



EMPLOYEE TRAINING MANUAL

Topic: General House-call Training

ALL EMPLOYEES ARE REQUIRED TO KNOW THIS INFORMATION

Employee Training Manual: How to Greet the Customer

Objective

To greet every customer with warmth, professionalism, and respect—setting a positive tone for the visit, creating trust, and showing that we care about their space and experience.

Core Principles

- A friendly, respectful greeting builds instant rapport.
- We represent our company's values with our attitude and appearance.
- Be on time, well-groomed, and wearing your uniform—first impressions matter.
- Always greet with a smile, positive energy, and polite language.

Step-by-Step: How to Greet the Customer

Knock or Ring Once

Announce your arrival by ringing the bell or knocking gently. Do not peek through windows or open the door.

Smile and Make Eye Contact

When the customer answers, stand with a relaxed posture and smile warmly.

Say Your Name and Company

Introduce yourself clearly: 'Hi! I'm [Your Name] with Katie's Cleaning Crew. I'm here for your cleaning appointment.'

Confirm the Service

Briefly confirm what you're there to do: 'We'll be working on your kitchen and bathrooms today, correct?'

Ask Where to Start or for Notes

Ask: 'Would you like us to start anywhere specific?' or 'Are there any notes you'd like us to know today?'

Be Mindful of Personal Space

Stay a respectful distance back from the door and don't enter until you're invited in.



If the Customer is Not Home

If you're entering while the customer is away, follow any key or code instructions precisely. Send a quick courtesy text:

'Hi [Customer Name], this is [Your Name] from Katie's Cleaning Crew. We've just arrived and are starting the cleaning now. Let us know if there's anything special to keep in mind!'

Pro Tip to Elevate the Experience

Use the customer's name once during the greeting if you know it. People love hearing their name—it builds a personal connection immediately.

Greeting Checklist

- Smiled and made eye contact
- Introduced yourself and the company clearly
- Confirmed services politely and professionally
- Asked about preferences or special requests
- Stayed respectful and calm, even if the customer seemed rushed





Employee Training Manual: Initial Walkthrough with the Customer

Objective

To begin every job with a short, professional walkthrough of the home alongside the customer—clarifying expectations, identifying special instructions, and building a strong foundation of communication and trust.



Core Principles

- Always begin with a calm, friendly attitude.
- The walkthrough is a chance to listen, not to sell or overexplain.
- Clarify any unclear areas or priorities before starting.
- Set a tone of professionalism, care, and flexibility.



Step-by-Step: Initial Walkthrough Process

Politely Invite the Walkthrough

Say: 'Before I get started, would you mind showing me around so I can confirm what you'd like done today?'

Follow the Customer's Lead

Let them walk you through the spaces. Nod, take mental notes, and ask clarifying questions only when needed.

Confirm Scope of Work

Say: 'Just to confirm—we're doing the kitchen, bathrooms, and living area today, right?'

Ask About Special Requests

Ask: 'Is there anything you'd like us to focus on, avoid, or handle in a specific way?'

Clarify Any Grey Areas

Ask: 'Would you like us to tidy up personal items or leave them in place?' or 'Are there any delicate or off-limits items we should know about?'

Set the Tone

End with: 'Thank you for showing me around! I'll get started now and let you know when everything's complete.'



✨ **Pro Tip to Elevate the Experience**

If they mention something personal—like allergies, pets, or a recent renovation—make a mental note and acknowledge it later. It shows you listened and care.

✅ **Initial Walkthrough Checklist**

- Customer invited to walk you through the space
- Scope of work clearly confirmed
- Special instructions or preferences identified
- Delicate areas or items clarified
- Customer feels heard, respected, and confident





Employee Training Manual: How to Collect Payment Professionally

Objective

To collect payment professionally, politely, and clearly—ensuring that customers feel respected and confident about the process, and that all payments are processed safely and correctly.



Core Principles

- Never assume the customer owes—always check the payment status first.
- Be polite, non-pushy, and friendly when discussing payment.
- We prefer checks payments but we also accept online credit card, Venmo, and cash.
- The employee may accept tips or refreshments if offered—but may NOT accept material items like books, furniture, or personal belongings.
- If unsure about anything, contact your manager before accepting or processing payment.



Step-by-Step: Collecting Payment

Complete the Job First

Do not bring up payment until the job is complete and the customer is satisfied.

Ask Politely About Payment Status

Say: 'Just to confirm—have you already taken care of payment through the booking system?'

Check the Online System

Our booking system prompts the customer to specify how they plan to pay. Check your notes to see if payment has already been made.

Accept Payment If Needed

If payment is still due, let the customer know we accept:

- Credit card (preferred)
- Check
- Venmo
- Cash



Process and Record Payment

Follow the steps in the app or booking system to log the payment method. Store checks and cash securely until returned to the office.

If No Payment is Ready

Say: 'No problem—you can still pay online later today through your confirmation email.' Do not pressure the client.

Accept Tips or Refreshments (If Offered)

You may accept a tip or drink if the client offers, but do not hint, ask, or suggest tipping in any way.

Do NOT Accept Material Gifts

Do not accept furniture, valuables, clothes, or other belongings. Even if the client insists, politely say:

'Thank you so much, but I'm not allowed to take personal items—it's company policy.'

✨ Pro Tip to Elevate the Experience

If a customer seems confused or unsure, offer to show them how to complete their payment online—never rush or embarrass them about it. Just say, no problem, and I'll ask Jeanie to call them.

✅ Payment Handling Checklist

- Job completed and customer satisfied before discussing payment
- Asked politely and clearly if payment has already been made
- Accepted approved methods only (credit card, check, Venmo, or cash)
- Did NOT accept material items, even if offered
- Logged payment or noted online payment instructions for later





Employee Training Manual: Final Inspection with the Customer

Objective

To complete every service with a final walkthrough inspection alongside the customer—ensuring their satisfaction, identifying any missed spots, and giving them a chance to provide immediate feedback before you leave.



Core Principles

- The job isn't done until the customer has had a chance to inspect your work.
- Final inspections help catch anything missed and show you care about quality.
- Walkthroughs build trust and reduce follow-up complaints.
- Always be professional, open to feedback, and proud of the work you've done.



Step-by-Step: Final Walkthrough Process

Finish Your Cleaning First

Before you approach the customer, make sure all tasks are done, and the space is free of tools and trash.

Invite the Customer to Walk Through

Say: 'Would you like to take a quick look around to make sure everything looks good before I pack up?'

Walk Room by Room

Move through the home with the customer, pointing out key areas cleaned (especially any special requests).

Ask for Feedback

Be polite and confident. Ask: 'Is there anything you'd like me to take another look at?' or 'Are you happy with how everything turned out?'

Address Any Issues Immediately

If something was missed, fix it on the spot. Stay positive and thank them for pointing it out.

Confirm They're Satisfied

Once the customer confirms they're happy, let them know you'll pack up and be out shortly.



✨ **Pro Tip to Elevate the Experience**

Compliment something about their space during the walkthrough. A simple, 'You have such a beautiful kitchen!' adds warmth to the interaction.

✅ **Final Inspection Checklist**

- All rooms cleaned and free of supplies
- Customer invited to inspect the space
- Walkthrough completed room-by-room
- Customer had opportunity to give feedback
- Any corrections made before leaving



Employee Training Manual: Thank You & Goodbye Script

Objective

To leave a positive, professional final impression by thanking the customer, confirming their satisfaction, and politely closing the appointment with warmth and clarity.

Core Principles

- End every visit with genuine appreciation.
- Leave the customer with a sense of calm, satisfaction, and trust.
- Be brief, clear, and friendly.
- Encourage future feedback or booking without being pushy.

Sample Script: Thank You & Goodbye

"Everything is all set and cleaned up. Thank you so much for having us today!"

"Was there anything else you'd like us to touch up or revisit before we go?"

"Great—if you ever have any questions, feel free to reach out through your booking or leave us a note for next time."

"We really appreciate your business. Have a great day!"

(*If they tipped or offered food:*)

"Thank you so much, that's very kind of you!"

Extra Notes

If the customer is not home:

- Leave a friendly note or follow-up text if approved by the company.
- Make sure everything is left tidy and secure, per client instructions.

If customer had a concern earlier:

- Briefly confirm the resolution and thank them for their feedback.



✦ **Pro Tip to Elevate the Experience**

Make eye contact, smile, and say their name if you know it. Personal touches create loyal, happy customers.





Employee Training Manual:

Bathroom Etiquette During House Calls

Objective

To uphold professional and respectful bathroom etiquette while inside a client's home—maintaining hygiene standards and ensuring client comfort at all times.



Core Principles

- Always treat the client's home—including the bathroom—with the same respect you would give a guest space in someone else's home.
- Only use the bathroom for quick, essential needs (e.g., handwashing or emergency bathroom use).
- Do not use the bathroom for long visits or for bowel movements—plan ahead and use a public restroom if needed.
- Always ask politely before using the restroom, unless the client has already given permission in notes or during orientation.
- Leave no trace—wipe down any water, dispose of paper neatly, and wash your hands thoroughly.



Step-by-Step: Proper Bathroom Etiquette

Plan Ahead

Use the restroom at a gas station, café, or public location before or between appointments.

Ask Before Using

If you need to use the client's bathroom for a quick visit, always ask politely: 'Would it be okay if I quickly used your restroom?'

Avoid Bowel Movements

Do not use the client's bathroom to poop. This can be awkward for the client and can leave lingering odors.

Clean Up After Yourself

Wipe down the sink area if you wash your hands. Make sure the toilet is flushed and the seat is left clean.



Use Your Own Supplies

If you need soap or a towel and don't see any, use your personal hygiene kit instead of touching the client's items.

Be Discreet

Never talk about using the bathroom with coworkers or clients. Keep it professional and private.

✨ Pro Tip to Elevate the Experience

Some clients are very sensitive about staff using their bathroom. When in doubt, wait or find a nearby public restroom—it's always better to be safe and respectful.

✅ Bathroom Etiquette Checklist

- Used bathroom only when necessary and with permission
- Did not use client's bathroom for bowel movements
- Left the area completely clean and dry
- Used personal hygiene supplies if client's were unavailable
- Maintained professionalism and discretion





Employee Training Manual: Respecting Client Privacy & Avoiding Embarrassing Situations

Objective

To handle sensitive, personal, or potentially embarrassing client items with professionalism, discretion, and care—ensuring clients feel respected, safe, and never judged during our house cleaning visits.



Core Principles

- We are in people's private spaces and must treat their belongings with total respect.
- We are not here to judge anyone's lifestyle, habits, or personal preferences.
- It's never appropriate to laugh, comment, gossip, or react to something you find in a home.
- Our job is to clean and organize, not to make assumptions or intrude on anyone's privacy.



Examples of Sensitive Items You Might Encounter

- Sex toys or adult materials
- Marijuana or smoking products (legal or otherwise)
- Medications or prescriptions
- Personal documents, money, or private journals
- Religious or political items
- Underwear, dirty laundry, or body care products



What To Do When You Encounter a Sensitive Item

Do Not React

Do not laugh, raise your eyebrows, comment, or make facial expressions. Stay neutral and calm.

Do Not Mention It

Never bring it up to the client or coworkers. Even if it seems humorous or interesting—just move on.

Move Respectfully (If Needed)

If you must clean the area, gently shift the item aside using a clean cloth or glove and return it to its spot when done.



Keep It Private

Do not share or discuss what you saw with anyone else. We do not tell stories about our clients.

If Unsure, Leave It

If you're unsure whether something should be moved or touched, clean around it and leave it in place.

✨ Pro Tip to Elevate the Experience

The more invisible and respectful we are when encountering personal items, the more trust we build with our clients—and the more likely they are to recommend us.

✅ Discretion Checklist

- No comments or reactions to private items
- Sensitive items handled (if necessary) with a cloth or gloves
- Nothing is moved unless absolutely required for cleaning
- Client never hears about or feels embarrassed by our visit
- Team members never share client information or stories





Employee Training Manual: Handling Angry or Aggressive Customers

Objective

To stay calm, professional, and safe when interacting with an angry or aggressive customer—resolving the situation respectfully without escalating it, and protecting your well-being and the company's reputation.



Core Principles

- Stay calm and don't take it personally.
- Listen first—most people want to feel heard.
- Be respectful and never argue back.
- Set boundaries if someone is being inappropriate or unsafe.
- Report the situation immediately once you're safe.



Step-by-Step: Handling an Angry Customer

Stay Calm and Neutral

Take a deep breath and speak in a calm tone. Do not raise your voice or show frustration.

Listen Without Interrupting

Let them explain why they're upset. Often, being heard is enough to calm someone down.

Acknowledge, Then Redirect

Say something like: 'I understand you're frustrated. Let me see what I can do to help.' This shows you're trying to resolve the issue.

Don't Argue or Get Defensive

Even if you disagree, stay polite. Avoid phrases like 'that's not my fault.' Stay focused on solving the problem.

Offer a Clear Next Step

If you can fix the issue, explain how. If not, say you'll contact your manager or have someone follow up.

Remove Yourself if You Feel Unsafe

If the client is yelling, threatening, or behaving inappropriately, excuse yourself and leave the property. Then report the incident immediately.



Never Do the Following

- Don't yell back or argue, even if you're right.
- Don't insult the customer or take jabs.
- Don't ignore the issue or walk away without saying anything.
- Don't threaten, record them, or touch anything that could escalate the situation.

Pro Tip to Elevate the Experience

Use names if you know them. Saying, 'I hear you, Mr. Davis,' builds a personal connection that can diffuse tension quickly.

Resolution Checklist

- Stayed calm and didn't react emotionally
- Listened fully before speaking
- Responded respectfully and clearly
- Offered a reasonable next step or solution
- Removed yourself and reported the situation if unsafe





Employee Training Manual: How to Handle Customer Complaints

Objective

To respond to customer complaints with empathy, professionalism, and problem-solving—turning a negative situation into an opportunity to build trust and satisfaction.



Core Principles

- Stay calm, respectful, and non-defensive.
- Listen actively without interrupting.
- Acknowledge the complaint and validate the customer's concern.
- Take responsibility when appropriate, and offer a solution or escalation.
- Always follow up or document the complaint properly for management review.



Step-by-Step: Responding to a Complaint

Listen Fully

Let the customer explain the issue. Make eye contact, nod, and avoid interrupting.

Acknowledge and Empathize

Say something like: 'I understand why that would be frustrating. I'm really sorry you're feeling that way.'

Apologize if Appropriate

Even if the issue wasn't your fault, you can say: 'I'm sorry this didn't meet your expectations. Let's make it right.'

Ask for Clarification

Gently ask for specifics if you need more details to understand the complaint.

Offer a Solution

If it's within your power, resolve the issue on the spot. If not, assure them that you'll contact a supervisor immediately.

Report or Document

Always report the complaint through the proper internal process so the company can follow up.



Never Do the Following

- Don't argue or try to 'win' the conversation.
- Don't blame the customer or another staff member.
- Don't say 'It's not my job' or 'That's not my fault.'
- Don't ignore or dismiss the concern—even small issues matter.

Pro Tip to Elevate the Experience

Repeat back part of the complaint to show you've listened: 'So just to confirm—you said the floor under the bed wasn't vacuumed?' This builds trust instantly.

Complaint Handling Checklist

- Customer felt heard and respected
- Complaint was acknowledged without defensiveness
- Apology or empathy was offered
- Resolution was provided or next step was clearly explained
- Complaint documented or passed to management





Employee Training Manual: When to Leave a Customer's Home & Escalate to a Manager

Objective

To recognize situations where your safety, comfort, or ability to do your job is compromised—and to know when it is appropriate to leave the customer's home and escalate the situation to a supervisor immediately.



Core Principles

- Your safety always comes first—no task or client is more important than your well-being.
- If something feels off, threatening, or inappropriate, trust your instincts.
- You are never expected to stay in a situation where you feel unsafe, disrespected, or harassed.
- When in doubt, leave professionally and call your manager.



Step-by-Step: When and How to Leave

Stop Immediately

If something happens that makes you feel threatened, unsafe, or extremely uncomfortable, stop what you're doing.

Excuse Yourself Politely

Say something like, 'I'm going to step outside and make a quick call to my manager.' Avoid confrontation or accusing language.

Exit the Home

Remove yourself from the space calmly and respectfully. Take your cleaning gear with you if it's safe to do so.

