

TLC Cleaning Employee Orientation Manual



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Training Schedule – Daily Overview

Day 1 – Maid Central, Attendance Policy, Build Caddies & Note Writing

- Meet the office team and trainers.
- Get set up in Maid Central and AM Rewards.
- Review DISC & Learning Style Assessment.
- Review TLC Core Values and why we do what we do.
- Learn cleaning supplies, equipment, and chemicals.
- Build and organize your cleaning caddy.
- Learn the client note-writing process.

Day 2 – Slack, Forms, Ground Rules, Safety & Efficiency

- Learn how TLC communicates through Slack.
- Review company forms and daily procedures.
- Learn safety expectations and professionalism.
- Build your extra supply bag.
- Learn efficiency habits that will set you up for success.
- Prepare for your first field training day.

Day 3 – Bathrooms & Carpet Vacuuming

- Learn the TLC bathroom cleaning system.
- Practice carpet vacuuming and creating carpet lines.
- Learn proper body mechanics and cleaning flow.
- Practice self-checks before trainer inspections.
- Complete the daily evaluation with your trainer

Day 4 – Kitchens & Dusting

- Learn the TLC kitchen cleaning system.
- Practice dusting using the TLC cleaning flow.
- Continue building quality, urgency, and self-check habits.
- Write client notes and complete a final walkthrough.
- Complete the daily evaluation with your trainer

Day 5 – Beds, Hard Floors & Mopping

- Learn bed making to TLC standards.
- Practice hard floor vacuuming and mopping.
- Rotate through all major cleaning areas.
- Continue strengthening self-checks and cleaning flow.
- Complete the daily evaluation with your trainer

Days 6 - 10 – Field Coaching & Skill Reinforcement

- Demonstrate the complete TLC cleaning flow with minimal guidance.
- Continue improving quality, urgency, and efficiency.
- Become more independent with decision making.
- Develop stronger self-checking habits and be able to check teammates' work.
- Successfully complete the TLC written exams.
- Complete the daily evaluations with your trainer
- Graduate with all required equipment and supplies.

Meet the Office



TRISHA LAKE - DI
Owner/CEO of TLC



IRIS RODRIGUEZ - SC
Director of Operations



**ANJANETTE
DECOTEAU - ID**
Fargo Office Manager



**LINDSEY
GUAJARDO - DC**
Marketing Specailist



**HEATHER
LANDREVILLE - SC**
Grand Forks Office
Manger



**MANDY
FOSNESS - SC**
Grand Forks Field
Manager



**MITCH
SCHWEITZER - IS**
Personal
Assistant/Commercial
Sales



**KATE
REDNING - SI**
Sales Specailist



**NEVAEH
ROBINSON - IS**
Sales Specailist

Meet the Trainers



**SARAH
PAULSON - SC**
Lead Trainer



**VERONICA
MCCLLOUD - ID**
Trainer - Fargo



**NATALIE
KREMKE - ISC**
Trainer - Fargo



**CHELSE
BAKKEN - IS**
Trainer - Fargo



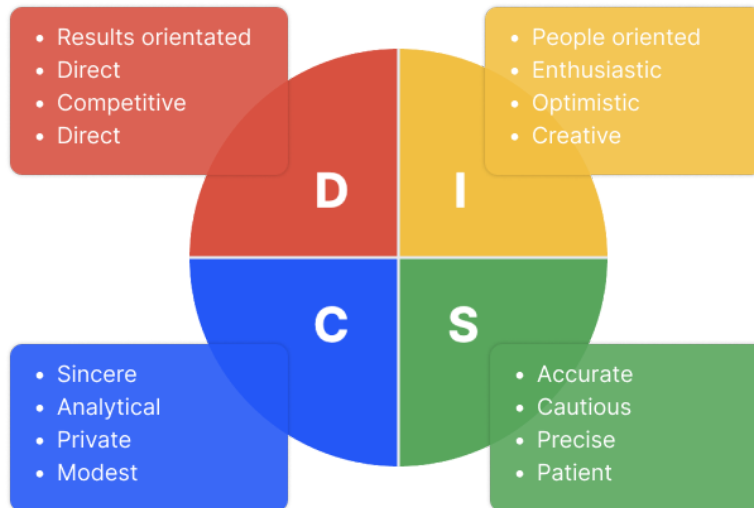
**STEPHANIE
GLADUE - IC**
Trainer - Grand Forks



**GABRIELLE
ENGEBRETSON - ID**
Trainer - Grand Forks

WHAT'S YOUR BEHAVIOR STYLE?

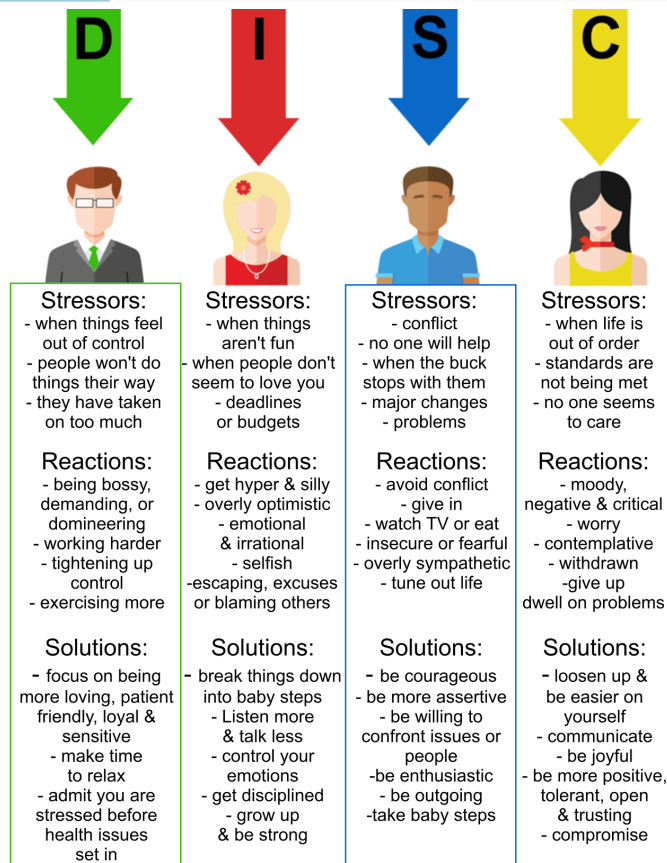
Choose the top 2 (D,i,S, or C) that most relate to you and in what order.



C COMPLIANCE	D DOMINANCE
The C is looking for: FACTS Quick Observations: Slower paced, task-oriented Communication: Direct Overextension: Critical Organization: Everything in its place. Perfectly organized. Body Language: Stance - Arms folded, one hand on chin Walks - Straight line Gestures - Very reserved, little or no gestures Communication Clue: Asks detailed questions	The D is looking for: RESULTS Quick Observations: Faster paced, task-oriented Communication: Direct Overextension: Impatient Organization: Efficient, not neat. Body Language: Stance - Forward leaning, hand in pocket Walks - Fast, always going somewhere Gestures - A lot of hand movement when talking, big gestures Communication Clue: Doesn't want others' opinions, only facts
S STEADINESS	I INFLUENCE
The S is looking for: STABILITY Quick Observations: Slower paced, people-oriented Communication: Indirect Overextension: Possessiveness Organization: Usually some type of system. A little on the sloppy side. Body Language: Stance - Leaning back, hand in pocket Walks - Steady, easy pace Gestures - Will gesture with hands Communication Clue: Has a "poker" face	The I is looking for: INTERACTION Quick Observations: Faster paced, people-oriented Communication: Indirect Overextension: Disorganized Organization: Disorganized. A lot of piles. Body Language: Stance - Feet spread, two hands in pockets Walks - Weaves, people focused, may run into things Gestures - A lot of big gestures and facial expressions when talking Communication Clue: Talks with hands

Best ways to and not to communicate with others based on their DISC style and knowing their stressors.

Style	Do's For Communicating	Dont's For Communicating
D	• Be efficient • Provide options and probabilities • Be specific, brief and to the point • Stick to business and the facts • Bring support materials and rationale	• Tell stories or share unwanted details • Leave loopholes or cloudy issues • Appear disorganized or scattered
I	• Be stimulating, warm and friendly • Provide testimonials and incentives • Ask for input and listen for ideas • Put details in writing and follow up	• Be curt, cold, or tight-lipped • Control the conversation • Drive on facts, figures, and data
S	• Be agreeable • Provide guarantees and assurances • Show sincere interest in them • Speak softly, non-threateningly • Ask "how" questions to draw out opinions and ideas	• Overload them with to-do's • Be domineering or demanding • Force them to respond quickly
C	• Prepare in advance • Be accurate and objective • Provide evidence and details • Follow procedures/rules	• Be too emotional, casual, or loud • Push too hard • Have unrealistic expectations • Exaggerate or "shoot from the hip"



Learning Style Assessment

HOW DO YOU LEARN BEST?

Learning Styles Overview		
		
Visual <i>Learn through seeing</i>	Auditory <i>Learn through listening</i>	Kinesthetic <i>Learn through moving, doing & touching</i>
• See the teacher • Sit in front of classroom • Think in pictures • Learn best from visual displays	• Verbal lessons • Discussions • Listening to others • Interprets meaning by listening • May read aloud	• Hands on approach • Hard time sitting still • Rather demonstrate than explain • Prefers group work

CORE VALUES

At TLC, our core values guide how we show up every day—for our clients, our team, and ourselves. When you live out these values daily, you become someone your team trusts, your clients rely on, and our company is proud to grow with.

