

## Superb Maids Employee Guidelines

1. Come to appointment 10 minutes before the scheduled time. This leaves time for surprises - incorrect gate code, mistakes in navigation, etc. Tardiness looks unprofessional in customer's eyes. Also, it causes rushing and mistakes.
2. After you arrive and view the home, call or send a message to a manager. It is especially important to call if the house is in a very poor condition and you can not finish it in 3-4 hours.
3. During work, do not talk on the phone or send messages. Of course if something is extremely urgent, you can answer the phone. But if it is a normal call, and may wait until the end of the order - please wait.
4. Do not talk to other employees too much. It is distracting and slows you down. This is especially important rule when the client is home. Customers may not say anything, but will think it's unprofessional.
5. Do not talk to customers than polite greetings or regarding the work. Customers are busy and they are waiting for us to finish cleaning the house and leave.
6. Be very careful with customers' property. Our company takes financial responsibility for the broken equipment or furniture and even missing things. Even if it was not our fault. So you have to be 100%.... sure that you do not damage the property of the client.

### IMPORTANT!

- Do not pour water on the floor - this may damage them badly. Just wash the mop in the bucket and rinse it almost dry.
- Do not use any chemicals on wooden furniture. Just dry or slightly damp cloth.
- Do not step on any chemicals.
- Do not drip or apply bleach-containing products on any fabric. Wipe your shoes/ feet immediately if they have cleaning chemicals on them.

7. Protect customer's privacy - do not read their papers (and throw them away!), view a collection of books, films, awards, weapons, do not try their makeup or perfume, do not drink their water or eat their food. Some customers do offer food, but it is only a courtesy. You should say no or at least eat it after you finished the work. Bring your own drinks / snacks with you.
8. Think about the appearance - a uniform should be clean and not crumpled, you should look professional. Equipment and chemicals keep neatly organized and **kept away from dogs and children**. It is very important!
9. Do not to pour chemicals into the old containers, it can scare customers when they see you using heavy chemical when it really is something harmless. Do not use dirty and ruined rags and sponges. Customers will be horrified, and may fire us on the spot.
10. If a new client has **terrible** mess at home, call manager. Do not start cleaning until you clarify the amount of work. Even then, treat customer with sympathy and understanding. Do not sigh, get angry, or make disgusted face. Probably neutral expression is best. Even if I have to leave, we have to do it professionally.
11. Help your colleagues. If you have completed your part of the work, help those who have not finished. Work quickly and carefully.
12. Take care of your health, wear a mask when working with aerosols that contain bleach and other acids. Wear gloves. Be careful when you have to climb up - try to use only 3-step staircase. Be careful on wet floors.
13. After completing the order, please call the manager. Walk around the house with a checklist and mark everything that has been done. At the same time, ensure that the assembled and closed all chemicals, rags and debris. Remove trash bags in the trash. Do not shake off the garbage near the house.

14. If you have any emergency and can not go to work next morning, please contact Katerina or Elena immediately by all ways, text, calling, e-mailing, messaging.

15. We value honesty and we terminate the employment for lying or stealing.