not us redecorating or re-arranging items for clients. It is us making items look neater and showing that we did clean, and we do care. For Dining rooms, it can be as simple as making sure the center arrangement is neatly back in place after we've dusted the table to unfolding the corners of place mats. On more well-used tables, it can be stacking up the mail, or putting all the small items loosely scattered about into a neat pile.

Dining rooms that are attached to the kitchen often have back doors, make sure if there are shoes or dog dishes near them, we straighten and clean them neatly. Shoes lined up look great, but also give us a chance to vacuum around them to get dust bunnies.

The following diagram shows you the way you should walk around while cleaning a Dining Room. Make every step count!



Bedrooms

Estimated Cleaning Times:

Bedrooms 10-30 depending on size

Important tips:

- Always remember high dusting with Dusting Tool comes first before we start cleaning!
- Pile clutter up out of the way when applicable.
- Even if the bed is made, double-check it before saying it's done.

- Bedrooms ceiling fans get the dustiest, never forget to dust/clean them.
- Always move around the room in a circle.
- Double check before vacuuming, dust likes to settle on surfaces.
- When cleaning bedrooms work your way around from left to right high to low as we do in every room. Double-check if the ceiling fan turns off, as this is a main source of dust. Locate the trash can before you start to clean as many people keep them next to the bed. Also, look to see if clean sheets are left on the bed for us. Work orders will say if we change more than one set of sheets in the home as well as if there are any special instructions. Some bedrooms have backdoors that lead outside. We always make sure to do the inside, and outside, of the front and back of house glass doors. We don't clean the back door if the family pet is outside.

Let's get started cleaning Bedrooms:

1. Set your tool kit at the starting point, be it the bedroom door, or the bathroom door as we often set bathrooms as the first place to go in homes and work in a circle. Do not set it directly on carpet. But a clean rag or towel under it if it must be on carpet.
2. Work high to low left to right and follow the dusting procedure.
3. This means high dusting first before anything else in the room.
4. If there are blinds over bedside tables always do the blinds first, then the windowsills and latches, before moving to the bedside table.
5. You will want to dust off the headboard before making the bed, so you don't mess up the bed and end up having to remake it.
6. Your duster works great to get baseboards behind dressers and bedside tables. During deep/initial cleans we wash baseboards and do them as we go along following the pattern of left to right.
7. Make sure that all items you removed from the beside tables and dressers are neatly returned to their original spots, with added staging such as turning anything with a label outward. Staging can be as small as wiping off the lotion bottle and turning it label out, to making sure Chapstick is neatly set upright on the freshly dusted dresser.
8. Double check light switches and outlets as we go, these are often missed but vital to get areas.

Bed Making:

We always make and straighten all the beds in the household unless told otherwise by the client, or as seen on the work order. Bed-making is the focal point of the bedroom. We want to make sure that the bed is made neatly each time.

1. You will need to have a fresh clean pair of gloves on before stripping and making beds.
2. We will sometimes be required to strip the sheets off the bed. Make a pile of dirty sheets and place them neatly in the laundry room, unless told otherwise by the client or the work order. Clients will leave sheets out for us when we need to change the bed. We don't go looking for sheets to make the bed with unless stated on the job.
 - a) If a sheet change is required, we will make sure that the fitted sheet goes over the mattress correctly, the seams are facing to the mattress, and the corners line up as beds don't tend to be square. Double-check you're not putting a clean sheet over a dirty one, and that it also fits the bed we are making. Accidents happen and sometimes the wrong sheets get left on the bed.
3. Next is the flat sheet, make sure that the wideband is at the top of the mattress and upside down (this will make more sense when you are done and turn the covers down.) When there is no footboard in the way, make sure to neatly fold the edges into corners and tuck them under the

mattress.