ADAPTABLE: Favorite core value of Nat

"Making changes to the day and going with the flow while having a good attitude gets you far and makes the day better for everyone." – Nat

What this looks like at TLC:

- Adjusting quickly when plans, homes, or schedules change.
- Staying calm and problem-solving instead of getting overwhelmed.
- Being open to new systems and better ways of doing things, even when they're different from what you're used to.

Every day is different in this job. Homes change, schedules change, clients change, and our cleaning systems continue to improve. We are always looking for better ways to serve our clients, so being adaptable is one of the biggest keys to long-term success.

The world around us is constantly changing. When we embrace change instead of resisting it, we continue to grow. When we don't, small changes can feel overwhelming and hold us back.

RELIABLE: Favorite Core Value of Sarah

"For me, this one has always come naturally. It doesn't matter how good you are at your job if you're not here. If you want to improve, you have to consistently show up so we can support you and help you grow." – Sarah

What this looks like at TLC:

- Showing up on time and prepared for the day.
- Following through on what you say you'll do.
- Being someone your team and clients can count on.
- Giving consistent effort, not just on your "good days."

Reliability is where everything starts here. If you aren't reliable, you will struggle to learn what you need to be successful. You'll disappoint clients who are expecting you at a certain time—and who want **you** in their home, not just anyone. When you are reliable, you become more consistent in your skills and your work. It is the foundation of everything we do.



GROWTH: Favorite Core Value of: Steph, Gabrielle & Chelsie

"Growth is the only evidence of life. I've not only grown in this company but as a person. Being able to help and watch others grow has given me a lot of joy." – Steph

"Everything is always changing in life and in cleaning, and it's important to grow to become the best person you can be in everything you do." – Gabrielle

"Growth is my favorite because we are learning and growing from each other every day, and that's what really makes our team so strong." ❤️ – Chelsie

What this looks like at TLC:

- Being open to feedback (even when it's hard to hear).
- Applying coaching instead of repeating the same mistakes.
- Pushing yourself to get a little better every day.

We want you to look back on your time here and feel proud of how much you've grown—improving your skills, yourself, and your life along the way.



GRATITUDE: Favorite Core Value of: Steph and Vee

"Enjoy the little things, for one day you may look back and realize they were the big things." – Charles Dickens

"My accomplishments are something I truly value and focus on each and every day." – Steph

"I'm grateful every day just to be alive." – Vee

What this looks like at TLC:

- Appreciating your clients, your team, and your work.
- Not letting small frustrations take over your mindset.
- Finding the good in your day, even when it's tough.
- Taking pride in what you get to do, not just what you have to do.

Just taking a moment each day to reflect on the wonderful things and people in your life can completely change your outlook.



OPTIMISTIC: Favorite Core Value of Gabrielle and Nat

"Having a good attitude can make or break this job. What we do matters here, and it's huge that we really value the impact we're making and live each day happy and to its fullest." – Gabrielle

What this looks like at TLC:

- Bringing positive energy into homes and to your team.
- Choosing solutions instead of focusing on problems.
- Staying calm and steady when things don't go as planned.
- Encouraging others and lifting the team up.

Your attitude impacts everything—your work, your team, and your clients.



TRUSTWORTHY: A Core Value We All Stand By

"Building trust with clients is one of the most rewarding parts of this job. I've seen clients go from not trusting me to clean without them there, to saying, 'We know she did a great job even though we haven't seen the home yet because we're out of town.'" – Sarah

What this looks like at TLC:

- Doing the right thing even when no one is watching.
- Being honest and owning mistakes.
- Respecting homes, belongings, and privacy.

Clients trust us to take care of their homes—to go into personal spaces and treat everything with care and respect. The same goes for our coworkers. We need to be able to trust each other, own our mistakes, and be someone others can rely on.



LOYALTY: A Core Value We All Stand By

Loyalty goes both ways at TLC.

Our clients are loyal to us—they invite us back into their homes again and again, trusting us to take care of their space. In return, we are loyal to them by: Showing up and doing our best work every time. Taking pride in caring for their home. Being consistent and dependable.

We're also loyal to our team—supporting each other, stepping up when needed, and being someone others can rely on. Loyalty is what builds long-term relationships—with both our clients and each other.

What this looks like at TLC:

- Having your teammate's back.
- Taking ownership of your role on the team.
- Representing TLC well in every home and interaction
-

ATTENDANCE POLICY

Reliability matters. Your team and clients are counting on you — showing up is what allows you to grow and succeed ❤️

DURING TRAINING PERIOD

Attendance is critical:

- No late arrivals
- Be here at **7:45 AM** daily
- Schedule: **Monday–Friday, 7:45 AM – 5:00 PM (Unless otherwise discussed)**

Illness During Training:

- If you are sick, you are still expected to **come in to be evaluated by a trainer**
- You may be sent home and asked to **seek medical care**
- A **doctor's note may be required** to continue training
- Missing days without this process may result in **not continuing in the position**

ATTENDANCE POINT SYSTEM – AFTER TRAINING PERIOD

- **6 points allowed in a rolling 6-month period**

If you reach **5 attendance points**, you will have a conversation with a manager and be placed on a **30-day probation**. During this time, you may only miss a shift if you provide a doctor's note or get your shift covered.

Points:

- 1 point = Missed shift or leaving early - Unexcused Absence
- ½ point = Lates

Ways to have an absence excused: Excused absences don't count towards your points

- Pick up **2 shifts within the same month**
- Claim **AM Rewards – “Oops I Missed a Day”**
- Provide a **doctor's note** (if applicable)

We understand that life happens, and some situations are unavoidable and cannot be planned. In these cases, absences may be excused when the proper process is followed and communication is clear, such as jury duty (with proper documentation). For instances of the loss of a loved one, TLC has separate private procedures. Please speak with management directly

Paid Holidays & Paid Time Off (PTO)

TLC offers Paid Time Off (PTO) and paid holidays to eligible **full-time employees** who regularly work **30 or more hours per week**. They start on day one.

Paid Holidays

TLC observes the following paid holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day

To be eligible for holiday pay, you must work your scheduled shift before and after the holiday. We don't limit time off around holidays so everyone that wants off can be off but you will miss out on the holiday pay, plan accordingly.

Paid Time Off (PTO)

Eligible full-time employees begin accruing PTO **on their first day of employment**.

PTO is earned based on the number of hours you work.

- Most full-time employees will accrue approximately **40 hours of PTO per year**.
- Employees who regularly work **more than 40 hours per week** will generally accrue PTO faster.
- Employees who work **closer to 30 hours per week** will accrue PTO at a slower rate.

Because PTO is based on hours worked, the amount you earn may vary throughout the year.

Using PTO

- PTO may only be used for **pre-approved time off**. It cannot be used for last-minute call-ins or unplanned absences.
- Submit all time-off requests through **Maid Central**.
- If you have enough accrued PTO available and select **PTO** when submitting your request, your PTO will automatically be applied to your paycheck.
- If your time off was approved **before you had enough PTO accrued**, you can request that your newly earned PTO be applied once it becomes available. To do this, post in the **#payroll-add-ons-and-subtractions** Slack channel during the payroll week you want the PTO applied.

Example:

"4 hours PTO – Pre-approved request off"

CALL-OUT PROCESS

(All steps must be completed)

1. Try to Get Coverage First

- Post your shift in **#pick-up-shift channel** on Slack
- Put the date and times you need covered
- If someone offers to take your shift, tag Iris (Fargo/DL) or Heather (GF) in the thread to confirm

2. Call Iris (Fargo/DL) or Heather (Grand Forks)

- Call between **6:00–7:00 AM**
- If she doesn't answer, **leave a voicemail**. Say your **name** and **reason**
- Example: "Hi Iris, this is [Your Name]. I'm sick and can't make my shift today."

3. Submit Time Off Request

- Request the day off in **Maid Central**

4. Attendance Follow-Up

- The office manager will review your attendance
- You will be updated on your points via Slack

Message from Office Manager:

"Update on your points: you are currently at _ unexcused points of the allowed 6 in the past 6 months. Ways to get an unexcused covered are: to pick up two shifts this month, claim AM Rewards "Oops I missed a day," or get a doctor's note to excuse. Thank you, and let me know if you have any questions."

IMPORTANT

- You must **call before 7:00 AM**
- Slack messages **does NOT count**
- Skipping steps may result in a **No Call / No Show**
- You will receive **one coaching conversation if you fail to follow the call-out process**. Any future failure to follow the process **may result in a 30-day attendance probation**.

Expectations for Training

Training will last 10-12 working days. You will not be able to make tips until you have graduated training. After training you are expected to be able to clean solo or as a team as needed.

Time Off If you would like a day off, you MUST request off in MAID CENTRAL two weeks in advance without it affecting your attendance points. All days off that were pre-approved during the hiring/onboarding must be requested off on your first day of training or they will not be honored. Going forward, If 4 other staff already have that day requested the day will be blacked out and your request will not be approved. You can always post in slack channel pick-up-shift to see if someone that's off that day can cover for you instead if your request gets denied. If you need the full day off, you need to check mark full day and select pto or non. If you need to be off work on a particular day by a time earlier than your normal scheduled time, make that request on Maid central and enter the times you need OFF that day with a comment of what time you need to be done by or will be in by.