Call Your Supervisor

Contact your manager or lead immediately. Explain the situation clearly and calmly.

Do Not Re-enter

Do not return to the client's home unless your manager instructs you to. Let management handle next steps with the client.



Situations That Require Immediate Escalation

- The customer is yelling, threatening, or acting aggressively.
- Sexual, inappropriate, or uncomfortable comments or behavior.
- Drugs, weapons, or dangerous items are exposed in an unsafe way.
- You feel unsafe due to the location, condition of the home, or people present.
- You witness illegal activity or believe a crime is happening.
- You are being asked to perform duties that are not part of your job or are unsafe.

Scripted Example (Optional)

"I'm not feeling comfortable in this situation and I'd like to step outside for a moment. I'll be calling my manager to check in before I continue."

Safety & Escalation Checklist

- Left the space immediately without confrontation
- Informed supervisor as soon as possible
- Did not re-enter the space without approval
- Escalated due to clearly unsafe, threatening, or inappropriate situation
- Protected yourself while maintaining professionalism



Employee Training Manual: How to Apologize Professionally

Objective

To offer sincere, respectful, and professional apologies that acknowledge concerns, maintain trust, and reflect our high standard of customer care—even when the issue wasn't directly your fault.



Core Principles

- A real apology shows that we care—not that we're guilty.
- Be direct, humble, and sincere.
- Acknowledge the concern without making excuses.
- Apologize once—then focus on solutions.
- A professional apology can turn a frustrated client into a loyal one.



Step-by-Step: Apologizing the Right Way

Stay Calm and Composed

Take a breath and speak with a calm, even tone. The goal is to stay grounded even if the client is upset.

Acknowledge the Issue

Even if you didn't cause the problem, say something like: 'I understand this wasn't what you expected.'

Apologize Sincerely

Use clear and simple language: 'I'm really sorry this happened.' or 'I apologize for the inconvenience.'

Avoid Defensiveness

Don't try to explain it away or say it wasn't your fault. Focus on making it right.

Offer a Solution or Next Step

Let them know how you'll fix it or who will follow up. Example: 'I'll make sure that gets corrected right away.'



Thank Them for Speaking Up

Say: 'I appreciate you letting us know. We want to get it right.' It helps close the conversation positively.

Avoid These Phrases

- 'It's not my fault.'
- 'I didn't do that, someone else did.'
- 'Well, you didn't mention that before.'
- 'That's just how we do it.'
- Excessive or sarcastic apologies like 'Sorry you feel that way.'

Pro Tip to Elevate the Experience

Apologize with eye contact and steady posture. Body language matters just as much as your words when making an apology feel genuine.

Professional Apology Checklist

- Apology delivered sincerely and calmly
- Issue acknowledged clearly
- No defensiveness or blame-shifting
- Solution or follow-up communicated
- Client felt respected and reassured





Employee Training Manual: Wiping Cabinets, Shelves & Bathroom Surfaces

Objective

To keep bathroom surfaces—including cabinets, shelving, and décor—clean and dust-free by wiping them down properly, removing dust, hair, and residue while maintaining the integrity of different surface types.



Materials Needed

- All-purpose cleaner or wood-safe cleaner (Murphy's Oil Soap)
- Microfiber cloths
- Detail brush or soft toothbrush
- Step stool (for high shelves or frames)
- Paper towels (optional)
- Gloves (optional)



Step-by-Step Instructions

Dust First

Start by dry dusting surfaces like cabinet doors, shelf tops, and frames with a microfiber cloth to remove loose debris.

Spray Cleaner on Cloth

Lightly spray cleaner onto a microfiber cloth (never directly on wood or frames). Use a wood-safe product for wood surfaces.

Wipe Cabinet Faces and Handles

Wipe down cabinet doors, drawer fronts, and handles. Pay attention to edges and any sticky spots from products.

Clean Open Shelves

Wipe the top and bottom of floating shelves or over-the-toilet units. Remove items if needed to clean underneath.

Wipe Décor and Frames

Gently dust and wipe picture frames, decorative jars, or other surface items. Use a dry cloth on glass if necessary.



Check for Hair or Residue

Re-check all surfaces for missed hair or product residue. Use detail brush for corners or trim as needed.

✨ Pro Tip to Elevate the Experience

Lift and wipe under countertop or shelf items—customers notice when the *whole* surface is clean, not just the visible spots.

✅ Quality Checklist

- No dust or hair left on any surfaces
- Cabinet faces and handles wiped clean
- Open shelving cleaned on all sides
- Picture frames and surface décor wiped and streak-free
- No cleaner residue left behind on any surface





Employee Training Manual:

Vacuuming & Mopping Bathroom Floors

Objective

To properly clean and sanitize bathroom floors by vacuuming or sweeping up dust, hair, and debris, followed by mopping to remove grime and leave floors clean, fresh, and safe.



Materials Needed

- Vacuum with hard floor setting or handheld attachment
- Broom and dustpan (optional for certain floor types or corners)
- Mop (flat or microfiber preferred)
- Bucket with warm water and floor-safe cleaner
- Microfiber cloth or paper towels (for edges or touch-ups)
- Gloves (optional)



Step-by-Step Instructions

Clear the Floor

Remove bathmats, trash cans, and any other items from the floor. Shake out mats if needed.

Vacuum Thoroughly

Use a vacuum to remove dust, hair, and debris. Be sure to get corners, around the toilet base, and under cabinets.

Sweep if Needed

If vacuuming isn't appropriate (for example, very small spaces or uneven floors), sweep thoroughly with a broom and dustpan.

Prepare Mop Water

Fill a bucket with warm water and a small amount of bathroom-safe floor cleaner. Avoid oversaturating the mop.

Mop the Floor

Start from the farthest point of the bathroom and work your way toward the exit. Mop in smooth, overlapping strokes.



Detail Edges and Corners

Use the edge of the mop or a microfiber cloth by hand to get close to the toilet, behind the door, and into corners.

Let Dry

Allow the floor to air dry. If needed, dry high-traffic areas or behind doors manually to prevent slipping or streaking.

✨ Pro Tip to Elevate the Experience

After vacuuming, run a dry microfiber cloth along the baseboards and toilet base—clients notice when hair and dust are completely gone.

✅ Quality Checklist

- All hair, dust, and debris vacuumed or swept
- Floor mopped and allowed to dry streak-free
- Edges and corners cleaned thoroughly
- No puddles, residue, or missed spots
- Bathroom mats returned neatly after floor is dry





Employee Training Manual: Cleaning Bathroom Mirrors & Fixtures

Objective

To clean and polish all reflective and high-touch bathroom fixtures—including mirrors, towel racks, toilet handles, faucet handles, light switches, and doorknobs—leaving surfaces spotless and sanitized.



Materials Needed

- Glass cleaner or vinegar-water solution (for mirrors)
- Disinfectant spray or wipes
- Microfiber cloths
- Paper towels (optional)
- Detail brush or cotton swabs (for crevices)
- Gloves (optional)



Step-by-Step Instructions

Clean the Mirror

Spray glass cleaner directly on a microfiber cloth (not the mirror to avoid drips). Wipe using circular or zig-zag motions. Buff dry with a clean cloth or towel.

Check for Streaks

Inspect from different angles and touch up any missed spots. Use a dry cloth edge for corners.

Disinfect Fixtures

Spray disinfectant on a cloth or use disinfectant wipes to clean faucets, handles, towel bars, and flush handles.

Detail Small Crevices

Use a toothbrush or cotton swab around the base of fixtures and joints to remove grime.

Wipe Light Switches & Doorknobs

Disinfect and wipe all light switches and door handles—these are high-touch areas that must be cleaned every visit.



Final Buff

Use a clean microfiber cloth to give chrome or metal fixtures a final polish for shine.

✨ Pro Tip to Elevate the Experience

Fold your microfiber cloth into quarters—this gives you eight clean sides for streak-free polishing and disinfecting without cross-contamination.

✅ Quality Checklist

- Mirror is streak-free and polished edge to edge
- Faucets and handles are clean and disinfected
- Towel bars and flush handles wiped down
- Doorknobs and light switches disinfected
- All fixtures look clean, shiny, and fingerprint-free





Employee Training Manual: Cleaning Bathroom Sink & Countertops

Objective

To clean and sanitize bathroom sinks and countertops thoroughly, removing soap residue, toothpaste, water spots, and dust—leaving surfaces clean, dry, and polished.



Materials Needed

- All-purpose or bathroom surface cleaner
- Non-abrasive sponge or microfiber cloth
- Disinfectant spray (if not combined with cleaner)
- Toothbrush or detail brush
- Paper towels or dry microfiber towel
- Glass cleaner (optional for faucets or mirrors)
- Gloves (optional)



Step-by-Step Instructions

Remove Items from Surface

Take everything off the counter and set aside. Shake out rugs or mats if present.

Spray Cleaner

Apply cleaner to the sink basin, faucet, handles, backsplash, and countertops. Let sit briefly to loosen buildup.

Scrub Sink and Faucet

Use a sponge or cloth to scrub the basin and faucet. Use a toothbrush around the base of the faucet, drain, and hard-to-reach corners.

Wipe Countertop

Wipe the countertop thoroughly, paying attention to edges, corners, and backsplash.

Dry and Buff

Use a dry microfiber towel or paper towels to dry all surfaces and buff to a streak-free finish.

Return Items Neatly

Wipe any bottles or containers before returning them neatly to the countertop.



✨ **Pro Tip to Elevate the Experience**

Use a little glass cleaner on the faucet and sink drain at the end for an extra shine—it makes everything sparkle and look professionally polished.

✅ **Quality Checklist**

- Sink basin is free of toothpaste, soap, or grime
- Faucet and handles are polished and spot-free
- Countertops wiped clean with no residue
- Items replaced neatly and surfaces are dry
- No water spots, streaks, or visible smudges





Employee Training Manual: Bathroom Towels & Paper Product Replacement

Objective

To maintain a fresh and fully stocked bathroom by properly replacing towels, toilet paper, and other paper products—while paying attention to customer preferences and neat presentation.



Materials Needed

- Fresh hand towels and bath towels (if required)
- Toilet paper (check notes for client's preferred brand)
- Tissue boxes (if replacement is needed)
- Disinfectant or all-purpose cleaner (for holder surfaces)
- Microfiber cloth or paper towel (for touch-up wiping)
- Gloves (optional)



Step-by-Step Instructions

Check Client Notes

Before gathering supplies, review the client's notes or checklist to identify their preferred toilet paper brand.

Bring Correct Supplies

When getting your cleaning bucket or supplies, grab the correct toilet paper and any fresh towels you need. Be sure to come prepared with the customer's favorite toilet paper.

Replace Towels

Remove used towels and replace them with clean, neatly folded ones. Hang hand towels evenly and restock bath towels if requested.

Replace Toilet Paper

If the roll is low or empty, replace it with a fresh roll. Place the roll in the correct orientation (over/under per client preference if known).

Restock Extra Rolls

If space allows, leave 1 extra rolls neatly stacked or in the holder area.



Replace Other Paper Products

Swap out empty tissue boxes and check for any other paper product needs.

Wipe Holder Areas

Lightly wipe towel bars, toilet paper holders, or shelf areas to remove dust and ensure a clean finish.

✨ Pro Tip to Elevate the Experience

Fold the end of the toilet paper into a triangle or decorative tuck—small details like this show care and attention.

✅ Quality Checklist

- Correct brand of toilet paper used (per notes)
- Used towels removed and replaced with clean, folded ones
- Toilet paper and tissues fully stocked
- Holder and towel bar areas wiped clean
- All items placed neatly and with attention to detail





Employee Training Manual: Cleaning Bathtubs & Showers

Objective

To ensure all tubs and showers are thoroughly cleaned and sanitized, removing soap scum, grime, hard water stains, and mildew—using both manual tools and power scrubbers for a sparkling finish.



Materials Needed

- Tub and tile cleaner (disinfecting and/or descaling)
- Scrubbing sponge or non-abrasive scrub pad
- Drill with scrub brush attachments (various sizes)
- Detail brush or old toothbrush
- Glass cleaner (for doors or chrome)
- Squeegee (optional for doors/walls)
- Microfiber cloths
- Bucket of warm water (optional)
- Gloves (optional)



Step-by-Step Instructions

Rinse and Inspect

Lightly rinse the tub/shower area to loosen debris. Check for areas with heavy buildup, mold, or soap scum.

Apply Cleaner

Spray the entire surface with a tub and tile cleaner. Let sit for 3–5 minutes to break down buildup.

Scrub with Drill

Use the drill with a medium or stiff scrub brush attachment to power-scrub tub floors, walls, and grout lines. Be mindful of corners and seams.

Detail Around Fixtures

Use a small brush or toothbrush to scrub around faucets, drain edges, and corners.



Wipe Glass and Chrome

Use a microfiber cloth or glass cleaner on glass shower doors and chrome fixtures. Buff dry for shine.

Rinse Thoroughly

Rinse all surfaces with warm water, using a bucket or detachable shower head. Make sure no cleaner residue is left.

Dry and Inspect

Use a dry microfiber towel to wipe surfaces dry. Look for any missed spots or streaks and re-clean if needed.

✨ Pro Tip to Elevate the Experience

For soap scum on glass doors, use a drill with a soft pad attachment and finish with a vinegar wipe to make it shine without streaks.

✅ Quality Checklist

- Tub/shower walls and floor free of soap scum and grime
- No mildew or residue in corners or grout lines
- Glass and chrome surfaces are streak-free and shiny
- Fixtures and drains are scrubbed clean
- No puddles or residue left behind





Employee Training Manual: Decorative Ways to Hang Bath Towels

Objective

To elevate the appearance of the bathroom by hanging bath towels in neat, decorative ways on towel racks—creating a clean, intentional, spa-like feel that impresses clients.



Materials Needed

- Clean bath towel
- Clean hand towel (optional for layering)
- Flat surface for folding (optional)
- Towel rack or bar
- Optional ribbon, mint, or decorative item



Classic Spa Fold (Flat & Centered)

1. Lay the towel flat, fold it into thirds lengthwise.
2. Fold it in half horizontally, then again to make a compact rectangle.
3. Drape it evenly over the towel bar with the folded edge facing outward.
4. Adjust the height so it hangs evenly and flat without sagging.



Layered Display (Bath & Hand Towel Combo)

1. First, hang a bath towel using the Classic Spa Fold technique.
2. Next, fold the hand towel into thirds lengthwise.
3. Fold it horizontally and drape it centered over the bath towel.
4. Leave 3–4 inches of the bath towel showing at the bottom for contrast.
5. Optional: Add a finishing touch like a mint, bow, or tag on top.



Tri-Fold & Drape (Simple but Elevated)

1. Fold the towel in thirds lengthwise to create a long, clean panel.
2. Drape it over the towel rack so both ends hang evenly.



3. Smooth out any creases and adjust height as needed.
4. Use for a sleek and minimal look in modern bathrooms.

✨ **Pro Tip to Elevate the Experience**

After hanging the towel, give it a gentle tug and smooth to ensure it's flat and aligned—small adjustments make a big visual difference.

✅ **Quality Checklist**

- Towel is clean and wrinkle-free
- Hanging is centered and even on the bar
- Optional hand towel is neatly layered if used
- Towels do not sag or bunch
- Any decorative element is aligned and tasteful





Employee Training Manual: General Tidy-Up & Final Quality Check

Objective

To ensure a polished finish to every job by performing a fast, thorough tidy-up and final quality check before leaving the property—leaving no trace behind except a clean, refreshed space.



Materials Needed

- Microfiber cloth (for last-minute touch-ups)
- Vacuum or broom (for final floor check)
- Trash bag (for remaining waste or lint)
- Fresh hand towel or paper towel (if needed)
- Phone or checklist (for quality review)
- Gloves (optional)



Step-by-Step Instructions

Do a Room-by-Room Walkthrough

Quickly walk through each space and scan from top to bottom. Look for spots you may have missed—smudges, crumbs, streaks, or out-of-place items.

Straighten and Tidy

Adjust cushions, fold towels, align decor, and put any items back in place. Close cabinet doors, drawers, and straighten rugs.

Empty All Trash and Take It Out

Remove garbage from all bins and replace with fresh liners. Be sure no bags are left behind.

Wipe Final Touch Points

Use a clean microfiber cloth to quickly wipe any smudges on faucets, mirrors, switches, or door handles.

