

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Our Vision

To Create the Greatest Customer Experience in Housecleaning
with the World's Greatest Employees

The Economy

As you know, not much has changed since our last letter. We continue to look for ways to be more productive and conserve our resources. We are testing microfiber cloths that clean better and use less water.

And the Survey says...

As you know, we have a **new survey system** we are testing for The Maids for a national roll out. The scores have been good, tracking with the previous survey system. **We review your comments every day and also in our weekly meetings.** Here is some feedback for you.

--We are working with the company on why you have to fill out something in the comment field; may not be able to change.

--If you wish us to change your schedule or cleaning instructions, or you have commendations for your team, you will have to put your name in the comments as it is an anonymous survey.

--We are changing our Thank You card so you will know the names of the team members cleaning your home.

--No, you don't have to do a survey every cleaning. We don't want to hassle you, but **every survey is like gold to us.** We appreciate the time you take to help us motivate and improve.

--We do use the Customer Satisfaction Index as a primary driver for team bonuses, so those **positive reviews are vital** as well as the areas for improvement.

Email Addresses

Starting with this newsletter, we are sending it out via the internet to those customers whose email addresses we have. **Please help us be "greener!"**

Web 2.0...

We Need a Little Help Here

We are all for the social networking movement and use it ourselves. However, we do get behind the eight ball occasionally. We're not perfect as you know, but I also hope you know that we work very hard to fix anything we didn't do right. Unfortunately, on some of the review sites, most people respond when they are not happy and some sites do not let you show our efforts to fix the problem.

So we are asking for your help. If you use any of the following sites, could you write some reviews of us?

Angie's List Google.com
CitySearch.com Yahoo.com
Yelp.com

And we want the truth; we are not trying to "pad" the system. We know from our surveys that we offer a great product and we would like potential customers to hear you say that.

Team Leader Training

Part of our 2009 Strategic Plan was to **increase our team leader's leadership and communication skills.** From your surveys and comments, we are excited to **see the improvements in your ratings** for them and some wonderful comments like, "I appreciate that Patricia calls us 30 minutes ahead!" We currently have three team members in online English training. We will continue to emphasize our customer interaction in 2010!

419-0021

Clean Away the Threat of Spreading the Flu

If someone in your home has cold or flu symptoms, take extra caution using these cleaning tips to keep your home healthy this fall.

- ◆ Everyone in the home should wash his or her hands regularly in warm soapy water. For quick disinfecting, use alcohol-based antibacterial hand sanitizer. Make an effort not to touch your mouth, eyes or nose without first washing your hands.
- ◆ When cleaning, always wear rubber gloves to protect yourself.
- ◆ Regularly use a household disinfectant on any surfaces that are commonly touched like doorknobs, appliance handles, remote controls, light switches, phones, and facial tissue box covers.
- ◆ Use a disinfectant in all bathrooms. Use a disinfecting cleaner on toilet handles and seats, faucets, showers, tubs and sinks. Follow proper usage instructions listed on the product's label.
- ◆ If multiple toothbrushes are kept in a common container, either put them through the dishwasher or purchase new ones.

We hope you have a safe, healthy Fall!

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- Please let us know about any holiday plans you have that may change your schedule. We try very hard to keep our teams fully booked and it's easier to plan ahead than make last minute changes.
- Congratulations to Lety and Jeff who've just purchased their first home!
- We are engaged in social media. You can "follow" us on Facebook, Twitter and on our blog.

facebook

The Maids Home Services of Austin

twitter

twitter.com/maidsaustin

Sandy's Blog

TheMaidsServingAustin.com/blog/



Your Friendly Staff at Work!

It's been a while since we've shown you our office staff so from the left, there's Elaine and me in the back (and that's how we run the business—we get out of the way!) Cindy (Ops Manager) and Yolanda (Trainer, QA, Sales—she just jumps in and does what has to be done!) are sitting on the left. Sandy (Field Manager) and Linda (HR) are in the middle. Jeremy (General Manager and Sales) oversees (pun intended) Erika (Asst Field Manager) and Lety (Asst Ops Manager). During this downturn of the economy, Erika and Yolanda work primarily in the field and sometimes, Sandy, Linda and Lety join them. This is a great-looking bunch, don't you think?

The Maids
Home Services

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