Appearance We expect trainees to be in uniform every day and have a neat, clean appearance. Closed toed, non-slip shoes should be worn along with apron and proper clothing. Proper clothing includes company T-shirt and Black pants (no holes, bleach, stains, writing or designs)

Behavior and Attitude expectations: We expect you to come to work at least 5 minutes early, ready to work, cheery and positive attitude, smiles and friendly make the **BIGGEST DIFFERENCE!** No one wants to be around a miserable person.

Pay We pay weekly on Fridays for the prior week. All checks are directly deposited.

Safety is important for yourself and everyone around you! Follow all rules and regulations outlined above and in training.

TLC Cleaning

Uniform Standards



Technicians must wear the complete uniform to every job. Not only is this important for your safety and comfort, but it also helps us provide a consistently professional experience for our clients!

Non-slip shoes should only be worn inside homes, never outdoors. Always wipe your shoes clean between homes.

Shorts must extend past the tips of your fingers when arms are held flat to your sides. Remember, you will be bending and crouching frequently, so your clothing needs to accommodate these movements without exposing too much.



TLC CLEANING SUPPLIES

Know Your Tools!



MICROFIBERS - Microfiber cloths for cleaning all surfaces and areas.



GLASS MICROFIBERS - Blue silky microfiber cloths used for glass or chrome fixtures only. These must ALWAYS be bagged separate from other rags when dirty to prevent damage to them.



TOILET MICROFIBERS - Brown microfiber cloths used to clean inside, out and around the floor of toilets. These must be stored separate from other microfibers when dirty.



LONG DUSTER - is used most often to dust high items- like fans, ceiling cobwebs, blinds and some baseboards & trim on maintenance cleanings and high ledges.



SHARK VAC - Upright vacuum with attachments and features to improve vacuuming under and around furniture



EDGER ATTACHMENT - can be used to vacuum the area where a hard-surface floor or carpet meets the wall. This is called “edging the floor.” The edger tool can also be used on closet or sliding door tracks, & window tracks.



UPHOLSTERY ATTACHMENT - attached to your shark and commonly used to vacuum couches and stairs.



SHARK FLOOR ADAPTOR - This piece is usually attached to the hard floor attachment with some black tape to keep it snug on. This allows your shark vac to easily fit onto the hard floor attachment.



HARD FLOOR ATTACHMENT - Connects to your shark with the adaptor to do hard floors or thin rugs. This can also connect to a small vac if you choose to have one.



SMALL VAC - Over the shoulder vacuum for hardwood and tile floors. These work amazing for commercial cleaning floors and any floors with lots of pebbles or rock salt. (these are an optional tool to have since you can do as much with the shark)



SMALL VAC BAGS - These are disposable bags that go inside the small vacs.



LARGE STEP STOOL - ladder used to handwash high fixtures and cabinets, you should never go higher than 3 steps



SMALL STEP STOOL - used to reach inside microwaves and slightly taller dusting areas. (A short person's best friend)



BUCKET - holds a drop of dish soap and hot water with a microfiber under to keep the surface dry. NEVER double dip anything into your bucket.



MOP STICK - has a microfiber cover attached to a mop head. The mop head should be switched out whenever it gets dirty, never re-submerge dirty mop heads in the clean mop water, always grab a new one.



MOP HEADS - microfiber heads that attach to the mops, these should be switched out regularly and never double dipped into the bucket.



APRON - one of your MAIN cleaning tools. This apron should be worn at all times. These should be washed on a regular basis to keep neat and clean. Do not put in the dryer.



NON SLIP SHOES - All black, slip resistant shoes that are ONLY worn inside the jobs you are cleaning, these are to keep you safe from slip and falls and MUST be worn in every home.



GROUT "TOOTHBRUSH" BRUSH - can be used to clean grout, bathroom fixtures, drains, shower door tracks, or toilet seat hinges. The red brush is used on the TOILET ONLY. The blue brush is used on any other areas. (white brush not included)



WHISK BROOM - used to brush off crumbs from furniture, and debris out from edges as you are dusting for quick vacuuming later



RAZOR BLADES AND HOLDER - Always be extremely careful with the razors. Always make sure they are sharp and used at a low angle on a wet, smooth, hard surface.



SQUEEGIE - used to clear water/chemical quickly off windows, glass shower doors and tiles in the shower before wiping with a glass or regular microfiber (depending the surface) for quicker streak free drying



HANDHELD SCRUB BRUSH - is used to scrub tile and spread cleaner in the showers



DECK BRUSH - is used to scrub tile and spread cleaner in larger showers - can screw on to your long duster pole or mop stick



TOILET BRUSH & CUP - is used to clean the inside of the toilet. Keep it in a designated cup with a toilet microfiber around the top to catch anything from dripping out when not in use.



RINSE CUP - can help rinse shower walls or a tub. Be sure to pour water slowly from the cup to avoid water splashing onto your clothing.



PLASTIC SCRAPER - safe tool to help scrape off stuck on debris with low chance of scratching the surface. **(make sure the surface is always wet to prevent scratches)**



FEATHER DUSTER - used to lightly dust delicate items or areas with extremely minimal dust. Should not be your main tool for dusting



SNAKE DRAIN TOOL - used in sinks and tub/shower drains to help free up from clogged up hair. These are reusable so don't throw after one use.



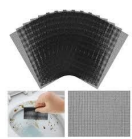
PET HAIR REMOVER TOOL - used on fabric/carpeted areas to pull up pet hair. (pet beds, cat trees, furniture, stair edges)



GAP BRUSH - This crevice cleaning tool for kitchen and household use is perfect for reaching tight spaces. Use it to clean corners, between tiles, and around sinks, or even between sliding glass shower doors providing a thorough clean everywhere.



HANDHELD TILE & GROUT BRUSH - nice for cleaning your window track, sliding doors, shower door rails, sinks, faucets, corners of tile, bathtubs and so on where these longer bristles can reach where the normal “toothbrush” brush can't.



PUMICE SCREEN - is a flexible way to remove stubborn toilet bowl rings.

Do not use ANYWHERE other than the inside of the toilet. Keep very wet at all times during use.



PUMICE STONE - great tool for hard water stains inside the toilet or cleaning inside the oven. (DO NOT cross contaminate or use on any other surfaces as it will scratch and damage) **Be sure the surface and stone are wet before scrubbing.**



#0000 STEEL WOOL - **NEVER GET IT WET** this is a fantastic tool to help remove hard water stains or cooked on stains off metal or glass surfaces, it won't scratch or damage surfaces but it does rust like crazy once it gets wet and will shed when scrubbing so be sure to wipe area clean once done. **DO NOT USE ON GRAINED STAINLESS STEEL IT MAY CAUSE NEW SCRATCHES**



CADDY - Your organized bag that will hold most of the tools you use each day. Be sure to keep it clean and organized to help you know where everything is in the bag making your day of cleaning easier.



SIMPLY CLEAN - Multipurpose cleaner made in house that is safe to use for all surfaces. This cleaner is also safe for pets and children.



SIMPLY CONCENTRATE BOTTLES - Be sure to put a simply clean label on these and fill it with straight simply clean concentrate so when you are out in the field and your regular spray bottle runs low you can refill by squeezing **AT LEAST 1 CAP FULL** worth into the spray bottle and filling the rest up with water.



DEGREASER - Use this only where heavy grease buildup is present in the kitchen or bathroom. No other single product removes tough soils as quickly and effectively from so many different surfaces. Cut grease, grime, soap scum, oil and wax fast. Removes dried latex paint and is an excellent tile and grout cleaner. Always rinse after using as it dries with residue. Never use it directly on wood cabinets or painted wood. If you have a question on how or where to use this: **ASK!!!**



DEGREASER CONCENTRATE BOTTLE - be sure to label this bottle with a degreaser label then fill it up with straight degreaser concentrate from the jug not the dispenser. This is used for when you are out in the field and your degreaser spray bottle is running low or if you need it to be stronger you can add more in for tougher jobs. To refill the whole bottle add $\frac{1}{3}$ of the concentrate into your spray bottle and fill the rest up with water.



FLOOR CLEANER (DISH SOAP & ZEP) - Only use a drop of dawn dish soap in a bucket. When finished, if floors are prone to streaks go over once more after the floor is dry by spraying with the Zep hardwood and laminate floor cleaner and drying with a dry mop head.



GLASS CLEANER - for windows and mirrors to be used with blue glass microfibers. If windows or mirrors are heavily soiled go over them 1st with a regular microfiber and simply clean then finish with this and a blue glass microfiber.



STAINLESS STEEL CLEANER - This product is VERY greasy to shine and mask dull areas on any stainless steel surface. You should NEVER spray directly on stainless steel as the droplets will fall to the ground and make the floor slippery and dangerous for our clients. Always spray directly on your microfiber over the sink, pat it in with your hand then apply to the appliances or sink. If the stainless steel is already shiny and beautiful, you do not need to use this product. Do not over use this product as your appliances will look slimy rather than shiny.



BARKEEPERS FRIEND SPRAY - Bar Keepers Friend is a powerful abrasive cleaner, and while it's great for many surfaces, it can damage or dull others. **DO NOT** use in/on black sinks, cast iron, natural stone (granite, marble, slate etc.), or copper. This product should mainly be used inside toilets or in normal stainless steel sinks. Don't mix Bar Keepers Friend with bleach or other cleaners, as it can create harmful fumes.



