



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

About House Cleaning Work

We are an Agency with many Clients on our books who are looking for help cleaning their houses. The nature of this job is mainly suited to people looking for part time hours. If you are looking for fulltime hours, then this job is not for you.

Houses come in different shapes and sizes and so our clients also have different requirements. Some houses take 2hrs to clean, some 3, some 4 and so on. Some clients want a cleaner weekly, some fortnightly and some just once. Some houses have some ironing to be done and some don't. So each Client's requirements will be different. We will talk you through each of these as you go through the registration process. The registration process is in 4 stages as follows. Please note that the stages don't necessarily take time.

For example Jane Bloggs rings to apply for a job on Monday, we post the form to her the same day and she gets the form on Wednesday. She immediately completes the form and returns it to us. We receive the form on Friday, and arrange a home interview to meet Jane on the Saturday. We also ring her Referees on the Friday. After seeing Jane on Saturday we invite Jane for an assessment on Monday or Tuesday. Assuming that Jane is a competent cleaner who does really well in the assessment, Jane is ready to start work by Wednesday. So in Jane's case the whole process has been very quick, less than a week.

It is even quicker if you use email, because the form can be sent to you in minutes, you can complete it and return it within two hours.

But this doesn't mean that we take anyone who applies, each potential cleaner must meet our stringent requirements in order to be registered on our books. You would need to demonstrate dedication, a good attitude, have satisfactory written references and prove your ability to clean to a high standard.

Registration Process

STAGE ONE- Documentation

Complete the Application Form providing details of next of kins, two proofs of address, proof of Identity and two references. Referees must not be friends or family. We will ring your referees and obtain written references from them.

You must also provide proof that you are eligible to work in the UK.

STAGE TWO-Interview

Home interview- At the home interview we are looking to get to know you a bit more. We want to know what your long term plans are, how your lifestyle will fit in with the job and also what your attitude is like.

We will also check and verify your documents during the home interview.

STAGE THREE-Cleaning Assessment

The assessment is in two parts and lasts 6hrs.

First is the Oral Session and then the Practical Session.

Oral Session: We will explain things like chemical use, avoiding damages, what clients expect from a cleaner etc

Practical Session: this is very important as this will be your opportunity to prove that you are a good candidate to have on our books.

Our clients are very particular and therefore expect a very thorough level of service. So it is more than light vacuuming or light dusting. They expect a thorough service because they are paying you their hard-earned cash for it.

STAGE FOUR- Find You Work

If you are unsuccessful in your assessment we may offer you training or you could work alongside another experienced cleaner to improve your cleaning skills. Due to the fact that it costs us time and money, we can only offer you training for a limited period of time and if we feel that you are not improving, we will not register you on our books.

If you are successful in your assessment, we will offer you jobs available and you can accept or decline according to your availability. Once you have accepted a job, we will provide you with the job details, and you need to have a notebook where you write down all your clients' details and their requirements. It is not advisable to only have information stored in your phone as you can get in trouble if you lose your phone etc.

STAGE FIVE: Working Together

Our work as an Agency is to continue to monitor that things are going well for clients as well as for you. We sometimes do spot checks on behalf of our clients as well as monitor your cleaning sessions from time to time. It all depends on how you are performing. This helps us as an Agency to understand the issues cleaners face in clients' homes as well as understand clients' requirements.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

You will get paid either weekly or at the end of the cleaning session in cash or direct into your account depending on the Client's preferences. This information will be explained to you before you take on the job. Depending on what you earn, you will pay tax etc. The tax thresholds for 2011 are £623 per month or £7475 per annum. If you earn below this threshold then you do not have tax to pay.

The tax thresholds change every year so if unsure please ask us.

You need to register as Self Employed within 3 months of starting work with Clients. Information of how you can do this will be given to you when Clients have taken you on. It's a straightforward process.

The amount you earn on a job may vary depending on the job. For example moving out cleans may pay more than a regular clean.

The general tasks involved are as follows:

- Around the house: Dusting furniture, skirting boards, picture frames and getting rid of cobwebs as well as vacuuming floors and mopping if required
- Bathrooms:- cleaning the bath/shower, toilets and mopping the floor
- Kitchens: washing/wiping surfaces, wiping down appliances, cleaning the floors

A more detailed description of the job will be given at the assessment session.

