

Domestic Bliss Staff Pre-Clean Post Clean Checklist.

Before you leave home:

- Shower, deodorise and look presentable
- Collect rags and clean mop heads
- Check the car and top up chemicals
- Be early rather than on time - expect the unexpected
- Allow time for key pick up
- Drive to your job, aim to arrive 15 mins early,
- have a drink and something to eat and focus on this client

On Arrival

- Clock in
- Gain access to the house (keys shed, meter box, mail box, under mat or door open)
- bringing in on the first run your tray, rags, bucket, bags and cobwebber.
- Say hello and have a quick chat as you unpack
- Advise the client how long you are there and what's likely to be achieved in the time frame - do not over-promise
- Ask if there's anything else that would like done in the 2hrs etc, or to focus on
- Anything out of the norm - do first to get out of the way
- Then allocate time and PLAN YOUR CLEAN

type	Time	achievable	Not possible
Sml unit	60 mins	Kitchen bathroom floors	Damp dusting
Sml house	90 mins	Kitchen 1 bathroom floors	2nd bath damp dust
Large unit	120 mins	Kitchen 2 bathrooms floors	Damp dusting
Townhouse	150 mins	Kitchen bathrooms floors	
3 bed home	3hrs	Kitchen bathrooms x 2 floors damp dusting	
4 bed home	3hrs	Kitchen bathrooms x 2 floors damp dusting	
5+ home	4hrs	Kitchen bathrooms x 3 floors damp dusting	

Once you know for every property you clean how long the floors take you should plan and time each part of the clean and try to stick to these times every week

Example Work Plan

Eg 4 Bedroom House 3hr clean	8am- 11am			Magic Time	last
Kitchen 45 mins	Bath 1 - 30 mins	Ensuite - 20 mins	Damp dusting - 30 mins	20 mins of Rotation cleaning,	Floors 35 mins
8:00am-8:45am	8:45am-9:15am	9:15am - 9:35am	9:35am-10:05am	10:05-10:25	Start no earlier than 10:25am

If you do extra rotation items always leave a note and LET THEM KNOW, they won't know unless you tell them, put it on the blip and it will also go on the invoice as a note

Communication is KEY

If you mess up, spend extra time of your own to fix it, it's just time after all, in the scheme of things you need to always leave your client

- impressed
- Never upset
- Never disappointed
- Requesting YOU for her next clean (this is expected once you are trained)

You are a professional!

In every clean make the best use of that time for that client that you can

Post Clean

Always say goodbye.

Check out the You Tube Induction Video and Home Clean video for further info. (search "domestic bliss induction" or "domestic bliss home clean"

