

Merry Maids # 372/373/458/946/947

J.R. Nichols Company, Inc

New Employee Training

Day 1 Script

Module 1 – Introduction

- Slide 1 In this introduction, you will learn the three types of rooms cleaned in a home and the movement used when cleaning.
- Slide 2 This is the imaginary house you will learn to clean. It is typical of most homes cleaned by Merry Maids. The house is divided into several rooms. You will start with the rooms easiest to clean and then move to the harder rooms.
- Slide 3 Today you will learn how to clean basic rooms. Basic rooms include the living room, family room, dining room, hallway, and stairs. These rooms are called basic rooms because the six steps used to clean these rooms are also used to clean any room.
- Slide 4 Tomorrow you will learn how to clean a bedroom. Bedrooms are also basic rooms.
- Slide 5 The next day you will learn how to clean a kitchen and laundry room. There are eight steps to cleaning a kitchen – the six basic steps and two additional steps.
- Slide 6 The last day you will learn how to clean a bathroom. Most homes will usually have more than one bathroom. There are ten steps to cleaning a bathroom but only three new steps to learn.
- Slide 7 These are the three types of rooms you will learn to clean: basic room, kitchen and laundry room, and bathroom.
- Slide 8 As you clean, there are four movements to remember. These movements insure nothing is overlooked. First is back to front. This refers to starting at the back of the house and

working toward the front. It might mean starting on the top floor or basement and then moving to the main level.

Slide 9 The second movement is top to bottom. In each room, you will clean items on the ceiling or up high first before cleaning items found down low.

Slide 10 The third movement is left to right. In each room, you will move around a room from the left to right as you clean. In a very large room with items along the wall as well as the center of the room, clean around the wall first and then move to the center of the room.

Slide 11 The fourth movement is return to start. This refers to ending your cleaning at the same place where you began in the room. This is typically where you entered the room.

Slide 12 What are the four cleaning movements?

Slide 13 (Back to front, top to bottom, left to right, and return to start. An important point to remember is you will always follow the four cleaning movements. This may sometimes mean the cleaning steps are out of order. By always staying with the four cleaning movements, you will never overlook or miss something when cleaning.)

Module 2 – Equipment & Products

Slide 1 Merry Maids uses its own equipment and products which you need to be familiar with.

Note to trainer: On the right side of the each slide in this module are small drawings showing examples of where a particular piece of equipment or product is used. The drawings don't show every situation. Trainees should not be expected to learn this information in this module. The drawings are provided only as examples. When teaching this module, make sure you have samples of the equipment and products to show.

Slide 2 You don't want to get dust or product in your eye, so eye protection is always worn when dusting/wiping or spraying an item overhead or at eye level.

Slide 3 Always use a safety ladder to reach high items. Keep your weight centered on a ladder and never lean over too far. Never stand on a chair, countertop, or anything other than a safety ladder.

Slide 4 Check the label to see if gloves are required to be worn when using certain products. Always wear gloves when cleaning a kitchen or bathroom.

Slide 5 Wear kneepads when washing a floor on hands and knees. This will protect your knees.

Slide 6 Every team should carry a first aid kit with them. It can be left in the car until needed. You never know when you or your team mate might be in an accident and need first aid supplies.

Note to trainer: Take time to open a first aid kit and explain how the various items might be used in case of an accident or injury.

Slide 7 Where would you use gloves?

Slide 8 (Answer may include when cleaning a sink, stove, shower, or floor. Could also mention when cleaning a kitchen or bathroom.)

Slide 9 Where would you use kneepads?

Slide 10 (When washing a floor on hands and knees.)

Slide 11 Where would you use a step ladder?

Slide 12 (Answer may include when cleaning a ceiling fan, hanging light fixture, or top of a refrigerator. Could also mention to reach high items.)

Slide 13 A microfiber duster is used most often to dust high items. The dust cover fits over a wool duster and has Velcro at the opening to keep it in place.

