

# How To Prepare For A Cleaning Visit. Before, During & After.



## Before Service Day

- ☐ Make sure our cleaning professionals **can get in!**
- ☐ Find a good spot for **your pets** so they are safe and secured.
- ☐ Make sure each toilet has a **toilet brush**.
- ☐ Don't forget to leave on your kitchen counter the necessary **trash bags** for your different garbage containers.
- ☐ Please **remove clutter** so we can effectively access floors & flat surfaces like countertops, table tops, desks, vanities, & surfaces that need to be clean. Clutter includes clothing, shoes, cosmetics, medication, toys, dishes, pots, papers, etc. While is very important to declutter, **there's no need to spend any time cleaning!**
- ☐ Remove dishes from the kitchen sink.
- ☐ Please move **firearms** to a safe box, drawer, or closed cabinet.
- ☐ If you have any special valuables, heirlooms, collectibles, irreplaceable items, or anything too fragile or expensive, it is your responsibility to **put them away or instruct us not to touch them**.
- ☐ Please also **put away items that are accidents waiting to happen** like pictures & paintings not hung securely, unstable bases, items already broken and gently set back together but not secured, etc. A closed drawer or door, or a sticky note on a decorative item or painting is your signal to us that you do not want our cleaning professionals to clean that item or area.
- ☐ If you are not there while we clean, please have **your cellphone** accessible in case we need to reach you.
- ☐ **Relax**, our cleaning professionals have visibility to your Checklist, they know exactly what to do and where to do it !

## What To Expect During The Service

- ☐ Our crew will arrive to your home/office wearing our uniform & name tag. There will always be a supervisor with them.
- ☐ We are going to open some screened windows (weather permitting), blinds & curtains allowing fresh air & sunlight in. Your home contains millions of dust particles, germs, pathogens and in some rooms, unpleasant odors, by opening some windows and increasing ventilation, we'll significantly improve your indoor air quality. Do not worry, we will leave everything how we found it!
- ☐ If you work from home, please be prepared to move to another room for a moment while we clean yours, we don't want to disrupt your work with the sounds of cleaning and vacuuming!
- ☐ Please give the crew some space! It is best if residents & pets are out of the way when the cleaning crew is working.

## When The Service Is Completed

- ☐ Before leaving the premises, our team supervisor will inspect the quality of our work and perform security protocols such as verifying pets are safe, faucets are off, no appliances are still running, gas stove & lights are off, front & side doors are closed, windows are locked, and the security system has been activated.
- ☐ Before departing, we will share with you your completed Checklist, and your invoice will be automatically sent.
- ☐ You will receive a Follow-Up Email through which you can grade our latest cleaning.
- ☐ Every cleaning service we complete is backed by our 24-Hour Happiness Guarantee Promise.
- ☐ Payment is due the day the cleaning service is completed. If payment is not received the day the cleaning service is completed, it will be processed automatically the following day using the credit/debit card on file.
- ☐ A "Thank You For Your Payment" email/text message will be sent to you with the transaction details once payment has been successfully processed.