4. Moving to the comforter, you'll want to ensure that you have the top at the head of the bed. Most comforters hang lower on the sides rather than at the bottom, this is how you know you have it on correctly. Make sure both sides are even once the comforter is on, with the bottom tucked into the footboard if there is one.
5. If there is a duvet, you'll want to make sure that the buttons are at the bottom (not all are made like this so you will want it to look nice rather than just tossing it onto the bed.) with the bottom tucked into the footboard if there is one.
6. After placing the cover/comforter/duvet on over the sheets, you will want to fold the top down to have a nice clean, crisp look. This will take some practice to get looking perfect every time.
7. Most people have certain pillows that they or their partner like to sleep with. Please take note of this when removing the pillows and keep the same pillows on the same side of the bed. Make use of any furniture or clear areas to set the pillows off to the same side that they belong to.
8. Make sure to NOT put the pillowcases on inside out and the opening of the pillowcases should be facing the outside of the bed when placed back.
9. Throw and decorative pillows should be placed on the bed in a neat and tidy manner with the zippers facing down.
10. Any throw blankets should be neatly folded and placed at the end of the bed either across the bottom or at an angle.



From Room to Room:

1. Not all rooms are created equal and sometimes you will encounter things that might not be typical. This can be an excess of clothes tossed on the floor, to a room being used as storage, or even not being able to get to any blinds or baseboard for any reason.
2. Not everything can be accounted for but if you have questions reach out to the office. A picture can help us get the information on what to do when things come up you are not sure of.
3. We don't empty diaper genies; however, this can be something an individual tech does as a wow factor if they know how to properly handle these items.
4. Excess clutter might result in us making a pile of things on a chair or bed so we can get to the floors.

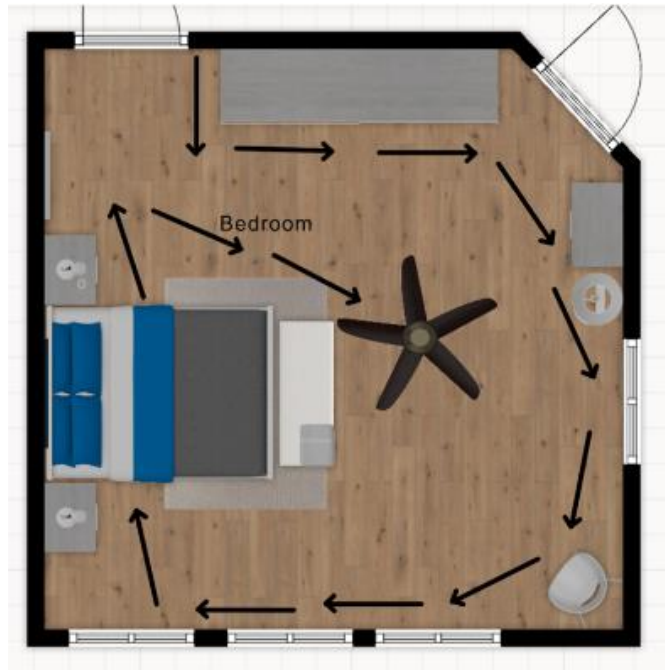
Bedroom Staging:

- In the same way we make sure to wipe down lotion bottles and dust under lamps staging in any room

can make a big difference. In bedrooms is where we can get a bit creative with the staging. While somethings considered staging is expected, such as vacuum stripes on the carpet to neatly arranging pillows on the bed, and many more things that we do.

- Going above and beyond staging comes into play with bedrooms most of all, starting with kids' rooms.
- Staging in kids' rooms is especially important! Parents love a happy kid and kids often find staging magical. Arranging stuffed animals on the bed is a good one. Writing notes on a magnet board is fun.
- Other staging for kids can include things like arranging the stuffed animals or toys in funny scenes. Storytime scenes where one animal is reading a book to the others or setting action figures in epic battles.
- Other things to consider in the bedroom are, lining up shoes, stacking up papers on desk, and even putting up the dog toys left out on the floor.
- When dealing with bedroom clutter, clothes on the floor or toys tossed about, part of staging can also be simply piling the clothes up into one location so we can do our job properly. Sometimes clients even let us know where to toss things in these cases. If you are worried about the clutter when trying to stage, clean, and vacuum you can always reach out to the office.





The diagram shows you the way you should walk around while cleaning a bedroom. Make every step count!

