

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Winter 2007

Happy Holidays from The Maids!

We will be closed Dec 24th-25th and Jan 1st

We will be giving our employees well-deserved time off with their families during these holidays. However, we will be cleaning on Saturday, Dec 22nd. **If you will be gone this season, please call now so we can accommodate as many last minute cleaning requests as we can and keep our employees' hours as high as we can. They thank you!**

Salvation Army Food Drive

I get the pleasure of delivering all the food and money you've donated to The Salvation Army pantry downtown. They are always very thankful and amazed at your generosity. **You've provided food for over 1000 meals.** You are a blessing to those in need. Thank you!

And the Survey Says...

We continue to improve! Our teams have the best APECS (customer surveys) ratings for any large company operation in The Maids' system. We are very aware that our overall cleaning rating is not necessarily important to you. You are concerned with your team's cleaning. We know this and always

remember that the most important cleaning we do is the one we are doing right now...for you! The surveys are very helpful in identifying team and training deficiencies. Sandy and Erika are on top of all the survey results, working with the teams to improve your satisfaction. Thank you for your time and support!

Quality Visits

In light of your cleaning being the most important one to us, Sandy has started a new program. In the past, we have striven to do two monthly performance evaluations on each team. We grade quality as well as knowledge, safety and teamwork. These are given to the team as constructive feedback. Based on the APECS feedback, Sandy and Erika felt they should look at more homes, especially the finished product. So don't be surprised when they show up after the team has gone. They will not take long and should help improve the quality of your cleaning. **They will never come on a day other than your scheduled cleaning.**

We hope you are as blessed as we are this season!

Sandy Sez... Here are some tips on 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!*

The Maids
Home Services

Nobody Outcleans The Maids!

Give the gift that won't be returned, a gift certificate from The Maids Home Services.

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Holiday Safety Tips

Here are some safety tips to keep you and your home safe during the holidays.

- To keep your tree from becoming a tinderbox, cut one inch off the trunk to help absorb water, and remember to add water frequently. A six-foot tree requires one gallon of water every two days.
- Do not place the tree near floor heaters, fireplaces or other heat sources.
- Check each set of lights, new or old, for broken or cracked sockets, frayed or bare wires, or loose connections. Discard damaged sets or repair them before using.
- Use miniature lights with cool-burning light bulbs, and make sure they are UL listed. Do not string more than three strands of lights together.
- Turn off the holiday lights before going to sleep, or if you're leaving home for more than a few minutes.
- Install a smoke detector and test it.
- Avoid overloading wall outlets and power strips.
- Never use candles on or near real or artificial trees.
- Do not burn papers in the fireplace. A flash fire may result as wrappings ignite suddenly and burn intensely.

Helpful Reminders...

- **Cancellations:** *Please let us know if you are leaving down during the holidays.* Our team members need all the hours they can get this season and if we don't have enough time to replace your slot on the schedule, they lose hours and money, making Christmas a little harder for them. We really appreciate your support for them at Christmas.
- **Payment:** Receivables continue to run at a high rate. If you are using on-line banking, we can have a significant delay if you pay after our cleaning. If you would rather pay using a credit card, Cindy or Leti can arrange it for you. Our goal is to give you the best customer support we can and tracking down payments takes our attention away from that. We thank you for your understanding and support.

Merry Christmas and Happy Holidays from the Staff



The Maids
Home Services

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