

ABSOLUTELY CLEAN

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*A Superior Housekeeper Referral Service*

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*A Superior housekeeper  
referral service for  
the EASTSIDE.*

**(425) 822-4253**

WORKING WITH

ABSOLUTELY CLEAN

AND

THE CLIENTS YOU AGREE

TO WORK FOR.



## **SOME TIPS ABOUT WORKING WITH ABSOLUTELY CLEAN AND THE CLIENTS YOU AGREE TO WORK FOR.**

1. Your relationship with ABSOLUTELY CLEAN is licensed by the State of Washington as a referral service. As a result, you are not an employee; rather, you are an independent contractor and self-employed, seeking referral as a housekeeper to homes of our clients.

Homeowners are ABSOLUTELY CLEAN's Clients and your customers. They pay a fee to both of us, for our referral service and your services for cleaning their homes. The following material is intended to explain how we operate plus offer tips on how to satisfy customers.

2. Working with ABSOLUTELY CLEAN, you are self-employed and there are "no" rules you must follow. However, we must work together to create a smooth working relationship between you and our mutual clients.

## **GENERAL INFORMATION**

The fastest way to increase your income is to increase the number of hours you work. This means obtaining regular customers to whose homes you return on a regular basis. Your schedule will fill up quickly if your work satisfies the clients. Since ABSOLUTELY CLEAN succeeds when clients are happy, we work hard to help you. Each client is different. We have knowledge of what each client wants. We also call clients - old or new - each time a housekeeper works for them for the first time. The following summary are "tips"

we have heard about services that might be helpful. We offer them to you in hopes they will help you to become successful.

## **MINIMUM SERVICE**

Our housekeepers have told us that with rare exception, they won't work services less than four hours for anyone client. Most clients homes are large enough to need at least that amount of time. The housekeepers provide their own transportation and with time spent traveling, we feel that a housekeeper should at least have a minimum of 4 hour service. We will suggest more time for larger homes.

Some clients request less time to reduce the fee they pay. You, as an independent contractor, can agree to work for less than 4 hours minimum, but will only get paid for time worked.

## **OTHER WORK**

Many housekeepers use their association with ABSOLUTELY CLEAN to augment their own business. Even when accepting referrals from ABSOLUTELY CLEAN you can accept referrals from another employment agency or service, solicit and work on your own.

However, the contract you sign at the beginning of our relationship prohibits you from working directly (without ABSOLUTELY CLEAN) with any client referred to you for 90 days of termination of contract with us. We will enforce this in court.

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### **YOUR SCHEDULE**

Most of our clients are regulars who want a basic four hour service. You tell us what days, hours, etc., you are willing to work and we will work to find referrals to fit the schedule you have set.

### **FILLING IT UP**

Once you begin accepting referrals, our job is to find you customers that fit your requirements. It normally takes six weeks for new housekeepers to completely fill their schedules with regular clients. **BE RELIABLE.**

Give great service and your customers will become regulars; therefore, your schedule getting filled depends on you, your quality of work and reliability. Have a neat appearance. A well groomed housekeeper will be appreciated by your clients.

### **CHANGING IT**

You can make changes in your schedule. You need to call ABSOLUTELY CLEAN well in advance if you need to change your clients' schedule. The #1 reason clients terminate is rescheduling so letting us know well in advance gives us the opportunity to warn clients of any changes.

### **GETTING JOB INFORMATION**

You set the days, times, and areas you want to work. We will work to offer you clients to fit your schedule. Most clients are

## **ABSOLUTELY CLEAN**

looking for housekeepers who are reliable, dependable with good work ethics. They would rather skip a service than try someone new. We work hard to convince them to try new housekeepers. It is important that you give clients a reason to believe you really want to work. Many housekeepers say they do, but their actions prove otherwise. It is impossible for ABSOLUTELY CLEAN to track down every housekeeper daily to give them job information that we have received. Because of this, we ask new housekeepers to call in each afternoon before any day you have an unfilled opening. For example, if you have an unfilled opening on a Thursday, call ABSOLUTELY CLEAN on Wednesday afternoon. This show you are interested in working and you will get the job information you need about a new customer.

