

MAID CENTRAL EMPLOYEE ACCOUNT INFO:

Welcome to Custom Cleaning!

We are proud to have you joining us and look forward to having you as part of our Team!

Timeclocks and client jobs are all tracked electronically through a scheduling system called Maid Central. In order for Maid Central to work properly it does require a smart phone with adequate signal for our work area.

You will be getting all job notifications through your login at Maid Central. It is important that your GPS is activated and it will be used when you clock in for the day, check in and out of various jobs, take a break and clock out for the day. This is what generates the payroll information for yourself as well as the invoices for the clients. So accurate clock ins and outs for the day are essential and required. The GPS takes a quick snapshot of your location when you press the button. (The GPS in Maid Central is in NO way a tracking device. It just takes quick snapshot of your location when you clock in or check in an out of a job. It is also a requirement for the job, so please allow GPS to be on while using Maid Central.)

The schedules are constantly changing, so it is important to refresh your screen every now and then. Only look at the day you are actually working, the schedules will change frequently as you look further out, especially if you are new. So even if you don't see anything on your schedule for the following day, chances are it will be visible in a little while or by the end of the day prior. Sometimes we have last minute changes in the morning. Refresh your screen again prior to starting your day, so you can be sure what is on your schedule.

If you see you are getting off early, don't make plans until you talk with the office or your manager.

PTO starts accruing on Day 1 for full-time employees (anyone working an average of 32 or more hours a week), but it is not available for use until you have been with us 90 days.

If you need to request time off, please do so at least 2 weeks in advance through the Maid Central System. You will be notified through the system if it is approved or not. Keep in mind approvals are granted on a first come first serve basis. In order for us to keep our schedules full and clients taken care of we can not have more than one or two team members off on any given day. Please remember that we are unable to approve time off requests (other than the actual holiday) for Thanksgiving, Christmas & New Years Weeks. Those are the 3 busiest cleaning weeks for us and our clients are counting on us to be available to get their homes/offices cleaned before and after the holiday.

Please be sure to read all client notes PRIOR to starting EACH job, they get updated on a regular basis. Also, check the job ticket to see if any "special" notes have been added by the client for that particular cleaning. Clients are constantly texting and emailing the office with special requests and notes pertaining to their job for the day. It is IMPORTANT to know each client's special requests. Only special requests or a summary of a particular clients wishes are in their notes and job notes. Otherwise the cleaning as described in the CLEANING MANUAL is our go-to source.

This sounds complicated, but once you get used to the system it is super easy. 😊

Again, we thank you for choosing to work with us here at Custom Cleaning! We look forward to having you as part of our growing team!

We are giving you a copy of this form for your records and to refer to.

If you have any questions about how to operate the Maid Central System then please call the office at 772-220-7915.