

# At Home

With The Maids® 

## The Maids Home Services Customer Newsletter

### Headline Updates

**Food Drive:** This fall we will be collecting food for The Salvation Army kitchen pantry for their downtown location. Recommended donations are **non-perishable food such as baby food and cereal, dried beans, canned fruits/soups/meats/veggies, peanut butter, and disposable diapers.** Your donations make a difference.

**Strategic Planning:** We finally have our new staff in place to begin our rededicated effort on hiring/training/selecting new employees. You may miss her voice on the phone as Linda Cortez has moved from Asst Ops Manager into the new HR job. To fill her position, we promoted Leticia Gibbs from Dedicated Trainer. We may not have mentioned this to you before, but **all of our staff came from the field.** We are honored to have a company that promotes from within and allows people to rise to their capabilities. God has blessed us with wonderful people.

**They Picked Sandy:** **Sandy Robinson** has been selected by **The Maids International** to be one of the key field personnel to assist in a total overhaul of our training system. Sandy flew to Omaha for a

day long conference and is now doing monthly Webinars as the effort progresses. We are excited to see her talent and skills recognized and used to benefit the entire system. When you see or talk to her, please congratulate her.

### Meet the New HR Department:



Linda has been with us for 8 ½ years. She was Team 4 leader for over four years and has been our asst ops manager since. She and Nick have been married for 22 years and they have a daughter (Ashley, 21) and a son (Nicolas, 17 and a senior at Travis). She is excited and raring to go in her new job.

**Dedicated Field Leaders:** Part of our plan to take better care of our employees, and therefore our customers, was to have **two dedicated field leaders.** Sandy is one and Erika Lopez is the other. They are both fully engaged in

### Sandy Sez.....



**We are always listening!!!!**

I thought I would cover all the ways we listen to our customers, both for positive as well as for constructive feedback.

**Telephone:** We have a 24-hour voicemail system so you can reach us at anytime. We also call you about every four months asking for feedback.

**Email:** Our email address is [ops](mailto:ops@themaidshomeservices.org) or [qa@themaidshomeservices.org](mailto:qa@themaidshomeservices.org), or you can find us at our website [www.TheMaidsHomeServices.org](http://www.TheMaidsHomeServices.org).

**Customer Comment Cards:** As you know we leave a card behind on every cleaning with the names of the team members who cleaned your home. They receive \$1 for each excellent they receive—definitely positive feedback. But we also track each team and each team member on their monthly performance and make training and personnel changes when needed.

**APECS:** Our national third-party customer satisfaction survey is called APECS. You may be contacted once a year to give your impression of our service. This is a valuable addition to our other “ears,” and we appreciate your participation and candor. Currently, we are ranked #2 among the 50 franchises who participated this past year.

**We can hear you now!**

**The Maids**  
Home Services

Nobody Outcleans The Maids!

**REFER A FRIEND AND GET**

**A \$75 REWARD** (after their third clean)

[www.TheMaidsHomeServices.org](http://www.TheMaidsHomeServices.org)

leading their teams and we know you will see the results of their leadership immediately. They are concentrating on continuation training, performance evaluations and feedback.

### Meet the New Asst Ops Manager:



Leticia, or Leti as we call her, has been with us for over four years. You may know that she is married to our son, Jeff. They have two sons, Samuel (5) and Joshua (1). Samuel is Elaine's playmate and Joshua is a scooter! No, really, he doesn't crawl, he scoots on the seat of his pants! Leti is well prepared for the operations pace after handling these two characters!

**Windows and Carpets:** Due to Jeff's accelerating acting career, we are no longer doing steam cleaning and second floor windows. We regret dropping the services but we do have several excellent companies for referral. We will continue to offer our GLS carpet cleaning (a reduced moisture system). It is very effective for your traffic areas.

## Your Assistance, Please...

- **Late Payments:** We continue to see our receivables rise. We ask for your help in keeping our overhead costs down. We know that many of you use on-line banking to pay your bills. There is a considerable delay if you wait until after we clean to pay. We just ask for you not to delay too long. If you schedule regular payments and we miss a clean, the check would be credited to your account and you would not owe for the next clean. If you cannot leave a check for us, then perhaps you can give us a credit card to use in these situations. We would only use the credit card whenever a check is not available. We have excellent credit card security. Please call to set up this payment method.



### Certified Team Members

Please welcome the latest graduates from our new training program. From left to right: Juana Jaimes, Margarita Garcia, Raquel Rivas, Maria Elena Quezada, Martha Patricia Rosales and Marina Guerra Luna. We are very pleased with their great attitude and excellent skills.

### Marilu is Our New Trainer

Marilu Perez has been absolutely superb the past year. Her team had the highest APECS rating for the year--90.4. She is a down-to-business person with a great knowledge of our system and very excited to be in this new job. Marilu, we are more excited than you!



**The Maids**  
Home Services

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