

Key Questions To Ask When Interviewing A Cleaning Service.



Checklist

- ☐ Do you work alone or for a company?
- ☐ Are you/the company lawfully established, licensed, and insured?
- ☐ Can I get a copy of the Certificate of Insurance that includes your legal address?
- ☐ If there are other cleaners working with you/the company, are they employees or independent contractors?
- ☐ Are the employees background checked and bonded? How are they trained?
- ☐ Am I liable if a cleaner has an accident in my property?
- ☐ Am I liable for payroll taxes, social security, sick leave or disability?
- ☐ What if something gets damaged, broken or stolen?
- ☐ What services do you offer? What if I can help with some cleaning tasks?
- ☐ Can you provide me with a list of what exactly is being cleaned when you visit?
- ☐ Can you provide me with a written Quote?
- ☐ How are your prices determined? Do you offer discounts on frequency?
- ☐ Do I need to be present when you clean? How will you get into my home/office?
- ☐ What do I do with my pet(s)?
- ☐ Do you bring the necessary cleaning products? Are they eco-friendly?
- ☐ How do you clean my valuable hardwood floors to avoid damage?
- ☐ Do you bring your own cleaning equipment? If yes, how do you avoid cross-contamination between clients?
- ☐ Do I need to sign a contract?
- ☐ What is the service visit cancellation policy? Are there any penalties?
- ☐ What are the payment terms? Do I get an invoice or receipt?
- ☐ How can I pay? Credit Card? Zelle? Venmo? Cash? Google or Apple Pay?
- ☐ What if I'm not happy with the service, are the services guaranteed?
- ☐ Do you have quality protocols? How do I provide you with feedback?
- ☐ Why are you a better than your competitors?