On The Job

Module 1: CUSTOMER SERVICE

Respect- A client's home is their private place so make sure that you respect this. No smoking or eating in the client's home. You are there to work, not to watch TV etc. You should handle every item in the home with extra care as clients have worked hard to create their home.

Reliability- this is a regular job, therefore, regular day and time each week or fortnight. If you have just one client, then please aim to give at least one week's notice. Two clients or more would require at least two weeks' notice if you want to take time off. This will give us ample notice to find cover for Clients so that there is continuity of service.

Time Keeping-if a client wants you to be at the house at a certain time, please ensure that you make it on time. Clients make plans and it could mean that you being 10 minutes late will mean they have to reschedule their whole day.

If a job has been agreed to be 3hrs please also do the full time. Clients are paying for the full 3hrs so they will not be happy to find out you are only doing 2hrs 45 minutes. If you feel that the time allocated is too long, then discuss this with the Client and also inform the Agency. Equally important, if you feel that the time is too little, discuss first with the Client and then also update the Agency.

Commitment/Go the extra mile- clients give you the work and the money so you must respect them- **"Every little does really help!"** There is a world of a difference between a cleaner who half heartedly does their job and a cleaner who put their mind to it and go that little extra mile. Remember clients give you work and your wages so please show commitment. This is what separates you from the rest. If we get good feedback about your work, then you will not have any problem getting a lot of work from us.

Module 2: INTERVIEW WITH CLIENTS

Once you have successfully registered, we will call you with available work. If you decide to take on the work, you will then have to ring the client within 24hrs to arrange to meet them and also be given details of the job.

When visiting the clients for the first time, it is in your interests to be smartly dressed. Remember clients could be interviewing a number of potential cleaners so you have to impress. The job involves going into private homes, sometimes in the absence of the owners, **so you must show the client that you are the type of a person they would want in their own home. Smiling doesn't hurt, so be courteous.**

Ask, ask, ask. The first visit is your opportunity to get to know the job, the client, the house, etc so make the most of it. We advise that you go with a notebook, and take notes. This will show the client that you are taking your job seriously.

Most of the cleaning will be done while the client is out, so make sure you understand what they want.

Make note of the things they are fussy about. Every customer is different. Some customers are fussy about the cat, or their dog, or the front door, or the stairs not being dusted. It is your responsibility as the future cleaner to understand what the client wants. That way you will be able to clean their home to a good standard.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

Show Initiative and confidence-No one wants an inexperienced cleaner who is unsure of what they are doing. So when you meet the client demonstrate your experience and knowledge, and show them that you are a very capable cleaner.

Make sure that the client takes you round the house and go into detail about what they want done in each room. They will have a Task Sheet from the Agency.

Ask where the cleaning products are kept and let them show you what products are to be used where.

Also look to see if they have all the products required to do the job to a good standard. Below is a general list to give you guidance of what products you will need.

What products do you need?

Bathroom

A pair of gloves	Scourers
Toilet Brush	Cloths or a couple of old towels
Window cleaner	Bathroom Cleaner
Toilet Cleaner	Viakal (great for limescale)

Kitchen

Window Cleaner	Pair of Gloves
Cloths (3+)	Scourers
Surface Cleaner	Stainless Steel Cleaner
Viakal (great for limescale)	

Living Room and Elsewhere

Furniture Polish	Feather Duster
Window Cleaner	Cloths (3+)
Vacuum Cleaner	Floor Cleaner
Mop and Bucket	Iron and Board (where ironing is required)

- Vacuum- make sure you know where the vacuum bags are kept, and how to operate the vacuum.

- Also make sure you know how to operate the iron where ironing is required.

Module 3: DAMAGE PREVENTION

We deal with so many damages that are caused with cleaners in clients' homes. If you cause damage, please notify us as soon as possible and also notify the client. For your peace of mind, we are covered by insurance against many damages. To help prevent damages, please read this section and take note of the things being said here.

1. Understanding Chemicals-

Read, read, read!! Don't just look at products and assume what they are for or how are they are supposed to work. Chemicals can cause thousands of pounds worth of damage so read the bottles before using. **PS: Be very very careful if using bleach, it will bleach every surface it gets in contact with, including carpets. Our recommendation is to avoid bleach if possible.**

2. Understanding Surfaces

A home may comprise of different types of surfaces and floors. An example of the most common types of surfaces and floors is as follows

Kitchen Surfaces	Flooring
Wood	Wood
Granite	Stone
Corian	Ceramic
Quartz	Laminate

Because surfaces and floors vary, you must be careful with the chemicals that you use. Not all floors are to be washed with an ordinary floor cleaner and not all surfaces are to be polished with furniture polish. So in order to avoid damage be sure of what you are using on surfaces.

