

## "Standard Operating Procedures for Client Interaction and Confirmation of Hours, Rates, and Price"

Upon the cleaner(s) arrival, they should confirm the rate and hours purchased by the client for hourly cleaning. This can be done by checking the details in our internal system or by referring to the client's booking confirmation. The price for flat-rate cleaning should also be confirmed, and payment details should be verified with the client. If no credit card is on file, the client should pay half upfront and sign, with the balance due upon completion of the cleaning.

Before commencing the cleaning, it's crucial to walk the client through all areas. This not only ensures their satisfaction but also makes our 24-hour Happiness Guarantee more effective. The client's refusal to sign the sheet doesn't nullify the Guarantee, and it remains active even if they're absent during the final walkthrough.

After the pre- and post-walkthrough, it's essential for the cleaner to establish communication with the office. This step not only ensures a smooth workflow but also emphasizes the office's support in the cleaning process. The cleaner should confirm with the office that the walkthrough has been completed and that they have begun or finished the cleaning.

It's of utmost importance to stress that the rate and hours for hourly cleaning, or the flat rate for the appointment, must be confirmed before proceeding with the cleaning. This is not just a formality, but a crucial step that ensures the smooth running of our operations. The appointment will not proceed without this confirmation, underscoring the significance of the cleaning staff's role in this process.