Living Rooms

Estimated Cleaning Times:

Living rooms: 11 min

Important tips:

- Always remember high dusting with the Duster comes first before we start cleaning!
- Double check doors and door frames.
- Never vacuum animal hide rugs!
- Make sure to get windowsills!
- Never forget light switches!
- Dusting is key in living rooms.
- If you are worried about cleaning something, reach out to the office with a picture for assistance.
- Always move around the room in a circle.
- Living rooms are one of the areas a little can go a long way. Things from carpet striping to folding the throw blankets make this area look neat and tidy. We always make sure to follow the same dusting and vacuuming procedures. But there are little things we can do to help make this part of the house feel like a clean and tidy home each time.

Let's get started!

1. Set your tool kit at the starting point out of the way, so nobody trips on it. Every living room is different, but it's important not to lose your place or the direction you are going.
2. High dusting first every time before anything else in the room.
3. Work high to low left to right and follow dusting procedure, this matters a lot in living rooms where there are often a lot of knick-knacks we may move to dust or dust under.
4. We don't clean inside China cabinets, dish hutches, and other closed areas where there are decorative items. If a customer asks for us open a hutch to dust inside, let them know you will need to reach out to the office to double-check if this is okay
5. If worried about moving or dusting an item, reach out for office and team assistance to see if it is something we do move to dust, or if it is something we might not do.
6. Always do the blinds before trying to do windowsills.
7. Never climb on the client's furniture to reach things above it for dusting. This is what the extension pole and duster are for.
8. Always take the time to vacuum couches and chairs, straighten and fluff pillows.
9. We always fold the blankets and put them over the backs of chairs or sofas, or the arms of chairs and sofas.
10. Make sure to pull up the corners of all area rugs to vacuum any debris that is under them.
11. On area rugs, use the canister vacuum to gently vacuum the rugs to prevent fraying and damaging of client's carpets.
12. For wood, tile, or vinyl floors, use duster under sofas, chairs, and coffee tables to help prevent roaming dust bunnies coming out after we leave.
13. When vacuuming make sure you're not banging the vacuum cleaner into any furniture and baseboards, this can damage the client's belongings.
14. Vacuum striping matters and the living room is often where the greatest impact will be seen. As you encounter small furniture, magazine racks, etc. lift slightly or scoot it out of the way to get underneath.
15. When we can't fit the full vacuum, use the wand with the brush attachment to get around chairs, sofa legs, and other small hard-to-reach places on carpets. These areas collect a lot of dust and crumbs, especially in living rooms!
16. Be careful pulling your cord along, this is a big area where floor lamps are popular, and you don't want to wrap your vacuum cord around one and knock it over.
17. We never vacuum the inside of fireplaces. Ever. Our tools are not rated to do so. It is okay to clean the fireplace mantels with a duster or cleaning cloths.
18. Double check light switches and outlets as we go, these are often missed but vital to clean.
19. Always make sure the glass of coffee tables is clean and shiny. But we never lift the glass, any time there are fingerprints or nose prints (from animals) on the underside, we do the best we can without moving or lifting the glass. (If homeowner is home and they want to flip the glass, then we can clean both sides.)
20. Sofa vacuuming: Couches need to be dusted and checked every time.
 - Leather sofas are dusted down with a dry microfiber cleaning cloth. We have no products rated for cleaning leather, pleather, or other such surfaces. So, we just make sure to dust them down.
 - Microfiber and cloth sofas can have the vacuum used on them as well as a dry microfiber cloth. Use the upholstery attachment or cleaning cloth to stripe sofas chairs and furniture to really make the staging look great.
21. Make sure to wipe the tables off, using a clean microfiber cleaning cloth. In cases where it needs a bit more attention, use a damp & dry cloth. NEVER spray a cleaning product directly on a piece of furniture. Make sure to spray it directly onto the cleaning cloth before wiping it over the wood surface. Neutral Cleaner is safe for just about all surfaces.

In the same way we make sure to carpet stripe, fluff pillows and arrange things as neatly. There are many small things we can do to make a living room look better by the expected staging, even more so on Deep Cleanings where this is our first time in and our first impression on a client.

- Living rooms often have back doors, make sure if there are shoes or dog dishes near them, we straighten and clean them neatly. Shoes lined up look great, but also give us a chance to vacuum around them to get dust bunnies.
- Fanning magazines on the coffee table after wiping them off.
- Line up and straighten remotes.
- Blankets folded and hung neatly over the back of the couch.