Check Floors Again

Give floors a final look—vacuum or sweep any newly dropped lint or dust. Mop quick spots if needed.



Leave a Finishing Touch

If part of your routine, leave a folded towel, mint, or card as a thank-you. Make sure the space smells fresh.

✨ Pro Tip to Elevate the Experience

Pause at the entrance of each room for a final glance—view the space like the client would. This helps catch details you might miss from up close.

✅ Quality Checklist

- No tools, towels, or trash left behind
- All surfaces wiped and dust-free
- Trash removed and replaced with fresh liners
- Floors clean with no debris or footprints
- Decor and furniture returned to neat positions
- Final scent or finishing touch added (if applicable)





Employee Training Manual: Deep Cleaning a Toilet

Objective

To deep clean and sanitize the toilet thoroughly using both manual and powered tools, ensuring all visible and hidden areas are spotless, odor-free, and hygienic.



Materials Needed

- Toilet bowl cleaner (disinfecting)
- Disinfectant spray or wipes
- Toilet brush
- Drill with scrub brush attachments (various sizes and stiffness)
- Detail brush or old toothbrush
- Pumice stone (for hard water stains)
- Disposable gloves
- Microfiber cloths or paper towels
- Bucket of warm water (optional)



Step-by-Step Instructions

Prepare and Protect

Put on gloves. Ensure area is well-ventilated. Remove any items around or on the toilet.

Apply Bowl Cleaner

Generously squirt toilet cleaner under the rim and around the bowl. Let sit for 5–10 minutes.

Scrub the Bowl

Use a toilet brush to scrub under the rim, down the sides, and into the trap. Flush once after scrubbing.

Use Drill Brushes on Bowl Interior

Attach the medium or soft drill brush. Carefully scrub inside the bowl, including under the rim and down into the trap bend.

Clean Exterior Surfaces

Spray the seat, lid, tank, flush handle, and base with disinfectant. Wipe clean with a cloth or paper towel.



Detail Tough Spots with Drill

Use small or cone-shaped drill brushes for the base bolts, seat hinges, and hard-to-reach corners. Use a detail brush as needed.

Remove Mineral Stains

Use a pumice stone to gently scrub hard water or mineral rings inside the bowl.

Polish and Final Touch

Wipe all surfaces dry and streak-free with a clean microfiber cloth. Double-check around base and floor for splash or residue.

✨ Pro Tip to Elevate the Experience

Use a toothbrush dipped in cleaner to scrub the tank lid rim, bolt caps, and between the seat and bowl—areas clients don't usually see cleaned!

✅ Quality Checklist

- Toilet bowl is stain- and ring-free
- Under rim and trap areas scrubbed
- Seat, lid, and flush handle disinfected
- Toilet base and surrounding floor wiped clean
- No drips, dust, or splash left behind





Employee Training Manual: Folding Towels with a Decorative Touch

Objective

To create a welcoming, upscale impression by folding bathroom towels into decorative shapes such as fans, rolls, and origami-inspired displays. These towel folds add a professional, spa-like finishing touch for clients.



Materials Needed

- Clean hand towel or bath towel
- Flat surface for folding
- Optional ribbon, tag, or mint for finishing



Fan Fold (Hand Towel)

This fold works well for hand towels placed on the sink or counter.

1. Lay the towel flat on a clean surface.
2. Start at one short end and accordion-fold the towel in 1–2 inch pleats all the way to the other end.
3. Fold the pleated towel in half so the pleats are on the outside.
4. Secure the folded end by tucking it slightly or adding a ribbon.
5. Fan out the top edges to create a semi-circle shape.



Rolled Towel (Spa Style)

Great for bath towels or to display stacked towels neatly.

1. Lay the towel flat with the short end facing you.
2. Fold one corner diagonally inward to form a triangle.
3. Start rolling tightly from the opposite short end toward the pointed tip.
4. Stand the rolled towel upright with the tip tucked underneath.
5. Repeat and stack in groups of 2–3 for display.



Pocket Fold (To Add Mint or Tag)

This fold is useful when you want to insert a mint, note, or small flower.

1. Lay towel flat, fold it into thirds lengthwise.
2. Fold the bottom up about one-third of the way.
3. Flip the towel over while holding the folded part in place.
4. Fold the towel in half from left to right.
5. Flip it back over—the front should now have a pocket you can tuck into.

Pro Tip to Elevate the Experience

Add a wrapped mint, a lavender sachet, or a small card to the towel fold. Clients remember the little moments of care!

Quality Checklist

- Towel is clean and neatly folded
- No wrinkles or loose ends
- Fold is symmetrical and stable
- Optional finishing touch added (mint, tag, etc.)
- Towel placed in visible, tidy position



Employee Training Manual: Gathering Laundry & General Bedroom Tidying

Objective

To gather laundry and tidy the bedroom respectfully and efficiently—ensuring everything is in order while handling personal items with complete professionalism and discretion.



Materials Needed

- Laundry bag or basket (if collecting laundry)
- Microfiber cloth (for surfaces)
- Trash bag (for actual trash)
- Gloves (optional)
- Disinfectant or all-purpose spray (for surfaces if needed)



Step-by-Step Instructions

Gather Clothes

Pick up any clothes on the floor, chairs, or bed. If laundry service is part of the cleaning, place clothing in the designated laundry bag or basket.

Fold or Hang Neatly

If laundry is not to be taken, fold clothing neatly and place on the bed or chair, or hang up if it's clear where it belongs.

Tidy Surfaces

Straighten items on nightstands, dressers, and desks. Group similar items and neatly realign any cluttered spaces.

Adjust Furniture and Decor

Straighten rugs, adjust pillows and blankets, and align lamps, books, or decor to create a clean, organized space.

Remove Trash

Dispose of obvious trash like tissues, wrappers, or empty bottles. Do not throw away anything unless it's clearly garbage.



Handling Personal Items with Respect & Discretion

You may occasionally come across personal items such as medications, sex toys, adult material, or drug-related items during tidying. Our policy is simple:

- Do not touch or move these items unless they are clearly in the way of your task (e.g., lying on the bed when you need to make it).
- If you must move them, use a clean cloth or gloves and place the item out of view—such as under the pillow or in a discreet corner of the nightstand.
- Do not comment, laugh, take photos, or share what you've seen with anyone—including coworkers and the client.
- Do not make suggestions to the customer about hiding or storing the item—simply move it respectfully if necessary, and carry on with your task.
- We are not here to judge. Everyone deserves privacy and professionalism.

Pro Tip to Elevate the Experience

Creating a peaceful, tidy room can make someone's day. A neatly folded blanket, aligned shoes, or an organized nightstand adds warmth and care.

Quality Checklist

- Clothes gathered neatly or placed in laundry area
- Surfaces organized and free of clutter
- Trash removed appropriately
- Furniture, pillows, and decor aligned
- No judgment or comment made on personal belongings



Employee Training Manual: Changing Bed Linens

Objective

To ensure all beds are made to a consistently high standard that reflects our quality of service, comfort, and care — with a special finishing touch that guests will remember.

Materials Needed

- Clean fitted sheet
- Clean flat sheet
- Clean pillowcases
- Clean blanket or duvet cover
- Clean comforter (if applicable)
- Bedspread or decorative throw (optional)
- Pillows (fluffed and clean)
- Finishing mint (wrapped)
- Gloves (optional for hygiene)

Step-by-Step Instructions

Remove Old Linens

Strip the bed completely: fitted sheet, flat sheet, pillowcases, blanket, and comforter. Inspect for stains or damage and report if needed. Place all used linens in a designated laundry bag or bin.

Inspect and Clean Mattress Area

Check for crumbs, dust, or debris on the mattress and frame. Use a hand vacuum or lint roller if needed. Smooth out the mattress pad if there is one.

Put on the Fitted Sheet

Locate the tag—it should go on the bottom-right corner of the mattress. Pull the sheet tightly over each corner for a smooth, snug fit.

Add the Flat Sheet

Spread the flat sheet evenly, making sure the finished side faces down (so it shows when folded back). Align the top edge with the top of the mattress. Tuck in the sheet at the foot of the bed using hospital corners for a crisp look.



Add the Blanket or Duvet

Lay the blanket or duvet evenly over the flat sheet. Leave enough room at the top to fold the sheet over (around 6–10 inches). Smooth out wrinkles and tuck at the foot of the bed if preferred.

Fold and Style

Fold the top of the flat sheet over the blanket neatly. Adjust for even sides and clean lines.

Replace Pillowcases

Remove old cases and inspect pillows. Insert each pillow into a clean case, aligning seams for a tidy look. Fluff each pillow and place it upright or flat, depending on standard style.

Add Comforter or Decorative Touches

Place the comforter, bedspread, or decorative throw as required. Align with the foot of the bed or fold stylishly across the middle.

Finishing Touch: Mint on the Pillow

Place one wrapped mint in the center of the main pillow. Make sure it's clean and presentable—it's a small gesture that adds charm.

✨ Pro Tip to Elevate the Experience

Towel Origami: Consider folding a hand towel into a simple fan or heart and placing it beside the mint. This takes 1–2 minutes and creates a spa-like impression guests love.

✅ Quality Checklist

- Sheets are tight and smooth
- Pillows are fluffed and positioned evenly
- Blanket/duvet is wrinkle-free and aligned
- Mint is centered on the pillow
- No lint, hair, or stains visible on bed





Employee Training Manual: How to Properly Make a Bed

Objective

To ensure beds are made with precision and attention to detail, presenting a clean, crisp, and inviting appearance that elevates the entire room.



Materials Needed

- Fitted sheet (already on bed)
- Flat sheet
- Blanket or duvet
- Comforter (optional)
- Pillowcases and pillows
- Decorative pillows (optional)
- Bedspread or throw (optional)



Step-by-Step Instructions

Straighten the Fitted Sheet

Ensure the fitted sheet is pulled tight and tucked securely around all mattress corners. Smooth out any wrinkles.

Lay the Flat Sheet

Spread the flat sheet evenly with the finished side facing down. The top edge should align with the top of the mattress.

Tuck the Foot End

Tuck the sheet under the mattress at the foot of the bed, then use hospital corners on both sides for a clean, secure fit.

Add the Blanket or Duvet

Place the blanket or duvet over the flat sheet. Leave 6–10 inches at the top so the flat sheet can be folded over it.

Fold and Align

Fold the top of the flat sheet over the top edge of the blanket/duvet. Make sure all layers are smooth and even.



Place Pillows

Fluff and arrange the pillows. Place sleeping pillows flat or standing, depending on style. Add decorative pillows in front if used.

Add Final Touches

If using a bedspread or throw, lay it across the foot of the bed. Center everything and straighten edges for a polished look.

✨ Pro Tip to Elevate the Experience

Use a lint roller or cloth to remove dust or pet hair from the comforter and pillows before you finish. Presentation makes a huge difference!

✅ Quality Checklist

- Sheets are tight and wrinkle-free
- Blanket/duvet is centered and smooth
- Top sheet folded evenly over blanket
- Pillows fluffed and arranged symmetrically
- Bed looks crisp, balanced, and welcoming





Employee Training Manual: Vacuuming the Bedroom Floor

Objective

To thoroughly vacuum bedroom floors by removing dirt, dust, hair, and debris from all flooring surfaces—including under furniture and along baseboards—leaving the space fresh and visibly clean.



Materials Needed

- Vacuum cleaner (with HEPA filter preferred)
- Upholstery or crevice attachment
- Handheld vacuum or hose extension (optional)
- Lint roller or broom for touch-up (optional)
- Gloves (optional)



Step-by-Step Instructions

Clear the Floor

Pick up clothes, cords, trash, or small items. Lift chairs or baskets off the ground.

Start with the Open Areas

Begin vacuuming in the most open areas of the bedroom. Move in straight lines, overlapping slightly for full coverage.

Vacuum Under Furniture

Use a hose or floor-level attachment to vacuum under the bed, dressers, and nightstands. Don't forget under low-clearance items.

Clean Edges and Baseboards

Use a crevice tool to run along the perimeter of the room where the floor meets the wall. Pay attention to corners and behind doors.

Touch-Up on Rugs

For area rugs, vacuum slowly in both directions to pull out dust and hair. Use low suction for delicate rugs.



Final Pass

Do a final scan for missed areas or spots, and touch up with a handheld vacuum or lint roller if needed.

✨ Pro Tip to Elevate the Experience

Use the vacuum to make clean, straight lines or a visible pattern—clients associate this with thorough, professional work.

✅ Quality Checklist

- No visible debris, hair, or dust on the floor
- Under-bed and furniture edges vacuumed
- Corners and along baseboards cleaned
- Rugs vacuumed gently and thoroughly
- Vacuum lines or patterns left in carpet (when possible)





Employee Training Manual: Health, Safety, and Use of PPE

Objective

To train staff on proper health and safety practices while on the job—including the correct use of personal protective equipment (PPE)—to prevent injuries, avoid illness, and ensure a safe work environment for both employees and customers.



Core Principles

- Safety comes first—before speed, convenience, or even customer preference.
- PPE is mandatory when handling chemicals, bodily fluids, or animal waste.
- Know your physical limits—do not lift or move anything that feels unsafe.
- If something seems hazardous, stop and call your manager immediately.



Required PPE for Cleaning Tasks

- ✓ Nitrile or latex gloves (use a new pair per job or task zone)
- ✓ Face mask (optional but recommended around strong fumes or dust)
- ✓ Safety glasses (recommended for scrubbing or spraying chemicals)
- ✓ Closed-toe shoes with rubber soles (required)
- ✓ Long sleeves or arm protection when using harsh cleaners or tools



Step-by-Step: Health & Safety Best Practices

Wash Hands Frequently

Before, during (when changing tasks), and after each job. Use soap and water or hand sanitizer.

Wear Gloves at All Times

Always wear gloves when cleaning kitchens, bathrooms, pet messes, or handling trash.

Check for Hazards on Arrival

Scan for wet floors, loose cords, broken glass, or animals. Report anything dangerous immediately.



Lift With Care

Use proper lifting technique: bend your knees, not your back. Don't try to lift furniture or heavy items alone.

Label and Store Chemicals Safely

Use clearly labeled bottles. Never mix cleaners—especially bleach and ammonia.

Use Ventilation

Open windows or use fans when using strong products. Step outside if you feel lightheaded.

Clean and Dispose of PPE

Dispose of gloves after each job. Clean reusable gear like goggles or masks before reuse.

Pro Tip to Elevate the Experience

Clients appreciate seeing you use PPE—it shows professionalism and reassures them that their home and your health are taken seriously.

Health & Safety Checklist

- Hands washed before and after each job
- PPE worn and replaced appropriately
- Hazards reported or avoided
- Chemicals used with proper labeling and ventilation
- No injuries or near misses during shift





Employee Training Manual: Responding to Workplace Injuries

Objective

To outline the steps employees must follow if an injury occurs while working—ensuring proper care, documentation, and reporting of all incidents.



Key Principles

- Always prioritize health and safety over completing the job.
- Report all injuries—no matter how small—to a supervisor immediately.
- Document the incident thoroughly with date, time, and photos if relevant.
- Seek medical attention when needed and follow all aftercare instructions.



What to Do If You're Injured on the Job

- Stop working and assess the injury.
- Notify your manager or supervisor immediately.
- If first aid is needed, use supplies from the company kit.
- For serious injuries, call 911 or go to urgent care immediately.
- Fill out an incident report form the same day.
- Follow up with your supervisor regarding next steps or modified duties.



Injury Response Checklist

- Injury reported promptly to manager
- First aid or medical care provided
- Incident documented with accurate details
- Photos taken (if applicable)
- Follow-up plan established





Employee Training Manual: Chemical Safety in the Workplace

Objective

To ensure the safe use, handling, and storage of cleaning chemicals during all job assignments—preventing accidents, exposure, and damage to surfaces or health.



Chemical Safety Principles

- Always read product labels before use.
- Never mix cleaning chemicals, especially bleach and ammonia.
- Label all spray bottles clearly with their contents.
- Use only company-approved products—no substitutions.
- Wear gloves and use eye protection when necessary.



Chemical Safety Best Practices

- Store chemicals upright and securely in your tote or supply area.
- Do not transfer chemicals to unlabeled bottles.
- Open windows or run fans when using strong chemicals.
- If a spill occurs, clean it immediately while wearing gloves.
- If chemicals get on skin or in eyes, rinse with water and seek help immediately.