3. Be Hazard Aware

Identify things that are likely to fall off such as loose wall hangings

Common Damages

- Spilling a bucketful of mopping water onto a carpeted area
- Dropping a hot iron onto carpeted floor
- Leaking cleaning chemicals onto the floor or carpets-leaving permanent marks.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

- Opening windows and then the wind might blow things off shelves etc.
- Scratching surfaces due to use of scourers

Module 4: A CLEAN ABOVE THE REST

1. Plan first

It's all in the execution of your work. It is good to have a quick look round in the house and plan your way through- decide where to start as well as plan how you are going to spend your time.

One week you may need to do blinds, move out furniture, etc

An experienced good cleaner will not run around the house without a sense of direction, they not be all over the place. Instead a good cleaner will work in a **methodical, time-efficient manner**. Either clean all downstairs first, finish everything and then move onto upstairs. You could also start with the kitchen and finish off with bathrooms. It's about coherence, execution and organization.

Planning your work, will help you make the most of your time. If you run around without a sense of direction you will waste a lot of time and end up rushing things, and the client will notice these things.

For example if the client gets back from work, etc at least you would have finished one part of the house.

2. Be Thorough and Prove that you are an Accomplished Cleaner

Are you thorough enough? Let's do the cleaning the Absolute Cleaning Way, a clean that is absolutely above the rest!!

Everybody gives surfaces a wipe, but are the surfaces really clean? The hand test-feel the surface

- Do all nooks and crannies, such as
- Cleaning behind radiators
- Moving furniture
- Wiping down bins
- Getting into those difficult corners, especially in bathrooms, move the toilet brush and loo roll holders and clean behind them
- Wiping doors, and cleaning behind them
- Tops of pictures
- Cleaning inside the microwave,
- Clearing the sink, any dirty plates into the dishwasher or to be washed

- Straightening the beds
- Plumping cushions, looking underneath sofa cushions
- Tidy up the cupboard where cleaning products are stored

3. Finish Nicely!

- ✓ At the end of each clean, make sure you leave the cleaning cloths to be washed. Don't mix the cloths, these cloths are now dirty.
- ✓ Return cleaning products where you found them
- ✓ Checking to see in advance what products are running low and ask the client to have them ready for you next week.
- ✓ Instead of just leaving the hoover thrown in the cupboard, show that you care by making sure that you leave it neatly packed with no loose cords or extensions lying around.
- ✓ The finish is IMPORTANT!! If a chef cooks good food, but just throws it on the plate, people will not appreciate that the chef spent hours cooking it.
- ✓ The finish is about putting things back, neatening, going back to each room, checking and double checking that all is in order. You must learn to neatening things, tidy up, straighten and make sure that there are no smears or streaks where you have wiped.

Module 5: GETTING PAID

You will get paid either weekly or at the end of the cleaning session in cash or direct into your account depending on the Client's preferences. We will give you job details about each job you take on. Depending on what you earn, you will pay tax etc. The tax thresholds for 2011 are £623 per month or £7475 per annum. If you earn below this threshold then you do not have tax to pay.

If your income is above the thresholds above then you need to register yourself as self employed. Going self employed could be beneficial as you could offset travel costs against tax.

We have the relevant forms; please feel free to ask if you need any help in this area. You can also ring HMRC direct on **0845 915 4515**

To ensure that we keep an accurate record of your earnings, please make use of the Worker Earnings Report For that is supplied to Clients. If Clients don't have the form in the house, please ask them or ask us to give you one.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