MAGIC ERASER - NEVER use magic erasers on wood or any smooth glossy surfaces. This means magic erasers cannot be used on cabinet fronts or hardwood floors!!! These are very fine sandpaper like sponges and will rub off the finish and make the surface look damaged and dull. They can be used on the interior of tubs, sinks, showers and inside appliances. Always use a magic eraser until there is nothing left of it then grab a new one. Always use it wet and not sudsy when cleaning (the suds clog up the pores making it not scrub as well) **Do not use on granite or marble countertops, furniture, plastic, wood cabinets, wood of any kind (it will scratch)!** Think of your magic eraser as a very fine sandpaper – always test in an inconspicuous area before using it on ANY surface. They do scratch.



DISPOSABLE GLOVES - these are essential for cleaning tasks, providing a barrier against germs, chemicals, and other potentially harmful substances. Gloves should ALWAYS be worn when cleaning bathrooms, kitchens, shaking rags, changing bedding and doing laundry. Change gloves frequently, especially when they become contaminated or damaged.



KNEE PADS - These are designed to offer comfort and protection during tasks that require extended kneeling. When cleaning, knee pads help prevent knee pain and injuries from prolonged kneeling, and they can also protect surfaces from scratches. These should be worn at all times during the cleaning day.



1ST AID KIT - This is a small kit that goes into your caddy to help with any minor cuts or scrapes. Be sure to keep it stocked so you don't run out.



FACE MASK - Since the dawn of covid, we have been keeping these handy in our caddies, now our main purpose is to have these available when clients request we wear them due to their low immunity and keeping them safe we also would wear them if you not not feeling well and going into older, pregnant, or new born present in clients homes.



GARBAGE BAGS - used to line garbage cans in clients bathrooms, bedrooms, and offices. Always put a spare bag underneath your new bag in the garbage for clients to use in between cleanings. You should always tie the corner of the bag so it fits nice and snug around the garbage too. These can also be used to keep your dirty microfibers separate (window rags and toilet rags separate from regular rags in your laundry bag)



SCREW DRIVER MULTI TOOL - handy tool to help take apart and clean your vacuum, tighten loose screws, and take apart and clean microwave vents. There should be a phillips and a flat head attached to a key ring to attach to your caddy.



OVEN GLOVES - use those gloves over your regular disposable gloves when scrubbing ovens and oven racks to protect your hands from sharp tools and harsh chemicals. Once they are heavily soiled they should be washed.



OVEN BRUSH - great tool to help get in all the nooks and crannies of oven racks and rack holders. This tool should only ever be used on the oven racks that sit inside the oven as the bristles are heavy duty metal and can damage other surfaces very easily.



STAINLESS STEEL SCRUBBIES - can be used to scrub oven racks and inside ovens to get the stuck-on stuff off easy. For use inside of ovens ONLY. These will scratch anything other than inside the oven.



OVEN CLEANER - used to clean inside ovens ONLY! There are some ovens this cleaner is not safe for and can damage the inside protection barrier coating. If your oven has a thin door with a large window, the inside of the door doesn't match the inside of the oven, has words on the dashboard or anywhere saying Aqua Lift or Easy Clean. **Your Oven is NOT safe to use this cleaner!** You will use degreaser instead and finish off with simply to shine.



NOTE PAD POUCH - you will keep your TLC note pad, brochures, out to lunch, sorry, and business cards all in this pouch with at least 2 pens to use to write a note to each and every client you clean for.



ORGANIZATION BAGS - use these bags to load your clean mop heads, toilet, and glass microfibers in and place in your extra's bag.



LARGE BAGS - these bags are used to hold all your clean regular microfibers in for easy carrying into the home.



LAUNDRY BAGS - these bags are to hold all your dirty microfibers and the plastic bags that have your dirty toilet and glass microfibers in while you are on the job. **Be sure to keep these separate inside to prevent contamination and destroying glass microfibers.**



BACK PACK BAGS - handy bags to hold your shark vacuum, bucket and shark parts in one bag and your oven cleaning kit and extra rags (window, toilet, mop heads) in another.



LAUNDRY SOAP - safe for microfibers detergent: If you are doing laundry at home fill up a gallon size zip lock with this and use it to wash your rags. You should only need about 1 tablespoon of this and a splash of odoban per load. **Only wash in warm NOT HOT water. Never add fabric softener as it will destroy your microfiber.**



ODOBAN - this product goes in your laundry when washing. You should only need a splash of it per each load. This helps disinfect and deodorize your microfib

Lunch Breaks

Lunch should almost always be taken **between houses**.

As you're driving to your next job, use that travel time to get to your lunch location. Avoid driving home or taking lunch somewhere that takes you significantly off your route.

Start your break once you arrive at your lunch location and end it there before resuming your route to the next job.

If you need a longer lunch for an appointment or personal reason, it must be approved by your Office Manager ahead of time so they can plan the schedule accordingly.

If you're working out of town and there isn't anywhere nearby to stop, take your lunch in your vehicle or at a nearby park. Always check your schedule before leaving home so you can pack a lunch when needed.

Packing your lunch is a great way to save money, eat healthier, and be prepared for days when food options aren't available nearby.

Large Jobs (5+ Hour Cleanings)

If you're taking lunch during a large cleaning and will be returning to finish the job:

Before leaving for lunch:

- Tidy up your supplies.
- Leave the **Gone for Lunch Card** if you'll be returning.
- Secure all cleaning supplies.
- Make sure children and pets cannot access any chemicals or equipment.
- If the home was locked when you arrived, lock it while you're gone. **Be sure you can get back into the home when you return.**
- **Start your break as you are leaving the home.**
- **Do NOT check out of the job in Maid Central.** Checking out will send the client a job completed email and text before the cleaning is actually finished.

When you return:

- End your break once you arrive back at the job.
- Resume cleaning immediately. Your break, travel, and return should all fit within your allotted **30-minute lunch break**.

Communication is Key

Daily Arrival and Returning to the Office

When you enter in the morning, Clock IN and go to the coffee area and see what car you're driving on the black board and if you're working with anyone that day as a team. This will most likely happen if in training or growth training or going out of town. Load the car and ensure you have all extra supplies and keys needed. Get everything ready to go and then leave once you (and your partner) ensure you have everything you need. Always double check that you have all supplies, equipment and keys in the car before leaving. When returning, ALWAYS double check the company car is over half tank on gas and locked.

Client ETA and Call Ahead

Communication is key to building a relationship with clients. The client must be notified anytime you will arrive outside of the 2-hour arrival window (1 hour before and 1 hour after the start time listed on your job notes.) The client also needs a call when you are on the way if their job notes are marked as Call Ahead.

Help Request

We are a team that loves to make each day a success. Sometimes, our clients' homes extend beyond their approximate times and this can make an organized day into an unplanned extended day. If you foresee that your day will be extending past your scheduled shift end time, please update on Help-me-finish-on-time channel in slack and if needed fill out the request for more time jot-form on your resource page. The sooner we know the more likely you will get help sent your way. You should be able to tell by the arrival times on your schedule if you are already behind on the second job of the day and cannot make that time up. This is a healthy practice for both you and your client relationship. Extending past normal hours can sometimes be wearing and many times our clients expect us to be fully out of their home, so their home time is not interfered with.

You should keep your phone on and nearby so you can see updates if the client approves more time. If by the time a coworker is tagged to help, and you no longer need it please do not accept as someone else on the crew may very well need it.

Lockout

A time will come when you will reach a home that you may not be able to clean as scheduled due to unforeseen circumstances. Please follow the following protocol to successfully call-in a Lockout.

1. Check if at correct address, Knock on door, check all doors, check for hidden key areas and job notes instructions.
2. Call the client then let the office know on help-me-finish-on-time channel in slack you have called them if no answer and you left voicemail.
3. Wait 10 Minutes
4. Update in the thread on slack still no answer and wait for the office to give you the go ahead to the next home, do not check out of home, office will fix.

Drive Time and Getting Lost

Arriving at a client's location with ease is the key to keeping your drive time low. In most cases, the GPS is accurate. Sometimes it is possible for the GPS coordinates to be off or to become disoriented, typically you'll find this with Apple maps as the app doesn't update as much as google maps for newer roads. These techniques should help:

- If one gps app on your phone isn't working try another (Example: map quest, google maps, waze, or simply googling the location) DO NOT USE APPLE MAPS
- When you are in a hurry you are likely to get frustrated easier and make mistakes. Breathe.
- Never drive lost for more than 10 mins. Ask for help by calling the client for directions, if no answer post on help-me-finish-on-time in slack.
- If the address, driving directions, or GPS coordinates turn out to be incorrect ALWAYS let us know via update-job-notes channel in slack so we can get it corrected for the future jobs.

Time Limits and Time Goals - Request More Time Form

All hourly jobs have time limits – usually the number of labor hours the job was budgeted for. YOU SHOULD NEVER LEAVE AN HOURLY JOB EARLY!

Most of our clients are flat rate and do have time goals as well but we still finish the full job no matter how long it takes if they are flat rate, however, you should still try to stay in the estimated times.

