



5

SIMPLE WAYS

*to know if it's time for
you to find a new*

**CLEANING
SERVICE**

Today

#1

Make sure you are being heard



My belief is that CLEAN is a subjective term. No two people will have the same definition of what is clean. As with most things in a relationship, it all just comes down to communication. Your maid service should ask about your expectations before entering in business rather than after the fact.

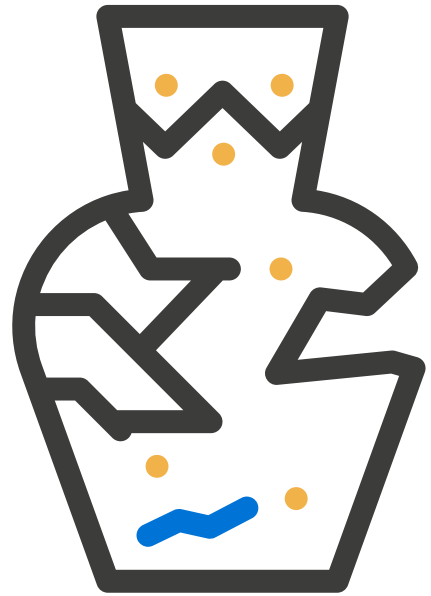
A good cleaner will always obtain your expectations before they provide results and perceive this as a plan of action or strategy. In order to accommodate your needs, they should first understand how their service will impact your life. Without asking, listening and comprehending what you as the customer are looking to achieve from using a cleaning service you will rarely be satisfied with even their best intentions.

How much effort has your cleaner taken to ask you why you need the service, why it's important to you and how would achieving this improve your life? If your answer is little to no effort than you will find yourself continuing to explain and instruct what you need or at worst give up and settle for adjusting your standards to align with your cleaner's results. Stop thinking your being too picky or that no one can clean your home like you would. Do not convince yourself into believing that an "OK" clean is good enough. The difference between an "OK" and a "GREAT" cleaner is how well they listen and understand your needs. If you're not being heard it's time for a new cleaning service.

#2

Make sure they take responsibility for their mistakes

Accidents can be limited but not eliminated. Cleaners must move items in order to be through at their jobs. Cleaners should always be trained to understand how to prevent accidents and to approach their work with the mindset of understanding this is your home and you're counting on them to safeguard your belonging while your away.



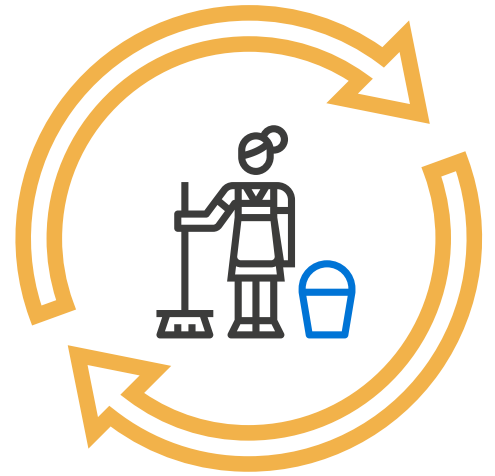
If you have a recurrence of damage this should be concerning as it could be an indicator of poor training, sloppy workmanship, a rushed performance or worse an indifference approach on how they take on the responsibility of the caretaking of your home. Most homeowner's who hire a service to clean are reasonable enough to understand that accidents can happen. Each person should establish their own clear boundaries on how much you are willing to endure and what you expect should take place if your cleaner reaches that limit. But without exception a cleaner should always be upfront with any damage that has occurred at your home.

When a cleaner is invited into your home there must be complete trust in order to have a successful business relationship. You've work hard to obtain the things you have, and your home is special to you. If you are continuing to find scratches, dents, cracks etc. without any explanation or notification stop now before the next one occurs is a costly one.