Module 6: THE TEN COMMANDMENTS

1. Please don't accept jobs half-heartedly. Clients expect that you will be cleaning for them for a while so if you cannot commit for at least 3 months, then please let us know. We will try and offer you suitable jobs.
2. Be accident aware whilst cleaning to minimize the risk of breaking things. You should avoid placing mop buckets with water on carpeted floors as they can spill onto the carpet. Whilst ironing, be careful not to drop the iron and always check that cookers are off once you have finished cleaning.
3. If you damage something, please leave a note for the client and let us know as soon as possible.
4. We always give you client phone numbers, make sure you save these numbers so you can contact them when you want to swap days, or if you are running late etc.
5. Never smoke in a client's home. Equally important, avoid eating in the client's home. It's best that you eat something before you get to a job.
6. Minimize using your phone whilst working, even more so, if the client is around. We appreciate that there are times that you would need to use your phone, but please keep this to a minimum.
7. If you cannot make it to a job for some reason, please let the client know as soon as possible. Also let us know. Don't leave things to the last minute as this reduces our ability to arrange cover. Remember, each time the house is not cleaned as per plan, you are risking losing that client and you risk losing your work.
8. Always do the time we tell you to do. Finishing 5 minutes early may not be a big deal to you, but it is a big deal to customers as they are paying you for the time you are there. If you feel that the time allocated is too much, please address this with the client as well as with us. Where the client expects you to arrive at a certain time, please be punctual, and let the client know if you are running late.
9. You are responsible for the cleaning in the client's home, so if products are running low, please always leave the client a note. Bear in mind that the client needs time to restock products so give them ample notice.
10. If you have the client's keys, you are responsible for bringing them back if you finish with the client.

In addition to all this, please aim to go the extra mile! Always try your best to get the job done wholeheartedly. Be thorough in your work, and be polite to clients. If the client is around, ask them if they are happy with what you have done. We want you to have a good attitude towards work, so please don't just give up on jobs as and when you feel like.

CLEANING GUIDELINES

1. Always clean from top to bottom. Divide the room into three eye levels- i.e ceiling level, eye level and then the floor level.
Ceiling Level: includes things like cobwebs
Eye Level: this includes all the work surfaces, sofas etc
Floor Level: this covers things such as the skirting boards and the floor
2. When cleaning bathrooms, always ensure that you dry everything after cleaning. Ensure that the taps, the tub, and the mirror are streak free and sparkling clean.
3. When cleaning a shower with glass shower doors, please don't just spray glass cleaner. Glass cleaner is just for polishing. You need to actually wash the shower doors with a bathroom cleaner first, and then you can use glass cleaner, just for the final finish.
4. When dusting or wiping surfaces, **please don't just wipe around things**. If the items on top are movable, then please move them to ensure that the whole surface is wiped and thoroughly cleaned. This is one of the main areas our customers complain about.
5. Also ensure that you move furniture, and vacuum behind the sofas. You may not have to do this weekly, but ensure you do it every other week.
6. Remember to always switch off irons after you've used them and never place an iron flat down, even if its switch off, always leave it upright.
7. When cleaning flat top cooker hobs it is easy to brush up against a switch and turn the hob on accidentally, so be careful and don't rest magazines, cloths or anything else on cookers for obvious reasons.
8. Be careful when cleaning sinks and kitchen surfaces as they can mark or chip very easily, clients notice these things and some are extremely fussy. Never use abrasive cleaning fluids or cloths on any surface. **Exercise caution.**
9. Be careful not to leave any taps dripping, as this can become serious if the plug or cloth blocks the plughole. Water damage can run into huge insurance claims, costing as much as major fire damage. Make sure you always turn off all taps firmly and always remember to leave the plugs out.
10. Ensure that all electrical items are disconnected from the mains before you clean them.
11. It is recommend that you open windows whilst cleaning to ensure enough ventilation but you must **REMEMBER** to close them when you leave.
12. When carrying cleaning equipment around the house, always ensure that bottle tops are screwed on firmly to avoid dripping or spillages on the floor.
13. The legal height limit for reaching areas to clean is no longer than your own reach, without your heels leaving the floor, unless you are using suitable equipment i.e a step ladder.
14. You may only use a step ladder if trained to do so. If stepping beyond the first step you should be accompanied by another person to ensure safety. Do not climb beyond the first step if on your own.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

15. When cleaning sofas or armchairs do not put your hands down the sides to feel for lost or missing objects. You could be injured by unseen sharp objects.
16. Always allow yourself a few minutes before leaving the client's house to check that all of the above is complete.

