



SUPERB MAIDS

Orientation

Overview

1. Organization
2. Our Rules
3. How we clean
4. Employment timeline

Organization

Name: SUPERB MAIDS

Website: SuperbMaids.Net

Yelp: [Superb Maids](#)

Owners: Elena, Nargiza

Family: Nodir

Values

1. Honesty
2. Quality
3. Customer care
4. Teamwork
5. Friends and family

Rules

1. Be on time.
2. Communicate with the manager for any problem.
3. Do not talk during work.
4. Do not damage:
 - a. PETS AND KIDS! (doors closed, chemicals away, pets away)
 - b. FLOOR!
 - c. WOOD
 - d. WITH BLEACH
5. Customer's privacy

6. Look professional

- a. supplies
- b. uniform

7. Empathy for customer

8. Keep yourself safe:

- a. heights
- b. heavy furniture
- c. wet floors
- d. weapons
- e. suspicious people

10. Finishing work - CHECK!

11. If problem - tell manager **immediately**.

12. Call AND text as soon as you can if you cannot come to work:

<Cell phone number> Elena

Employment terms

1. At will
2. On-call basis
3. Pay
 - a. hourly
 - b. direct deposit, 7th and 22nd
 - c. time reporting - Boomr
 - d. excess time
 - e. flat rates customers pay
 - f. raises
 - g. bonuses
4. Building book of clients
5. Non-compete

6. Non-disclosure

7. We use software for check in/ out, calendar, and paychecks.

8. Performance guarantee

9. Work injuries - immediate notice to Employer

10. Government notices

http://business.nv.gov/business/workplace_Poster_Requirements/

Employment Timeline

1. Interview/ orientation
2. Trial job
3. Paperwork signed
4. Supplies training
5. Cleaning training (windows, floors)
6. Supervised jobs
7. 1 month 360 review
8. End of 2 month probation
9. 6 month review
10. Annual review

Performance evaluation

- Shows up on time
- Brings all supplies
- Keeps supplies organized
- Wears uniform
- Works well with others
- Records accurate time
- Polite with customers
- Customer satisfaction
- Quality of work
- Works within budget

- General principles:

- start from one corner of the room and methodically go around
- start from top and go down
- if you can, start from Master Bathroom/ Bedroom
- if it gets dark early, and client ordered window washing, start with it first!
- do NOT use same dirty rag you used for bathroom to clean kitchen
- don't wear street shoes in the house
- bathrooms>bedrooms>stairs>kitchen>laundry>living areas>floors
- after completed - walk around
- show work to client

Types of cleaning

- General
 - dusting (inc. fans)
 - vacuuming, mopping floors
 - outside appliances (+inside microwave)
 - outside cabinets
 - bathrooms
 - glass door in the kitchen
 - baseboards
- Move-out/ move in
 - General
 - + inside appliances
- Additional: windows, oven, laundry

Clients' complaints

- floor streaks
- floor debris
- crumbs on counter
- dust behind tv
- dust under furniture
- wearing shoes in the house
- talking too much/ using phones too much
- forgot to wash near washer/ dryer

FORMS

- W-4
- Non-compete, non-disclosure
- Social security/ Employment authorization cards
- Driver's license
- Bank account info
- Shirt/ shoe size

THE END