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AusMaids Cleaning Co. – Cleaner Handbook

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AusMaids Cleaning Co. – Welcome Info

Welcome! In this handbook we'll cover the important info you need to know about when working with us, and what we can do to find you more work.

Who We Are

As a business, we work to find you more work. We spend a lot of time looking for people who want their apartments, homes, and units cleaned. Sometimes as a one-off, sometimes on a regular basis. We're a referral company, and we're always looking to connect eager customers with professional cleaners.

Our Relationship with Cleaners

As we covered, we're a referral company. We spend our time and money finding the best customer jobs we can, and we really want those customers to have a great experience. So, we look for great teams.

As an independent contractor, you are free to choose and decline work at your discretion. You also have all of your own supplies, transportation, insurance, and know how to do the work yourself – we don't tell you what to do, just what the customer has asked for.

At the end of each week, you will provide us with an invoice for the work you've done. We can prepare an estimate for you, but you'll need to check it and confirm the details are right each time.

Flat Rates

We find that most of our customer's want to keep things simple. When they book a cleaning, they want to see a simple, flat rate price for their homes. So we've put a lot of work into figuring out the right amount of time needed for most houses.

When we refer a job to you, you'll see all the details, like the location, time and date, as well as the rate for the job. You are free to accept or decline jobs as they suit you. The rate listed for the job is the final payment you will invoice us for.

Our 200% Satisfaction Guarantee

We're really passionate about making every customer's day, and it's important to us that when things go wrong, we go out of our way make them right again.

From time to time, things get missed. We're all human. If it's an obvious thing, like forgetting to vacuum at the end of a job, we may ask you to head back and fix it. If you need to do anything extra, or if the situation was exceptional, we will happily make sure you're paid for your work – simply add it to your weekly invoice to us.

Every now and then we'll need to send a team out to "make things right." We'll let you know about these ones in advance – if we're sending you, it's because we trust you to get it right. Do whatever you need to do to leave the customer happy, and send us the bill. You'll be paid well for these ones.

Other Important Information

We don't want to bore you with tons of reading, so if you have any questions at all, contact the office and we'll answer any and all questions you have as best as we can!

Flat Rate Checklists

We provide our customers with a basic checklist of things they can expect from different levels of cleaning services. While we trust you to do it your way – you're the professional – it could be worth having a read over them. If you think there's anything different to how you would do it, let us know ahead of time.

Remember, the below is not a checklist – we *want* you to do things the best way you know how. This is simply the minimum that our customers will expect.

Flat Rate Service

This is the most basic level of service we offer to customers. As always, you're free to tackle the work as you'd like. Here's a list of things the customer will expect:

Deep Clean

This one is what it says on the tin – a more thorough service for customers looking for attention to detail, and a really clean home to boot. Apart from the above, a customer might also expect:

Move Out Clean

This one is the big one – perfect for renters looking to get their bond back, and home owners looking to sell. As always, we encourage you to do things how *you* see fit. The customer will expect every aspect of their home to be cleaned as best as possible.

Services Guide

A brief introduction to what we offer our customers, and what they expect.

Flat Rate Service (results-based)

As we covered above, the flat rate services are results based, not an hourly service. We do calculate how long it should take for each job, and we've worked hard to make sure there is enough time to do the work well. However, if you think a job will take longer than usual, we expect that you will call us before you start. We might need to call the customer to re-negotiate the job first. Once started, we expect that you will finish the job to the customer's satisfaction. However long this takes is decided by your efforts, and how well you work as a team.

Deep Clean

It's important that when a customer asks for a deep clean, a discussion is had to set expectations. We will call the customer before sending you the job – a lot of times, they know which areas need attention the best. We will pass this info on to you with the job. We would recommend talking to the customer before and after, if you can, to make sure they're happy.

If you think a job needs anything extra that isn't reasonable to include in a 'Deep Clean' service, call us, and we'll figure it out. If you do anything extra, make sure to include it on your next invoice to us.