WHEN LEAVING

1. Return all cleaning materials to their proper place. Avoid leaving cleaning cloths or chemicals scattered around the house. When putting cleaning material away, ensure that all lids are properly screwed on.
2. If supplies are running low, leave a note for the client.
3. Close all the windows.
4. Ensure that there are no taps left running.
5. Check that the hob is off.
6. Give each room a final check.

AS YOU LEAVE

1. If applicable put on the alarm.
2. Lock up, ensuring that all doors and windows are secure.
3. Double check that you have locked the main door.

Please do your utmost at all times to give the client a quality service. Be reliable and punctual, go about your work with a professional approach. Apart from anything else you'll gain personal satisfaction from doing a job well done. In return we will provide you with as much work as you require at a good rate of pay for as long as you want.

GENERAL

- Vacuum Cleaner, usually stored in the cupboard underneath the stairs. Please make sure you empty the vacuum cleaner regularly. Mop and bucket- wring the mop thoroughly after use and empty the bucket.
- Cleaning products are usually kept under the kitchen sink or utility room. **Always read the label** for each product and ensure that you are using them correctly. Wrong use can cause damage.
- At the end of the cleaning session, put the dirty cloths by the washing machine so the client can wash them for the next session.
- Iron and ironing board- where you are required to iron, be extremely cautious not to drop the iron on the floor. To produce good results, make sure that there is always water in the iron and press the steam button while ironing.

We look forward to a long and mutually prosperous relationship.



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

CLEANING PRACTICALS

<p>All Rooms including Bathrooms and Kitchens and Stair Cases</p> <p>Window-clean the windows</p> <p>Skirtings-Wipe and dust all skirtings</p> <p>Cobwebs-in every room do cobwebs</p> <p>Mirrors-all mirrors should be cleaned, and be streak free</p> <p>Shelves-dust and clean. Where possible remove items and dust</p> <p>Wall hangings- Dust all wall hangings including tops of pictures. Please remember to put pictures back in the correct positions. Don't leave slanted frames all round the house.</p> <p>Bins-empty the bin and wipe outside</p> <p>Sills-remove items on window sills and wipe</p> <p>Floor- The floor is the last thing you clean in a house. For wood floors, please only use a wood floor cleaner unless the clients states otherwise.</p> <p>Products: Feather duster, vacuum cleaner, mop and bucket, glass cleaner, furniture polish, floor wipes</p>	<p>Recommended Way of Working</p> <p>Top to bottom- always clean from top to bottom. Start with the cobwebs and finish with the floors</p> <p>Double check-we always double check our work. Once you have finished the cleaning, go round the house and double check what you have done, and making corrections where necessary.</p> <p>Move things- if it's movable then move it and clean the area thoroughly. This applies to sofas, beds, and any items. Don't just clean round things.</p> <p>Care-Treat the client's home and belongings with care. Make sure that you don't scratch surfaces or damage things as these are very expensive to repair. Clients have worked hard to make their homes the way they are, and it's frustrating for cleaners to come in and cause damage.</p> <p>Streaks- No streaks nor smears. Make sure that anything you clean is streak free. We say a big NO to smears.</p> <p>Edges and corners- when you clean floors always do edges and corners also. Use the vacuum extensions to clean these thoroughly. This includes bathrooms, there should be no hairs or dust left in corners. Also remember to clean behind doors.</p>
<p style="text-align: center;">BEDROOMS</p> <p>Dresser-remove items and dust</p> <p>Bed-straighten the bed, plump the pillows and make it neat. Where asked change the sheets</p> <p>Tables- remove items and dust thoroughly</p> <p>GENERAL PRODUCTS: furniture polish, glass cleaner</p>	<p style="text-align: center;">LIVING ROOMS</p> <p>Sofas-dust sofas and where possible remove the cushions and remove items underneath</p> <p>Cushions-Plump cushions and present them neatly</p> <p>Chairs-dust chairs, including the legs</p> <p>Tables-Remove items on table and dust, also dust the table's legs</p> <p>GENERAL PRODUCTS: furniture polish, glass cleaner</p>



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

KITCHENS

- Cooker-** clean on top of the cooker, removing where possible
- Chairs & Tables-** wipe down chairs, to remove all dust and food marks on legs. Remove items on the table where possible and clean all food droppings
- Extractor-** wipe down the extractor fan to remove dust and grease
- Surfaces-** wash down all kitchen surfaces using kitchen spray. If they don't have the kitchen spray use washing up liquid
- Tiles-** clean the kitchen tiles to make sure there is no grease or food splashes
- Sink-** clean the sink area including the **TAPS**. If there any dirty dishes, please clean them or put in the dishwasher. Put any clean dishes away.
- Cupboard Doors-** these are to be washed and wiped. All finger and food marks should be removed, paying attention to cabinet door handles
- Appliances-** toasters, kettles, fridge doors, etc should all be wiped over, to get rid of finger & food marks
- Microwave-** this should be cleaned inside & out. Where possible, please move the microwave to clean underneath it.

