

Frequently Asked Questions

Do you send the same person?

Our policy is to assign a Team Captain for each customer so that you keep seeing the same Team each visit. If you prefer, we can also call to provide an option if your Team Captain is not available for a cleaning. Your preferences are our primary concern. We monitor our "Same Team Assigned" performance and our goal is to exceed 80% so that you will see the same Team each visit.

Do you provide the cleaning equipment and supplies?

The cleaning equipment and supplies are an integral part of our Team efficiency. We are familiar with the equipment and application processes of each product and have adequate supplies of each product. Our products are manufactured for us to meet all environmental and safety considerations. Every product is safe to be used with children and pets, and we have all the appropriate Material Data Specification Sheets.

Are you bonded and insured?

A requirement for each applicant during our interview and hiring process is to complete a thorough background investigation, including driving histories and criminal record checks, and to be listed on our General Liability and Worker's Compensation Insurance Programs.

What does "bonding" mean?

"Bonding" is an insurance policy we provide for each employee that means we have completed the Background Investigation and the person qualifies for our program. This policy provides protection to our customers in case a theft occurs while we are working in their home.

Do we have to sign a contract?

We operate on an "agreement or at will" basis. We want to be your service provider and want you to want us to be the provider. The Merry Maids Advantage program operates with an agreement and offers significant financial advantages to a customer agreeing to a commitment for 8, 16, or 24 service packages.

How does the Merry Maids Advantage differ from a Contract?

The Merry Maids Advantage operates under an agreement basis. The initial cleaning fee is waived in exchange for an agreement to a minimum number of consecutive cleanings. If the cleaning schedule is stopped, then the waived amount is paid. There is no obligation for the remaining cleanings included in the original schedule.

What is your basic charge per hour?

We are very competitively priced. We periodically do market research to determine the market value for our services. We think we provide a great "value" for our services when compared to other services, as we are more detail and quality oriented.

Can we have the same time each cleaning?

Our policy is to assign a Team Captain and the time period to a customer so that you see the same person each visit. During the In-home Sales discussions we will ask your preferences so that we can respond accordingly when your Team Captain or Time Period are not available. We will assign another qualified Team Captain or reschedule your cleaning depending on your preferences.

How do you handle breakage in my home?

Our first priority is to provide the same care for your home furnishings as you provide; however, we do provide a General Liability Insurance Policy in case an accident does occur. The Team will leave a note apologizing for the incident and requesting that you call

the office. We will make every attempt to have the item repaired so we will need for you to keep all pieces and fragments. If the item cannot be economically repaired, then we will replace the item with a similar piece.

What happens if someone falls, or some other accident occurs, in my home?

We provide a Worker's Compensation Insurance Policy for all our employees so you are fully protected.

Do we have to be home when the Team arrives?

We need access to your home so that we can provide the cleaning services. We are fully insured and bonded, and are familiar with most security alarm systems so it is therefore not necessary for anyone to be present during the cleaning. We accept all major credit cards for payment so we can complete the cleaning while you are available to solve other aspects of life.

Will you call prior to each cleaning?

We will generally call the workday prior to your scheduled date and leave a reminder message. We can also provide an email message if that technique is more convenient.

How do you handle holidays?

As each holiday approaches, we will call to discuss your preferences. Our goal is to provide each scheduled cleaning within the same week as originally scheduled.

What if we need to make a change to the schedule?

Each office has a 24-hour answering system and an email address so your requested change can be made with either technique. We will respond to verify that we have received your request and will comply. Additionally, you can provide the requested change to your Team Captain during a regularly scheduled visit, and we will respond to verify we have received your request.

How do you safeguard our home key?

We take your home security very seriously. We will tag your key with a reference number only so it does not have a name or address on it. We issue the key to your assigned Team Captain on the day of service, and account for all keys at the end of the day. Keys are secured in a locked cabinet in the office, which is protected by our security alarm system.

Can you work with our home security system?

We are familiar with all the major security alarm systems. We prefer to have a "service code" assigned rather than have the alarm not activated for the day.

What payment arrangements can we make?

Our preferred technique is to receive payment at the time of service. We accept all major credit cards, direct debit, personal checks, and business checks for your convenience.

What is your guarantee?

We offer a full service guarantee. If you are not satisfied with any aspect of your cleaning, just call within 24 hours and we will return to complete the cleaning to your satisfaction.