Note to trainer: Your office might use a wool duster. Explain how it looks different from the drawing.

Slide 14 You will use microfiber cloths in four colors. A green microfiber cloth is normally used only for dry dusting without the use of any product.

Note to trainer: Some offices prefer to dust with a damp green cloth. Make sure to wring the water out before using.

Slide 15 A microfiber hand mitt is used like a green microfiber cloth for dry dusting.

Slide 16 A blue microfiber cloth is used only on glass and mirrors.

Slide 17 A yellow microfiber cloth is used in places where dry dusting will not take off a spot or smudge, when cleaning a kitchen, and on all hard-surface floors throughout a house. When using a yellow microfiber cloth to clean a kitchen, remember you can rinse the cloth to release the dirt.

Slide 18 A pink microfiber cloth is used only in the bathroom. Remember to rinse and release the dirt so that you can use the cloth longer before needing a clean one. After using a pink cloth on a toilet, never use it on anything else but put it with your dirty cloths to a laundered.

Slide 19 A microfiber scrubber cloth can be used anytime you need more scrubbing power when cleaning a sink, stovetop, shower, or tub.

Slide 20 An upright vacuum can be used to vacuum wall-to-wall carpet or large rugs in open areas. It can groom a carpet depending on the weave, leaving straight lines a customer is

sure to notice.

- Slide 21 The Portapower vacuum is used on upholstered furniture, in areas too small for an upright vacuum, and on hard-surface floors. It also is used to vacuum stairs. Never use any vacuum on a wet surface.
- Slide 22 By changing the attachments, the ProTeam vacuum can be used anywhere a vacuum is needed. It can take the place of the Portapower vacuum as well as an upright vacuum.
- Slide 23 A crevice tool attachment can be used to vacuum the area where a hard-surface floor or carpet meets the wall. This is called “edging the floor.” It can also be used to vacuum up hair around a toilet or in a shower but only if the area is dry. The crevice tool can also be used on closet or sliding door tracks.
- Slide 24 A brush attachment can be used to vacuum blinds and shutters, air vents, and baseboards. It can also be used on louvered doors and the top of lamp shades and drapes.
- Slide 25 An upholstery attachment can be used to vacuum upholstered furniture, small rugs, or stairs. The upholstery attachment for the ProTeam vacuum has a removable brush. By taking off this brush, you will do a better job of vacuuming.
- Slide 26 A floor attachment can be used to vacuum any hard-surface floor. The floor could be made of wood, tile, vinyl or other material.
- Slide 27 This floor attachment has a lever that should be flipped depending on whether the floor is carpeted or a hard-surface. It is a more efficient tool for floors with lots of pet hair and other debris.
- Slide 28 The power head is used with the ProTeam vacuum to vacuum any floor. There is a switch on the pistol handle that flips allowing the ProTeam to be used on carpet or a hard-surface floor.

- Slide 29 The natural fiber floor tool is used with the ProTeam vacuum for areas too tight for the power head to fit in. It is also used on hard-surface stairs.
- Slide 30 Where would you use a pink microfiber cloth?
- Slide 31 (Answer may include when cleaning a vanity, sink, shower, or toilet. Could also mention to clean a bathroom.)
- Slide 32 Where would you use a microfiber duster?
- Slide 33 (Answer may include to remove cobwebs, dust a hanging light fixture, ceiling fan, and blinds and shutters. Could also mention to dust high items.)
- Slide 34 Where would you use an upholstery attachment?
- Slide 35 (Answer may include to vacuum upholstered furniture, small rugs, or stairs.)
- Slide 36 Where would you use a yellow microfiber cloth?
- Slide 37 (Answer may include in places where dry dusting will not take off a spot or smudge, when cleaning a kitchen, and on all hard-surface floors.)
- Slide 38 A yellow sponge is used only in the kitchen to scrub a sink or stove top. The white side is rougher for more scrubbing power.
- Slide 39 A Little Chizler is great for removing dried food, makeup, toothpaste, or other buildup on a surface. But be careful when using a Little Chizler on a wooden surface as it can gouge soft wood.