If you arrive at a job and can immediately tell that there has not been nearly enough time allotted, post on help-me-finish-on-time channel in slack immediately before beginning work to let us know. Fill out the request for more time form, on the resource page if you are needing more time added to the job if it's a one time, 1st time, or hourly job. We will then ask the client if they would like to add on the time or have us get as far as we can in the original time with new priorities on areas to clean 1st.

IF - **Client does not want to add more time and pay more for the total**, make sure to leave a clear personalized note of the areas that were and were not able to be done unless the office approves you to stay to finish even with going over on time.

Damage/Breakage - Damage Form

In the event of damage or breakage, fill out the breakage form in your resource page ASAP. - do not wait until you are finished with the home as we need to contact the client fast that something has happened and may also request more info or photos from you. Leave a post card "I'm Sorry" note for the client apologizing and leave the broken item next to the note if possible. Do not make any commitments on behalf of the company; simply say the office will be contacting them.

If the client is home: Explain that you have had an accident and apologize immediately; tell them you will have the office contact them. Follow the same procedure as outlined above for damage reporting. Even if the client expresses that they "don't want you to worry about it", a damage report still needs to be filled out.

If it's not our fault that something is broken, say so in the note or when you talk to the customer or the office. For example, if a picture falls off the wall when all we did was touch it with our duster, we really don't want to have to pay for a new one. We were using what is known as "due diligence." We were doing what we were hired to do and we were doing it in the proper way – and the accident still happened. We didn't cause it.

Update Job Notes

It is your responsibility to keep your day's job notes up to date. If there is information missing or that could be added to provide clarification (such as a description of the location of a room that is listed as DNC-Do Not Clean) post in the slack channel called update-job-notes for our office to fix.

Good To Go - The All Clear

This is required before you head home or to the office. Post on the slack channel called help-me-finish-on-time when you are on floors and approx how long till done at your last house. Please include if you haven't taken a break if this was your only home for the day. (breaks should and are typically taken in between first 2 homes of the day) Once done if no one has tagged you in another home update under your thread that you are done and be sure to tag Iris or another office member that's working that day to update. The office will confirm that you are clear or give you further instructions if you are needed to help another team. If you are on an hourly home you can also post your done time there instead of waiting to post on floors. The office will also update on this channel if everyone is good to go after tagged houses, if this has been posted there is no need to update us when you are on floors or done. **DO NOT LEAVE UNLESS YOU OR EVERYONE HAS BEEN CLEARED TO BE DONE FOR THE DAY.**

Services We Offer

Recurring Service

This is a regular basis cleaning that is done on a regular schedule the client chooses weekly, biweekly, or monthly (Every 28 days). These cleanings are designed to maintain the home.

Deep Cleaning

The major difference between a Basic Cleaning and a Deep Cleaning is that we do very little “dry dusting” and instead “wet wash” most if not all surfaces with a damp cloth as well as cleaning out the insides of appliances when the client chooses the package. This is a very detailed cleaning.

Basic One Time Clean

These cleans are scheduled as needed for non recurring clients and are typically flat rate, however if you are going to go over quite a bit since it's not maintained we do require you to fill out a request for more time jot-form. We do charge more for these cleans then a recurring clean knowing it will take more time to get areas maintained.

Hourly Priority Cleaning

The client has provided a specific priority list and generally has a time limit, which is the maximum time you can spend cleaning without seeking approval for additional time. You do not want to run out of time before you have started cleaning the floors (Typically the highest priority every client wants done and should always be cleaned last) so keep that in mind and plan ahead to be sure you have time. Work down the list in order of the customer's priorities.

Move In/Move Out Cleaning (Vacant)

These cleanings are for vacant homes, apartments, and offices. There should be no furniture in the units, and we will be cleaning almost everything top to bottom in these including inside all appliances, cabinets and all windows and tracks. (wall washing is extra)

New Construction Cleaning

When a home or business is newly built or remodeled, we will go in and clean everything in the place top to bottom. These places are typically full of dust from building them. We do our best to work with and around other companies that are finishing their stuff in these places, for example, electricians, plumbers, flooring companies will still be working on trying to complete the job in time. These will be the most detailed cleanings as we need to be wiping every angle of every surface that dust will cling to.

Apartment Hallway Cleaning

The cleaning in these buildings typically includes: Hallways, Stairs, Entryways, Laundry Rooms, Spot cleaning walls and railings

Commercial Office Cleaning

Our commercial cleans include dusting and wiping all work surfaces (desks, glass, phones, keyboards), vacuuming carpets, sweeping and mopping floors, emptying and relining trash bins. We also fully clean restrooms and breakrooms while restocking essentials like soap, paper towels, and toilet paper.

Tidy Time

Tidy Time is an add-on for busy families or anyone who needs extra help with tasks outside of our basic cleaning. Your goal is to give the home a quick reset—picking up, straightening, and dishes, etc.—so the space is ready for a smooth, thorough clean. A client may also request things like organizing specific areas or doing laundry. These requests will be in the notes or in a note the client leaves at the home when you arrive.

IF THERE'S NO LIST, FOLLOW THIS ORDER:

1. Pick Up Clutter in Main Areas

(Living room, entryway, kitchen, bathrooms, hallways, etc.)

- Toys, clothes, shoes, bags, blankets
- Straighten the space so it's ready for cleaning
- Group or stack items neatly (books, toys, etc.)

2. Do Dishes (Max 15–20 Minutes)

- Load or unload the dishwasher if available
- Only hand wash items that **can't go in the dishwasher**
- Air dry on a clean towel or drying rack
- If short on time or space, stack neatly in the sink

3. Bedrooms (Start with Primary Bedroom)

- Pick up clothes and place in the hamper
- Throw away visible trash
- Make or straighten the bed to make it look tidy and inviting

TIME MANAGEMENT

- Set a timer when you arrive for the full Tidy Time (usually 1 hour)
- If you struggle with time-blindness, set a **15-minute check-in timer**
- Once Tidy Time is over, begin your regular cleaning

DON'T:

- ✗ Clean or wipe surfaces during Tidy Time
- ✗ Organize closets, drawers, pantries, or storage areas unless requested
- ✗ Spend time in unused rooms
- ✗ Deep sort or move personal/private items

ALWAYS LEAVE A NOTE FOR THE CLIENT

Be specific about how you used their Tidy Time: This **shows value**, **builds trust**, and helps us keep improving.

“Today I used your Tidy Time to pick up toys and shoes in the living room and entryway, tidy the bedrooms, make the beds, and load the dishwasher. Let me know if you'd like anything done differently next time!”

Building a Relationship With Your Clients

Building a positive relationship with your clients is so much more than cleaning. Having strangers in your home while you're not there, touching all your things and silently judging you (I say that to be funny, but it's really how people feel!) is a very vulnerable feeling. It can be even more uncomfortable for the client if they are home when you come to clean. Many people feel quite awkward standing around while you clean up after them. The number one thing you can do to establish a positive relationship is to show the client that you are happy to be there.

Be Friendly, Be Helpful

Always introduce yourself – nothing more awkward than having someone cleaning your toilet and you don't know their name!

ALWAYS say hello to the client and goodbye when you leave! It makes people very uncomfortable when you vanish. If the client is home, ask them if they'd like to take a walk through the house before you leave, and address any areas of concern immediately, with a great big SMILE

SMILE!

Never ask the client to do something you can do for them – for example, don't tell them to call the office if they ask you something that you don't know the answer to or you don't have the authority to do for them. Tell them you will contact the office, and either have them give the client a call or get an answer for them.

Ask For and Apply Feedback

Always ask for feedback every time you see the client. A simple "is there anything you'd like us to be doing differently for you?" Before you begin cleaning will go a long, long way to establishing trust with your client – trust that you care about taking good care of them.

Keep asking! They won't believe at first that you really want to know - keep asking! Check the scorecards before each house and address what you see - if they haven't been rating, ask them to rate and let you know how you're doing and if there is anything they'd like you to improve. If they've been rating (4) ask them if they have any feedback for specific things you could do differently to change the (4) to a (5) for them. Sometimes you have to ask a few times, but once your client believes you really want to know they will tell you, and from there it is easy :-)

Laundry Policy and Process

Preferred Method: At Home

- **Supplies:** TLC provides detergent and Odoban (sanitizer).
- **Pay:** Techs are paid **\$20 per week** to do laundry at home.
- This is the **preferred method**.

Steps for At-Home Laundry

1. Take laundry home.
2. Shake out and separate all laundry before washing.
3. Add:
 - **1 Tbsp detergent**
 - **¼ cup Odoban** (not needed for glass rags)
4. Wash on **Cold or WARM:**
 - **Regular cycle** → regular microfibers & glass rags
 - **Heavy-duty cycle** → mop heads & brown microfibers
5. Dry on **MEDIUM heat** until completely dry.
6. Record laundry in the **#payroll-add-ons-and-subtractions slack channel** as “laundry” once a week under the correct date’s thread (along with your weekly mileage).

Accountability: Follow laundering instructions above and post weekly on **#payroll-add-ons-and-subtractions** channel to be compensated. All laundry must be completed promptly and consistently.

Alternate Method: Fargo Shop Laundry (Fargo Only)

If laundry cannot be done at home:

1. Always shake out and separate laundry.
2. Laundry is done as a **group effort**.
3. If you're at the shop, **check the washer/dryer** and keep them running (swap or fill as needed).
4. **Written instructions** are posted on the machines if you forget.