Chemical Safety Checklist

- Products labeled and stored safely
- PPE worn when using strong cleaners
- No mixing of chemicals at any time
- Ventilation used during chemical application
- Emergency info available in case of exposure





Employee Training Manual: How to Collect Payment Professionally

Objective

To collect payment professionally, politely, and clearly—ensuring that customers feel respected and confident about the process, and that all payments are processed safely and correctly.



Core Principles

- Never assume the customer owes—always check the payment status first.
- Be polite, non-pushy, and friendly when discussing payment.
- We prefer checks payments but we also accept online credit card, Venmo, and cash.
- The employee may accept tips or refreshments if offered—but may NOT accept material items like books, furniture, or personal belongings.
- If unsure about anything, contact your manager before accepting or processing payment.



Step-by-Step: Collecting Payment

Complete the Job First

Do not bring up payment until the job is complete and the customer is satisfied.

Ask Politely About Payment Status

Say: 'Just to confirm—have you already taken care of payment through the booking system?'

Check the Online System

Our booking system prompts the customer to specify how they plan to pay. Check your notes to see if payment has already been made.

Accept Payment If Needed

If payment is still due, let the customer know we accept:

- Credit card (preferred)
- Check
- Venmo
- Cash



Process and Record Payment

Follow the steps in the app or booking system to log the payment method. Store checks and cash securely until returned to the office.

If No Payment is Ready

Say: 'No problem—you can still pay online later today through your confirmation email.' Do not pressure the client.

Accept Tips or Refreshments (If Offered)

You may accept a tip or drink if the client offers, but do not hint, ask, or suggest tipping in any way.

Do NOT Accept Material Gifts

Do not accept furniture, valuables, clothes, or other belongings. Even if the client insists, politely say:

'Thank you so much, but I'm not allowed to take personal items—it's company policy.'

✨ Pro Tip to Elevate the Experience

If a customer seems confused or unsure, offer to show them how to complete their payment online—never rush or embarrass them about it. Just say, no problem, and I'll ask Jeanie to call them.

✅ Payment Handling Checklist

- Job completed and customer satisfied before discussing payment
- Asked politely and clearly if payment has already been made
- Accepted approved methods only (credit card, check, Venmo, or cash)
- Did NOT accept material items, even if offered
- Logged payment or noted online payment instructions for later





Employee Training Manual: Final Inspection with the Customer

Objective

To complete every service with a final walkthrough inspection alongside the customer—ensuring their satisfaction, identifying any missed spots, and giving them a chance to provide immediate feedback before you leave.



Core Principles

- The job isn't done until the customer has had a chance to inspect your work.
- Final inspections help catch anything missed and show you care about quality.
- Walkthroughs build trust and reduce follow-up complaints.
- Always be professional, open to feedback, and proud of the work you've done.



Step-by-Step: Final Walkthrough Process

Finish Your Cleaning First

Before you approach the customer, make sure all tasks are done, and the space is free of tools and trash.

Invite the Customer to Walk Through

Say: 'Would you like to take a quick look around to make sure everything looks good before I pack up?'

Walk Room by Room

Move through the home with the customer, pointing out key areas cleaned (especially any special requests).

Ask for Feedback

Be polite and confident. Ask: 'Is there anything you'd like me to take another look at?' or 'Are you happy with how everything turned out?'

Address Any Issues Immediately

If something was missed, fix it on the spot. Stay positive and thank them for pointing it out.

Confirm They're Satisfied

Once the customer confirms they're happy, let them know you'll pack up and be out shortly.



✨ **Pro Tip to Elevate the Experience**

Compliment something about their space during the walkthrough. A simple, 'You have such a beautiful kitchen!' adds warmth to the interaction.

✅ **Final Inspection Checklist**

- All rooms cleaned and free of supplies
- Customer invited to inspect the space
- Walkthrough completed room-by-room
- Customer had opportunity to give feedback
- Any corrections made before leaving





Employee Training Manual: Handling Angry or Aggressive Customers

Objective

To stay calm, professional, and safe when interacting with an angry or aggressive customer—resolving the situation respectfully without escalating it, and protecting your well-being and the company's reputation.



Core Principles

- Stay calm and don't take it personally.
- Listen first—most people want to feel heard.
- Be respectful and never argue back.
- Set boundaries if someone is being inappropriate or unsafe.
- Report the situation immediately once you're safe.



Step-by-Step: Handling an Angry Customer

Stay Calm and Neutral

Take a deep breath and speak in a calm tone. Do not raise your voice or show frustration.

Listen Without Interrupting

Let them explain why they're upset. Often, being heard is enough to calm someone down.

Acknowledge, Then Redirect

Say something like: 'I understand you're frustrated. Let me see what I can do to help.' This shows you're trying to resolve the issue.

Don't Argue or Get Defensive

Even if you disagree, stay polite. Avoid phrases like 'that's not my fault.' Stay focused on solving the problem.

Offer a Clear Next Step

If you can fix the issue, explain how. If not, say you'll contact your manager or have someone follow up.

Remove Yourself if You Feel Unsafe

If the client is yelling, threatening, or behaving inappropriately, excuse yourself and leave the property. Then report the incident immediately.



Never Do the Following

- Don't yell back or argue, even if you're right.
- Don't insult the customer or take jabs.
- Don't ignore the issue or walk away without saying anything.
- Don't threaten, record them, or touch anything that could escalate the situation.

Pro Tip to Elevate the Experience

Use names if you know them. Saying, 'I hear you, Mr. Davis,' builds a personal connection that can diffuse tension quickly.

Resolution Checklist

- Stayed calm and didn't react emotionally
- Listened fully before speaking
- Responded respectfully and clearly
- Offered a reasonable next step or solution
- Removed yourself and reported the situation if unsafe





Employee Training Manual: How to Handle Customer Complaints

Objective

To respond to customer complaints with empathy, professionalism, and problem-solving—turning a negative situation into an opportunity to build trust and satisfaction.



Core Principles

- Stay calm, respectful, and non-defensive.
- Listen actively without interrupting.
- Acknowledge the complaint and validate the customer's concern.
- Take responsibility when appropriate, and offer a solution or escalation.
- Always follow up or document the complaint properly for management review.



Step-by-Step: Responding to a Complaint

Listen Fully

Let the customer explain the issue. Make eye contact, nod, and avoid interrupting.

Acknowledge and Empathize

Say something like: 'I understand why that would be frustrating. I'm really sorry you're feeling that way.'

Apologize if Appropriate

Even if the issue wasn't your fault, you can say: 'I'm sorry this didn't meet your expectations. Let's make it right.'

Ask for Clarification

Gently ask for specifics if you need more details to understand the complaint.

Offer a Solution

If it's within your power, resolve the issue on the spot. If not, assure them that you'll contact a supervisor immediately.

Report or Document

Always report the complaint through the proper internal process so the company can follow up.



Never Do the Following

- Don't argue or try to 'win' the conversation.
- Don't blame the customer or another staff member.
- Don't say 'It's not my job' or 'That's not my fault.'
- Don't ignore or dismiss the concern—even small issues matter.

Pro Tip to Elevate the Experience

Repeat back part of the complaint to show you've listened: 'So just to confirm—you said the floor under the bed wasn't vacuumed?' This builds trust instantly.

Complaint Handling Checklist

- Customer felt heard and respected
- Complaint was acknowledged without defensiveness
- Apology or empathy was offered
- Resolution was provided or next step was clearly explained
- Complaint documented or passed to management





Employee Training Manual:

Bathroom Etiquette During House Calls

Objective

To uphold professional and respectful bathroom etiquette while inside a client's home—maintaining hygiene standards and ensuring client comfort at all times.



Core Principles

- Always treat the client's home—including the bathroom—with the same respect you would give a guest space in someone else's home.
- Only use the bathroom for quick, essential needs (e.g., handwashing or emergency bathroom use).
- Do not use the bathroom for long visits or for bowel movements—plan ahead and use a public restroom if needed.
- Always ask politely before using the restroom, unless the client has already given permission in notes or during orientation.
- Leave no trace—wipe down any water, dispose of paper neatly, and wash your hands thoroughly.



Step-by-Step: Proper Bathroom Etiquette

Plan Ahead

Use the restroom at a gas station, café, or public location before or between appointments.

Ask Before Using

If you need to use the client's bathroom for a quick visit, always ask politely: 'Would it be okay if I quickly used your restroom?'

Avoid Bowel Movements

Do not use the client's bathroom to poop. This can be awkward for the client and can leave lingering odors.

Clean Up After Yourself

Wipe down the sink area if you wash your hands. Make sure the toilet is flushed and the seat is left clean.



Use Your Own Supplies

If you need soap or a towel and don't see any, use your personal hygiene kit instead of touching the client's items.

Be Discreet

Never talk about using the bathroom with coworkers or clients. Keep it professional and private.

✨ Pro Tip to Elevate the Experience

Some clients are very sensitive about staff using their bathroom. When in doubt, wait or find a nearby public restroom—it's always better to be safe and respectful.

✅ Bathroom Etiquette Checklist

- Used bathroom only when necessary and with permission
- Did not use client's bathroom for bowel movements
- Left the area completely clean and dry
- Used personal hygiene supplies if client's were unavailable
- Maintained professionalism and discretion



Employee Training Manual: How to Greet the Customer

Objective

To greet every customer with warmth, professionalism, and respect—setting a positive tone for the visit, creating trust, and showing that we care about their space and experience.

Core Principles

- A friendly, respectful greeting builds instant rapport.
- We represent our company's values with our attitude and appearance.
- Be on time, well-groomed, and wearing your uniform—first impressions matter.
- Always greet with a smile, positive energy, and polite language.

Step-by-Step: How to Greet the Customer

Knock or Ring Once

Announce your arrival by ringing the bell or knocking gently. Do not peek through windows or open the door.

Smile and Make Eye Contact

When the customer answers, stand with a relaxed posture and smile warmly.

Say Your Name and Company

Introduce yourself clearly: 'Hi! I'm [Your Name] with Katie's Cleaning Crew. I'm here for your cleaning appointment.'

Confirm the Service

Briefly confirm what you're there to do: 'We'll be working on your kitchen and bathrooms today, correct?'

Ask Where to Start or for Notes

Ask: 'Would you like us to start anywhere specific?' or 'Are there any notes you'd like us to know today?'

Be Mindful of Personal Space

Stay a respectful distance back from the door and don't enter until you're invited in.



If the Customer is Not Home

If you're entering while the customer is away, follow any key or code instructions precisely.

Send a quick courtesy text:

'Hi [Customer Name], this is [Your Name] from Katie's Cleaning Crew. We've just arrived and are starting the cleaning now. Let us know if there's anything special to keep in mind!'

Pro Tip to Elevate the Experience

Use the customer's name once during the greeting if you know it. People love hearing their name—it builds a personal connection immediately.

Greeting Checklist

- Smiled and made eye contact
- Introduced yourself and the company clearly
- Confirmed services politely and professionally
- Asked about preferences or special requests
- Stayed respectful and calm, even if the customer seemed rushed





Employee Training Manual: Initial Walkthrough with the Customer

Objective

To begin every job with a short, professional walkthrough of the home alongside the customer—clarifying expectations, identifying special instructions, and building a strong foundation of communication and trust.



Core Principles

- Always begin with a calm, friendly attitude.
- The walkthrough is a chance to listen, not to sell or overexplain.
- Clarify any unclear areas or priorities before starting.
- Set a tone of professionalism, care, and flexibility.



Step-by-Step: Initial Walkthrough Process

Politely Invite the Walkthrough

Say: 'Before I get started, would you mind showing me around so I can confirm what you'd like done today?'

Follow the Customer's Lead

Let them walk you through the spaces. Nod, take mental notes, and ask clarifying questions only when needed.

Confirm Scope of Work

Say: 'Just to confirm—we're doing the kitchen, bathrooms, and living area today, right?'

Ask About Special Requests

Ask: 'Is there anything you'd like us to focus on, avoid, or handle in a specific way?'

Clarify Any Grey Areas

Ask: 'Would you like us to tidy up personal items or leave them in place?' or 'Are there any delicate or off-limits items we should know about?'

Set the Tone

End with: 'Thank you for showing me around! I'll get started now and let you know when everything's complete.'



✨ **Pro Tip to Elevate the Experience**

If they mention something personal—like allergies, pets, or a recent renovation—make a mental note and acknowledge it later. It shows you listened and care.

✅ **Initial Walkthrough Checklist**

- Customer invited to walk you through the space
- Scope of work clearly confirmed
- Special instructions or preferences identified
- Delicate areas or items clarified
- Customer feels heard, respected, and confident





Employee Training Manual: When to Leave a Customer's Home & Escalate to a Manager

Objective

To recognize situations where your safety, comfort, or ability to do your job is compromised—and to know when it is appropriate to leave the customer's home and escalate the situation to a supervisor immediately.



Core Principles

- Your safety always comes first—no task or client is more important than your well-being.
- If something feels off, threatening, or inappropriate, trust your instincts.
- You are never expected to stay in a situation where you feel unsafe, disrespected, or harassed.
- When in doubt, leave professionally and call your manager.



Step-by-Step: When and How to Leave

Stop Immediately

If something happens that makes you feel threatened, unsafe, or extremely uncomfortable, stop what you're doing.

Excuse Yourself Politely

Say something like, 'I'm going to step outside and make a quick call to my manager.' Avoid confrontation or accusing language.

Exit the Home

Remove yourself from the space calmly and respectfully. Take your cleaning gear with you if it's safe to do so.

Call Your Supervisor

Contact your manager or lead immediately. Explain the situation clearly and calmly.

Do Not Re-enter

Do not return to the client's home unless your manager instructs you to. Let management handle next steps with the client.



Situations That Require Immediate Escalation

- The customer is yelling, threatening, or acting aggressively.
- Sexual, inappropriate, or uncomfortable comments or behavior.
- Drugs, weapons, or dangerous items are exposed in an unsafe way.
- You feel unsafe due to the location, condition of the home, or people present.
- You witness illegal activity or believe a crime is happening.
- You are being asked to perform duties that are not part of your job or are unsafe.

Scripted Example (Optional)

"I'm not feeling comfortable in this situation and I'd like to step outside for a moment. I'll be calling my manager to check in before I continue."

Safety & Escalation Checklist

- Left the space immediately without confrontation
- Informed supervisor as soon as possible
- Did not re-enter the space without approval
- Escalated due to clearly unsafe, threatening, or inappropriate situation
- Protected yourself while maintaining professionalism





Employee Training Manual: How to Apologize Professionally

Objective

To offer sincere, respectful, and professional apologies that acknowledge concerns, maintain trust, and reflect our high standard of customer care—even when the issue wasn't directly your fault.



Core Principles

- A real apology shows that we care—not that we're guilty.
- Be direct, humble, and sincere.
- Acknowledge the concern without making excuses.
- Apologize once—then focus on solutions.
- A professional apology can turn a frustrated client into a loyal one.



Step-by-Step: Apologizing the Right Way

Stay Calm and Composed

Take a breath and speak with a calm, even tone. The goal is to stay grounded even if the client is upset.

Acknowledge the Issue

Even if you didn't cause the problem, say something like: 'I understand this wasn't what you expected.'

Apologize Sincerely

Use clear and simple language: 'I'm really sorry this happened.' or 'I apologize for the inconvenience.'

Avoid Defensiveness

Don't try to explain it away or say it wasn't your fault. Focus on making it right.

Offer a Solution or Next Step

Let them know how you'll fix it or who will follow up. Example: 'I'll make sure that gets corrected right away.'



Thank Them for Speaking Up

Say: 'I appreciate you letting us know. We want to get it right.' It helps close the conversation positively.

Avoid These Phrases

- 'It's not my fault.'
- 'I didn't do that, someone else did.'
- 'Well, you didn't mention that before.'
- 'That's just how we do it.'
- Excessive or sarcastic apologies like 'Sorry you feel that way.'

Pro Tip to Elevate the Experience

Apologize with eye contact and steady posture. Body language matters just as much as your words when making an apology feel genuine.

Professional Apology Checklist

- Apology delivered sincerely and calmly
- Issue acknowledged clearly
- No defensiveness or blame-shifting
- Solution or follow-up communicated
- Client felt respected and reassured





Employee Training Manual: Respecting Client Privacy & Avoiding Embarrassing Situations

Objective

To handle sensitive, personal, or potentially embarrassing client items with professionalism, discretion, and care—ensuring clients feel respected, safe, and never judged during our house cleaning visits.