If your cleaner is not upfront when they cause the damage, provide a method of compensation and or cannot provide a plan on how to prevent this from happening again it's a sure sign that this has become part of what you can expect from their work. Do you have proof they carry insurance coverage to protect your interests? It's too late if you wait until the damage is great enough that it can't be ignored. Are you ready to roll the dice and see if they will finally take action to make it right? If little damage isn't corrected how can you be sure if the big one happens your protected? Don't take their word see it in writing and understand their policies. If they don't take responsibility for their mistakes, it's time for a new cleaning service.



#3 Make sure they take care of those who take care of you



Employment turnover is something all business have you deal with. This is especially true in the house cleaning industry which sadly has an average of 200-300% turnover rate per year. It's reasonable to have people come and go as time goes by.

But if your cleaning service keeps changing personnel on a regular basis this is an indicator of poor hiring practices and a failure to incentivize employees. The most common reason why cleaners leave is because of low wages, unbalanced work/life schedule, poor training, no incentives, poor management and overwhelming feeling of being undervalued by superiors.

With every new face comes new results some good or bad. If you keep finding new cleaners at your home your cleaning quality is not going to be consistent. If your service cancels regularly and on short notice this is not to be ignored. You must ask yourself where is the money I'm paying my cleaning company going? Does it go to help them hire the right people, on continuing the right methods to keep those people happy and coming back to work. Ask your cleaning service what their turnover rate is? How do they find their staff? What they look for in a member of their organization? And most importantly how they keep them for the long haul? To succeed in this industry an organization must have a clear method of how to attract the best and keep them around.

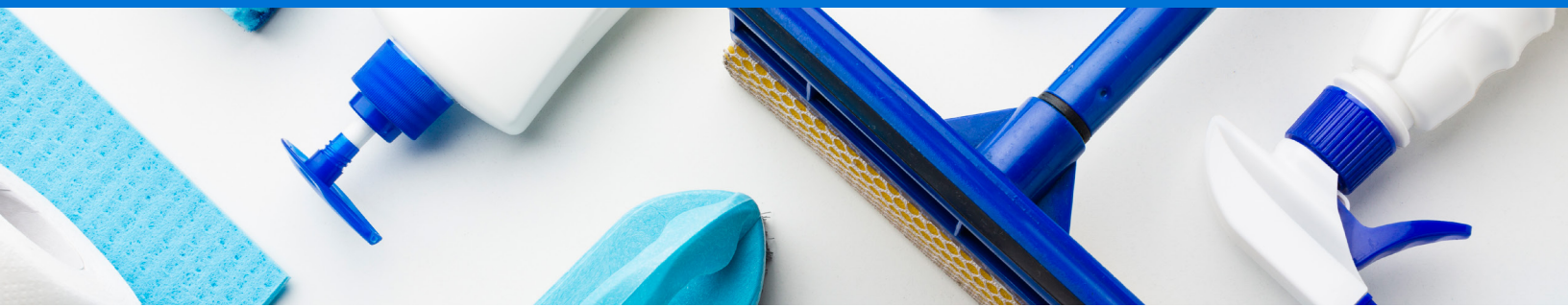
If your current service provides vague and unclear answers, then that showcases the effort they place on finding the right employees. Do you want to continue to take the chance of having unhappy, disgruntled and unincentivized cleaners providing substandard work your home? If they don't take care of their staff how hard will they work to take care of you? The cleaners are divided in categories those who want to serve and those who want to collect a paycheck. It's a company's duty to screen them. Don't risk having the wrong people in your home if you feel they are not taking care of those who take care of you it's time for a new cleaning service.

Make sure they are prepared to do the job

Excluding the few cleaners that expect customers to provide cleaning material most cleaning companies provide their own cleaning materials. It is the best way for these companies to ensure their cleaning results and that their staff are properly trained to know how and where to use these products.