Accountability: Fargo Shop: Shake/separate laundry, keep washers & dryers moving. All laundry must be completed promptly and consistently.

Alternate Method: Bubbles Laundromat (GF Only)

If laundry cannot be done at home:

Drop-Off

1. Bring laundry to **Bubbles Laundromat**. (Be sure to bring in at least the equivalent of one large load of laundry)
2. Ask for an **order number** and **drop-off receipt**.
3. Post a photo of the receipt in the **#bubbles-laundry-gf Slack channel**.

Notifications & Pick-Up

1. **Heather** operates the Bubbles channel and receives ready notifications.
2. Heather will comment under the same thread when laundry is ready.
3. The tech picking it up must post the **official receipt** in that thread (for Trish's records).
Payment - TLC pays Bubbles directly — techs never pay out of pocket.

Accountability: Bubbles: Both receipts must be posted in the same Slack thread. All laundry must be completed promptly and consistently.



The Cherry on Top: Client Notes That Wow

♥ Purpose:

To leave a thoughtful, personalized message that shows we care about the client, their home, and their experience—and that we're truly grateful for their trust. This note also provides clear and valuable communication about the cleaning.

🧠 During the Cleaning:

Listen for and take mental note (or jot them down privately on your phone or paper if that helps you remember) of:

- Something to be grateful for – Kind words they said to you, a tip, that they trust you, thoughtful note they left for you
- Personal details – Birthdays, vacations, pets, life updates
- Home details – Rearranged rooms, new decor, areas they've mentioned
- Cleaning-specific notes – Extra effort, problem spots, or any areas skipped



At the End of the Clean:

- Write the **date** and **client's name**
- Start with a **warm greeting**
- **Express gratitude** -- that they trusted us in their space, just something kind they said to you or that they prepped for us, there is always something you can express gratitude for. If they left you a tip or a gift, **don't forget to say thanks** for that too!
- Add a **personal comment** based on your conversation, life updates, family, pets etc.
- Share a **positive observation** about their home, the energy, atmosphere, decor, or anything else you genuinely noticed.
- Mention something you **focused on or gave extra care to**
- Note anything you couldn't clean 100% or had to skip - - This way, the whole household is informed, not just the person who spoke to you verbally.

- **For priority cleans -**
 - List what priority items were completed
 - Mention anything you didn't get to if time ran out
 - If you had extra time, say what you used that time for
- Kindly **ask for feedback or a review**
- Close with a **friendly sign-off**, include your name and the names of any other technicians that were on the job

⚠ **Don't repeat the same go-to phrases** like: *"Thanks for choosing TLC"* or *"Hope you enjoyed your clean house."* A little variation makes it feel more personal and sincere.

✍ Use your **best handwriting** and leave the note on the **kitchen counter in plain sight**

🚫 **If a Breakage or Damage Occurs:**

You must always make a damage report, even if the client says it's okay. This is because someone else in the household might not be okay with it.

Make sure to:

- **Make a brief mention of the breakage/damage in your note**
- Leave a **separate "Hello, I'm very sorry" card** detailing what was broken, how it happened, how sorry you are and that the office will be reaching out

Example 1 – Basic Clean:

6/9/2025 – Lauren James

Hi Lauren!

Thank you so much for welcoming us into your home today—it truly means a lot that you trust TLC to help take cleaning off your plate. Also, thank you for the sweet conversation about your upcoming trip to the lake—it sounds like such a fun family tradition!

I just have to say, your home has such a peaceful and happy feel to it. The sun coming through those living room windows is beautiful, and I love your new entryway rug!

Today, I focused on giving extra attention to the window sills and blinds throughout the main floor, and I made sure to give the inside of the microwave a little extra love as well.

There were a couple of stubborn spots on the shower glass that didn't fully lift, but I'll be sure to work on those again next time. Everything else came out beautifully!

Thank you again, we really love being a part of making your home feel its best.

If you have a moment, feel free to leave us feedback or a review—it really helps!

Warmly,
Tina M. & Rachel S.

Example 2 – Recurring Priority Clean with Time Left Over:

6/9/2025 - James Stone

Hi James!

Thanks so much for having us today—it's always great to be here. Also, I really appreciated you sharing that your son just graduated! That's such a big moment—congrats to your whole family!

Your home feels so relaxed and welcoming. I especially love the plants near the kitchen window—they bring in such nice energy.

We completed your priority list: the kitchen, both bathrooms, and main floor dusting. After that, we had a little extra time, so I gave some extra care to the baseboards in those areas and also cleaned the inside of the kitchen window.

Thanks again, we're grateful to be part of your home care team!

If you have a sec, we'd love any feedback or a quick review.

All the best,
Lena G. & Josh D.

Example 3 – Priority Clean with Ran Out of Time:

6/9/2025 – Hannah Right

Hi Hannah!

Thank you again for trusting TLC to help out while you're getting ready for guests this weekend. Also—your dog Bentley was such a sweetheart today!

Your space always feels so cheerful and full of personality—I especially love the new artwork in the hallway!

Today I focused on the priority list: kitchen, bathrooms, and dusting the main floor. I wasn't able to get to the guest bedroom as time ran out, but everything else on your list is sparkling!

We're so grateful you chose TLC for your cleaning—we hope it made your weekend prep a little easier! If you'd like to leave a review or share any feedback, it means a lot to us.

Take care,
Maria K.

Example 4 – Deep Clean (Damage Mentioned):

6/9/2025 – Paula Strauss

Hi Paula!

It was such a pleasure to clean your home today—thank you for having us and for the kind words about TLC! I also loved hearing about your upcoming move—big changes ahead!

Your home has such warm and welcoming energy. I especially loved the cozy touches in your reading nook.

Since this was a deep clean, I gave extra care to all the baseboards, door frames, kitchen cabinets, and bathroom tiles. Everything came out great!

There was a small chip to the edge of a picture frame in the hallway—I'm so sorry! I've left a separate note with more details, and the office will follow up soon.

Thank you again, it's truly a privilege to care for your space. We'd love any feedback or a quick review when you have a moment!

Warmly,
Savannah M.



Leave-It List

1

Electronic Screens

We will clean the rest of the device.



2

Grand Pianos and Musical Instruments

We will clean other kinds of pianos with simply clean and microfiber.

3

Crystal Chandeliers



4

Inside China Cabinet/Display Case

We will clean outside as needed.

5

Mouse Droppings

Skip the affected area . Post on the Q & A slack channel, include a picture.



6

Homes with Cockroaches/Bedbugs

Take picture of bug, google image search to confirm type of bug. If confirmed to be a roach or bedbug post on the Q & A slack channel, include the picture. Pack up and leave immediately.

7

Homes with Exposed/Used Needles

Post on the Q & A slack channel, include a picture.



8

Real Plants

If you're not sure if it is real, check the soil.



9

Exposed Paintings/Canvas Art

We will clean the frame if framed.



10

Urns

Call the client and update job notes.



11

Religious Altars

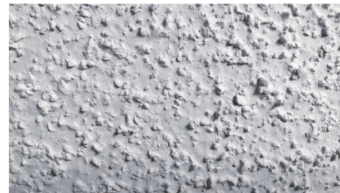
We can lift prayer rugs to vacuum underneath, but do not turn the rug from its original direction. This ensures that the worshipper's head is always in the same place and not where someone's feet have been. Never walk across these rugs.



12

Popcorn Ceilings

We may consider cleaning other ceilings.



13

Areas Where Guns Are Exposed



14

Emptying Diaper Genies, Garbage Compactors, Recycling Bins or Shredders

Unless specifically noted to do so.



15

Inside Fireplaces

Clean the outside, but ensure the glass is not warm before apply a damp cloth.



16

Saunas

Only clean the outside glass part of the door.

17

Underneath Stacked Washer/Dryer Units



18

Ashtrays

Do not empty, as there is a fire risk if embers are not fully extinguished.

19

Broken Blinds

Leave note and update job notes if client has recurring cleanings.



20

Taxidermy/Animal Hide Rugs

21

Medical Equipment



Percentage Pay

Company Rate is \$60/hr is so $60 \times 3 = \$180$

$$\$180 \text{ (3hr house)} + \$240 \text{ (4hr house)} = \$420 \text{ (calculated to take 7 hrs)}$$



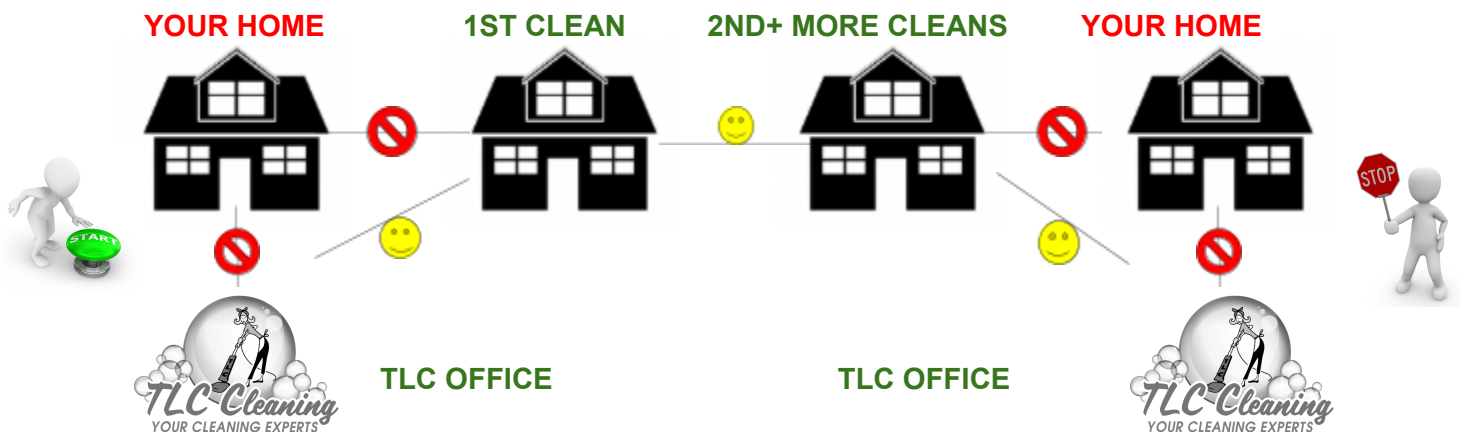
$$\$420 \text{ (total revenue)} \times .34 \text{ (34\%)} = \$142.80 \text{ (34\% of \$420)}$$

$$\$142.80 \div 7 \text{ hrs} = \$20.40/\text{hr}$$

Now if you get your houses done in 6 hrs you get the same pay (\$142.80) but if you get it done faster you, you will make more per hr ($\$142.80 \div 6 = \$23.76/\text{hr}$) and possibly have time for another job.

