



## Customer Experience Map

### 1. We will reach out to you promptly!

Once you request a quote, our amazing office staff reviews every detail of your service request.

- We confirm your address and the size of your home.
- We take note of any mention of pets.
- We thoroughly review your notes and special requests.
- We send you a detailed quote packet that includes pricing, cleaning tasks, FAQs, and our policies.
- We work with the client to schedule them on a day that works best.

You will receive a confirmation that your appointment has been set. We know you are busy, so to help you remember your appointment we will send you emails and a text to remind you of your upcoming cleaning.

### 2. We get familiar with your home.

Your home has its own special Cleaning Team! On the day of your first cleaning, your home's Cleaning Team will arrive at your doorstep- uniformed, equipped, and wearing a smile. They will take a look around your home to make sure we can get the job done and make you happy within the budgeted time. If more time is needed, our office will reach out to you to discuss the options and work with you to form a plan. That way, we can match our resources to your needs!

We carefully select our staff. Every one of them is a wonderful person, and we really love them. We hope you do too. Here are some ways you can show them your appreciation:

- Keep your home at a comfortable temperature.
- Secure any pets (that is for their protection too!)
- Remove any biohazards (animal or human waste, insects, mold, etc.).
- Tidy up the home. Yes, we are cleaners, but we do not budget for any sort of declutter or organizing. Having to pick up as we go along eats into the time planned to spend on checking items off our task list.

We like to clean as deeply as possible to give you the most thorough service. By decluttering prior to arrival, you will be helping our Cleaning Team do just that!

### 3. We work our magic on your home from top to bottom!

Your Cleaning Team is trained to clean with love. When we get started, there is no stopping us from scrubbing, polishing, and shining every surface we can get at. We will touch base with you during the cleaning, so you are always in the loop on our progress.

After they are done, your Cleaning Team will show you the results and ask if everything is to your liking. Do not be shy- please tell us if we have missed something! We may have perfect smiles, but even OUR work can come up a bit short here and there. You are our ally in making sure we have done as thorough a job as possible. Your kind and patient feedback helps us become a better cleaning company. We appreciate you!

If you love what our team has done, let them know! Everyone appreciates a pat on the back, especially after working as hard as your Cleaning Team will. If you feel compelled to tip your Cleaning Team, feel free to do so. It is never expected, but it is always a thrill for our teams. The quality of our work relies on feedback provided to us by you. The morning after each cleaning a survey is sent out via email asking for you to rate your experience on a scale of 1 – 5 stars. Your participation in these surveys is imperative to our success as a business. We also love to see reviews on Google, Facebook, and Yelp.

### 4. Enjoy!

The sun shines down, rainbows appear, and singing unicorns descend from the sky as you bask in the simple joy of a clean, healthy, stress-free home. You reflect on your time with your Cleaning Team and realize it was the best part of your day.

Your on-file credit/debit card is charged, and a receipt is sent to you.

When your friend (or your mother-in-law) visits, they marvel at the cleanliness and they ask how you do it. You just smile and answer “I have a great team...”

### 5. Look to the future.

It is not uncommon for clients to get addicted to our award-winning cleaning services. If that is you, let's talk. We can design a plan that will fit your schedule, needs, and budget.