PS: You don't have to clean the oven or inside cupboards or the fridge unless specifically requested and also if there is enough time. If in doubt, speak to us or the client

GENERAL PRODUCTS: Kitchen spray, washing up liquid, scourers, glass cleaner, granite spray

BATHROOMS

- Bath:** **I**nside- wash the inside of the bath, wipe dry **O**ut- wash the outside of the bath, wipe dry
- Sink:** **I**nside- wash inside the sink, paying attention to the plughole. You can lift the plughole where possible and get rid of hairs etc
- O**ut- wash outside the sink, making sure that there are no streaks left
- Toilet:** **I**nside- using the provided toilet cleaner, brush the toilet. Also wipe clean the toilet seats leaving no streaks.
- O**ut- wipe the toilet tank from top to bottom, getting into corners.
- Shower:** **I**nside- wash the shower doors from inside. Also wash the tiles and the shower floors
- O**ut- clean off all the hand and watermarks
- Holders-** wipe dust of toilet brush holder, tissue holders etc
- Tiles-** wipe down tiles
- Rails-** wipe dust off all towel rails

GENERAL PRODUCTS: bathroom cleaner, Viakal, Toilet cleaner, Glass Cleaner, Scourers, Toilet wipes



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

QUALITY CONTROL CHECKLIST

Throughout the house

- Walk into each room and close the door to check behind the doors.
- Check the skirtings behind the door using your finger
- Look up to check for cobwebs and dusty light fixtures
- Check window sills with your finger
- Check for fingerprints around doorways, light switches, radiators and on appliances
- Stand on the entrance and scan your eyes throughout the room, does the room like it's been cleaned? Look for things left underneath chairs or sofas etc. Neaten up if need be
- Check all skirtings round the house, using your finger
- Look down to check for dust balls, poor vacuuming or edging
- Pillows plumped and straightened
- Magazines/books straightened and piled neatly where applicable
- Towels folded squarely and hung straight
- Bed properly made and straightened
- Dining room chairs exactly right around the table

Kitchens and Baths, check all of the above plus

- Check for smears around taps
- Check that the shower rails, towel rails have been wiped
- Ensure that mirrors are streak free
- Check that shower gel, soap and shampoo bottles have been wiped and that there is no water underneath them
- Check underneath the toilet seat, make sure it is clean and there are no smears
- Lift bins and check that there are no hairs or balls of dust in corners
- Check for toothpaste splatters or hair spray residue
- A few dishes should be put in the dishwasher or hand washed
- Check that the outside of the toilet & sink base have been cleaned

Other Very Important Things

- If you break anything, please always leave a note for the client apologizing, and notify the office immediately.
- Also leave a note for them if any supplies are running low

Final Checks Throughout the House

- Ensure that everything is put back in place
- No cleaning supplies left around the house, sprayers, vacuum cleaners or cloths
- Make sure that lights are off, or leave them as you found them
- Cooker is off as this often easily gets turned on whilst cleaning
- Sinks are unplugged, and no taps are dripping
- Lock up, and ALWAYS double check that you have actually locked the main door.

Some general rules

- Don't clean round things, if they are movable, please move them.
- Always wipe down bins in kitchens and when you have time, please clean the lid
- Always vacuum corners and edges. For uncarpeted floors always ensure that you move furniture as dust tends to get trapped in corners
- The clients you clean have very high standards so be **THOROUGH** in your work, think NO SMEARS, NO DUST, NO COBWEBS, NO FINGERMARKS