Slide 40 A pink sponge is used only in bathroom to scrub a sink, shower, or tub. The white side is rougher for more scrubbing power.

Slide 41 A scrub brush is normally used to scrub a shower or tub, but it also can be used to scrub a hard-surface floor made of tile or vinyl.

Slide 42 A grout brush can be used to clean grout, bathroom fixtures, drains, shower door tracks, or toilet seat hinges.

Slide 43 A rinsing cup can help rinse shower walls or a tub, but pour water slowly from the cup or the water may splash onto your clothing.

Slide 44 A toilet brush is used only to scrub the inside a toilet. When not in use, always place the brush in its holder. This keeps from spreading germs to other surfaces or leaving water drips that may cause stains.

Note to trainer: Many offices put Santimaster 5 in the holder to disinfect the brush between homes.

Slide 45 A bucket is used to wash a hard-surface floor. It can also carry extra products to and from a house.

Note to trainer: The bucket used in your office may have measuring lines. Show what line would indicate one gallon.

Slide 46 A Sh-mop is used to wash large areas of a hard-surface floor. A cloth cover fits over the Sh-mop head. The cloth should be rinsed whenever it gets dirty. A microfiber cover will do the best job when washing floors with a Sh-mop.

Slide 47 A microfiber mop has a microfiber cover that attaches to the mop head. The cloth should be rinsed whenever it gets dirty.

Slide 48 A tote tray is used to carry products and small equipment. When not in use, always leave a product in the tote tray. This limits the possibility that a leaking bottle will damage a surface.

Note to trainer: Various items fit inside a tote tray. Be sure to show and explain the tote tray arrangement for your office. Explain the tote tray arrangement. By following the same arrangement each time, a team member will be able to quickly see if something is missing or left in a home.

Slide 49 A tote bag is used to carry equipment. When not in use, always leave equipment in the bag. This lessens the possibility of losing items or leaving them behind.

Note to trainer: Various items fit inside a tote bag. Be sure to show and explain what items are placed in a tote bag at your office.

Slide 50 Where would you use a Little Chizler?

Slide 51 (Answer may include removing dried food on a countertop, stove, or inside a microwave oven as well as dried makeup on a vanity.)

Slide 52 Where would you use a scrub brush?

Slide 53 (Answer may include to scrub a shower or tub as well as scrub a hard-surface floor made of tile or vinyl.)

Slide 54 Where would you use a yellow sponge?

Slide 55 (Answer may include only in the kitchen to scrub a sink or stove top.)

Note to trainer: Make sure you have samples to show as you explain each product. Emphasize what safety equipment is needed when using the product. The drawings on the right provide examples of where the product might be used but don't show every situation. Trainees should not be expected to learn this information in this module.

Slide 56 Multi-Surface cleaner is a light green (with fragrance) or light blue liquid (fragrance-free). It is an all-purpose cleaner used for wiping surfaces in basic rooms, kitchens, and bathrooms. (Some offices also use it to clean glass.) You need eye protection when spraying this product at eye level or above. You also need to wear gloves when using this product in a kitchen or bathroom.

Slide 57 Glass cleaner is a dark blue liquid used only on glass and mirrors. Never spray Glass cleaner on a blue microfiber cloth. Instead, spray the surface to be cleaned and then wipe with the cloth to avoid streaks. You need eye protection when spraying this product at eye level or above. You also need to wear gloves when using this product in a kitchen or bathroom.

Slide 58 Floor and Marble cleaner is an orange liquid. It can be used on any hard-surface floor. It can also be used on any surface made of natural stone, such as marble, slate, or granite, found in a shower or countertop.

