

22 [ORIENTATION] Determine Condition of Home: Green Cleaner



Condition of the Home: Service Notes vs Actual Condition:

It is the responsibility of GCS Green Cleaner to call the GCS office to report any discrepancies between the service notes (IE the Google Calendar service details) and the *actual* condition. Always compare the service notes to the actual service. You are required to call the GCS office before $\frac{3}{4}$ of the way done, and at least 1hr prior to the high end of the quote, if the home condition is different than what is noted in the service call

GCS Green Cleaners must inform the GCS office when the service notes don't match the actual condition of the home so that this information can be added to the client service file and so that this information can be officially documented to the client

How to Report to the GCS Office on the Condition of the Home:

If the condition listed in the service notes doesn't match the actual condition of the home ****OR**** if you are going to run out of time (or feel like you may run out of time), call the GCS office no later than $\frac{3}{4}$ of the way through the service, and at least 1hr before the high end of the quote, with with **3 things**

IF THE **CONDITION OF THE HOME/OFFICE IS WORSE** THAN WHAT IS LISTED IN YOUR SERVICE NOTES

****OR**** if you are (or feel like you may) run out of time, **you must follow this protocol:**

1. Call the GCS office before $\frac{3}{4}$ of the way done, and at least 1hr prior to the high end of the quote
2. Tell the GCS office at least **three things** ABOUT the home/office that makes it dirtier than what is listed in the service notes (or what items you are needing to spend more time on)
3. Tell the GCS office **how much longer** would be needed to complete the service
4. Tell the GCS office if you would be able to stay longer (assuming the client approves additional time; the GCS office will let you know if the additional time is approved)

The GCS office will then immediately call and email the client with this information. The **three things** help the client, and the GCS office, understand the condition of the service. The **three things** may be something like "1. client added bathroom 2. bathtub has a lot of soap scum/very dirty condition 3. There is a lot of dog hair in corners and dog prints on walls/baseboards". **The three things need to be specific**

Once the GCS office receives the **three things** from the Green Cleaner, they will immediately reach out to the client. The GCS office will formulate a plan appropriate to the situation and in conjunction with the client's approval. This plan might include adding time to the service (if possible within the Green Cleaner's schedule) or scheduling the clean to resume at another time and/or capping the service at the original time. The GCS office will let the Green Cleaner know how to proceed based on the discussion with the client

THE "THREE THINGS" CALL TO THE OFFICE ONLY NEEDS TO BE THREE MINUTES LONG IF YOU FOLLOW THE ABOVE PROTOCOL!

Examples of 3 things

- The bathroom took 15 minutes longer because I had to apply an additional application of BioKleen (IE there was substantial soap scum in the shower/tub)
- The bathroom walls needed a wipe down
- the kitchen took 2 Biokleen buckets
- I had to change Biokleen buckets 2 or 3 times for dusting

- The window casings are dirty
- Detailing the couch and removing the cushions to vacuum off pet hair off took an additional 15 minutes
- I am having to clean around the clients and go out of order on our standard order of operations
- I am having to clean around piles
- There is a lot of clutter on the kitchen counter, bathroom counters, on the floor, on primary horizontal surfaces
- The client has asked that I do a stairwell I don't normally do
- I cleaned up pet pee
- I was asked to do an additional small room
- The client has asked for a linen change
- The client has asked for extras of any type: floors of closet, they moved an appliance for me, etc

6 Different Quantifiers to Determine the Condition of Homes:

Very Well Maintained

Maintained

So-So

Between So-So and Dirty

Dirty

Very Dirty

The time needed to clean depends not only on the size and frequency of the service, but the initial service time also highly depends on the condition of the home on the initial Deep Clean

“Very Well Maintained” Home (Spotless) Characteristics:

- Home is currently being cleaned every couple of days
- Minimal use
- Low to no foot traffic
- Very tidy
- *New, clean* surfaces
- 1-2 people living in the home (single person or childless couple)
- No pets
- No kids
- Surfaces not in need of scrubbing
- 0% soap scum in bathrooms
- Surfaces should all be wet wiped but water color will not change in the bucket
- Perhaps the client is often gone (travels a lot and is single)

Note: *A client with a very well maintained home may have very specific things they want cleaned (in very specific ways). They may also ask for specific (non approved) products to be used. If you encounter this type of client, do pay attention to their details and requests. However, also let the office know about requested extras or priorities at the halfway point of the clean. And remember that you are prohibited from using cleaning liquids and powders not included in your supply kit that are not GCS approved*

“Maintained” Condition Characteristics:

- Home is currently being cleaned at least twice per month
- May have pets but home has no pet slobber, no pet goo, no pet poo but may have light pet hair sheddings*
- May have kids but there are not fingerprints on walls or cabinets
- Baseboards have minimal to very light dust on them but do not need wet wiping; just need dusting
- Cabinets do not have caked on food but very slight spot cleaning may be needed

- Floors are generally clean and are mopped at least twice a month

“So-So” Condition Characteristics (very common condition/60% of homes we do):

