



Two Ladies Cleaning, LC

www.twoladiescleaninglc.com

(314)221-3472

## **Frequently Asked Questions**

- **How can I contact Two Ladies Cleaning, LC?** A member of our management staff is always available during regular business hours to serve you. Office hours (Business day hours) are Monday-Friday from 7am-3pm. We will never forward your call to an answering service or subject you to the impersonal service of a 1-way conversation with an answering machine or voice mail service.

We may be contacted: by telephone: **314-221-3472**

by email: **info@twoladiescleaninglc.com**



through our mobile website: **twoladiescleaninglc.com**

You can also:






: **facebook.com/TwoLadiesCleaningLC**

&



: **2LadiesCleaning**

- **How do initial cleaning visits differ from regular cleaning visits?** Two Ladies Cleaning, LC will perform a complete cleaning package on every cleaning visit. Typically, initial cleaning visits will take longer to perform. In most cases 3 to 5 times longer than regular cleaning visits. However, the cleaning team is performing the same tasks that you will receive on each cleaning visit. Keep in mind that in addition to leaving your home at the "Two Ladies Cleaning, LC Standard" of clean, the team is also familiarizing themselves with your home, knick knacks, etc. Just the same as with most careers, tasks performed in repetition yield efficiency. Rest assured the team's efficiency will improve with your regularly scheduled cleaning visits.
- **What time will the cleaning team arrive?** *Typical* cleaning times are between 8am-5pm during our client's peak working hours. While we would love to guarantee arrival times or provide arrival windows, this would destroy what makes us unique from other cleaning services. We only employ full time career House Cleaners. To provide full time employment, we must provide a full-time work load. We could provide arrival windows with a part time staff; however, part time staff usually results in part time quality. We offer our clients unparalleled flexibility such as rescheduling cleaning visits for parties or other events, upgrading cleaning packages on request, adding ala-carte services, adding rooms, etc. Take away this flexibility and it becomes easy to provide arrival windows. Most cleaning services that provide arrival windows leave every home on-time regardless of completion. Two Ladies Cleaning, LC will never leave a home incomplete to arrive at the next home at a specified arrival window. Keep in mind that our staff is trained to clean around children, families, elderly, etc. Our busiest time of year is during summer vacation when the kids are home from school. There are many other factors that affect arrival time such as geography (To maintain affordable cleaning rates, the team must travel the most efficient route.), frequency of service, employee illness, employee injury, traffic and weather conditions, cleaning dates surrounding holidays, etc. We appreciate your patience with arrival times.
- **How should I prepare my home for cleaning?** The cleaning team appreciates if the client prepares the home for cleaning by providing a clutter-free environment. If that environment is not present, the team may not be able to fully complete your cleaning package. The cleaning team cannot perform organizing duties. The client assumes the responsibility of notifying Two Ladies Cleaning, LC prior to your cleaning visit of items or areas of your home that may be damaged by our regular cleaning methods, should not be cleaned, require unique cleaning methods, etc.
- **Do I need to be home during my cleaning visit?** Not at all. Most of our clients are busy individuals. This why we offer our "secure garage code, alarm code, or key system". We will return your home to the original secured position after exiting. However, if you or your family members are home, that's ok too. After all, it is your home. It is the client's responsibility to provide access to the home on the day of the cleaning visit. If the cleaning team cannot access your home, then a Lock Out Fee is due. This allows us to recover a *portion* of the expenses involved with this situation.
- **What if I'm on vacation?** Not a problem. For this is the reason we offer our "secure garage code, alarm code, or key system". We will return your home to the original secured position after exiting. Return to a clean home!