Mileage Reimbursement

You should be tracking your miles each day in order to get them reimbursed on your paychecks. Each day you must write down your starting odometer reading on your car and the ending reading with your total for the day as well as the grand total for the week. Post your tracking on the slack channel payroll-add-ons-and-subtractions in the correct dated thread by Monday 8am for the past week. Below are the 2 main locations you should start your calculations at either TLC office or your 1st cleaning job of the day.



Pet Interaction

Before You Start - Check Notes

- Always check the **client notes** before entering the home:
 - What pets live there?
 - Are there any instructions? (“Don’t let the cat out,” “Dog will be kenneled, not friendly,” etc.)
- **Watch the doors!** Always check for pets near entryways so no one sneaks out.

Interacting with Pets

- It’s okay to briefly say hi or pet a friendly animal if they come to you calmly.
- If the **client leaves treats out with a note**, or it’s listed in the **job notes**, you can give them a treat.
 **Only give treats that are pre-approved by the owner** — some pets have allergies or special diets!
- Don’t pick up, chase, or follow pets around — this can stress them out or make them nervous.
- If a pet is shy or anxious, give them space. No eye contact or sudden movements.

We are not allowed to pet sit — even as a side hustle.

TLC does **not offer pet services**, and if something were to happen while you’re watching a client’s pet (injury, illness, escape, etc.), it could damage our relationship with the client and reflect poorly on the company — even if it wasn’t during work hours.

If a client asks, kindly let them know it’s against our policy.

Aggressive or Nervous Animals

If a pet is acting aggressive (growling, barking, hissing, lunging, swatting, etc.):

1. **Try to calmly guide them into a room and close the door.**
2. **Call the client immediately** to explain what happened.
 - If it's unsafe to approach the pet, **exit the home** and wait outside.
 - The client will need to **come home and secure the animal** before we can continue.
3. If the client doesn't answer:
 - Leave a voicemail.
 - Post in the **Questions to Be Answered** Slack channel so the office can follow up and guide you.
4. Post in the **Update Job Notes** channel on Slack so we can flag it for the future:
"Client has an aggressive dog. Must be kenneled or in a closed room."

If You Are Bitten or Scratched by a Pet

If you are bitten, scratched, or injured by a client's pet — even if it seems minor — **you must report it right away.**

Here's what to do:

1. **Exit the home or get the animal safely secured** (behind a closed door, kennel, or separate room).
Do not continue cleaning until the situation is under control.
2. **Wash the area thoroughly** with soap and water as soon as it's safe to do so.
3. **Fill out an Injury Report Form** — it's on the **TLC Resource Page**.
4. The **client will be required to provide current vaccination records** from their vet, including rabies documentation.

If you need **additional support**, ask on the **Questions to be Answered** Slack channel. Even small bites or scratches can become serious. Reporting the incident protects **your health, our team**, and **TLC** — and helps us prevent future risks.

Letting Dogs Out

- Only let dogs out if the client has given **clear permission** — either in the notes or in person.
- Before opening the door:
 - **Double-check that all gates are latched and tie-downs are secure.**
- Let them out, continue your clean, and let them back in when they return to the door.
(*You don't need to supervise or stay outside with them.*)

If a Pet Escapes

If a pet gets out during your clean:

1. **Stay calm.** Most pets don't go far right away — check the yard, sidewalk, or driveway.
2. **Do NOT chase them.** This can scare them. Speak gently and use their name if known.
3. **Call the client immediately** and let them know where the pet was last seen.
4. If you can't reach the client, **post in the Questions to Be Answered Slack channel** so the office can help coordinate and support.

Pet Cleanup Process

Litter Box Areas

We do **NOT** scoop or clean out litter boxes, but we *can* clean around them:

Hard floors:

1. **Sweep** the area around the litter box using the client's broom.
2. Use a **brown microfiber cloth** and **hot, soapy water from your bucket** to hand-wash directly around the litter box.
3. **Mop the rest of the floor as usual.**

Carpeted areas:

- **Vacuum using the client's vacuum only.**

Pet Mess Cleanup

Hard Floors – Pee:

1. **Put on gloves.**
2. Use the **client's paper towels or toilet paper** to wipe up the mess.
3. Wipe again with clean paper towels to ensure the area is dry and clean.
4. Place all soiled paper products into a plastic bag, tie it securely, and dispose of it in the outside trash.

Hard Floors – Poop:

1. **Put on gloves.**
2. Use a **plastic bag** to pick up the mess.
3. Wipe the area with **Simply Clean + client's paper towels or toilet paper.**
4. Place all soiled materials in the bag, tie it securely, and dispose of it in the outside trash.

Carpet – Pee:

1. **Do not vacuum directly over the mess.**
2. Vacuum around the affected area only.

Carpet – Poop:

1. **Put on gloves.**
2. Use a **plastic bag** to pick up the mess.
3. Wipe the area with **Simply Clean + client's paper towels or toilet paper.**
4. Place waste and soiled materials in the trash. **Do not vacuum over the affected spot.**

Note Writing: Pet Messes & Pet Love

Always leave a note if:

- You cleaned up a pet accident
- You let the dog out
- You noticed something unusual (vomiting, hiding, no water, etc.)

Clients appreciate knowing what happened while we were in their home — especially when it comes to their pets.

Example:

"Your furbaby had a small accident in the hallway today. I cleaned it up and wanted to let you know in case that's unusual."

Add something personal if you interacted with the pet!

Clients love knowing we love their animals too.

Examples:

"Milo kept me company while I cleaned — such a sweetheart!"

"Hazel was extra cuddly today — made my whole morning!"

Even a small comment shows you care — and that matters.

If a Client's Pet Is Seriously Sick, Injured, or Has Passed

If a client shares that their pet is **very sick, seriously injured, or has passed away**, you can fill out the **Client Send a Card** request form — it's located on the **TLC Resource Page**.

The office will send a thoughtful card, and sometimes a small remembrance gift, to show we care.  

Important: Only submit a card request if the client has **clearly confirmed** the situation.

Please **do not assume** anything based on an absence, or comment from someone else — always wait for direct communication from the client.

Professionalism in the Field

Client Interaction

- Always greet the client upon arrival and say goodbye before leaving.
- No discussion with the client about how long or short your day is going to be. Your only focus is them when you are there.
- Respond to clients appropriately - there is to be no discussion of your pay, tips, other clients, or comments about your company, boss or coworkers to be made.
- Never discuss with the client scheduling or changes to their cleaning list unless directed by the office to do so. Make sure they know if they are discussing these matters with you that they need to contact the office or you can put it in the Questions-to-be-answered channel to get an answer for them.
- No fraternization or socializing with clients or clients family members of any kind.
- No solicitation of "business on the side"- cleaning, babysitting, tutoring, direct sales, yard work, pet sitting or any other services.

Inside, Out, & Around the Client's Home

- No parking of personal vehicle in Client's driveway or blocking it (unless client has approved and you know for sure your car does not leak, you will be responsible for clean up on driveway off the clock if personal car leaks)
- Be courteous and pick up packages, newspapers, or other advertisements and bring them inside.
- Be sure home thermometers, lights and blinds are left "as they are", or according to client instructions. If you have approval of the office or client to change the temp while in the home. – Leave your car keys on top of the thermostat or below or by window if you adjust the temp or open a window. Then it will be impossible to leave without remembering to put it back.
- **No personal calls in clients' homes.** Period. Exceptions are made for true emergencies only and even in that case please hit break on MC and take it outside. Keep your phone on vibrate in your pocket, and answer only for slack or another team calls. There is to be absolutely no social media use or texting friends/family while at home.
- No smoking or vaping allowed while on the clock with TLC or within view/on premises of home. If you take a break, do not smoke or vape in or near company cars or on or near Client property. DO NOT toss cigarette butts on the ground or store in the car loosely.
- Headphones are allowed. If headphones are worn, they must be at a low enough volume that no one else can hear your music, and you can hear when someone enters the room or says your name. Do not wear headphones when in the same room as a client. Do not play music out loud unless in moveouts or new constructions, even then music with profanity is not allowed. Be courteous of others.
- When there is cash sitting on the table do not automatically expect it to be a tip, the ONLY time you can take it is if it has your name on it or TLC Cleaning. If you find coins

or money laying on the floor, always pick it up and set it on the nearest surface and let the client know in your note.