Move Out Clean

These are the big ones, and usually require the most time and attention to detail. As a team, you'll need to get the home ready for the next tenants, or a sale. Homes have wear and tear – we don't expect you to fix things that are already damaged, like dents and missing paint. But anything that can be cleaned, should be. However you want to approach these jobs is up to you.

Add-Ons

For all the in-betweens, we offer our customers options. These range from an extra oven cleaning, to deep cleaning of the carpets, and so on. We'll make sure to let you know if a job includes any extras – make sure to include them on your invoice to us, too. Every extra will increase the amount paid for a job.

What We Don't Expect You to Do

Anything unsafe, unhygienic, or dangerous, we will never ask you to do. If you don't think you can safely accomplish a job, don't do it. Call us, and let us know. If you are unsure, call us. We will always be happy to help.

We also do not ever expect you to tolerate any kind of abuse or mistreatment. If you feel that a customer is being abusive, you are free to leave at any time. Let us know as soon as you, and we'll do what we can to help.

Most Common Complaints by Customers

We've found that most of the time, if a customer is upset, it's something pretty simple and easy to fix. Here's a list of our most common complaints:

1. One
2. Two
3. Three
4. Four
5. Five

Some Helpful Tips

Then we'll go with that data file! Soothe us with sweet lies. Oh, I always feared he might run off like this. Why, why, why didn't I break his legs? We're also Santa Claus! It doesn't look so shiny to me.

Problems Accessing a Property

Occasionally there'll be issues getting into a customer's home. Here's what to do.

What Happens Then?

If you've tried every reasonable step to access a customer's property, e.g. ringing the doorbell/looking for a key as instructed, the next step is to call us. We will attempt to reach the customer for more information. Do not attempt to enter from any other entrance other than approved and described by the customer on the job information summary.

If, in the unlikely situation that you can't reach us or the customer, it is advisable to wait 30 minutes. If you're still unable to access the property or reach us, you may consider the attempted job as missed.

Customer's Keys

Our customers will often leave their keys out for you to enter while they're not home. Here's how to handle their keys, and what's expected of you.

Keeping the Office Updated

If you have any issues finding a customer's key, we expect you to call us straight away. Do not search the property beyond the described location. Once you have left the property, and ensured it is locked, if you need to leave the key anywhere other than where it was set out by the customer, it is expected that you tell us at that time.

Labelling a Customer's Key

If you're booked to a customer's job on a recurring basis, e.g. a fortnightly clean, a customer may elect to leave a set of keys with you. If this is the case, you are expected to take full responsibility for this set. You may wish to label them ahead of time.

Storing a Customer's Keys

Never leave a customer's keys in a place other than either where they were initially left for you, or where the customer explicitly described. While in possession of the customer's keys, you are wholly responsible for their safekeeping and storage.

Achieving 5-Star Reviews

As an online business, reviews are critical to our marketing plan. The better our reviews, the more work we can bring to you – and there's a bonus, too.

Finishing Touches

We offer our customers a premium service. We're able to refer you work because you're great at what you do. Often, the finishing touches on a job are what make it feel 'premium.' Things like making the bed neatly, leaving behind a small mint on the pillows, and scenting the room. We strongly encourage these finishing touches as part of your work.

Above and Beyond

As a contractor, you're free to decide on how you do the work. We highly value teams that go the extra mile, to make the customer happy, to finish a job well, and to really make the best experience possible.

If you need or want to do something extra, do it. If you're concerned about being paid for any extra time, call us, and we'll be happy to discuss it with you. Most of the time, we can work something out.

Feedback Bonuses

If we receive a 5-star review back, either online, or from a customer feedback call or email, there's a direct, monetary bonus for you. We think reviews should be natural – from customers that had such a great experience that they wanted to tell other people.

While there's no one, set amount we'll add to your weekly payment for a 5-star review, it does go up with each review. On average, you can expect at least \$50, or 20% extra on top that particular job's rate. For exceptional cleaning teams, it can add up to hundreds of dollars per week. Getting a 5-star review is also the fastest way to get the first pick of the best jobs, each and every week.