Laundry Room

Estimated Cleaning Times:

Laundry room: 15min

Important tips:

- Always remember high dusting with Extendable Duster comes first before we start cleaning!
- Use the vacuum wand between appliances or use Duster.
- Double check for smaller trash cans on or around the dryer.
- Never skip extra sinks in laundry rooms! They get cleaned and polished the same as any other.

Advice for cleaning Laundry Rooms:

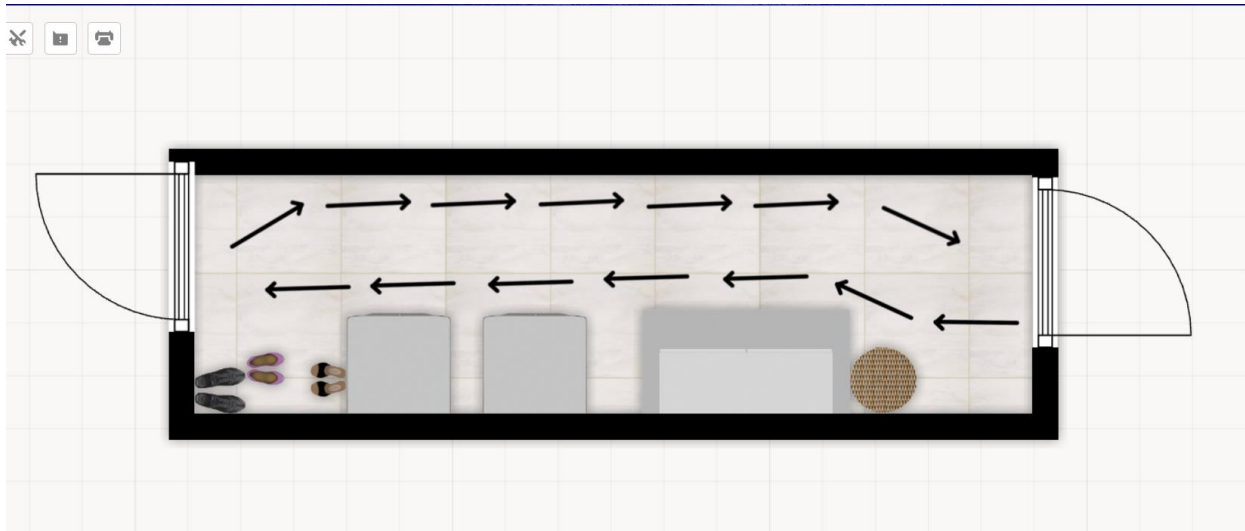
- Doing laundry is an add-on. We will only wash bedding and never clothes. If the client is wanting us to launder their clothes, it is extra time and will be on the work order prior to arrival. If the client asks you to do it, and it's not on the work order, request that the client reach out to the office. If it is left as a note written on the door or counter take a picture of the note and submit it to the office by text and picture in Maid Central.
- We clean and wipe down washers and dryers every time. This can be as simple as wiping the top and front or going so far as getting Neutral Cleaner on a microfiber cleaning cloth to scrub laundry detergent off the front of the washing machine. Once a cleaning cloth has laundry detergent on it, put it with your dirty rags.
- Vacuum then wipe the baseboards. Much like other areas in a Deep Clean they get dusty and hairy faster. Often you must vacuum before cleaning them off.
- Double-check for empty trash cans.
- Light switches and outlets are often missed as we go, these get done in every room every time.
- Poles above washer and dryer units for air drying clothes need to be dusted every time you're your duster or microfiber cloth.

Laundry Room Staging:

The laundry room often has piles of shoes or dog dishes near them we straighten and clean them neatly. Shoes lined up look great, but also give us a chance to vacuum around them to get dust bunnies. Staging in

laundry rooms is oftentimes far simpler as laundry (such as doing it or folding it) is an add-on that would be on the work order before arriving.

**The diagram shows you the way you should walk around while cleaning a laundry room.
Make every step count!**



Offices

Estimated Cleaning Times:

Offices: 11min

Important tips:

- Always remember high dusting with Extendable Duster comes first before we start cleaning!
- Double-check light switches
- NEVER use any cleaning product on electronics or screens
- Never Vacuum animal hide rugs!
- Always work around the room in a circle.