- **How does my team know my preferences?** Our cleaning teams are furnished an electronic device which include your personalized preferences. Your cleaning team is always aware of exactly what is important to you.
- **What if I need to reschedule a cleaning visit?** Never a problem. Just contact us at least 1 *business day* prior to your regularly scheduled cleaning date and we will gladly perform your reschedule request. Of course, cleaning dates are on a 1<sup>st</sup> come 1<sup>st</sup> serve basis. Obviously rescheduling will require 2-way communication so rescheduling cannot occur outside of regular business hours. Reschedule requests or cancelled appointments with less than 1 *business day* advance notice will incur a Short Notice Reschedule/Cancellation Fee. This allows us to recover a *portion* of the expenses involved with this situation.
- **Do I need to secure my pets during my cleaning visit?** It's up to you. Our cleaning teams absolutely love pets! Of course, for sanitary and safety reasons our cleaning teams cannot clean flea infested homes or clean pet messes. Our cleaning team cannot clean if they feel endangered by your pet. Please remember that pet hair, etc. may accumulate between the completion of your cleaning visit and your arrival home.
- **Will the cleaning team move my furniture or other heavy objects for cleaning?** No, our cleaning teams are insured for house cleaning only.
- **Do I need to provide any chemicals or equipment?** Only if you have something that you prefer or if you have unique items or areas in your home that require unique or special chemicals or equipment. Please notify our office prior to your cleaning visit if you wish to provide chemicals or equipment. Please keep in mind that we never provide our cleaning teams with any chemicals or tools that may harm or cause damage. If we use your chemicals or tools, Two Ladies Cleaning, LC cannot be responsible for damage or poor quality.
- **Do you clean with "green cleaning chemicals" or harsh scented chemicals?** We will supply "green cleaning chemicals" upon client request ONLY. We only use mild scent conventional cleaning products.
- **What if I leave my windows open on cleaning day?** We supply our House Cleaners with vacuums that include HEPA filters and are allergy as well as asthma friendly. We assure you that our cleaning teams are dusting very aggressively, but unfortunately by the time you arrive at home airborne dust and pollen may have already accumulated onto your furniture and flooring.
- **What is the pink ring or dark colored ring in my toilet that returns periodically?** This is due to an airborne bacterium known as Serratia Marcescens. Here is a link that may explain on how you may prevent this from occurring: <http://theplumberwhocares.com/blog/2010/12/17/why-is-there-a-pink-ring-in-my-toilet-bowl>
- **How do I prevent the black discoloration in and around the caulk in my shower and bathtub?** Mold and mildew are easily prevented by removing and re-caulking annually as part of your regular home maintenance plan. Be sure to use quality caulk that is designed specifically for showers and tubs. Here are a couple of links that may further explain: 1. <http://www.dummies.com/how-to/content/caulking-your-tub-and-shower.html> 2. <http://www.doityourself.com/stry/how-often-should-shower-caulk-be-replaced>
- **Do you clean tile and grout?** Our cleaning teams clean both. Remember, just the same as carpet cleaning is recommended, so is periodic grout steam cleaning and sealing. This will help with our maintenance cleaning.
- **Do the teams clean on weekends?** No, weekends are reserved for family. Thank you for understanding.
- **What happens if my scheduled cleaning date falls on a holiday?** Not a problem. We are closed for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Several weeks prior to the holiday you should receive notice via email regarding your rescheduled cleaning date. If this date does not fit your schedule, simply contact us. We would be glad to reschedule for a date that fits.
- **Can I add services, upgrade package, or add rooms?** Of course, We are glad to oblige. If possible, please contact our office 1 business day in advance so that we may add the requested services to the cleaning schedule, adjust invoicing, and if necessary, schedule the cleaning team to arrive at work early to accommodate your request.
- **What payment methods do you accept?** We prefer:    . Our policy to charge credit cards 1 business day in advance of services so that our cleaning team may deliver a paid invoice during your cleaning visit. If you prefer, we will also accept checks for payment. (Please leave check on the kitchen table for collection by the cleaning team.)
- **Is it ok to add a gratuity?** Your team is commission and bonus paid. Simply having you as a client has already increased their wages. Our house cleaners are never paid hourly. It is ok tip only if you wish. The cleaning team may accept cash gratuities, or you may add the amount to your check payment or contact our office to have a recurring gratuity charged to your credit card on each cleaning visit. Please keep in mind that this is appreciated, but never expected
- **Will I receive the same House Cleaners every cleaning visit?** All our House Cleaners undergo the identical training program, background checks, and have access to your personal preferences via our supplied electronic device. Two Ladies Cleaning, LC has the solution to this common concern! Please understand that we cannot control illness, injury, bereavement leave, family leave, medical appointments, child events, maternity leave, training needs, career changes, or vacations. We appreciate your understanding that employees do require time away from work.
- **Is your work guaranteed?** Absolutely. Through our years of service, we have come to understand that most concerns are simple communication challenges. Let us know of any concerns that you may have so that we may address them. We strive for perfection, but we are human and on occasion we do make mistakes. If we make a mistake, we will gladly return to evaluate and touch-up any areas necessary. Our clients are priority and we wish for you to be delighted with our services.