Core Principles

- We are in people's private spaces and must treat their belongings with total respect.
- We are not here to judge anyone's lifestyle, habits, or personal preferences.
- It's never appropriate to laugh, comment, gossip, or react to something you find in a home.
- Our job is to clean and organize, not to make assumptions or intrude on anyone's privacy.



Examples of Sensitive Items You Might Encounter

- Sex toys or adult materials
- Marijuana or smoking products (legal or otherwise)
- Medications or prescriptions
- Personal documents, money, or private journals
- Religious or political items
- Underwear, dirty laundry, or body care products



What To Do When You Encounter a Sensitive Item

Do Not React

Do not laugh, raise your eyebrows, comment, or make facial expressions. Stay neutral and calm.

Do Not Mention It

Never bring it up to the client or coworkers. Even if it seems humorous or interesting—just move on.

Move Respectfully (If Needed)

If you must clean the area, gently shift the item aside using a clean cloth or glove and return it to its spot when done.



Keep It Private

Do not share or discuss what you saw with anyone else. We do not tell stories about our clients.

If Unsure, Leave It

If you're unsure whether something should be moved or touched, clean around it and leave it in place.

✨ Pro Tip to Elevate the Experience

The more invisible and respectful we are when encountering personal items, the more trust we build with our clients—and the more likely they are to recommend us.

✅ Discretion Checklist

- No comments or reactions to private items
- Sensitive items handled (if necessary) with a cloth or gloves
- Nothing is moved unless absolutely required for cleaning
- Client never hears about or feels embarrassed by our visit
- Team members never share client information or stories



Employee Training Manual: Thank You & Goodbye Script

Objective

To leave a positive, professional final impression by thanking the customer, confirming their satisfaction, and politely closing the appointment with warmth and clarity.

Core Principles

- End every visit with genuine appreciation.
- Leave the customer with a sense of calm, satisfaction, and trust.
- Be brief, clear, and friendly.
- Encourage future feedback or booking without being pushy.

Sample Script: Thank You & Goodbye

"Everything is all set and cleaned up. Thank you so much for having us today!"

"Was there anything else you'd like us to touch up or revisit before we go?"

"Great—if you ever have any questions, feel free to reach out through your booking or leave us a note for next time."

"We really appreciate your business. Have a great day!"

(*If they tipped or offered food:*)

"Thank you so much, that's very kind of you!"

Extra Notes

If the customer is not home:

- Leave a friendly note or follow-up text if approved by the company.
- Make sure everything is left tidy and secure, per client instructions.

If customer had a concern earlier:

- Briefly confirm the resolution and thank them for their feedback.



✨ **Pro Tip to Elevate the Experience**

Make eye contact, smile, and say their name if you know it. Personal touches create loyal, happy customers.





Employee Training Manual: Gaining Access to Housecall Pro

Objective

To guide new employees through the process of gaining secure access to Housecall Pro, the platform used for managing appointments, communicating with customers, and logging job details.



Core Principles

- Access to Housecall Pro is restricted to authorized employees only.
- Login credentials should never be shared or reused across other platforms.
- All activity in the app is tracked—use it responsibly and professionally.
- If you lose access or forget your password, report it immediately to your manager.



Step-by-Step: Getting Access to Housecall Pro

Receive Invitation from Manager

You will receive an email invitation from Housecall Pro once your account is created by your manager.

Open the Email and Click the Link

The invitation email will include a secure link. Click the link to set up your account.

Set Your Password

Choose a strong password that is not used elsewhere. Confirm the password to continue.

Download the App

Download the Housecall Pro app from the App Store (iOS) or Google Play Store (Android). You can also access it via a web browser.

Log In

Use the email and password you just set up to log in.

Confirm Your Profile

Once logged in, check that your name, phone number, and other contact details are correct.



Notify Your Manager

Let your manager know once you've successfully logged in so they can begin assigning jobs to you.

✨ Pro Tip to Elevate the Experience

Bookmark the login page or pin the app to your home screen for quick access. Always keep your app updated for best performance.

✅ Housecall Pro Access Checklist

- Received invitation email from manager
- Successfully created password and logged in
- Downloaded and tested the mobile app
- Profile information verified
- Manager notified of successful access





Employee Training Manual: Booking Jobs in Housecall Pro

Objective

To teach employees how to correctly book jobs using Housecall Pro—ensuring accurate scheduling, clear customer expectations, and efficient assignment of staff and services.



Core Principles

- Always confirm service details and availability with the customer before booking.
- Make sure to select the correct service type, team member, and duration.
- Use notes to record any special instructions or requests.
- Double-check customer contact information and address for accuracy.



Step-by-Step: Booking a Job in Housecall Pro

Log In to Housecall Pro

Use your staff credentials to access the desktop or mobile version of Housecall Pro.

Click 'New Job' or 'Book Job'

Start a new job by clicking the booking button on the dashboard.

Search for the Customer

Use the customer's name or phone number. If they're new, click 'Add New Customer' and enter their info.

Enter Job Details

Fill out the service address, contact number, and preferred service window.

Choose Services

Select the correct service from the dropdown menu and confirm the duration, rate, and quantity.

Assign a Team Member

Choose yourself or another staff member, based on who is available for the date and time.

Add Notes or Instructions

Include pet info, gate codes, or requests in the job notes section.



Review and Confirm

Double-check all details before clicking 'Schedule Job'. Confirm with the customer once it's booked.

✨ Pro Tip to Elevate the Experience

Use the repeat customer feature to save time for future bookings—this keeps history, preferences, and notes organized in one place.

✅ Job Booking Checklist

- Customer profile confirmed or created
- Correct services selected with clear pricing
- Staff assignment matches availability
- All notes, codes, or pet info included
- Customer received booking confirmation





Employee Training Manual: Collecting Payment with Housecall Pro

Objective

To guide employees through the correct and professional use of Housecall Pro to collect payments from customers at the time of service, ensuring fast, secure, and documented transactions.



Core Principles

- Never assume the customer hasn't paid—check the system first.
- We prefer customers pay via credit card in the app, but also accept cash, checks, and Venmo when logged appropriately.
- Never ask for a tip, but you may accept one if offered.
- Always confirm the total with the customer before charging or logging a payment.
- Record all payments in Housecall Pro before leaving the job site.



Step-by-Step: Collecting Payment Using Housecall Pro

Complete the Job

Only collect payment after the customer confirms they are satisfied with the work.

Check the Job Summary

Open the Housecall Pro app, go to the job, and review the invoice to confirm it matches the agreed price.

Ask Politely About Payment

Say: 'Would you like to take care of payment now, or have you already paid online?'

Tap 'Collect Payment'

Select 'Collect Payment' on the job screen.

Choose the Payment Method

Options include: credit/debit card (preferred), cash, check, or Venmo. Select the method the customer wants.



Process or Record the Payment

- For credit card: Hand your device to the customer or enter details securely.
- For cash or check: Mark it as received in the app.
- For Venmo: Select 'Other' and note it in the payment description.

Email or Text Receipt

Offer to email or text the receipt to the customer after processing.

Mark the Job Complete

Once payment is collected and confirmed, mark the job as 'Complete' in the app.

✨ Pro Tip to Elevate the Experience

Be calm and confident when collecting payment—present it as a normal part of service, not a sales pitch or awkward moment.

✅ Payment Collection Checklist

- Job completed and reviewed with customer
- Payment confirmed or politely requested
- Correct payment method selected and logged
- Receipt offered and sent
- Job marked complete in Housecall Pro





Employee Training Manual: Cleaning Dishes (Dishwasher & Hand-Washing)

Objective

To ensure all dishes are cleaned thoroughly and efficiently using either a dishwasher or hand-washing methods. Staff should follow safe, sanitary, and organized procedures for spotless results.



Materials Needed

- Dishwasher detergent (pods, powder, or liquid)
- Rinse aid (optional, but recommended)
- Dish soap (hand-washing)
- Scrub brush, sponge, or scrub pad
- Rubber gloves (optional)
- Dish drying rack or towel
- Microfiber cloth or drying towel



Using the Dishwasher

Scrape Off Food

Remove large food debris from all dishes before loading. No need to fully rinse, but heavily soiled dishes may benefit from a quick scrub.

Load the Bottom Rack

Place plates, pots, pans, and larger items in the bottom rack. Position items so they do not block the spray arms.

Load the Top Rack

Place glasses, cups, and small bowls upside-down in the top rack. Lay long utensils flat if needed.

Add Silverware

Mix forks, knives, and spoons in the utensil basket. Alternate direction (up/down) for better washing. Sharp knives should go in blade-down.

Add Detergent

Use the proper amount of dishwasher detergent according to the package instructions. Insert in the dispenser and close the lid.



Run the Dishwasher

Select the appropriate cycle (normal, heavy, eco, etc.) based on how dirty the dishes are. Use heated dry if available.

Unload from Bottom to Top

After the cycle is done, unload the bottom rack first to avoid water dripping from the top. Wipe any items that may still be wet.



Hand-Washing Dishes

Prepare the Sink

Fill one side of the sink with warm soapy water and the other with clean rinse water if possible.

Wash in Order

Wash glasses first, then plates and bowls, and finally greasy pots and pans. This keeps water cleaner longer.

Scrub Thoroughly

Use a sponge or brush to clean all food residue. Focus on rims, bottoms, and any stuck-on spots.

Rinse Well

Rinse each item with clean water to remove soap and food residue.

Dry or Air-Dry

Place dishes in a drying rack or dry them with a clean dish towel.

Sanitize Sink Area

After dishes are done, clean and rinse the sink and sponges used.



Pro Tip to Elevate the Experience

Keep sponges and brushes clean and dry between uses to avoid odor and bacteria buildup. Replace them regularly.



Quality Checklist

- No food debris left on dishes
- Dishes fully rinsed and dried (no residue or spots)
- Proper detergent and dish soap used
- Dishes organized neatly in cabinets or drying rack
- Sink and work area left clean





Employee Training Manual: Cleaning Countertops & Backsplashes

Objective

To ensure countertops and backsplashes are left spotless, sanitized, and free of residue using safe, effective cleaning techniques that preserve surfaces and impress clients.



Materials Needed

- All-purpose cleaner or surface-specific cleaner (e.g., granite, marble)
- Disinfectant spray (if different from cleaner)
- Non-abrasive sponge or microfiber cloth
- Scraper or plastic blade (for stuck-on residue)
- Dry microfiber towel
- Spray bottle with water (optional)
- Gloves (optional for sensitive skin or chemical protection)



Step-by-Step Instructions

Clear the Area

Remove all items from the countertop and backsplash. Shake out crumbs and dispose of any waste.

Apply Cleaner

Spray the countertop and backsplash with the appropriate cleaner. Allow it to sit for 1–2 minutes to break down grease or grime.

Scrub the Surfaces

Use a non-abrasive sponge or cloth to scrub all surfaces. Pay special attention to corners, grout lines, and behind faucets.

Remove Stuck-on Residue

Use a plastic scraper or blade gently to remove any dried or stuck food. Avoid metal tools that can scratch the surface.

Rinse or Wipe with Damp Cloth

If needed, use a damp cloth or spray bottle with water to remove remaining cleaner or residue.



Dry and Buff

Use a clean, dry microfiber towel to dry the surface completely and buff to a shine.

Pro Tip to Elevate the Experience

Use a few drops of lemon essential oil on a microfiber towel during the final buff for a fresh, clean scent that leaves a lasting impression.

Quality Checklist

- All crumbs, stains, and residue removed
- No streaks or wet spots left behind
- Corners, grout lines, and edges are clean
- Backsplash is spotless, especially behind sink and stove
- All items returned neatly to their original place





Employee Training Manual: Cleaning & Organizing Kitchen Drawers

Objective

To clean and organize kitchen drawers in a neat, functional, and hygienic way—ensuring items are sorted logically, surfaces are wiped clean, and the space looks intentional and clutter-free.



Materials Needed

- All-purpose cleaner or disinfecting wipes
- Microfiber cloth or paper towels
- Drawer organizers or dividers (if available)
- Trash bag (for expired or broken items)
- Gloves (optional)



Step-by-Step Instructions

Empty the Drawer

Remove all contents and place them on a clean surface nearby. Group similar items together as you go.

Wipe Down Interior

Spray the inside of the drawer with cleaner and wipe thoroughly. Don't forget the corners and edges.

Sort and Discard

Toss expired items, trash, or broken tools. Ask client before discarding anything questionable.

Use Organizers If Available

Place silverware, utensils, and small items into trays or organizers for separation and easy access.

Reorganize Logically

Place items back by category. Group similar items and arrange them so the most-used ones are near the front.



Common Kitchen Drawer Types & Tips

Silverware Drawer

Use a tray with separate compartments for forks, knives, spoons, and specialty cutlery. Make sure all handles face the same direction.

Utensil Drawer

Keep spatulas, tongs, and ladles sorted by size or function. Use long compartments or horizontal stacking if drawer is deep.

Junk Drawer

Sort into mini bins: batteries, pens, tools, notepads, etc. Limit clutter by tossing extras and grouping similar items.

Kitchen Tools & Gadgets

Group thermometers, peelers, can openers, measuring cups, etc. Use dividers or rubber bands to keep like items together.

Pro Tip to Elevate the Experience

Wipe down drawer fronts and handles while you're at it. These areas collect fingerprints and crumbs and make the whole kitchen feel cleaner when they shine.

Quality Checklist

- Drawer interior is clean and dry
- Items are grouped by category
- Organizers or trays used when available
- Expired or broken items discarded (with permission)
- Drawer fronts wiped clean and handles polished



Employee Training Manual: Taking Out the Kitchen Garbage

Objective

To maintain a clean and odor-free kitchen environment by properly removing garbage, replacing liners, and offering optional odor control to enhance customer satisfaction.



Materials Needed

- Trash bags (correct size for kitchen bin)
- Disinfectant spray or wipes
- Paper towels or cleaning cloth
- Odor neutralizer (spray or pod)
- Gloves (optional)



Step-by-Step Instructions

Remove the Full Bag

Tie off the trash bag securely. Be careful of sharp objects or liquid leaks. Wear gloves if needed.

Inspect and Clean Bin

Check the interior of the bin for spills or grime. Use disinfectant spray and a paper towel to wipe clean if necessary.

Insert Spare Bag

Place one spare trash bag flat in the bottom of the bin. This saves time for the next change.

Add New Trash Bag

Line the bin with a fresh trash bag. Press air out and fold the edge neatly over the rim.

Offer Odor Control

If the bin tends to smell or the customer has pets, offer to add an odor neutralizer pod or give the inside a spritz of neutralizer.

Dispose of Trash Properly

Take the tied garbage bag outside to the appropriate bin or disposal area designated by the client or building.



✨ **Pro Tip to Elevate the Experience**

Leave a small note or verbal reminder if you've added a neutralizer or noticed excess trash—customers love thoughtful service touches.

✅ **Quality Checklist**

- Old bag tied off and removed from property
- Trash bin wiped clean if needed
- Fresh liner added and fits snugly
- Spare liner left in bottom of bin
- Odor neutralizer offered or applied (if needed)





Employee Training Manual: Cleaning Kitchen Sinks & Faucets

Objective

To thoroughly clean and sanitize kitchen sinks and faucets, removing grime, stains, and buildup while leaving surfaces sparkling and free of water spots or residue.



Materials Needed

- Non-abrasive cleaner or baking soda + dish soap
- Disinfectant spray or diluted bleach (if required)
- Sponge or scrub pad (non-scratch)
- Toothbrush or small detail brush
- Microfiber cloth or towel
- White vinegar (for hard water stains)
- Gloves (optional for sensitive skin)



Step-by-Step Instructions

Clear the Sink

Remove dishes, debris, and rinse out food residue. Check and remove drain stopper if present.

Apply Cleaner

Sprinkle baking soda or use a non-abrasive cleaner. For stainless steel, avoid harsh abrasives that scratch.

Scrub the Basin

Use a sponge or soft scrub pad to scrub in circular motions. Focus on edges, drain, and around fixtures.

Detail Around Fixtures

Use a toothbrush or detail brush to clean around the faucet base, handles, and crevices.

Tackle Water Spots

Apply white vinegar to a cloth and wipe around faucet and sink edges to dissolve hard water spots.



Rinse Thoroughly

Rinse all surfaces with warm water to remove cleaner and grime.

