

At Home

With The Maids®



The Maids Home Services Customer Newsletter

Winter 2006

You're Invited to our Open House!

Yes, we have a new home and we would like to have you come visit us on December 1st from 1 to 4 p.m. at 8514 Cameron Road. That's about 1 mile north of US 183 and Cameron. This house has an interesting history. The old part of the house was constructed in 1947 as a real ranch house. The couple that lived in it was here for over 40 years. In the early 90's it was sold and developed into a wedding/catering facility. The facility is very exciting for our employees and us as it provides room for growth and for fun. We have a very large backyard with beautiful pecan trees that will be perfect for parties and picnics. We have plenty of parking for our employees and it is convenient to bus lines and to where most of them live.



Since it has characteristics of a home, we can train our new team members quicker and more effectively. We still are settling in as we also upgraded our computer systems and transferred to a new The Maids software system. At times, it has been a bit overwhelming. We appreciate your patience and pray we did not inconvenience you in any way.

And the Survey Says....

By now, many of you have been contacted by the MSR Group, our independent customer survey company. We appreciate your time and honesty. This system allows us to see trends and problems with our system and individual teams, thus allowing us to concentrate our efforts better. Right now, our efforts are in details and concern for your belongings. Generally, in all categories, we are about 5 percentage points above The Maids national average. Remember, if you do not wish to be surveyed, just call me and I will have your name blocked.

We will be closed Mondays, December 25 and January 1
PLEASE call for skips and cancellations early so we can take care
of our employees' hours---THANKS!

Sandy Sez

"We do help you stay healthy from flu and viruses!"

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!

419-0021

Holiday Tips

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!*

Our New Home Receives a Blessing

On October 30th, on our first day of business in our new home, our chaplains from **Marketplace Chaplains led us in a house blessing cross ceremony**. The blessing of places for protection, production and fertility, such as a home, a garden, farm or place of business, has a long history in Mexican and Latin American countries. These crosses are given as a traditional blessing and sign of continued protection. Amy Hanchen, our staff chaplain, explained the blessing cross and led us in a prayer. Blanca Herrera, our team chaplain, translated the ceremony. We selected a pecan tree in the back yard as the perfect place for our cross.



Clockwise from below: Sandy Robinson and Cindy Martinez, our longest tenured employees, hang the cross on the tree; Amy Hanchen and Blanca Herrera, our company chaplains, explain the history and significance of the blessing cross; many of our employees gathered in the back yard to witness the blessing.



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www.TheMaidsHomeServices.org