- No meal breaks while cleaning a client's home without office approval; lunch breaks must be taken between houses. If a cleaning lasts more than five hours you may take your lunch outside or in the car if necessary. But you **MUST** put all supplies in a safe place from pets/ kids, leave a note for the client, and be sure the home is locked up but still able to enter back in if leaving the driveway. You may accept cookies and what not if offered by the client, but do not take food that has not been offered - not even a nut! No Candy in bowls- anything you have not been offered is STEALING. The only drinks allowed in a client's home is water, anything else is at risk to spill and stain. (YOU MAY BRING IN YOUR LUNCH BOX TO KEEP IT COOL BUT DO NOT OPEN IN THE HOME)
- Never say ANYTHING about a client or the condition of a client's home while inside of their home. EVER! No loud chatting or yelling through the house. No use of profanity inside a client's home. Always think of each home having microphones in the house and the client can hear anything you say.
- No TV watching/using the client's stereo. No unplugging computers or TV to plug in vacuum. Always double check with the client if for some reason your vacuum breaks while in the clients home if it's ok to use their vacuum to finish. If all of a sudden the power goes out while vacuuming you **MUST** locate their power box and find what circuits were flipped. Let the client know what happened in your note and where it happened including what outlet we were plugged into. Do not just leave the power off without clients approval, it could be attached to a freezer or fridge or something else important that needs constant power like a fish tank.

Entering the Home

- Arrive with a cheerful, ready to work attitude
- Arrive on time and get started helping! The sooner you get out the door, the smoother your day will be.
- Listen to your Trainer's instructions
- Always use good client service techniques
- Use only the assigned cleaning products unless approved by office
- Always follow safety guidelines even if it's uncomfortable, for example, wearing gloves
- Ask questions if you don't understand something
- Understand this is a professional job, where the skills that you are being taught during training will help you work better, faster and be successful at this profession
- Read the job notes on the way to each client's home to see what needs to be done in the house. It's possible that not all of the rooms in the house are to be cleaned, or there are some special tasks that have been added, or changes have been made to the job notes since the last visit. Make note of the time allotted on the job notes so that you can plan your time accordingly in the house. Make a plan with your teammate.
- Knowing our products & equipment, we know it is imperative to provide great cleaning that is also safe. We supply all of the products and tools you will need to make each home safely sparkle. All the professional products and equipment used at a home are carefully evaluated and approved for professional cleaning, including earth-friendly cleaners and vacuums with HEPA filters which have proven great for clients with asthma or severe allergies. If you do not know what to use on a surface, always ask your trainer discreetly.
- Unload your supplies and equipment from the car in one trip if possible.

- Ring the doorbell. If you have a key, and no one answers, enter the home, but ring and knock first.
- Announce your presence: If it appears no one is home, LOUDLY announce yourself simply by saying, "TLC Cleaning!" We do not want to scare anyone or catch anyone by surprise if they simply did not hear the doorbell.
- **Introduce yourself to your Client:** If the client is home, say hello and ask if there is anything that can be done better and make polite conversation. Do not, however, spend more than 2-3 minutes. You can use polite phrases like, "Well, I'd better get to it. It was good talking with you," to break from the conversation. **Trainees should never discuss that they are new**
- **Check the kitchen counter or outside fridge for client notes and/or payment.**
Collect payment / gift certificate or coupon and secure in your zipper pouch. If a note was left by the client, read the note and make a plan for any changes to the cleaning that day. If the note asks for additional things to be done please post in slack channel questions-to-be-answered the note and see if the office approves or if we need to reach out to approve more time.
- Collect your supplies and begin your first task. Tasks are divided up between teammates if working on a team. Efficient division of tasks may depend on the staff and/or on the specifics of the house. When cleaning in a team, trade work areas at each visit.
- Always open ALL doors in a home unless directed by a note not to do so. You might miss an entire room or bathroom by not opening a door. (be sure to put all doors back the way they were when done in case they are closed/open for a reason. Make sure you don't lock a pet in/out of a room!

A Typical Split of Duties

In a basic cleaning home: May need adjustments as needed – discuss before you get in the house! Make a plan, work hard and you will be successful!

Person 1 - BATHROOMS AND FLOORS

1. Bathrooms (begin with master or biggest bathroom)
2. Vacuuming carpets and hard floors behind the duster - Make sure to leave lines in the carpet!
3. Mopping

Person 2 - KITCHEN, DUSTING, & VACUUMING

1. Kitchen
2. Dusting and other related presentation tasks, such as straightening up (begin at furthest point from front door or upstairs if house is more than one story)
3. Vacuum floors and furniture (when added), edge carpets where needed. Make sure to leave lines on the carpet! Vacuum master Closets always!

In a deep cleaning home: May need adjustments as needed – discuss before you get in the house! Make a plan, work hard and you will be successful!

Person 1 - BATHROOMS & DUSTING

1. Bathrooms (begin with master or biggest or dirtiest bathrooms)
2. Dusting and other related presentation tasks, such as straightening up (begin at furthest point from front door or upstairs if house is more than one story)
3. Help with Mopping

Person 2 - KITCHEN & FLOORS

1. Kitchen
2. Vacuum floors and upholstered furniture, edge carpets where needed. Make sure to leave lines in carpet, and vacuum couch including under cushions on initial cleaning or when noted on the work order! Vacuum master Closets always! (All Closets in moveout/moveins)

All techs in the home should be checking the home to make sure nothing is missed before starting the note or floors.

One tech should be writing the note for the client while the other/s gets started on the floors then joins in to help after.

Do not get stuck with 1 cleaner mopping floors while the other is standing around. It is a good idea to have two mops in case this happens. Always take your time with floors- they are very important to everyone! DO NOT PUT RUGS BACK ON WET FLOORS - This can cause thousands of \$ in damages.

Efficiency is Key!

Rule Number 1: Make every move count. That means work around the room once. Don't backtrack. It also means you must carry your equipment and supplies with you and stock your apron so you don't make dozens of aggravating trips back and forth across the room. Walk around the room once and you're done, except for the floor.

Rule Number 2: Work from top to bottom. Dirt follows the laws of gravity just like anything else. When you start at the top and work to the bottom, you won't be constantly re-dirtying surfaces with dirt from above.

Rule Number 3: If it isn't dirty, don't over-clean it. For example, vertical surfaces are almost never as dirty as horizontal surfaces. Upper shelves and molding have less dust than lower ones. Clean all areas, but don't bring out the big guns on an already-clean surface.

Rule Number 4: Don't rinse or wipe a surface before it's clean. You'll just have to start over. In other words, when you're cleaning a surface, don't rinse or wipe just to see if you're done. If you were wrong, you'll have to start all over again. Learn to check as you're cleaning by "seeing through" the gunk to the surface below. Dirt *feels* different than clean if you are feeling for it. Then you can tell when it's dislodged and ready to be wiped or rinsed...*once!*

Rule Number 5: Don't keep working after it's clean. Once you've reached ground zero, *stop!* Rinse or wipe and move on.

Rule Number 6: If what you're doing isn't going to work, then shift to a heavier-duty cleaner or tool. You're going to get very good at knowing what tool or product to use without having to throw everything in the book at it. You'll be learning to anticipate what to reach for *before* you start a task, so you won't have to shift.

Rule Number 7: Keep your tools in impeccable shape. Clogged spray bottles puff up and make funny noises - they don't spray. A poorly maintained vacuum cleaner causes complaints and time loss due to breakdowns. A beat-up tile brush causes you to work harder! A dull, chipped or rusted razor blade scratches surfaces. You get the idea.

Rule Number 8: Repetition makes for smoother moves. Always put your tools back in the same spot in your caddy or apron. You can't spare the time to fumble around for them. And you can't afford to leave them lying around in alien places for the dog to carry away. You'll quickly get so expert you'll become aggravated if the tool you expected isn't in the right spot when you reach for it. Progress, progress.

Rule Number 9: Pay attention. Almost everything else will fall into place if you do.

Rule Number 10: Keep track of your time. Get a little faster every time. Setting 15-30 timers help with "time blindness".

Rule Number 11: Use both hands. Your workforce is half idle if one hand is doing all the work. Finish one step with one hand and start the next step with the other. Or, wipe with one hand while the other steadies the object.

Rule Number 12: If there are more than one of you, work as a team. You're what the biologists call a "superorganism." If your partner gets done ten minutes faster, the *team* gets done ten minutes faster. And that is a wonderful thing. You can't stop being vigilant for one moment about what will speed up or slow down your partner's progress.

Remember that above all, the key to faster cleaning is faster movement. You need to have some hustle! Most of the time when cleaners are having speed issues it is because they are moving slowly trying not to miss anything, which is great! It is important that quality comes before speed, because practice doesn't make perfect, it makes permanent. At some point speed does need to become a focus though if you are to make a good living in this line of work.

Here is the secret – we ALL miss stuff, but most people miss the SAME stuff. Teaching yourself to be both fast AND good is a simple matter of muscle memory, and it can be accomplished quicker than you think with a little focus.