Dry and Polish

Use a dry microfiber towel to buff sink and faucet to a shine. This prevents spots and leaves a polished finish.

✨ Pro Tip to Elevate the Experience

Add a drop of lemon essential oil to the final wipe—this leaves a fresh scent and helps prevent lingering odors in the sink.

✅ Quality Checklist

- Sink basin free of grime, stains, and debris
- Faucet and handles are clean and polished
- No water spots, fingerprints, or residue left behind
- Drain area and edges thoroughly scrubbed
- Sink and surrounding counter dried completely





Employee Training Manual: Surface Cleaning Large Kitchen Appliances

Objective

To perform a thorough surface cleaning on large kitchen appliances—removing grease, fingerprints, dust, and buildup from all accessible exterior areas while keeping appliances looking polished and professional.



Materials Needed

- Degreasing spray or multi-surface cleaner
- Stainless steel cleaner (if applicable)
- Microfiber cloths
- Non-scratch sponge or scrub pad
- Drill with scrub brush attachments (optional for tough spots)
- Old toothbrush or small detail brush
- Paper towels
- Warm water bucket (optional)
- Gloves (optional)



Step-by-Step Instructions

Prep and Clear

Remove magnets, papers, or items resting on top of appliances. Put on gloves if desired.

Spray and Soak

Apply degreaser or surface-safe cleaner to the front, sides, and top of each appliance. Let sit for 1–2 minutes.

Scrub Tough Spots

Use a sponge or drill brush to scrub sticky or greasy areas—especially on stovetops or behind handles. Use small brushes for corners and seams.

Wipe and Buff

Wipe all surfaces clean using a microfiber cloth or paper towel. Rinse cloth as needed to avoid spreading residue.



Polish Stainless Steel

If the appliance is stainless steel, follow up with stainless steel cleaner or a light coat of olive oil. Wipe with the grain using a clean cloth.

Inspect Edges and Handles

Pay close attention to appliance handles, buttons, and control panels. Wipe dry and polish as needed.

✨ Pro Tip to Elevate the Experience

Use a drill with a soft brush attachment to deep clean around burners, control knobs, or textured surfaces on stoves—this removes grime that gets missed during quick wipe-downs.

✅ Quality Checklist

- No grease, smudges, or fingerprints left on appliance surfaces
- Handles, buttons, and control panels wiped clean
- Stovetop surface and top edge of oven cleaned
- Sides of appliances wiped if accessible
- Appliances look shiny, not streaky





Employee Training Manual: Cleaning the 15 Most Popular Small Appliances

Objective

To ensure small kitchen appliances are safely and thoroughly cleaned using the correct method for each item—preserving function, appearance, and hygiene.



Materials Needed

- Mild dish soap
- Disinfectant spray (non-bleach)
- White vinegar
- Baking soda
- Microfiber cloths
- Soft sponge or non-scratch scrubber
- Old toothbrush or detail brush
- Cotton swabs
- Toothpick or skewer (for crevices)
- Gloves (optional)



Best Practices by Appliance

1. Microwave

Remove the turntable and wash separately. Wipe interior with warm, soapy water or vinegar steam. Clean vents and door edges.

2. Toaster

Unplug and shake out crumbs. Remove crumb tray and wash. Wipe outside and use a brush for crumb slots.

3. Coffee Maker

Run a brew cycle with vinegar and water, followed by 2 water-only cycles. Clean the carafe and wipe outside.

4. Blender

Disassemble and wash all removable parts. Wipe base carefully, avoiding the motor area.

5. Electric Kettle

Descale with vinegar and water solution. Wipe outside and handle with damp cloth.



6. Stand Mixer

Remove attachments and bowl to clean separately. Wipe the mixer body and buttons with damp cloth.

7. Hand Mixer

Detach beaters and clean. Wipe body, avoiding moisture around the motor.

8. Air Fryer

Remove basket and tray to wash. Wipe interior with damp cloth. Clean fan vent if accessible.

9. Toaster Oven

Remove racks and tray to clean. Wipe inside walls and door. Brush out crumbs.

10. Slow Cooker

Remove ceramic insert and lid to wash. Wipe heating base carefully.

11. Food Processor

Disassemble completely. Hand-wash all blades and bowls. Wipe motor base.

12. Rice Cooker

Clean non-stick pot and lid. Wipe down heating element and outer body.

13. Juicer

Disassemble and scrub all pulp-catching components. Rinse filter screen well.

14. Electric Griddle

Wipe surface with warm, soapy water. Avoid submerging heating element. Clean drip tray.

15. Immersion Blender

Detach blending shaft and wash. Wipe motor handle with damp cloth.

✨ Pro Tip to Elevate the Experience

After cleaning, neatly coil cords and place appliances back in an orderly way. A clean AND organized countertop stands out.

✅ Quality Checklist

- Appliances wiped clean with no food, stains, or fingerprints
- No moisture near plugs or motors
- Removable parts washed and dried
- Counter area beneath/around appliance wiped down
- Appliance returned neatly to original position





Employee Training Manual: Folding Linens

Objective

To fold linens neatly and consistently for a polished, organized presentation that makes storage and restocking easy for both staff and clients.



Materials Needed

- Clean, dry linens (sheets, pillowcases, towels)
- Flat folding surface (table, bed, or counter)
- Optional: storage basket or shelf for placing folded items



Step-by-Step Instructions



Folding a Flat Sheet

1. Hold the sheet by the two top corners with the finished side facing you.
2. Bring your hands together and fold the sheet in half widthwise.
3. Lay the sheet on a flat surface, smooth it out, and fold in thirds lengthwise.
4. Fold the strip into thirds again to create a neat rectangle.



Folding a Fitted Sheet

1. Hold the sheet inside out by two adjacent corners on the short side.
2. Tuck one corner into the other to form a pocket, then repeat for the remaining corners.
3. Lay the sheet flat with the elastic edge forming a rough rectangle.
4. Fold into thirds lengthwise, then again into a compact square or rectangle.



Folding Pillowcases

1. Lay flat and fold in half lengthwise.
2. Fold again into thirds or quarters depending on storage space.
3. Stack with folded edge facing outward for a tidy appearance.



Folding Towels

1. Lay flat and fold in thirds lengthwise.
2. Fold in half, then half again (or thirds for smaller spaces).
3. Ensure the folded edge faces outward on the shelf or basket.



Pro Tip to Elevate the Experience

Fold all linens the same way for consistency. Stack by size, with largest items on the bottom and decorative folds or labels facing out.



Quality Checklist

- All linens are clean, dry, and wrinkle-free
- Folds are neat, even, and consistent
- Linens are stacked or stored by type and size
- Fitted sheets are folded compactly and not rolled
- Pillowcases and towels show folded edge when stored





Employee Training Manual: Ironing Linens

Objective

To professionally iron linens so they are crisp, wrinkle-free, and neatly finished—ensuring comfort, presentation, and a high standard of quality for every client.



Materials Needed

- Iron or garment steamer
- Ironing board or flat heat-safe surface
- Spray bottle with water (optional)
- Clean linens (sheets, pillowcases, tablecloths, napkins)
- Heat-resistant gloves (optional)



Step-by-Step Instructions

Set Up Your Station

Ensure the iron and board are stable and clean. Plug in the iron and set it to the appropriate heat level for the fabric (cotton, linen, etc.).

Dampen if Needed

For stubborn wrinkles, lightly mist the linen with water using a spray bottle or use the steam function.

Start with Flat Areas

Begin with the largest, flattest part of the linen, such as the middle of a sheet or tablecloth. Iron in long, even strokes.

Smooth as You Go

Use your free hand to smooth the fabric ahead of the iron, ensuring no folds or creases are pressed in.

Iron Edges and Corners

Carefully press the edges and corners. If ironing pillowcases or napkins, fold in half or thirds and iron for a crisp finish.

Hang or Fold Immediately

As soon as you're done, either hang the item or fold it carefully to prevent new wrinkles.



✨ **Pro Tip to Elevate the Experience**

Iron pillowcases and top-of-bed linens last so they're warm when placed and free from accidental wrinkling while you iron other items.

✅ **Quality Checklist**

- Linens are wrinkle-free and evenly pressed
- Edges and corners are smooth and crisp
- No scorch marks, water spots, or creases
- Linens are folded or hung immediately after ironing
- Iron and board cleaned and put away safely





Employee Training Manual: Fluffing Couch Pillows & Tidying the Living Area

Objective

To make the living room look polished, welcoming, and thoughtfully arranged by fluffing pillows, straightening cushions, folding throws, and ensuring all visual elements are clean, balanced, and inviting.



Materials Needed

- Clean, dry hands or gloves (optional)
- Lint roller (for pet hair or lint on upholstery)
- Disinfectant or upholstery spray (optional, if needed)
- Basket or storage bin (if client has for blankets or items)



Step-by-Step Instructions

Fluff Each Pillow

Grab each pillow with both hands and compress it inward repeatedly to redistribute the filling. Then karate-chop the top lightly to give it shape if stylistically appropriate.

Straighten Pillows on Couch

Place pillows evenly along the couch, angled neatly in corners or centered if styled that way. Match spacing and height between multiple cushions.

Adjust Couch Cushions

Push in or realign seat and back cushions to close gaps and give the couch a symmetrical, even appearance.

Fold or Drape Throws

If a throw blanket is used, fold it neatly and drape it over the back or arm of the couch. Alternatively, place it in a blanket basket if one is provided.

Remove Hair, Lint or Debris

Use a lint roller or cloth to remove pet hair, lint, or fuzz from pillows, upholstery, or blankets.



Tidy Around Couch Area

Straighten coffee table items, magazines, remotes, and place them in their designated spots. Push in chairs or ottomans neatly.

✨ Pro Tip to Elevate the Experience

Use symmetry when styling pillows—odd numbers for casual, even numbers for formal looks. Always step back and view from the entrance to see the full effect.

✅ Quality Checklist

- Pillows are fluffed and arranged neatly
- Couch cushions aligned and clean
- Throw blankets folded or placed thoughtfully
- No visible lint, hair, or debris on furniture
- Living room appears balanced and guest-ready





Employee Training Manual: Dusting Surfaces in Living Rooms & Common Areas

Objective

To thoroughly and gently dust all surfaces in living rooms and shared areas, removing dirt, hair, and buildup while preserving décor and preventing allergens from spreading.



Materials Needed

- Microfiber cloths (dry and damp)
- Feather or lambswool duster
- Dusting spray (optional, for wood surfaces)
- Detail brush or soft toothbrush
- Step stool (for tall furniture or frames)
- Gloves (optional)



Step-by-Step Instructions

Start High

Begin dusting from top surfaces like shelves, ledges, and the tops of cabinets or frames. Use a dry duster or cloth and work your way down.

Use Gentle Tools

Feather or lambswool dusters are ideal for delicate or decorative items. Always lift and dust under picture frames, décor, or electronics.

Wipe Flat Surfaces

Use a dry or lightly damp microfiber cloth to wipe down tables, entertainment centers, mantels, window sills, and ledges.

Use Detail Brush for Crevices

Use a small soft-bristled brush or dry toothbrush to remove dust from carvings, trim, vents, or gaps between electronics.

Dust Around Electronics

Carefully dust TV stands, remotes, and cords. Do not spray cleaner near electronics—use a dry cloth only.



Finish with a Floor Edge Check

Dust baseboards and the tops of furniture legs. Use a damp cloth if buildup is visible or sticky.

✨ Pro Tip to Elevate the Experience

Always carry two cloths—one dry, one slightly damp. Switch between them depending on the surface and avoid dragging dust across furniture.

✅ Quality Checklist

- All surfaces dust-free: shelves, tables, frames, sills
- No dust left on decorative items or electronics
- Trim and corners cleaned with attention to detail
- No dust or residue left on cloth or furniture surface
- Work started high and ended low (to avoid repeat dusting)



Employee Training Manual: Cleaning Pet Fur from Furniture

Objective

To remove pet fur from furniture using the most effective methods for fabric, leather, and delicate materials—leaving surfaces clean, hair-free, and fresh without damage.



Materials Needed

- Lint roller or pet hair roller
- Rubber gloves or pet hair remover brush
- Vacuum with upholstery attachment
- Microfiber cloth (lightly dampened if needed)
- Fabric-safe deodorizer or disinfectant spray (optional)
- Gloves (optional)



Step-by-Step Instructions

Inspect the Furniture

Check cushions, armrests, sides, and under cushions for fur buildup. Note the material type (fabric vs. leather).

Start with Lint Roller or Rubber Glove

Use a lint roller or a damp rubber glove to sweep fur off cushions and surfaces. Move in one direction to gather clumps.

Vacuum Thoroughly

Use the upholstery attachment on a vacuum to clean all accessible surfaces and crevices. Lift cushions if possible.

Repeat with Detail Tool

Go back over corners and seams with a brush or smaller attachment to remove trapped fur.

Wipe and Refresh

Use a microfiber cloth to lightly wipe remaining debris. Optionally mist with a deodorizer for freshness.



Inspect from Multiple Angles

Step back and check the furniture from different angles in natural light to ensure all fur is removed.

✨ Pro Tip to Elevate the Experience

Keep a dampened glove or rubber squeegee on hand—these are especially effective on cloth couches where vacuums struggle.

✅ Quality Checklist

- No visible fur on cushions, seams, or under pillows
- Furniture material unharmed or stretched
- Crevices, seams, and sides thoroughly cleaned
- Furniture looks smooth and fresh
- Optional deodorizer applied if appropriate



Employee Training Manual: Cleaning Up Dog Feces in the Yard

Objective

To safely and thoroughly clean up dog feces in outdoor areas, maintaining hygiene and odor control while treating the task with professionalism and care.



Materials Needed

- Pooper scooper or disposable gloves
- Plastic waste bags (preferably scented or double-ply)
- Disinfectant spray (for tools, if reusable)
- Outdoor trash bin with lid
- Paper towels or wipes (optional for spot cleaning)



Step-by-Step Instructions

Wear Gloves or Use a Scooper

Always wear gloves or use a scooper tool. Avoid bare hand contact even with bags.

Walk the Entire Yard

Do a slow walk-through of the yard to locate all waste. Pay attention to edges, fence lines, under shrubs, or shaded spots.

Pick Up Feces Carefully

Scoop or grab each pile and place it directly into a plastic bag. Double-bag if especially messy or smelly.

Tie and Dispose

Secure the bag tightly and dispose of it in the designated outdoor trash bin with a secure lid.

Clean Tools (if applicable)

If using a reusable scooper, spray and wipe down the tool with disinfectant before returning it to storage.

Final Check

Do one last glance around to make sure nothing was missed. Rake or smooth out grass if any was disturbed.



✨ **Pro Tip to Elevate the Experience**

Leave a light deodorizing spray or sprinkle baking soda over heavily used areas of the yard to neutralize lingering odors.

✅ **Quality Checklist**

- All visible feces removed from yard
- Trash bags sealed and placed in outdoor bin
- No waste left near walkways, play areas, or plants
- Scooper cleaned and returned (if used)
- Yard left looking neat and undisturbed





Employee Training Manual: Deep Cleaning Kitty Litter Boxes

Objective

To deep clean and sanitize litter boxes thoroughly, removing all waste, residue, and odor—ensuring a fresh and hygienic environment for the cat and home.



Materials Needed

- Gloves (disposable or reusable)
- Poop scoop (if not already scooped)
- Trash bag
- Mild dish soap or pet-safe disinfectant
- Scrub brush or sponge (non-abrasive)
- Paper towels or microfiber towel
- Bucket or hose (for rinsing)
- Baking soda (optional for odor control)
- Fresh litter



Step-by-Step Instructions

Scoop and Empty the Box

Put on gloves and scoop out all waste. Dump all used litter into a trash bag and tie it securely.

Rinse the Litter Box

Use a hose or bucket of warm water to rinse out loose litter residue.

Wash Thoroughly

Scrub the box with dish soap or a pet-safe disinfectant. Pay special attention to corners and edges.

Rinse and Dry

Rinse thoroughly to remove all soap. Wipe dry with a towel or paper towels, or allow to air dry completely.

Optional: Deodorize

Before refilling, sprinkle a light layer of baking soda to help control future odor.



Add Fresh Litter

Refill the box with the appropriate amount and type of fresh litter as specified by the client.

Clean the Area Around

Wipe down the area where the litter box sits—especially if there's dust, tracked litter, or spills.