Often if requested by the homeowners most companies have no issues instructing their cleaning to use a customer's product if it's clearly labeled. But a cleaner has no right to take it upon themselves to use your supply without authorization. Often cleaners perform their duties while you are not home. There are very few services that most homeowners will allow to have free rein in their homes without their supervision. This requires the upmost trust and cleaners should respect that trust by not granting themselves the liberty of taking your supplies with consent. I understand you may feel that if it's being used for your home it's not a big deal, but you have no way of knowing if they are taking that supply to be used elsewhere.



Most homeowners need some supplies to clean up spills and messed in between their cleaning dates and it's not ok to fine yourself looking for that supply only to find to find empty bottles or no bottles at all. It is frustrating when you need that all-purpose cleaner that you just purchased and that is now are gone without even a simple courtesy note from your cleaner. This is not a good sign of things to come. The cost of cleaning products for your service will range between 3-5% of your rate. Then why does a company who you pay to provide a service need to use your personal supplies. Do your cleaners have the right materials or even enough of it?

What other type of service would you hire and allow this type of behavior? Would you expect a pest management professional to rummage thru your pantry looking for your bug repellent to complete his job? Or be ok with your landscaper pullout tools from your shed to cut your lawn? If they cut corners with supplies where else are they cutting corners? This situation is a sure sign of a poorly run and unorganized company. This leads to nothing good and should be an indicator of more bad things to come. If they are not prepared to do the job, it's time for a new cleaning service.

#5 Make sure they are making a positive impact on your life



Very few of us like to clean up our messes and even less of us can afford to hire one to do so. For the lucky ones that can, you must remember that you are not merely hiring a service to pick up after you. In fact, what you may should be achieving from this service is the relief of having less on our plate.

The end of having to bear the sole burden of keeping your home the way you wish it could be. Most of us don't have enough time to do the things we want to do and settle for the things we must do. The most valuable commodity in the world is time and it is a fleeting resource. By hiring the right service, you no longer must decide whether to reduce your living standards or barter with your free time. You only need to learn to delegate your cleaning duties to the right cleaner or cleaning service. And once you find the right fit then the money you spend on that service is spent wisely. You will gain more than a clean home you will gain time back to be spent on what's most important to you.

You will gain the peace of mind you will never have to worry about your cleaning again. A clean home lifts the mood of all who live in it and the anxiety you feel to keep that way will disappear once you have the right help. The best cleaner is the one you trust understand your needs, why they are important to you and is always prepared to achieve that result on ever visit.

Once you experience this knowing when your cleaner is not a good fit will become a simple and quick process. I know finding a new service is an inconvenience, but wouldn't a temporary inconvenience be worth it to stop the long-term inconvenience of paying for a service you're not satisfied with? There are a lot of choices and considerations one must keep in mind when it comes to selecting a service or individual for the care of their home.

I believe the right choice is hiring a service that you feel both understands your unique needs and that you are comfortable entrusting your home with. The quality of their service will reflect how much they make your needs a priority. To clean with care and to be appreciated and recognized for it what the right cleaner is hoping to achieve from this relationship. Your home is part of your family don't settle for less. The right cleaners are out there willing to make the difference in your life. Once you experience this knowing if your cleaner was not a good fit will be so apparently clear. If your home life is not improved by your current cleaning service, it's time for a new cleaning service.





Ready for the **RIGHT** *Service?*



Due to the economic impact that the COVID-19 pandemic has caused in our local community CNP has pledged for every new clean we perform we will **DONATE \$25** to the Dallas COVID-19 Relief Fund. Each day we can all do our part to help stop the spread of this virus and to ease the struggles of those most vulnerable among us.

Give us a call right now at **214-887-3415**, tell us you stuck with us all the way to the end and let us also reward you with a **FREE REFRIGERATOR CLEANING**. You have this list and if your serious about getting the right service for your family then we are committed to help. We invite you to experience firsthand what Clean N Pristine, Inc. can do for you and for you to put us to the test.

We can't wait to make your life better!