Advice for cleaning Offices:

Offices are often overlooked areas as they tend to be rather tidy, or per client request areas that are often skipped. This doesn't make them any less important in a clean. In any room of the house, we don't organize or re-arrange items. But just tidy and straighten things as we go along. The office is where this comes into place the most and is simple to do. Straighten papers, pick them up, clean under them and put them back where they were. Never throw anything away that might be important to the client.

Let's get started!

- We as a company don't have anything for cleaning screens or electronics. We do make sure to still dust

these areas using a clean, dry, unused microfiber cleaning cloth. They are safe for dusting.

- When dusting electronics make sure to get the backs when possible. Small Duster is great for these areas as well as around electrical cords. But always be gentle. Never pick up or move electronics.
- Make sure to empty trash cans and shredders. (Make sure Shredder is off, before attempting to empty it.)
- Never miss the blinds! But never stand or move furniture to get to them. If we can't reach the blinds because they are behind a desk, sofa or other furniture take a picture and post it to the Maid Central work order.
- We don't take books off shelves when dusting. Start by dusting the tops of books with mini duster then dust in front of books with mini duster shaking dust bunnies to the ground to be vacuumed up. To prevent lines when dusting shift books back, forward, or even lift them up slightly.

Office Staging:

Office staging is oftentimes far simpler than other rooms. Much like the laundry room, we are bound between what we do as a company, and what is a step too far. Reorganizing clients' papers at their desk is a step too far, while neatly stacking them and keeping in same place is generally acceptable. Another thing to look for in staging offices is fanning out magazines of coffee tables. Straightening shoes left by the door or kicked off under desks.

Deep Cleanings / Move In - Move Out Cleanings

These are the things we do differently in each room for a deep clean or a move in - move out. These types of services include more "scrub love" to tackle buildup in the home.

Bathrooms

- Hand wipe all light fixtures that are easily reachable.
- Hand wipe all cabinet and drawer fronts
 - Spray Neutral Cleaner on damp microfiber cloth to clean the section of cabinets/drawers you are working on cleaning from top to bottom routine.
 - Use a microfiber cleaning cloth to wash down the full front face of the cabinet/drawer. The blue sponges work well for grooves of the cabinet/drawer face and fingerprints around knobs and handles. If there are stubborn grease spots, use the blue sponge with added soap to gently scrub the grease off. The soap will cut through the grease, but it is messy.
 - For white cabinets/drawers, magic erasers are permitted for use on scuffs and other small areas. If cabinets/drawers are painted, then we will not use a Magic Eraser to blue sponge.
 - Make sure to open each cabinet/drawer just enough to clean the lip of the cabinet door and the inside bend of the hinges where the door meets the framing. If there are fingerprints along the inner edge of the cabinets/drawers, go ahead and remove those as well.
 - Dry off the finished cabinet/drawer, then move to the next.
- Bathroom and closet doors are no exception during a Deep Clean. If they have a closet door, main door, or side door off the bathroom, we make sure to wash the whole front and back.
 - Spray Neutral Cleaner on your microfiber cloth start with cleaning at the top of the door and work your way down, frame and all.
 - Or use a damp microfiber cleaning cloth with soap to wash down the full front.
 - Pay special attention to fingerprints around knobs and handles, but also on other parts of the door.

- Make sure to get both sides of the door and the frame itself. Always check the hinges where the door meets the frame.
- Dry off the finished door, then keep following the right to left, top to bottom routine to ensure no areas are missed.
- Hand wipe all baseboards
 - Use a wet microfiber cleaning cloth and make sure to wipe down all the baseboards. If the baseboards are white, you can use a magic eraser for black scuffs and marks that need to be removed.

