

Basic Etiquette and Common-Sense Guidelines

- Always show gratitude to the customer. Do not make unpleasant faces even if the house is dirty.
- Punctuality is crucial. If you are delayed due to traffic or other reasons, inform the office or your leader immediately.
- Treat the customer's home with care. Be cautious not to bump walls or furniture when vacuuming.
- Limit personal conversations with colleagues. Assume that there are cameras and act accordingly.
- Never take anything from the customer's home.
- If you break something or notice something broken, report it to the office or leader, no matter how minor.
- When corrected by a trainer, observe the issue and aim to avoid the same mistake next time.
- Communicate with your partner. If you finish your task, ask your partner what still needs to be done and offer support. Since the areas that need cleaning vary each day, time allocation is just a guideline. The goal is to finish the cleaning together. Work together to move and store vacuum and mop equipment.
- Before leaving, double-check with each other to ensure nothing is forgotten (duster stick, stool, used cloths, cleaning agents, jackets, shoes).
- Always check ZenMaid before starting the cleaning.

Speed Cleaning Tips

- Carry necessary items in your apron (dry cloth, wet cloth, glass cloth, brush, duster stick). Keep cleaning tools nearby to avoid wasting time fetching them.
- Understand which areas are essential and which are not for each customer. Prioritize necessary tasks and move on to the next task once done. Spending too much time on one area can lead to mistakes later. Work with a sense of urgency and perform a thorough final check.
- Use a watch or alarm to manage your time while cleaning.
- Do not spend time cleaning already clean areas. Avoid returning to previously cleaned spots.
- Make every movement efficient (e.g., wipe the handrail while going down the stairs, check for missed spots while vacuuming).

- Avoid placing cleaning tools all over the place, as it wastes time searching for them later.
- Sometimes, it's hard to stop focusing on a particularly dirty spot, but don't fall into that loop. Finishing on time is important, so use your time wisely and make flexible decisions. Sometimes, you need to move on.
- Avoid re-cleaning areas your partner has already cleaned. Communication is key to knowing what has been done.
- Cleaning starts with visually identifying dirt. If it looks clean, it likely is. If it looks dirty, a quick wipe (just a few seconds) is often enough. Use this checklist to know where to look.

Chemical Usage and Physical Health

- Even though strong chemicals are not used, inhaling them every time you clean can be harmful. Minimize the use of chemicals.
- Repeating the same movements can cause physical strain. Use both hands for vacuuming and mopping to avoid injury. When vacuuming, use your whole body rather than just your arms to prevent elbow strain.