✨ Pro Tip to Elevate the Experience

Use unscented cleaners and avoid bleach—strong scents can discourage cats from using the litter box after cleaning.

✅ Quality Checklist

- All litter and waste removed and disposed of
- Box fully scrubbed and rinsed with no residue
- Dry and deodorized before adding new litter
- Fresh litter filled to correct level
- Surrounding area clean and dry





Employee Training Manual: Cleaning Interior Windows & Mirrors Safely

Objective

To clean interior windows and mirrors safely and streak-free, using proper tools and techniques that protect both the glass and the surrounding surfaces.



Materials Needed

- Glass cleaner or 1:1 white vinegar and water solution
- Microfiber cloths (lint-free)
- Paper towels (optional)
- Squeegee (optional)
- Step stool (if needed)
- Gloves (optional)



Step-by-Step Instructions

Inspect the Area

Check the glass and surrounding frame for dust, debris, or smudges. Look for any fragile décor or cords nearby.

Spray Cleaner on the Cloth

To avoid overspray, apply glass cleaner to the microfiber cloth—not directly on the surface. This prevents drips and protects walls, wood, or electronics.

Wipe in Circular Motion

Clean using small circular motions to break up smudges, then finish with long vertical strokes to reduce streaks.

Use a Squeegee for Large Windows

For bigger windows, use a squeegee in overlapping horizontal strokes, wiping the blade after each pass.

Dry and Detail

Use a dry microfiber cloth to wipe corners, window edges, and mirror frames. Buff any streaks until the surface is crystal clear.



Use Step Stool Safely

If reaching high areas, use a sturdy step stool and never lean on glass. Always maintain your balance and reposition the stool instead of overreaching.

✨ Pro Tip to Elevate the Experience

Fold your microfiber cloth into quarters and refold to a clean side frequently. This helps eliminate streaks and ensures a polished finish.

✅ Quality Checklist

- No streaks or smudges on glass
- Corners and edges wiped clean
- No cleaner residue on frames, floors, or nearby surfaces
- Glass shines clearly in natural and artificial light
- Work completed safely and neatly





Employee Training Manual: Carefully Dusting Antique or Delicate Furniture

Objective

To gently and thoroughly dust furniture—especially antique, vintage, or delicate pieces—without scratching surfaces or damaging finishes, preserving both cleanliness and the integrity of each item.



Materials Needed

- Soft microfiber cloth (lint-free)
- Feather duster or lambswool duster
- Soft-bristled detail brush or artist's brush
- Wood-safe cleaner or polish (only if approved)
- Step stool (if needed for high surfaces)
- Gloves (optional to prevent fingerprinting)



Step-by-Step Instructions

Assess the Furniture

Determine if the piece is antique or has delicate finishes. Look for cracks, chips, or loose parts. Use only dry methods unless otherwise noted.

Use a Feather Duster for Loose Dust

Start with a gentle feather or wool duster to remove surface-level dust. Use light strokes in the direction of the wood grain.

Detail Crevices and Carvings

Use a soft-bristled detail brush to dust carved details, trim, and hardware. Gently flick away debris rather than scrubbing.

Wipe with Microfiber

Lightly wipe surfaces with a dry microfiber cloth to remove any remaining dust. Avoid excessive pressure.

Apply Cleaner Sparingly (if allowed)

Only use polish or cleaner if specified in the client notes or if the finish can safely handle it. Spray onto the cloth, not the furniture.



Inspect and Buff

Check the entire surface for leftover dust or smudges and gently buff to a soft shine if safe to do so.

Pro Tip to Elevate the Experience

Dust with both hands—one for cleaning, one to steady the piece. This helps avoid bumping or shifting fragile items during cleaning.

Quality Checklist

- Dust removed from all surfaces and carvings
- No scratches or pressure damage left behind
- No residue from sprays or polishes
- Items on or around the furniture returned neatly
- Delicate finishes preserved and undisturbed





Employee Training Manual: Vacuuming, Sweeping & Mopping Floors

Objective

To ensure all floor surfaces are thoroughly cleaned using the correct method for each surface type—removing visible dirt, dust, and grime while also maintaining floor condition and cleanliness.



Materials Needed

- Vacuum with hard floor setting (or appropriate attachments)
- Broom and dustpan
- Mop (string, flat, or microfiber depending on surface)
- Bucket with clean water and floor-safe cleaner
- Dry microfiber cloth (for touch-ups)
- Gloves (optional)



Step-by-Step Instructions

Clear the Area

Move any furniture, rugs, or obstacles out of the way to expose the full floor surface.

Vacuum the Floor

Use a vacuum instead of a broom for tile and hardwood floors. Vacuuming is more effective for pulling dirt and debris from grout lines and between floorboards.

Sweep (if no vacuum available)

Use a broom and dustpan to remove debris. Sweep toward a central area, then collect and dispose.

Prepare the Mop Bucket

Fill a bucket with warm water and the appropriate floor-safe cleaner. Be careful not to use too much soap to avoid residue.

Mop the Floor

Wring out excess water before mopping. Mop in figure-8 or back-and-forth strokes, starting from the farthest point and working toward the exit.



Rinse & Wipe (if needed)

For sticky or heavily soiled spots, rinse the mop and go over again. Spot clean with a damp microfiber towel if necessary.

Let Dry

Allow the floor to air dry or wipe down high-traffic areas with a dry towel to prevent slipping.

✨ Pro Tip to Elevate the Experience

Add a small splash of white vinegar to mop water for tile floors—this helps cut through grime and leaves a naturally clean scent without harsh chemicals.

✅ Quality Checklist

- No dirt, crumbs, or hair left on floor
- Grout lines and floor edges are clean
- No streaks, residue, or sticky spots after mopping
- No puddles or excessive moisture left behind
- Furniture returned to original position





Visual Tote Checklist for Cleaning Staff

Use this checklist every time you prepare your cleaning tote. It includes the essential supplies needed to perform all standard tasks professionally and efficiently.



Tote Supply Categories



Cloths & Tools

- ☐ 6–10 microfiber cloths
- ☐ 2 non-abrasive sponges
- ☐ 1 large and 1 small scrub brush
- ☐ Detail/toothbrush
- ☐ Duster or lambswool duster
- ☐ Vacuum hose/crevice tool
- ☐ Gloves (1–2 pairs)
- ☐ Lint roller
- ☐ Pet waste bags



Cleaners & Sprays

- ☐ All-purpose cleaner
- ☐ Glass cleaner
- ☐ Disinfectant spray/wipes
- ☐ Furniture polish
- ☐ Toilet bowl cleaner
- ☐ Kitchen degreaser
- ☐ Vinegar or natural cleaner
- ☐ Baking soda or odor neutralizer



Bathroom-Specific

- ☐ Toilet brush or drill brush
- ☐ Small bucket
- ☐ Grout brush
- ☐ Air freshener





Laundry & Linens

- ☐ Laundry bag
- ☐ Fabric brush or lint roller
- ☐ Folding guide (optional)
- ☐ Wrinkle releaser (optional)



PPE & Miscellaneous

- ☐ Trash bags (large and small)
- ☐ Paper towels
- ☐ Hand sanitizer or soap
- ☐ Labeling tape or notes
- ☐ Mask (optional)

☒ Review this list before leaving the supply station each day.

If anything is missing or damaged, report it to your supervisor immediately.





Employee Training Manual: Wiping Walls Clean

Objective

To remove dust, smudges, and light stains from painted walls, keeping surfaces fresh and presentable without damaging paint or finishes.



Materials Needed

- Microfiber cloths
- Soft sponge or non-abrasive pad
- Mild dish soap or wall-safe cleaner
- Bucket of warm water
- Dry towel or cloth
- Step stool (if needed for high spots)
- Gloves (optional)



Step-by-Step Instructions

Dust First

Use a dry microfiber cloth to dust the wall, especially near baseboards and corners. This prevents smearing dirt when wet wiping.

Prepare Cleaning Solution

Mix a few drops of dish soap in warm water. Use a wall-safe cleaner for tougher stains if needed.

Test a Small Area

Before wiping a large area, test the cleaner on a small, hidden spot to ensure it doesn't damage the paint.

Wipe the Wall

Dampen a cloth or sponge in the solution, wring out excess water, and gently wipe the wall in sections. Work from top to bottom.

Spot Clean Stains

Use a slightly firmer sponge pressure or a soft scrub pad to target scuffs and fingerprints. Avoid scrubbing too hard.



Dry the Area

Use a clean, dry towel or microfiber cloth to dry the wall and prevent water streaks or drips.

✨ Pro Tip to Elevate the Experience

Use a Mr. Clean Magic Eraser sparingly for scuff marks on semi-gloss or satin paint—but avoid on flat or matte finishes as it can remove paint.

✅ Quality Checklist

- Dust removed before applying moisture
- No drips or streaks on walls after drying
- Smudges and scuffs cleaned without damaging paint
- Corners and edges wiped down
- All cleaned sections have a consistent appearance





Employee Training Manual: Cleaning Inside the Oven

Objective

To safely and thoroughly clean the inside of the oven by removing burnt-on residue, grease, and odors—restoring the oven to a clean and usable condition without damaging surfaces.



Materials Needed

- Oven cleaner (or baking soda + vinegar for natural method)
- Non-abrasive scrub pad or sponge
- Razor scraper (optional, for stubborn spots)
- Gloves
- Microfiber cloths or paper towels
- Bucket of warm water
- Trash bag or bin (for food debris)



Step-by-Step Instructions

Check for Client Approval

Before starting, confirm that oven cleaning is part of the task and whether the client prefers chemical or natural cleaners.

Remove Racks

Take out the oven racks and set them aside. Clean them in the sink with warm soapy water or soak if heavily soiled.

Apply Cleaner

Spray or spread oven cleaner on the interior surfaces—walls, base, and door—avoiding heating elements. Let it sit per instructions (usually 10–30 mins).

Scrub Interior

Use a non-abrasive scrub pad or sponge to loosen baked-on grease and residue. Use a scraper gently on tough spots if needed.

Wipe Clean

Wipe out the cleaner and loosened grime with damp cloths or paper towels. Repeat until all residue is removed.



Rinse and Dry

Wipe down the interior with clean water to remove any remaining cleaner. Dry with a microfiber cloth.

Clean Door Glass and Gasket

Carefully clean the interior glass and the rubber door seal. Use a damp cloth for the gasket—do not saturate or pull on it.

Reinsert Racks

After cleaning and drying, place the racks back inside neatly.

✨ Pro Tip to Elevate the Experience

If the oven has a self-cleaning feature, never activate it unless explicitly instructed by the client—it can cause smoke and strong odors during service.

✅ Quality Checklist

- Interior is free of grease, ash, and food residue
- Racks are cleaned and replaced properly
- No harsh chemical smell left behind
- Glass window is clear and streak-free
- Door gasket is clean and undamaged





Employee Training Manual: Cleaning Inside the Refrigerator

Objective

To clean and sanitize the inside of a refrigerator by removing food residue, spills, and odors—ensuring a hygienic, odor-free space that respects client items and preferences.



Materials Needed

- Mild all-purpose cleaner or vinegar-water solution
- Non-abrasive sponge or cloth
- Microfiber towels or paper towels
- Bucket or basin for parts
- Cooler or bin (optional, to hold food items temporarily)
- Gloves (optional)



Step-by-Step Instructions

Ask for Permission First

If fridge cleaning is not already included in the client notes, always ask before beginning. Confirm which items can be moved or tossed.

Remove Food Items

Take out food items and place them in a cooler or on a clean counter. Group items together so they're easy to put back.

Take Out Shelves and Drawers

Remove all removable shelves and bins carefully. Set them aside or wash them in the sink using warm soapy water.

Clean Interior Surfaces

Spray cleaner or vinegar-water mix inside the fridge. Wipe down walls, door gaskets, and shelf brackets. Use a sponge for sticky or dried spills.

Dry and Replace Parts

Dry all interior surfaces and cleaned shelves. Reinstall drawers and shelves carefully.



Wipe Bottles Before Returning

Quickly wipe sticky jars or containers before placing them back inside. Organize items neatly.

Clean Door Seals

Use a damp cloth to clean around the rubber door seals. Avoid pulling or stretching the gasket.

✨ Pro Tip to Elevate the Experience

Leave an open box of baking soda inside the fridge if the client doesn't already have one. It's a simple touch that helps fight odors.

✅ Quality Checklist

- Interior walls and surfaces are wiped clean
- Shelves and bins washed, dried, and replaced
- No sticky spots or residue left behind
- Food returned neatly and grouped by category
- Door seals cleaned and intact





Employee Training Manual: Tricks of the Trade – Pro Cleaning Tips

Objective

To provide helpful time-saving tips and expert techniques that elevate service quality, improve efficiency, and deliver an exceptional customer experience.



Core Principles

- Work smarter, not harder—know your tools and materials.
- Always clean top to bottom and back to front.
- Minimize cross-contamination by color-coding cloths and switching frequently.
- Keep one eye on speed, and one on detail—balance matters.
- A tidy, well-organized space at the end speaks volumes to the client.



Tricks of the Trade: Room-by-Room Tips



Kitchen

- Use a small brush or toothbrush to clean around sink edges and stove knobs.
- Buff stainless steel with a dry microfiber cloth after wiping to remove streaks.
- Warm water with lemon or vinegar helps dissolve grease naturally.
- Soak microwave-safe bowl of vinegar water in the microwave and heat it for 2 minutes—then wipe the inside effortlessly.



Bathroom

- Use a drill brush attachment on tubs, showers, and toilet bases for fast, deep scrubbing.
- Dry surfaces like mirrors and faucets with a clean, dry microfiber for a streak-free shine.
- Use a pumice stone to remove mineral buildup from toilets—wet it first to avoid scratching.
- Let toilet bowl cleaner sit while you clean the rest of the room—then finish with a scrub and flush.



Living Room & Bedrooms

- Fluff pillows by squeezing and karate-chopping the top for a clean, styled look.
- Use a lint roller on fabric lampshades and couches to grab fine dust and fur.
- Dust with a slightly damp cloth to trap instead of spreading dust.
- Always vacuum first in carpeted rooms before tidying pillows, throws, and rugs.



Floors

- Vacuum tile and hardwood first to pull up dust from grout or cracks—then mop.
- Use hot water with a splash of vinegar on floors to cut grime (test on surface first).
- Wrap a microfiber cloth around the end of a broom to dust baseboards quickly.

Pro Tip to Elevate the Experience

Use your final walkthrough as a chance to double-check your own work. Spot something small and fix it—it shows pride and professionalism every time.





Employee Training Manual: Cleaning Blinds, Window Tracks & Behind Appliances

Objective

To provide clear guidance on tackling overlooked but impactful areas like blinds, window tracks, and the spaces behind major appliances—boosting quality and customer satisfaction.



Cleaning Window Blinds

- Use a microfiber duster, blind wand, or cloth to gently dust each slat from top to bottom.
- For deeper cleaning, dampen a microfiber cloth with a vinegar-water mix and wipe each slat by hand.
- Vacuum fabric blinds using a brush attachment, or spot clean stains with gentle soap and water.
- Always support the blind slat with one hand while cleaning to avoid bending or damaging.



Cleaning Window Tracks

- Vacuum loose dirt and debris first using a crevice or detail attachment.
- Sprinkle baking soda in the track, then pour vinegar on top to create fizzing action. Let sit 5–10 minutes.
- Scrub using an old toothbrush or grout brush, then wipe clean with a damp cloth.
- Dry thoroughly to prevent mold or mildew.



Cleaning Behind Appliances (Stove, Fridge, Washer)

- Unplug or power off appliances if you need to move them for safety.
- Pull appliance out carefully using help if needed—don't force heavy movement alone.
- Vacuum debris and wipe the floor and walls with all-purpose cleaner.
- Clean appliance sides and cords if dusty or sticky. Watch for spills, grease, or pet hair buildup.
- Return appliance gently and confirm it's positioned safely and evenly.



✨ **Pro Tip to Elevate the Experience**

Customers rarely check behind appliances—but when they do and see it spotless, you’ve just earned a 5-star review.





Employee Training Manual: Tackling Common Household Odors & Stains

Objective

To help employees quickly identify and treat common odor sources and household stains, using practical solutions that leave the space clean, fresh, and odor-free.