Kitchens

- Hand clean all cabinet and drawer fronts
 - Spray Neutral Cleaner on your damp microfiber cloth and clean the fronts of cabinet drawers and doors working from top to bottom.
 - Make sure to open each cabinet/drawer just enough to clean the lip of the cabinet door and the inside bend of the hinges where the door meets the framing. If there are fingerprints along the inner edge of the cabinets/drawers, go ahead and remove those as well.
 - Dry off the finished cabinet/drawer, then move to the next.
- Hand clean the backsplash
- If they have a pantry door, kitchen door, or side door off the kitchen, we make sure to wash the whole front and back.
 - Spray your damp microfiber cloth with Neutral Cleaner and clean from top to bottom, being sure to clean the door frame.
 - Use a damp microfiber cleaning cloth with soap to wash down the full front. Pay special attention to fingerprints around knobs and handles, but also just all over the door.
 - Make sure to get both sides of the door and the frame itself. Always check the hinges where the door meets the frame. Dry off the finished door, then keep following the right to left, top to bottom routine to ensure no areas are missed.
- Hand clean all baseboards
 - Use a wet microfiber cleaning cloth and make sure to wipe down all of the baseboards. If the baseboards are white, you can use a magic eraser to remove black marks and scuffs.

Dining room

- Hand clean light fixtures and ceiling fan blades if they are within reach.
- Hand clean all doors and door frame as described above.
 - Hand clean all baseboards with a wet microfiber. If the baseboards are white, you can use a magic eraser to remove black marks and scuffs.

Bedrooms

- Hand clean all light fixtures and ceiling fan blades.
- Hand clean all doors and door frames as described above.
- Hand wipe all baseboards as previously described.
- Hand wipe all cabinet and drawer fronts as previously described.

Living room

- Hand wipe all light fixtures and ceiling fan blades.
- Hand wipe all doors and door frames as previously described.

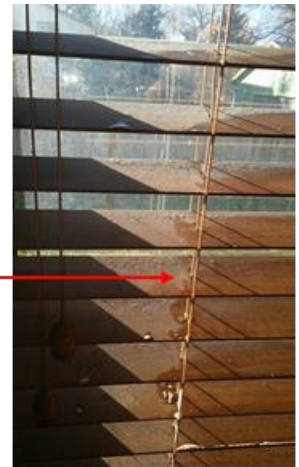
- Hand wipe all baseboards as previously described.
- Hand wipe all cabinet and drawer fronts as previously described.
- Vacuum and wipe down all furniture

Offices

- Hand wipe all light fixtures and ceiling fan blades.
- Hand wipe all doors and door frames as previously described.
- Hand wipe all baseboards as previously described.
- Hand wipe all cabinet and drawer fronts as previously described.



Make sure to dust all vents throughout the house on the floor and walls. Clean or dust blinds depending on the dust level



all



Ah the power of amazing vacuum lines!



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



Don't forget to spot clean windows to remove all sticky fingerprints and dog marks



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



Make sure to dust all stair treads and railings on stairs and landings. This includes any railing in a loft area.



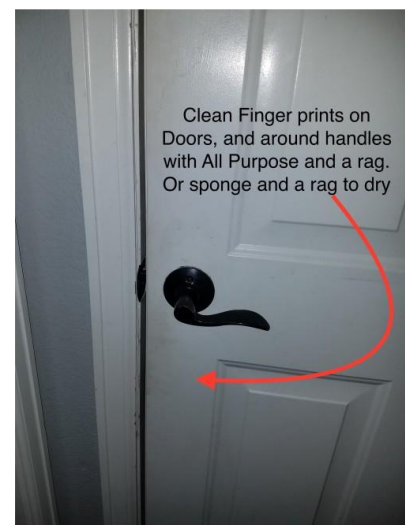
Make sure to open all wooden shutter style blinds to clean the sill after you dust them of course! ☺



