

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Spring is Springing!

Boy Howdy! Does it ever feel good to see the sun and the rain and the green grass and budding trees again! While we could use more rain, we certainly have a lot of other things to be optimistic about. The economy here is good and the future looks solid, more freeways (oops, maybe not free) will soon be open, UT is the defending champions of NCAA baseball and football and so many other joyful events. We are in the process of expanding our franchised operation as well, thanks to you!

Food Drive



Every spring, we collect your donations and take them to the Salvation Army downtown. Please fill up the yellow bag we leave behind with any dry and non-perishable foodstuffs as well as baby things such as disposable diapers. Last fall, we transported over 1000 pounds of your donations to the Capital Area Food Bank. *Blessings to you for your generosity.*

Warmer Days

It won't be long until we will need the **air-conditioning** again. We do appreciate you allowing us to use it while we clean. We promise to return it to your desired setting. **We do clean so much better when we can stay cool!** Thank you so much!

New Website

We have a new address! Well, on the internet anyway. Look us up at www.TheMaidsHomeServices.org. No, we haven't gone non-profit although it seems like it at times! They are issuing .org to businesses now. **Please drop by and let us know what you think about our new design.**

Customer Survey

In the future, about once a year, you may receive a call from The MSR Group, a national marketing survey firm. They have been hired to **survey our customers to determine the quality of our cleaning.** They are a very professional firm **and are NOT selling anything**, but if you do not wish to participate, please let us know and we can have your phone number blocked. **We do appreciate your cooperation AND your business.**

Sandy Sez....



Cleaning Tips to Put a "Spring" in Your Step

The Soap and Detergent Association (SDA) revealed in a 2003 study that a clean house makes people feel happy, satisfied, comfortable and healthy. With spring cleaning upon us, go ahead and make yourself happy and healthy by using these spring-cleaning tips from The Maids Home Services.

- To clean away food in the microwave, heat a cup of water for 3 to 4 minutes on high. The steam loosens stuck on food to easily wipe it away. If odor is a problem, mix a 1:1 solution of water and white vinegar, heat for 3 minutes. If odor persists, place a charcoal briquette on a paper plate in the microwave.
- Have a stubborn stain on your counter top? Remove it with whitening toothpaste.
- Brush away cobwebs around door hinges, window sills and on the tops of blinds with a two-inch paintbrush.
- To clean your garbage disposal, use a small toilet or bottle brush and a paste of dish soap, baking soda and water. Scrub and rinse thoroughly. For odor problems, sprinkle baking soda down the drain, then pour in vinegar until it fizzes.

The Maids
Home Services

Nobody Outcleans The Maids.®

Call us today to find out about
The Maids Home Services
window cleaning!
419-0021

www.TheMaidsHomeServices.org

Sweepstakes Offers Five Grand Prizes

Enter for Your Chance to Win a Year's Free Housecleaning

As a valued customer, The Maids invites you to enter the sweepstakes daily at www.maids.com from March 1 through May 31, 2006 by following the sweepstakes link on the homepage. You could win one of five grand prizes of a year's free housecleaning, a \$2,500 value each, or one of 25 first place prizes — a free one-time clean by The Maids, valued at \$150 each.

Again, don't miss your chance to enter our *Nobody Outcleans The Maids* Sweepstakes at www.maids.com for a chance to win a year's free housecleaning. For more information, visit The Maids Home Services Web site at www.maids.com or call 1-866-88-MAIDS. Complete sweepstakes rules are available at www.maids.com during the promotional period.



Another Satisfied Customer Said...

"I was home while the ladies cleaned and I did notice they seemed to CARE about my things and took pride in doing a good job and not just rushing through to get it over with. I couldn't be happier with the service and the nice professional ladies who cared more then I expected!"

Let us know how we are doing! Why do you use and love The Maids Home Services? E-mail us at themaidsinfo@themaids.net or write to Customer Compliment, The Maids International, 4820 Dodge Street, Omaha, NE 68132. If we publish your testimonial, you will receive a \$50 discount on your next The Maids Home Services' clean

Meet Team 9

Team 9 (from left to right: Rosa Torres, Maricela Martinez, Marilu Perez and Maria Garcia) is yet another stellar team. Marilu is the team leader and has been with us since June of last year. She is married, has two girls and doesn't like to cook on weekends so she looks forward to her husband taking them out to eat on weekends (I'm embarrassed!). Rosa,



the assistant team leader, is the veteran on the team with over 2 and a half years. She is still a newlywed and they like to spend time together (isn't love grand?) going shopping and visiting her parents. Maricela came to us last summer, and she also has two girls and is married. She loves to shop and take her children to the park. Maria is the exception here, she is also married but has two boys instead of girls. She enjoys spending her free time with them and especially taking them to ToysRUs. These wonderful ladies are so efficient and caring. Last month they met or exceeded all our seven measured customer care metrics—the only team in the company to do so. Their customer comment card average was 1.91 out of a possible 2.0. They received a total of 161 excellent ratings from you and thereby received \$161 in excellent bonuses. **We are proud of Team 9!!**

The Maids[®]
Home Services

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www.TheMaidsHomeServices.org