### **GETTING PAID FOR THE TIME YOU WORK**

ABSOLUTELY CLEAN's business is finding clients, finding housekeepers, and matching the two together. In advertising for clients, we offer a flat fee for a basic four hour service. If more service is requested, clients pay more. The fee each client pays includes the fees you earn for doing the work and fees due to ABSOLUTELY CLEAN for referring you to them. The portion you earn depends on the number of hours you work and the length of time you have been accepting referrals. Although ABSOLUTELY CLEAN charges a minimum fee for each job, the client is fee to pay more. When a client pays more, you keep 100% of any additional amount.

Most housekeepers want to receive the money they have earned as soon as possible after they have done their work. We accept our fees from you at the end of your week. At the completion of your week, you can bring in the payments you have collected and

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we will calculate and retain the portion we have earned, and you keep the balance.

### **WORK FOR THE CLIENT**

Some time may elapse between the time the client orders service and the day you have agreed to do the work. Some clients have experienced housekeepers who were late or did not show up at all. Therefore, we recommend you call the client the night before you are to provide service to reassure them that you haven't forgotten your appointment, to ask for directions, and ask for key arrangements if the client is not going to be home. You might also ask where the check, priority list and supplies and equipment will be. Also you might ask and get a feel for what kind of job they are expecting.

### **THE PRIORITY LIST**

ABSOLUTELY CLEAN does not tell its clients what you will do, nor do we dictate or control your work you perform for your customer. Instead, each client can "customize" their service. The client decides what they want done and give you this information by making a priority list. They will leave this list, along with their payment, in a place you can easily find when you arrive. Your customer will place the tasks they find most important at the head of the list. You will decide how you want to accomplish these tasks. If there is no priority list and the client is home you can make one for yourself as they verbally go over the tasks needed to be done. If the client is not home, we suggest you call them at work. If you cannot reach them, make up your own list, or if you prefer, you can call ABSOLUTELY CLEAN for our suggestions.

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### **WORKING THE FULL AMOUNT OF TIME SCHEDULING**

ABSOLUTELY CLEAN's policy is clients buy time. We will help the client to determine the amount of time needed to complete the work. However, since we never visit the clients' homes, the time we suggest may not always be accurate. When the time scheduled is not enough and the priority list cannot be completed in the time paid for, remember, client has not paid you for any additional time. Therefore, we suggest you do not work longer than the time that is paid for. In this case we suggest instead of disappointing a client, you contact them during your visit and let them know you cannot complete the list or if you prefer you can contact us and we will advise the customer. In addition, clients tell us they appreciate notes from their housekeepers explaining the circumstances which have prevented you from completing the list. At other times, the list will not be long enough. Keep in mind the client is buying your time, not just the completion of a list. It is not good business to leave a customer's home early. In reality, such an action is the same as theft. Arriving late and leaving early are actions clients notice or eventually find out. If your late arrival or need to leave early is caused by illness or emergency, it can be easily accepted. However, it is critical that you call the customer or ABSOLUTELY CLEAN to let someone know what is happening. In those instances when you run out of things to do, we suggest you use your judgment as to what tasks need to be completed. If you have done this, we suggest you call the customer at work and ask them for their suggestions or call ABSOLUTELY CLEAN and ask for ideas.

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### **QUALITY OF WORK**

ABSOLUTELY CLEAN has no authority to supervise or judge the quality of your work. Your customer, not ABSOLUTELY CLEAN, decides whether it meets their standards. In making this judgment, they evaluate how well the tasks were done which you accomplished. They look at your reliability, timelines, and efficiency and whether or not their service was hassle free. They want you (and ABSOLUTELY CLEAN) to solve their housekeeping problems, not cause more.

### **NOTES TO THE CUSTOMER**

Clients always appreciate notes. They feel much more comfortable having someone in their home if the housekeeper leaves a note. For example, they like to know if you had time to do any extras, if they need more cleaning products, the reason you could not finish their list, etc.

Was the list too short? Tell them if you encountered any problems. If nothing else, tell them you enjoyed working in their home and hope to return.