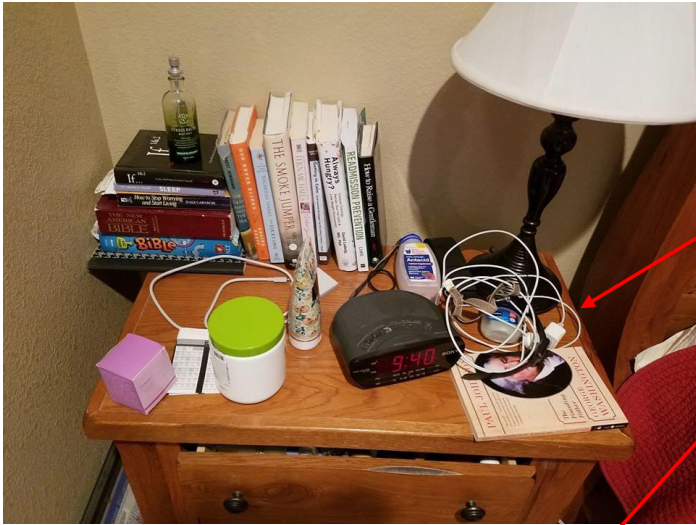
If baseboards are this dusty you will need to wipe them down with a rag and all purpose. Other wise you can just dust them with a wave duster



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



Clean Finger prints on Doors, and around handles with All Purpose and a rag. Or sponge and a rag to dry



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



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



Checking Your Work

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

Throughout the house:

- Walk into each room and close the door to check behind it.
- Look up for cobwebs, and dust on the light fixtures.
- Look down and check for dust balls on the floor and any spots missed when vacuuming and mopping.
- Check tops of door frames, tops of picture frames, etc. with a clean dry cleaning cloth to see if things were missed.
- Make sure all towels are folded.
- Check windowsills and blinds.
- Check for fingerprints around doorways, light switches, thermostats, appliances, etc.
- Look behind and under things like couches and armchairs.
- Lift a few things in each room to make sure the duster got underneath objects. A good rule of thumb is one or two objects per flat surface. Generally, if the first several things you lift have been cleaned beneath, it is safe to assume objects were lifted in the whole room.
- Double-check dining room and kitchen chairs.
- Has the trash been taken out?
- Have the bottles been wiped off?
- Check that pillows have been plumped and straightened and blankets have been folded and hung neatly over the back or arm of the couch/ chair.
- Magazines should be straightened.
- Towels all hung perfectly straight.
- Bottles in the bathroom wiped down and straightened with labels facing out.
- Beds made.
- Dining room chairs exactly right around the table.

Kitchen and Baths – check all the above PLUS:

- Check sinks, especially around drain holes.
- Check mirrors for steaks, fingerprints, and toothpaste splatter.
- Check faucets, were they dried and spotfree?
- Check all chrome – it should be dry and streak-free.
- Check tub, shower, and shower doors.
- Check soap dishes, bottles, toothbrush holders, etc.
- Check under the toilet lid, the outside front, the feet, and the line where the toilet meets the floor.
- Check toilet paper – it should have a flower and the dispenser should be clean. (Unless in notes NOT to make flowers out of toilet paper).
- Check the corners of the floor and behind toilet/ tub.

- Check the feet of tables and chairs for hair. It often sticks to felt pads and needs to be pulled off by hand.

Commonly Missed Items:

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

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

Tips for tricky homes:

- What to do when there is a mass quantity of decorations.... Do the best you can but if there are 100 figurines on every shelf pick a shelf and do one and do the next on the next rotation. When you encounter a house like this, please inform the office so we can try to address this with the client.
- While we dust everything, this is within reason. Like in kids’ rooms when they have a table full of Lego’s just do the best you can. Using the hand duster in that situation would work well.
- Hoarders: You may encounter a home that has far too much stuff inside. We move things within reason- but we will not be able to move everything. Make sure to dust the tops of everything and clean any surfaces you can get to. Most hoarders know their home is a bit above and beyond the call of what we do as cleaners. They often give us clear instructions on what to do. The expectation of course is Pineapples as previously laid out.
- Cluttered houses: Clean up and straighten as much as possible. When there are a lot of clothes on the floor push them into a corner and clean around them. If you find trash throw it away, sometimes helps to carry a grocery bag to collect trash while you are dusting in houses like this. If you find yourself going over in time in houses like this, please let the office know so we can have a talk with the client.
- Sometimes it is the little things that matter most to people! Making things shiny is a good way to help with that! Try to train your eyes to look from the top of the room to the bottom! For most people, the eyes stop at eye level but try to train yourself to check further. You might be surprised at what you find.

How to be UNFORGETTABLE!