- Regularly (every 1-2 weeks) “surface-cleaned” and occasionally (every 1-2 months) “deep cleaned”
- Bathrooms and kitchen are cleaned at least once a month by picking up clutter and wiping down surfaces
- Regularly vacuumed and dusted; however, not all to detail
- Soap scum is just STARTING to accumulate in tubs/showers
- Light grime is just STARTING to accumulate in the kitchen on the backsplash and faucet
- Dust/pet hair build up is just STARTING to accumulate in corners and under furniture
- Mild dirt and/or fingerprints are STARTING to be seen on walls/doors
- *Many of these qualities are present, but are mild in condition*
- Pets and kids may or may not be present
- Home generally gets a medium amount of use

Note: Ask yourself: “does this home only have light dust and mild build-up? Or I am finding that I need to really SCRUB areas?” If there is scrubbing involved, call the GCS office, as the home is probably not in so-so condition

Note: please be aware - sometimes “so-so” gets confused with “tidy” or “picked up”. Although, a “so-so” condition home may be “tidy/picked up”, what we really want to look at is the above characteristics. Fact: not all “tidy/picked up” homes are “so-so”. Reality: a home can be “tidy/picked up” and still fall into the “Between so-so and dirty” condition or “Dirty” condition, as noted below

“Between So-So and Dirty” Condition Characteristics:

- Some areas are so-so in condition, but some areas are dirty condition (example: you may wipe down your kitchen every couple of days, but your bathroom hasn’t been scrubbed in 6 months)
- Some areas correspond with the above characteristics of so-so and some parts correspond with below characteristics of dirty EQUALLY (IE half of the home falls under so-so and the other half falls under dirty)

Note: please be aware - sometimes “so-so” gets confused with “tidy” or “picked up”. Although, a “so-so” condition home may be “tidy/picked up”, what we really want to look at is the above characteristics. Fact: not all “tidy/picked up” homes are “so-so”. Reality: a home can be “tidy/picked up” and still fall into the “Between so-so and dirty” condition or “Dirty” condition, as noted below

“Dirty” Condition Characteristics:

- Hasn’t been cleaned in UP TO 1 year
- SUBSTANTIAL amount of soap scum in tubs or showers or sinks
- SUBSTANTIAL dust or pet hair build-up on floors or baseboards or tables or behind furniture
- SUBSTANTIAL dirt, smears or fingerprints on walls, cabinets, light-switches, baseboards etc

“Very Dirty” Condition Characteristics:

- Hasn’t been cleaned in OVER 1 year
- Walls need full washing not just spot cleaning (walls will also generally need re-painted)
- Bathrooms (especially in tubs, showers, sinks) have thick gooey soap scum, hair & other debris on the surfaces
- Thick pet hair present (if pets were/are present) and thick dust
- Homes in Very Dirty condition (if they have carpets) will generally need the carpets removed (note: we do not remove carpets)
- Feels like home will need one good deep clean and then another once over

Manage Your Time While Green Cleaning:

It is your responsibility as a GCS Green Cleaner to manage your time. This means frequently checking the time on your phone or another on-body time device

Being a Green Cleaner means that you are NOT

- Cleaning super slow
- Geeking out and OCD-ing on a stove
- Checking your phone or texting personal matters while on duty

Being a Green Cleaner means that YOU ARE:

- Cleaning at a brisk-but-human pace
- Keeping track of your time regularly (every 30-45min)
- Aware of your service notes and time limits
- Keeping a mental note of how much time you have to clean each room

WE SUGGEST YOU PURCHASE A TIMER OR USE THE TIMER ON YOUR PHONE. WE ALSO THINK WATCHES ARE GREAT. If you have *any* trouble with time, you should purchase a timer and set it at the halfway point for each service that you do

What the GCS Office Tells the Clients at the Time of Booking Regarding Condition of the Home:

At the time of giving a client a quote, the GCS office also sends each client this document on how to confirm/determine the condition of their home. Clients are told to define the condition of their home based on the above noted 6 different quantifiers to determine the condition of homes. This means that we do our best to make sure clients are on the same page with us in regard to 1. the actual condition of their home and 2. that they understand that if their home is more dirty than what they indicate, then more time may be needed

Most of the quotes (about 90%) that the GCS office gives clients are accurate; however, in about 10% of the Move-out/in and Deep Clean services you do, you will find that the actual condition of the home does *not* match the condition indicated in your service notes (under "Details"). You need to contact the GCS office when this discrepancy occurs

What do I do if I Need LESS TIME Than the Service Notes Indicate:

There is no such thing as having extra time and nothing to clean. There are always "extras" that can be cleaned to fill in 15-30+ minutes. After you have completed the service per the service notes, if you find that you still have "extra time", proceed to clean each of the following cleaning items:

- Empty your bucket of BioKleen Solution and fill up a new bucket. Empty out each fridge shelf and/or drawer and wet wipe each shelf and inside and under each drawer. Put everything neatly back
- Empty your bucket of BioKleen Solution and fill up a new bucket. Start in the living room or dining room and hand wet-wipe all the floor baseboards thoroughly
- Wipe out the inside of the oven
- Wipe out the inside of the oven floor drawer
- Pull the cushions off the couches and vacuum them
- Roll the larger rugs up and vacuum under them in full