

# At Home

With The Maids® 

## The Maids Home Services Customer Newsletter



### TEAM DEVELOPMENT TRAINING CONTINUES!!

**Team Training Update:** On the afternoon of June 7<sup>th</sup>, twenty-one of our assistant team leaders and members met for a half-day training seminar with Dr. Elias Moitinho. They repeated the training the team leaders received in February. It was a lively session concentrating on personal growth. In the morning, Dr Moitinho led customer-focus training for 13 team leaders. They played “Who Wants to be a Millionaire?” concentrating on your desires for a clean and orderly house. Erika Lopez won but she didn’t share any of her winnings with the rest of us.

**Receivables:** Unfortunately, they are getting larger each month. We would appreciate your working with us to reduce this and help our cashflow. If you let us keep your credit card on file, we would only charge it whenever there is no check left for the cleaning. If you use online checking, you can send us the check early

as one of our customers does each cleaning. We post the payment and it shows as a credit when we process your cleaning. Our software is very reliable in this area. We appreciate your help.

**Tender Loving Cleans:** We hope your love your TLCs where we take some extra time at our expense to make sure your house is up to our standards. We will continue to do them for our regular customers. For those over 5 years, keep an eye out for a new program for you. We hope you will enjoy it and know how much we value your loyalty.

**Rising Prices:** We have dodged some of the bite of higher gas prices with a more efficient fleet of Toyotas, but with all the other prices rising in conjunction with gas, we will have to have a Fall price increase. We promise to keep it as small as possible.

**Sandy Sez...**  
“Does your house smell clean?”



This is something we haven’t talked about before, but with the results of the MSR Group’s APECS scores—you know, the customer survey you have been so gracious to answer—I feel the need to do so.

First, I know that everyone has a different opinion of what clean is and what a clean smell is. If you were raised like me, your momma or grandma used Clorox and Pine Sol and that smell meant someone had cleaned today. But in today’s world of closed houses and airtight insulation, we don’t want those chemicals in your air. That’s why we don’t use them on our regular maintenance cleanings. Our products have been specifically designed to not have any volatile organic compounds (VOCs) in them. You should not smell anything but a little bit of air freshener, if that at all.

Second, there have been times in the past when some of our products have developed a bad smell, usually a kind of sour or mildewy smell. We have traced these problems back to manufacturing or to problems in our mixing system. We are currently looking to upgrade our mixing system to eliminate the problem on our end.

I hope this has been of some help. Please call me if things just don’t smell right—to us, a clean smell is no smell at all!

### Going on Vacation?

If you are going on vacation, please let us know you will be gone. We will reschedule another customer in your place to help our teams keep their hours as high as possible.

And as a friendly reminder, don't forget to tend to these items before your suitcase is zipped.

- Put a hold on all delivery services such as mail and newspapers.
- Set a timer for your lights.
- Be sure to close window blinds and curtains.
- Don't forget to lock all windows and doors, and bring in any extra keys from outside.
- Adjust your thermostat.
- Unplug major appliances such as computers, televisions, washing machines and turn off washing machine water valve to avoid accidental flooding.
- Make arrangements for your pets.
- Clear your kitchen of garbage, dirty dishes, perishable foods; freeze leftovers.
- Arrange for a house sitter or someone to keep your plants watered, or call us to help!

**HIRE US AND BE COOL!**

### May We Ask for Your Referral?

As a valued customer of The Maids Home Services, we appreciate your business. We take pride in being **the housecleaning service that you can rely on... one that is no hassle and worry-free.** You can be assured that with each visit, you receive the healthiest, most thorough clean ever – guaranteed because *Nobody* Outcleans The Maids®.

You already know how great it feels when you open the door to a clean, fresh-smelling home. **Wouldn't you want to share this feeling** with a friend, family member, neighbor or co-worker who would enjoy the same thorough service you get from your team? If so, we would appreciate a referral from you. We know, as a valued client, you are in a unique position to tell people closest to you about your experience with The Maids. **In appreciation of your help, we will give you \$100 credit after your referral's third cleaning.** One third of our new business comes from your referrals and we are deeply grateful for that.

**Thank You!**

## Lockout Policy

*We request your help!*

Our current lockout policy is a \$35 charge if we arrive to clean and are locked out. We try to be fair in enforcing the policy...everyone forgets something now and then. We usually waive the fee the first time it happens. Your next cleaning date is printed on each cleaning's receipt/thank you note. We also strive to let you know we are coming with a call the day before. Sometimes we don't get an answer, or we leave a message or someone takes a message and forgets to pass it on. It's a human endeavor and fraught with frailties, as they say.

However, we will have to be more deliberate in enforcing the fee in the future. With the cost of everything rising, we need to recover the cost of the labor and gas.

We appreciate your help with this problem.

**Thank you!**

**The Maids®**  
Home Services

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