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

COMPLAINTS, DAMAGES & PRAISES

Complaints

Complaint 1

Dear Sharon, Thanks for asking Stella to come in earlier today which I appreciated. I have made the payment direct to your bank tonight so it should be in your account in the morning. Stella has cleaned twice now and on reflection I have come to the decision not to continue with your cleaning service. Whilst she does a good job cleaning the areas that are clearly on display and in view there are simply too many areas that are missed. For example she does a good job in the kitchen and certain areas of the bathroom but on closer inspection it seems that she cleans around things. The mirrors upstairs for example are either not polished or left with smears. It looks like only parts of the carpet have been vacuumed – under the table in the dining room was completely missed as were the stairs. The skirting boards remain dusty and untouched. Things that are moved are not replaced – for example the bathroom scales were left in the middle of the bathroom floor. When hovering little care was paid to the Hoover bumping into furniture potentially causing damage – this was done while I was in the room. Bleach was used on the painted UPVC surfaces in the downstairs bathroom which has caused paint to peel from the window ledge. Thanks Steve

Complaint 2

I really liked Janine because she was methodical and very efficient. Although Stella was good at the areas she focussed on there were quite a few areas she did not get around to, I feel she is slower than Janine which means to get the same level of clean we would have to pay for more time which I am not happy to do when I know it can be done in the 2/1/2.

It was Sara who I thought was similar to Janine. I just don't have the time with work to work through the areas with Stella so can I please try someone else. I understand you may not be able to find someone for this week.

Thanks for your assistance.

Complaint 3

I just wanted to let you know that once again Antoaneta has cancelled today at very short notice. Given her unreliability, combined with the fact that she is not the best cleaner, I would like to request a new cleaner for the new year. Again I would prefer someone in the afternoons (after 1pm). Wednesday is ideal, but happy to look at other days too if necessary.

I appreciate it might be hard to find anyone over the festive period, but if it is possible to get someone in to clean sometime next week (not Antoaneta) I would be very grateful... and I promise not to be so paranoid about the dog this time!

Damages

Damage 1

Hi Sharon, Further to our conversation I've checked on line and the Swarovski butterfly, crystal Aurora boreale is currently worth £72.00. This item is highly sentimental as it was given to me following my fathers death..

I would therefore appreciate it if you could resolve this issue as soon as possible.

Damage 2

Unfortunately we had a small problem here yesterday as Elina dropped the hot iron on the floor, which has caused a large burn mark in the middle of the carpet in the back bedroom. We appreciate that this was an accident, and that accidents do happen, however the carpet will now have to be replaced. Please could you let us know how best we should proceed with this. Many thanks, Allison & Andy

Damage 3

Hi Sharon

Following from the cleaning today, it has come to my attention that today's cleaning has had a notably detrimental effect to my hob. Unfortunately the markings on the hob have been significantly deteriorated following today's clean. Prior to today's clean the markings that clearly indicated which hob was which and the strength of gas applied were all present and clear. Following the clean today these have been significantly removed.

I wish to raise this with you at this point as I am concerned this may be picked up when the time



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

arrives that I choose to leave the property which I rent, it could leave me financially worse off through no fault of my own.

Please could you also let me know which products/methods have been used on my hob as I am disturbed by the degradation that has taken place today and wish to understand what was done and of course am unhappy with the situation as I would not expect this from a professional cleaning company like yourselves.

Regards, John

Praises

Praise 1

Thanks Sharon - we were very pleased both with Claire (who was very friendly and professional) and the standard of her cleaning (she put the cleaning cloths in the washing machine, put all the cleaning products away even filled up our water jug, which was lovely!)

Praise 2

We are delighted with Maria - she is very pleasant, diligent and works to a high standard.

Kind regards, Lindsey

Praise 3

Hi Sharon, fine thanks , she did a fantastic job on the bathrooms, didn't want my children to go in and spoil it.

Praise 4

Hi Sharon, The lady who came to clean today was outstanding, she took real pride in her work. Apologies but I didn't catch her name, it might have been Jo? Is there any chance of having her on a regular basis? Thanks, Anna



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

Client Details	Client 1		Client 2		Client 3	
Client Name						
Telephone no.						
Address						
Job hrs		Pref Days:		Pref Days:		Pref Days:
Ironing						
Pets						
Earliest Start/Latest Finish						
Other comments						
Client Name	Client 4		Client 5		Client 6	
Telephone no.						
Address						
Job hrs		Pref Days:		Pref Days:		Pref Days:
Ironing						
Pets						
Earliest Start/Latest Finish						
Other comments						



© Absolute Cleaning 2011. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.