

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Winter 2005

Leaving Town?

Thanksgiving is behind us and that just leaves...the rest of the year! **If you need to skip, move or cancel your holiday cleaning, please call early.** Our employees need all the hours they can get this season and if you give us enough time, we can fill your vacancy and make us all happy.

Remember we are closed Dec 26th!

Food Drive

We are still picking up and delivering your donated food to the Capital Area Food Bank. So far, we've delivered 840 pounds, **enough food for 672 meals.** *May you be blessed for your generosity!*

Caution, Caution!

This time of year, we see a lot of very pretty, expensive and cherished decorations. Just so you know, we tell our teams not to clean these items due to potential damage. If there is something of great importance to you, please let the office know so we can note it in our computer and bring it to the attention of our teams. If you need some of these cleaned, please call us and we will send out one of our special project cleaners to take care of it. **We also offer decoration help, silver polishing and many other services.** Please call Jeremy to see if we can help make your holiday season easier and happier.

Holiday Tips

(Continued on back page)

By Golly, We won!



Erika, Jeff, Sandy, Elaine, John, Jeremy

You could have knocked us over with a feather duster! We were humbled and honored to win the **2005 Ethics in Business Award from the Samaritan Center.** Please visit our website, www.TheMaidsHomeServices.org, to find out why. It was ever so nice to get a note from a customer who was there at the ceremony saying she was rooting for us. We received the official research report from the St. Edwards business graduate program, and are honored by your comments. One customer said she didn't think of us as a company, but as a team of people. How nice! Thank you for allowing us to be your maid service. **It may be us in the picture but the award goes to the teams who clean your mes!**



Sandy Sez

"You've got more than the Ethics in Business Award winner, you've got flu and virus protection!"

If you are armed with regular cleanings from The Maids, you've got a defense against common winter ailments. The Maids Home Services 22-Step Healthy Touch® Deep Cleaning System is guaranteed to make your home cleaner and healthier – from your kitchen to your bedroom.

It isn't only what we clean, but how we clean that gives your home the healthiest, most thorough cleaning.

- ✓ By cleaning your kitchen and bathroom floors on hands and knees, we do a much better job on grease, germs and bacteria.
- ✓ Besides cleaning all kitchen cabinet, appliance and counter surfaces, we also use special brushes to clean out the little crevices where germs and bacteria gather.
- ✓ In the bathroom, we use a grout brush to remove mold, mildew and stubborn soap residue so unhealthy spores are eradicated.
- ✓ We disinfect all bathroom surfaces.
- ✓ We even brush clean the toilet seat hinges every visit to be sure bacteria and hidden germs are eliminated.
- ✓ We clean and disinfect phone receivers, light switch plates and door knobs which is a great way to stop the spread of germs.
- ✓ And of course, all team members are fully trained to ensure that you receive only the highest quality clean possible.

The Maids
Home Services

Give the gift of clean this holiday season!
Call us today to find out about The Maids Home Services gift certificates!

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Holiday Tips

(continued)

Does My Team Expect a Tip?

No, we want to assure you that tipping is **never to be expected, encouraged or solicited**. Our teams are trained to understand this company policy.

If I Wish to Tip, How Much is Appropriate?

If you wish to show your team your appreciation, **please let your heart be your guide**. Some customers leave home-baked items, personal gifts or money. If you call the office, we can put monetary gifts on your credit card if you wish.

How do I get My Appreciation Gift to My Regular Team?

It is true that during the holidays, another team may clean your home. You can identify the gift for your regular team (even by person if you wish) and we assure you they will receive it. **Please feel free to call the office**. We will be pleased to help you any way we can.



*Happy Holidays
to each and every one of you!*

Needing Additional Help this Holiday Season?

Would you like your home to really shine this holiday season? Ask about one of The Maids Home Services additional services.

Carpet Cleaning

We offer "encapsulation" and steam extraction as well as upholstery cleaning.

Window Cleaning

We offer full service window cleaning--professional, safe, affordable.

Special Projects to Fit Your Needs

The Maids Home Services can work with you to find the special project that best fits your needs. Contact us to learn more about these popular special projects:

Ovens

Vacuum Draperies

Furnace Filter Changing

Refrigerators

Chandeliers

Vacuum Mattresses

Kitchen Cabinets

Mirrored Walls

Light Fixtures

Meet Team 3

This letter we are spotlighting Team 3 led by Virginia Mederos on the far right. From the left, Yadira Torres, Martha Pereda and Lupe de los Santos. Virginia has only been with us eight months but she has taken charge of her team. **They have literally been at 110 percent of our measurement goals for four straight months!**



Virginia is married with one boy and two girls, has just bought a new house, likes to clean her new home on weekends and take her children to the park. Maria de los Santos is her assistant and also has worked here eight months. She is the only grandmother on the team and enjoys her two children and her grandchild. Yadira Torres enjoys spending time on the weekends with her daughter and she also enjoys music and dancing. She's been with us four months. Martha Pereda is our newcomer to the team is in her third month. She is married, has one daughter and enjoys spending time with her family. This is a real "home-body" team! They received 132 individual "Excellent" ratings from you last month. **They are a top-notch team and they thank you for your support!**

The Maids
Home Services

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www.TheMaidsHomeServices.org