Slide 59 Grease cleaner is a purple liquid. It is used only where heavy grease buildup is present in the kitchen. Don't leave Grease cleaner too long on any painted surface before wiping it off or damage may occur. Avoid spraying Grease cleaner on any porous surface such as wood or natural stone.

Slide 60 Scrub 'N Shine is a crème color. It is normally used on special or first-time cleanings to remove heavy buildup in a sink, shower, or tub. Apply a small amount to a sponge with warm water. Rinse thoroughly or it leaves a film.

Slide 61 Soap Scum is a pink liquid. It helps loosen soap scum and mineral deposits in a shower or tub. It is normally used on first-time cleanings or whenever heavy soap scum buildup is present. Spray Soap Scum and allow it to sit three to five minutes before starting to clean. Never spray it on marble, granite, slate, or other natural stone surfaces.

- Slide 62 Toilet cleaner is a dark green liquid. It is used only inside a toilet. Be sure to squirt it under the rim and allow it to sit for three to five minutes before starting to clean.
- Slide 63 Room Deodorizer is an off-white liquid with a cinnamon smell. It should be sprayed into the air to leave a lingering scent. Be careful not to saturate a carpet or spray on glass where it might leave spots.
- Slide 64 Lemon Oil is a yellow liquid. On special request, it is used to bring out the beauty of natural wood surfaces. It also is used to prevent soap scum buildup on frosted shower glass.
- Slide 65 Where would you use Grease cleaner?
- Slide 66 (Answer may include where heavy grease buildup is present in the kitchen. Could also mention to clean grease off a stove top or inside a microwave oven.)
- Slide 67 Where would you use Scrub 'N Shine?
- Slide 68 (Answer may include in a sink, shower, or tub to remove heavy buildup. Could also mention it is normally used on special or first-time cleanings.)
- Slide 69 Where would you use Soap Scum?
- Slide 70 (Answer may include in a shower or tub to loosen soap scum and mineral deposits. Allow it to sit three to five minutes before starting to clean a surface. Could also mention it is never sprayed on marble, granite, slate, or other acid-sensitive surfaces.)

Customer Service 101 Module (Slides 1-14)

- Slide 1 What does “customer service” mean to you?

(Answer may include serving the customer in the same way you want to be served. Could also mention doing your best, caring for the customer, making the customer feel special, giving the customer more than they expect, etc.)

Slide 2 There are five possible contact points when a customer is at home: when entering a home, meeting the customer, exiting a home, handling a special request, or dealing with a customer concern.

Entering a Home

Slide 3 The first customer contact point occurs when entering a home.

Slide 4 First, check the service report to see how to enter the house. You will usually have a key issued by the office that morning. What entrance will you use: front, side, or back door? This information will be clearly stated.

Slide 5 Even if you have a key, never enter a home without first knocking and ringing the doorbell. This alerts any person inside that someone is at the door.

Slide 6 If someone does not respond to the doorbell or your knock, then use the key to unlock the door.

Slide 7 Even if you have knocked and rung the doorbell, always announce your arrival. Let the customer know that Merry Maids is coming in.

Meeting a Customer

Slide 8 The second customer contact point occurs when meeting a customer.

- Slide 9 Always look the customer in the eyes and smile. This communicates to the customer that you are glad to see them.
- Slide 10 Next greet the customer with a simple “Hello” and call the customer by name. Most people like to hear their name spoken. This also says you care about the customer as a person.
- Slide 11 Introduce yourself by sharing your name. If your partner is with you, introduce her. A team captain usually will speak to a customer if more than one team member is present. But any team member can greet a customer and introduce herself when first seeing the customer.
- Slides 12-14 After greeting the customer, ask an entry question. This question gives the customer an opportunity to share how you can serve them better and what things you should pay special attention to.

Note to trainer: Three examples are provided of an entry question. Decide which question your office will use and discuss it, or come up with another question for your teams. Make sure everyone learns that question and uses it with customers.