### **CHILDREN AND OTHER HELPERS**

Clients should inform you of any visitors they expect, repair, service, maintenance people. However, they are also nervous having strangers in their home especially when they are not present. Since we have only screened and informed them of your visit, please, do not bring any helpers with you unless you have the client's permission beforehand. They also request you to not bring children along.

## **ABSOLUTELY CLEAN**

They are concerned they might run around and break things. They also are worried they might interrupt you and slow you down.

### **PROPERTY DAMAGE**

Housekeepers are responsible for any damage that may occur. Therefore, it is best to be very careful when working in client's homes. Most clients will be understanding if something is broken - provided you tell them immediately. Clients get angry when housekeepers attempt to hide the damage. Therefore, we suggest you bring the damage to their immediate attention. If they are not home, leave them a note. If they insist on restitution, you might offer them additional service without a charge, but it is your responsibility to take care of any damage or accident.

### **PHONE NUMBERS**

Clients do not like you to use their phone other than to call them or ABSOLUTELY CLEAN. If problems or emergencies arise, of course use of their phone is accepted and ABSOLUTELY CLEAN's office will also help you by contacting you or anyone else needed.

### **SMOKING**

Our clients do not want their housekeepers to smoke in their homes. Many object to housekeepers stepping outside to smoke. Please advise the office if you smoke and this restriction poses a problem.

### **WHAT IF-**

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You are going to be unavoidably late and it is common courtesy to call your customer. If you don't call and they are waiting they will not be impressed, worse yet, they may be waiting for you and you have caused them to be late to work or an appointment. Our experience is that if a housekeeper doesn't call, many customers become so frustrated they leave and lock the housekeeper out. If you know you will be late, call either the client or ABSOLUTELY CLEAN and we will call the client for you.

If you are ill or have an emergency and you can't show up to do a job you have accepted, it is understandable. It is very important in these situations to call either the customer or ABSOLUTELY CLEAN so you don't look unreliable. Clients become justifiably upset when housekeepers "don't show" and a simple phone call can solve any problems. Clients are very understanding if they know what is going on. ABSOLUTELY CLEAN's office is open at 7:30 AM and you can always call us for information or to tell us if you have to cancel a service. If the job was to have been on Saturday, please call your customer directly, and then call us on Monday so we can make sure the client gets service.

If you arrive and cannot get in the house, please call the client or ABSOLUTELY CLEAN from the nearest phone. If you call ABSOLUTELY CLEAN, we will call the client. If we can't reach them, we will try to find some way for you to get into the house, we may know where a key is hidden or that someone else has a key, etc. If we are not successful in getting you in, we'll try to get another referral for you. If your customer wants to change an appointment or have you back again please ask the client to call ABSOLUTELY CLEAN's office to reschedule or book a different time for you. If you tell the client you will work for them and have another referral

## **ABSOLUTELY CLEAN**

from ABSOLUTELY CLEAN, you run the risk of double-booking and having to cancel which makes you unreliable to your customers.

If you arrive and there is no check, we suggest you call ABSOLUTELY CLEAN's office. You are paid by the customers, not ABSOLUTELY CLEAN. To assure that you are paid for your service, we ask clients to pay in advance. The check should be made out to you and ABSOLUTELY CLEAN. Some clients will send a check into the office to prepay their service and others will pay by VISA. Some clients may leave a gift certificate or free service certificate. However, you'll always know in advance what method of payment to expect. There may be an occasion when payment will not be there when you arrive. Call our office before you begin work. We will determine if there is a misunderstanding or other circumstances that might solve this problem.

## **BENEFITS AND TAXES**

You are not ABSOLUTELY CLEAN's employee; therefore, you are not entitled to claim unemployment when you quit working for our clients. You are an independent contractor accepting referrals from us so there are no "employee benefits." We do provide incentives such as a \$50.00 bonus for referring a housekeeper to us.

As a self - employed individual, you are responsible for your own taxes you may owe to the state, local or federal government. We suggest you set aside at least 10% of your earnings to pay any amount owing at the end of the year. We also suggest you keep receipts for gas, travel, equipment, supplies, etc.

# **WELCOME TO ABSOLUTELY CLEAN!**