Odor Source Treatment Tips

- Trash Can: Sprinkle baking soda in the bottom of the can and wipe with vinegar before inserting a new liner.
- Sink Drain: Pour 1/2 cup baking soda, followed by 1/2 cup vinegar. Let fizz, flush with hot water.
- Shoes: Place dryer sheets or baking soda packets inside overnight to absorb odor.
- Closets: Leave an open box of baking soda or charcoal deodorizer inside for ongoing freshness.
- Fridge: Wipe shelves with vinegar, place an open baking soda box inside to neutralize food smells.



Common Stain Removal Tips

- Red Wine: Blot, then apply hydrogen peroxide and baking soda. Let sit and rinse.
- Ink: Spray with alcohol or hair spray, blot repeatedly with a clean cloth.
- Grease: Use dish soap directly on the stain, let sit, then scrub and rinse.
- Candle Wax: Let harden, scrape off, then use an iron and paper towel to lift residue.
- Coffee: Blot, then apply a mix of vinegar and water before rinsing.



Pro Tip to Elevate the Experience

Always test a small area of the surface first before using any stain or odor removal technique—especially on fabric or wood.





Employee Training Manual: Detailing Baseboards, Light Switches & Ceiling Fans

Objective

To teach employees how to clean and detail often-overlooked areas like baseboards, light switches, and ceiling fans—helping homes sparkle from top to bottom and showing clients attention to detail.



Detailing Baseboards

- Vacuum dust along baseboards with a hose or brush attachment before wiping.
- Use a damp microfiber cloth or sponge with a mild cleaner to wipe gently along the top and front of the trim.
- For heavy buildup, scrub with a small brush or sponge using a mix of dish soap and water.
- Dry with a clean cloth to prevent streaks or water marks.



Sanitizing Light Switches & Outlets

- Lightly spray a disinfectant on a microfiber cloth—never directly on the switch.
- Wipe the switch plate and area around the switch gently.
- Use a cotton swab for grime in corners or around screw holes.
- Avoid getting moisture into the switch or outlet—safety first!



Cleaning Ceiling Fans

- Use an extendable duster to reach blades safely without needing a ladder.
- For deep cleans, carefully wipe blades with a damp microfiber cloth and all-purpose cleaner.
- Place a pillowcase over each blade and pull to trap dust while cleaning.
- Wipe the motor housing and light fixture components gently to remove buildup.



Pro Tip to Elevate the Experience

Offer to clean fan blades and switches on your final walk-through—it's a quick win and helps show off your thoroughness.



Employee Training Manual: Cleaning Light Fixtures, Cabinet Hardware & Air Vents

Objective

To teach staff how to safely clean and polish high-touch or high-up areas such as light fixtures, cabinet hardware, and air vents—finishing off rooms with sparkling detail and improved air quality.

Cleaning Light Fixtures

- Turn off light switches before cleaning fixtures for safety.
- Use a microfiber cloth or duster for basic dust removal. For deep cleans, dampen the cloth slightly with a glass-safe cleaner.
- For chandeliers or hanging lights, support delicate parts while wiping gently.
- Wipe ceiling fan lights and bathroom vanity bulbs as part of regular fan or mirror routines.

Polishing Cabinet Knobs & Handles

- Use a damp microfiber cloth with mild soap to wipe handles and knobs—especially in kitchens and bathrooms.
- For built-up grime, use a toothbrush with a bit of baking soda paste.
- Dry and polish with a clean cloth to avoid streaks or water marks.
- Don't forget drawer pulls and fridge handles!

Dusting Air Vents

- Use a long-handled duster or vacuum brush attachment to remove loose dust from floor, wall, and ceiling vents.
- For deeper cleans, remove vent covers and wipe with a damp cloth or rinse with warm water.
- Be gentle around painted or older vents to avoid bending or paint damage.
- Replace or note heavily clogged filters for homeowner follow-up.

Pro Tip to Elevate the Experience

A quick polish on cabinet hardware and dusting around vents makes kitchens and bathrooms feel professionally detailed—clients notice!



Employee Training Manual: Specialty Tricks – Pet Odor & Mildew Removal

Objective

To train employees on specialized methods for eliminating pet odors and removing mildew—two of the most common and stubborn problems in home cleaning.

Pet Odor Removal Tips

- Sprinkle baking soda on carpets or furniture, let sit for 15–30 minutes, then vacuum thoroughly.
- Use an enzyme-based cleaner for urine or vomit stains—these break down proteins and neutralize odors at the source.
- Add a few drops of essential oil (like lavender or eucalyptus) to vinegar-based sprays to freshen fabric-safe surfaces.
- Wash pet bedding weekly and clean under pet bowls to prevent lingering smells.

Mildew and Mold Removal Tips

- Spray white vinegar directly on mildew-affected areas (tile, grout, corners). Let sit for 30 minutes, then scrub.
- Use a soft-bristle brush or drill attachment to scrub grout and textured surfaces.
- Avoid bleach unless absolutely necessary—it can damage surfaces and create strong fumes.
- Improve ventilation by opening windows or running a fan after cleaning damp spaces like bathrooms or laundry rooms.

Pro Tip to Elevate the Experience

Use a gentle, pet-safe deodorizer when cleaning homes with animals. Mention it to the customer—it shows attention to their furry family members.



Employee Training Manual: Seasonal, Stain, and Eco-Friendly Cleaning Tips

Objective

To provide specialized techniques for seasonal deep cleans, natural stain removal, and eco-friendly solutions that impress clients while protecting the home and environment.

Seasonal Deep Cleaning Tips

- Spring: Wash baseboards, clean windows inside and out, and declutter closets.
- Summer: Focus on outdoor furniture, patio doors, ceiling fans, and entryways.
- Fall: Dust vents, vacuum under furniture, clean behind appliances.
- Winter: Clean light fixtures, polish wood surfaces, sanitize high-touch areas for cold & flu season.

Natural Stain Removal Hacks

- Grease Stains: Sprinkle baking soda or cornstarch, let sit, then wipe with dish soap solution.
- Coffee or Wine: Blot and treat with vinegar + water, then sprinkle baking soda for lift.
- Rust on Sinks: Use lemon juice and salt paste—scrub gently and rinse.
- Toilet Ring: Drop in a denture tablet and let sit, then scrub.

Eco-Friendly Cleaning Tips

- Use microfiber cloths instead of disposable paper towels—they're reusable and more effective.
- White vinegar and water can clean glass, counters, and floors without harsh fumes.
- Essential oils (like tea tree or lemon) add a pleasant scent and antimicrobial boost to DIY sprays.
- Limit water waste by damp-dusting rather than soaking surfaces.

Pro Tip to Elevate the Experience

Tell eco-conscious clients what you're using—mention vinegar, reusable cloths, or essential oils when appropriate. It builds trust and brand loyalty.



✨ Employee Training Manual: Specialty Cleaning – Hard Water, Stainless Steel & Upholstery

Objective

To provide employees with expert techniques for cleaning hard water stains, polishing stainless steel, and freshening carpets and upholstery—common areas where clients notice detail and quality.

Removing Hard Water Stains

- Spray white vinegar directly onto affected surfaces (faucets, glass, tiles). Let sit 5–10 minutes.
- Use a soft cloth or brush to scrub mineral buildup—avoid abrasive pads that scratch.
- For stubborn spots, apply a paste of baking soda and vinegar, let sit, then scrub gently.
- Rinse thoroughly and dry to avoid streaks or further spotting.

Polishing Stainless Steel

- Wipe down with a soft cloth and mild dish soap to remove fingerprints and grime.
- Dry completely, then polish using a microfiber cloth and a small amount of olive oil or a commercial polish.
- Wipe in the direction of the grain for a streak-free shine.
- Avoid harsh scrubbing pads or bleach—they can scratch or dull the surface.

Freshening Carpet & Upholstery

- Sprinkle baking soda lightly over carpets or fabric furniture. Let sit 15–30 minutes, then vacuum thoroughly.
- Use a pet-safe enzyme spray for areas with pet or food odors.
- For spot cleaning, test diluted vinegar or upholstery cleaner on a small area first.
- Avoid oversaturating fabric—use a lightly damp cloth and blot, never scrub.

✨ Pro Tip to Elevate the Experience

Let clients know when you've gone the extra mile with polishing or deodorizing—just a quick, friendly mention builds trust and makes your work stand out.



Employee Training Manual: Cleaning Under Furniture, Wall Scuffs & Door Frames

Objective

To help staff tackle overlooked but noticeable areas—under furniture, scuff marks on walls, and dust on door frame tops—creating a spotless, detail-oriented finish clients love.

Cleaning Under Furniture

- Use a vacuum with an extension wand or flat floor attachment to reach under beds, couches, and tables.
- Slide lightweight furniture gently when safe to access dust or debris underneath.
- Avoid moving heavy or fragile furniture unless explicitly instructed to do so.
- If unable to clean underneath, use a long duster or note it in the client file.

Removing Wall Scuffs

- Use a clean, damp sponge or melamine foam (like a Magic Eraser) to gently buff away scuff marks.
- Test a small, hidden area first—some paints may fade or react to abrasives.
- Avoid scrubbing too hard or repeatedly in one spot to prevent paint damage.
- Dry with a clean cloth and step back to check for uniform color and texture.

Dusting Door Frame Tops

- Use an extendable duster or dry microfiber cloth to wipe across the top ledge of door frames.
- Work from the main entryway inward—clients notice doorways most.
- Check corners for cobwebs or buildup and wipe with a damp cloth if necessary.
- Don't forget closet and bathroom door tops!

Pro Tip to Elevate the Experience

Do one extra detail in every job (like wall scuffs or a door frame wipe) without being asked—it stands out and creates lasting client impressions.





Employee Training Manual: Professional Window Cleaning

Objective

To provide clear, consistent steps for professionally cleaning first and second-floor windows with safety, efficiency, and spotless results in mind.



Materials Needed

- Squeegee (multiple sizes)
- Scrubber/mop
- Bucket with window cleaning solution
- Extension pole (for 2nd floor)
- Ladder (secure and stable)
- Microfiber cloths or lint-free towels
- Glass scraper (for tough spots)
- Protective gloves
- Safety goggles (if needed)
- Towel/drop cloth for window sills



Step-by-Step Instructions

Prepare Your Tools

Fill the bucket with the window cleaning solution. Attach your squeegee and scrubber to extension poles if needed.

Inspect the Window

Check for cracks, debris, or paint. Remove any obstructions near the window.

Scrub the Glass

Use the wet scrubber to loosen dirt and grime. Start at the top and work down.

Squeegee Technique

Starting from the top, pull the squeegee down in smooth, overlapping strokes. Wipe the blade with a cloth after each pass.

Detail the Edges

Use a microfiber cloth to wipe any remaining drips along the edges and sill.



Repeat for Second Floor

Use an extension pole or ladder safely. Always secure the ladder on flat ground and have a spotter if necessary.

Final Touches

Inspect for streaks or smudges. Polish with a dry towel if needed.

✨ Pro Tip to Elevate the Experience

Use distilled water in your cleaning solution to reduce streaking, especially on sunny days. It leaves a cleaner finish and helps prevent mineral spots.

✅ Quality Checklist

- All windows are free of streaks, spots, and smudges
- Sills and frames are wiped clean and dry
- No drips or residue left behind
- No debris or tools left in work area
- Ladders and tools properly stored after use





Employee Training Manual: Adjusting Your Work Schedule in ZenBooker

Objective

To give employees the ability to adjust their availability, request time off, or make scheduling changes in ZenBooker while ensuring team coordination and customer service is uninterrupted.



Core Principles

- Schedule adjustments must be made with reasonable notice—ideally at least 48 hours in advance.
- All changes must be confirmed within ZenBooker and communicated to your manager if they affect assigned jobs.
- Only adjust your own schedule—never change another team member's shifts.
- Avoid making personal availability changes during high-volume days unless it's an emergency.



Step-by-Step: Adjusting Your Availability or Shifts

Log Into Your ZenBooker Profile

Access the staff dashboard using your login credentials.

Go to the 'Availability' or 'Schedule' Tab

Click the section where your calendar or schedule is listed.

Add or Edit Available Time Blocks

Click on the calendar to add or change your working hours for specific days.

Request Time Off (If Needed)

Use the 'Time Off' or 'Unavailable' setting to block full days. Add a reason if prompted.

Check for Overlapping Jobs

If you're already assigned to a job during the time you're adjusting, notify your manager before making the change.



Save and Confirm Changes

Click 'Save' or 'Submit' to finalize the schedule update. You may get a confirmation message or email.

✨ Pro Tip to Elevate the Experience

Try to keep your schedule consistent from week to week—it helps managers assign jobs efficiently and gives clients reliable service.

✅ Schedule Adjustment Checklist

- Logged into your own staff profile
- Updated only your own availability
- Checked for conflicts with assigned jobs
- Notified a manager if any jobs are affected
- Time blocks or time off saved correctly in the system





Employee Training Manual: How to Create a Recurring Appointment in ZenBooker

Objective

To correctly schedule a recurring appointment using ZenBooker—ensuring clients receive consistent service at regular intervals and staff are assigned efficiently.



Core Principles

- Always confirm the client's preferred frequency before scheduling (weekly, bi-weekly, monthly).
- Make sure the recurring appointment matches the client's original service type, staff preferences, and time availability.
- Double-check your work to avoid scheduling errors or overlaps.
- Always confirm with the client that their schedule is set and send a confirmation email if needed.



Step-by-Step: Creating a Recurring Appointment in ZenBooker

Log In

Access your ZenBooker admin dashboard using your staff login credentials.

Find the Client or Create New

Use the search bar to locate an existing client or click 'New Appointment' to begin scheduling.

Select the Initial Appointment Date

Choose the starting day and time based on the customer's preference.

Enter Service Details

Fill out all fields including service type, location, duration, and team assignment.

Check 'Recurring' Box

Below the service info, select the checkbox labeled 'Recurring appointment'.

Set Frequency

Choose the desired interval: weekly, bi-weekly, every 4 weeks, monthly, etc.



Set Recurrence End Date (Optional)

You can set the series to stop after a certain date or number of visits, or leave it open-ended.

Save and Review

Click 'Save' or 'Create Appointment' to lock it in. Double-check the full schedule appears in the client calendar.

Send Confirmation

Ensure the customer receives a confirmation email and knows when to expect the next visit.

✨ Pro Tip to Elevate the Experience

If a client requests 'every other Thursday,' count forward on the calendar to avoid accidentally choosing the wrong start week.

✅ Recurring Appointment Checklist

- Correct client selected or added
- Service details match original booking
- Recurring frequency and start date set properly
- Customer received confirmation
- Staff and calendar properly assigned





Employee Training Manual: Editing or Cancelling Recurring Appointments in ZenBooker

Objective

To make changes to or cancel a recurring appointment in ZenBooker—ensuring updates are accurate, customer communication is clear, and team schedules are adjusted as needed.



Core Principles

- Always confirm changes with the client before editing or canceling a recurring appointment.
- Be careful to update the correct series—whether a single occurrence or the entire recurring pattern.
- Communicate clearly with the customer to avoid confusion or missed service.
- If uncertain, ask a manager before canceling or editing an active series.



How to Edit a Recurring Appointment

Log In and Find the Appointment

Go to the calendar or customer profile and select the recurring appointment you want to edit.

Choose 'Edit' or 'Edit Series'

If you want to change all upcoming visits, choose 'Edit Series.' To change just one, select that date and edit it individually.

Update the Details

Modify the time, service type, team member, frequency, or any other relevant field.

Save Changes

Be sure to click 'Save' or 'Update Series' when done.

Confirm With the Client

Let the client know what was updated and confirm the new schedule.



How to Cancel a Recurring Appointment

Locate the Recurring Appointment

Find the appointment through the customer account or calendar view.

Click 'Cancel' or 'Cancel Series'

If canceling the entire series, choose 'Cancel Series.' To cancel only one visit, select that date and cancel just that occurrence.

Confirm the Cancellation

ZenBooker will ask for confirmation. Review before submitting.

Notify the Client

Always let the client know the cancellation was processed and offer to reschedule if needed.

Make Notes (If Required)

If the cancellation was requested by the client, note that in the system for future reference.

Pro Tip to Elevate the Experience

If a client asks to pause service for travel or illness, cancel upcoming dates individually instead of the entire series—then resume later without rebooking.

Appointment Change Checklist

- Correct appointment or series selected
- Details updated or cancelled with customer confirmation
- No unintended deletions or overlaps created
- Client informed of change with new dates confirmed
- Internal notes added if relevant

