



Congratulations, You're almost there!

Below you will see the guides we have gone over as well as the particular tips that Homejoy will review with you in your final orientation before you get your phone.

A few things to remember:

1. Be on time for your final orientation date - Just like you will need to be for all of your jobs
2. Be friendly, personable and remember the important details we covered
3. Be confident and professional

You all did great during the session, please remember the details we covered and you will pass your final step in on boarding.

5 Star Pro Tips - *Please remember these and be prepared to showcase them during your orientation at Homejoy. This will help you qualify to get working fast.*

5 Star Entry Tips - Upon Entering the home:

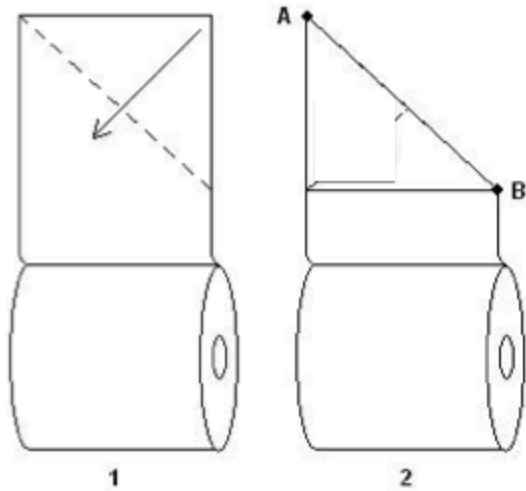
1. Spray a bit of air freshener before knocking on the door - it will give the client a pleasant scent when they open the door.
2. Introduce yourself in a friendly and confident manner -
 - a. "Hi my name is ____, I'm here to clean your home. "
 - b. "Would you like me to remove my shoes?"
 - c. "Please show me around and let me know if there is anything you prefer I don't touch or room I don't clean"
 - d. "I'll get started in the kitchen unless you prefer I start somewhere else"

5 Star Bathroom Tips

You will always complete all bathroom items - Dusting the vent, light fixtures and scrubbing each item (bath, toilet and sink area), as well as ALWAYS doing baseboards, light switches and door frames (they capture a ton of dirt and fingerprints)

1. Cover the toothbrushes with a small cover to avoid getting dirt or loose chemicals
2. Fold towels very neatly in a tri-fold
3. Leave the shower curtain open at the end to show shining, spot-free stainless steel
4. Close Toilet Cover
5. Fold the toilet paper over, one flap to the left, and place sticker on the point

Practice the toilet paper fold once more!



Roll the fold down and place a sticker at the point!

5 Star Kitchen Tips

1. Leave labels facing out
2. Leave small appliance cords tidied up around the appliance

Soap on the right, Branded sponge on the left! Faucet and sink shining



5 Star Bedroom Tips

1. If there are loose towels, do a tri-fold and stack neatly
2. Make the bed tightly and neatly.
3. "Turn down the bed"

See the video here: <https://www.youtube.com/watch?v=GprSQ8fKaho>

5 Star Living room Tips

1. After thoroughly cleaning the room, fluff pillows and leave a dent on top



a.

2. Leave the room smelling fresh by spraying a little air freshener in the air as well.

5 Star Finishing up

Always leave the client home with a thank you card and leave branded item. You want to get them to rebook you!

Please see all complete cleaning guides below so you are prepared to show your customer service skills, conduct a basic in home cleaning test and cover technology and platform requirements.

Customer Service Skills

1. Friendly and Personable -
 - a. All cleaning companies and platforms such as Homejoy and Handy look for people that can represent their brand.
 - b. Always smile and give a friendly introduction
 - i. *"Hi my name is ____ and I'm here to clean your home!"*
2. Prepared - Make sure you have your supplies, you've read the appointment notes and know the address you are meant to go to ahead of time. Being prepared means being ready and arriving at a home 10 minutes early.

3. Professional - Showing up on time, EVERY time is crucial. You can't be late if a client needs to get to work. Additionally, always wearing clean, neat branded clothing will ensure that you give off a good first impression.
 4. Accommodating - Show the client you are professional by asking if they prefer you take off your shoes, tell the client where you will start cleaning but always ask if they prefer you start somewhere else.
 - a. *"Would you like me to take off my shoes? and before I get started could you show me around?"*
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Basic Training

We'll cover this in detail tomorrow but please know how to clean the following items.

Our professionals recommend being smart when starting to clean any room, that means walk into a room, start from the left and work your way around going from the top of the room and working your way down.