How many people will come to our home?

We operate with a Team structure of either One or Two members. There are many factors considered in the scheduling process to determine the team structure, and your preference is one of them. The Quality and the Price are the same, only the Time we are in your home will be different.

Is it cheaper for one person than two?

The Price for a Regularly Scheduled Home Cleaning is based on the content of work as described in your Service Record, and will be the same for either a One or Two Person Team. The only difference will be the length of Time we are in your home.

What type of background screening do you perform?

We use Acxiom Information Systems, a nationally recognized company, to conduct our Background Investigations. We focus on Driving Records and Criminal Histories. Participation in this investigation is a requirement for employment with our company.

Do you use employees or contractors?

All members of our company are employees as defined by State and Federal Employment Laws.

Have your employees been with you a long time?

We are very proud of the employment histories of our employees. Our average length of employment is much longer than the national and local averages. We have various Employee Benefit Programs that are time phased which encourage continued employment.

Do you use harsh chemicals?

All the Products we use are manufactured to our specifications, and are environmentally as safe as possible. We verify that any product we bring into your home is safe for use with children and pets, and most are also safe to use with extreme allergies.

What if we want something additional cleaned?

We specialize in providing the services that meet your needs. We individualize the service content to meet your requirements, and that content can be changed with a telephone call. If additional pricing is involved, your Operations Manager will contact you prior to the cleaning.

Can you use my products or equipment?

We prefer to use the equipment and supplies included in our Team Kits as we are more familiar with the use and maintenance of those kits. Should you require the cleaning team to use your products and/or equipment, we cannot guarantee the results of those items.

Can you wash my windows?

This service is normally included on the interior surfaces as part of our Detailed cleaning Cycle. The primary issue we have concerning windows is the ability to reach the top of the windows with a two- step ladder.

Can you do laundry, ironing, or even run some errands?

Yes, we certainly can, and include these services in the Additional Services described in our Marketing Programs. Just call our office to arrange a discussion of these programs.

What if I am not satisfied with the cleaning?

We offer a full service satisfaction guarantee. If you are not satisfied with any aspect of the cleaning, please call our office within 24 hours and we will return at no cost to complete the cleaning to your satisfaction.

What happens if we forget to leave the door open?

We do need access to complete your cleaning, and we have a Lockout Fee that applies if we arrive at your home and are not able to gain access. We encourage each of our customers to provide a key and will protect the key in our Liability Insurance Program.

How do you make sure everything we want done gets done?

We individualize the service content to meet your needs and requirements. We convert the initial discussions into a Service Report that is used by the Team each visit. We provide a copy of that service record to the customer for review initially, and is continually reviewed as part of our Quality Control Program. If a change needs to be made to that record, just call our office or discuss the requested change with your Team Captain.

Are you part of the ServiceMaster Network?

Yes, *Merry Maids* is a member of the *ServiceMaster Network*.

What if my Team Captain is not at work?

We have several options if your preferred Team Captain is not available. If you request, we can call you to discuss those options. We can assign another equally qualified Team Captain for the day, or reschedule your cleaning depending on your priorities.

Are you a member of any professional organizations?

We are a member of the **ServiceMaster Quality Service Network**, Better Business Bureau, Michigan Chamber of Commerce, Central Macomb Chamber of Commerce, Berkley Area Chamber of Commerce, and the Livonia Chamber of Commerce

Do you have a web site?

Our web address is "www.merrymaids.com"

What special offers do you have?

We have several Special Offers outlined in our Marketing Programs. If we can have your address, we will mail a copy of those specials to you.

Do you have Gift Certificates?

We certainly do offer Gift Certificates. We have a very nice document that can be presented for those Special Occasions. We offer Gift Certificates in about any amount depending on the nature and type of services you would like to give to your special recipient.

How do you handle "snow days"?

Our objective is to complete as many service opportunities as possible. Each office will make a determination concerning area drivability and will call each affected customer to discuss local conditions. If at all possible, we will be available to complete your service.

Are you able to work with pets?

We have many customers with pets. We want to know their names and any special preferences or treatments they desire, and will make that information a part of your service record.

What makes Merry Maids better than any other service?

Our Mission Statement, Core Values, and focus on Customer Service provide us a distinct advantage when compared to our competitors. We have been providing Quality Home Cleaning Services since 1987, and look forward to being your Home Cleaning Service Provider.