DOING ALL THINGS WITH EXCELLENCE

Building a positive relationship with your clients is so much more than cleaning. Having strangers in your home while you are not there, touching all your things and silently judging you (I say that to be funny, but it’s how people feel!) is a very vulnerable feeling. It can be even more uncomfortable for the client if they are home

when you come to clean. Many people feel quite awkward standing around while you clean up after them. The number one thing you can do to establish a positive relationship is to show the client that you are happy to be there. Act happy about your job. Smile and put them at ease.

Be Friendly, Be Helpful

- Always introduce yourself when you arrive! "Hello, my name is –Name- and I am with Custom Cleaning".
- Always greet the client when you arrive and say goodbye before you leave if they are still in the home. It makes people very uncomfortable when you vanish without saying goodbye. If the client is home, ask them if they would like to take a walk through the house before you go so you can address any areas of concern before you leave.
- Smile when you can around clients, even if wearing a mask. It is often the thought that counts.
- If they ask you for something you are unsure of, say is "I'm not sure on that, let me ask the office and I will get back to you."
- This works well for things you don't have the authority to do for them, or you simply don't know. Reach out to the office for support.

Clients will sometimes ask us to do things we, as a company, don't do. A simple reply to this as well is "Unfortunately that's not something the office allows us to do, I can have them reach out to you and discuss this further with you if you'd like."

Encourage Feedback

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

Keep asking! They will not believe at first that you really want to know - keep asking! Check Maid Central before each house and address what you see - if they have not been voting, ask them to vote and let you know how you're doing and if there is anything they'd like you to improve. If they've been voting green ask them if they have any feedback for specific things, you could do differently?

Leave a Note

Usually, there are plenty of things to put into the customer note. Any questions or problems that may have come up during the cleaning can be put into the note. Examples:

- "We weren't sure what to do about the project on the dining room table, so we just cleaned around it" or.
- "We found this earring when we were vacuuming – hope that it makes someone happy" or.
- "We weren't sure which sheets to use on the bed in the master bedroom. To be positive that we do not use the wrong ones, just leave out the ones you want us to use."

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

- "I noticed that the hall light bulb is burned out. We can change it for you if you would like – just leave us a bulb next time" or.
- "There is a drip in the guest bathroom that we don't think was there before – so just in case you hadn't noticed, we decided to mention it to you."

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

- "Looks like your oven is due for a good cleaning. We can clean it if you like, just call the office and they can schedule it for you.
- You can do the same thing for cleaning inside the fridge, etc. It makes the customers feel good about your cleaning when you notice what is going on in their home. Then they know you care about how clean their home is.
-

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

- "Roxanne (their cat) was so happy to see us today. She chased the vacuum all over the house." or.
- "Tom (their dog) is the sweetest and I always look forward to seeing him!"

Things that make a note good:

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

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

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

Add Personal Touches

- Leaving little gifts for the kids like a sticker or a heart shaped lollipop around valentine's day (The company will provide these.)
- Leave a treat for the dog with the note.
- Bring up the recycle/trash bin.
- Bring in packages off the porch.

WOW Them

Doing a little extra here and there for your clients shows them you care, encourages a 4-star scorecard, and increases tips too! The catch is that you need to call out the fact that it was extra, so they do not just come to expect it in the future. Toot your horn a little! Write about what you did in the note that you left the client. Some example WOWs that take 10 minutes or less:

Speed Cleaning 101

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

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

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

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

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

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

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

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

Rule Number 9: Pay attention. Almost everything else will fall into place if you do. "Do what you are doing."

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

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

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

Remember that above all, the key to faster cleaning is faster movement. You need to have some hustle! Most of the time when cleaners are having speed issues it is because they are moving slowly trying not to miss anything, which is great! It is important that quality comes before speed because practice doesn't make

perfect, it makes permanent. At some point, time does need to become a focus though if you are to make a good living in this line of work.

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

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

Cleaning Manual Receipt and Acknowledgement

By signing below, you acknowledge your receipt of a copy of this Cleaning Manual, and that you have read and understand its contents. You also understand that this Cleaning Manual may be amended at any time and that changes will be communicated as quickly as possible. Finally, this Cleaning Manual is not intended to alter the at-will employment relationship between the Company and its employees.

Employee Name: _____

Employee Signature: _____

Date: _____