KITCHEN

- ❖ Dust: Reachable **Vents**, Corners of **ceilings & walls**, **Light fixtures**
- ❖ Wash: **Dishes, Faucets + Sink**
- ❖ Clean: **Stove** top + **Oven** Door, Inside and outside of **microwave**
- ❖ Wipe: **Countertops** and **backsplash, cabinet** exteriors & **handles, Refrigerator**
- ❖ *REMEMBER: Stove tops - be careful cleaning in and around the burners*
- ❖ *Small appliances should be moved to clean behind them. Remember to clean off any dust, debris on appliances: Think toasters + coffee makers which collect a lot of debris*
- ❖ All furniture should be wiped down
- ❖ Dust and wipe: **Baseboards**
- ❖ Finish by **vacuuming/sweeping** and then **mopping** floors. (Know your floor type so you do not damage)
- ❖ Empty Trash and replace with new liner

BATHROOMS

- ❖ Remove all **bath rugs** and **trash cans** and **personal items** from surfaces to prepare a deep clean
- ❖ Spray surfaces with all purpose, safe chemicals: such as **Toilet, Shower and Sink**
- ❖ Dust reachable **vents, light** fixtures as well as **ceiling** and **walls**.
- ❖ Scrub the **shower** and rinse
- ❖ Wipe clean all around the **toilet and sink**, check for and remove any loose hair!

- ❖ Clean **Mirrors and all Stainless steel fixtures** (sink faucet and shower heads + knobs) using glass cleaner to make shine!

Leave the shower curtain wide open to showcase the clean shower!

- ❖ Fold and Hang **towels** nicely and neatly (we'll show you how to do a tri-fold!)
- ❖ Dust and clean **baseboards and door frames especially near** light switches
- ❖ Replace all items with the brand name and labels facing out!

Cover the toothbrushes with a cover

Fold or replace the toilet paper under and leave a pointed tip

- ❖ Sweep/Vacuum **floors** and finish with mopping
- ❖ Shake, vacuum bath mat and replace

BEDROOMS

- ❖ Dust reachable **vents, light** fixtures as well as **ceiling** and **walls**.
- ❖ Dust and clean **baseboards and door frames especially near** light switches
- ❖ Dust near and around the windows
- ❖ Pickup and fold **loose clothes**
- ❖ Make the bed neatly and tightly.
- ❖ Fluff the pillows and leave the side of the bed open facing the door (Think turndown service)
- ❖ Furniture and visible surfaces wiped and dusted
- ❖ Dust and leave all personal items organized neatly with labels and names facing out
- ❖ Do NOT touch any sensitive looking items (think papers or money)
- ❖ Vacuum completely and work your way out of the room, and don't forget to vacuum under the bed!

OTHER LIVING AREAS (INCLUDING HALLWAYS & STAIRS)

- ❖ If there are dishes be sure to remove them and wash them in the kitchen!
- ❖ Dust reachable **vents, light** fixtures as well as **ceiling** and **walls**.
- ❖ Dust and clean **baseboards and door frames especially near** light switches
- ❖ Dust all surfaces and vacuum couches with the brush piece
- ❖ **When dusting remember to be very careful. Hold the item while dusting such as a picture frame or glass vase to avoid damages.**
 - **Remember: If you break it, you buy it!**
- ❖ Fluff pillows and fold any items such as blankets
- ❖ Wipe down all surfaces with safe chemicals
- ❖ Arrange books and magazines neatly on the surface
- ❖ Sweep/Vacuum **floors** and finish with mopping (if it isn't carpeted)

A few reminders.

1. Greet the client with a smile and introduce yourself.
2. Do the initial walkthrough around the house to ask and answers questions and set expectations with the client.
3. Fold across one triangle piece onto the ends of toilet paper rolls, leave a sticker on the point.
4. Squeeze the toothpaste to the front of the tube.
5. Wipe down and refill any pet's water bowl.
6. Make sure all surfaces that could shine *do* shine!
7. Neatly coil up messy electrical, phone charger, or computer cords.
8. Do a final walkthrough with the client.
9. Spray air freshener in bathroom, kitchen, living room, garbage bins, front entrance, etc.
10. Leave a personal, hand-written thank you note

Platform Responsibilities

1. You will need a direct deposit account to set up on your dashboard and you will get paid directly through the app
2. You claim your jobs on the app and as you do, it is your responsibility to be on time and attend all appointments you choose to work
3. As an independent contractor you get the flexibility to work when you choose, you are also responsible for maintaining high quality work and reviews to maintain access to jobs

Questions??

We are here to help, email us at jobs@hirerready.us or text us at (415) 851-5562 and we will respond ASAP.