

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Fall 2007

Fall is the time to take action for a clean home through the holidays

“Summertime ... and the living is easy” according to the popular song from the Broadway show “Porgy and Bess.” It is the season to relax and rejuvenate. However, sometimes summer fun can give your home a beating between the sand, dirt, grass clippings, mildew, bugs and airborne seeds that have infiltrated your home throughout the warm months.

If summertime is the time to relax outdoors, fall is the time to take action indoors. By eliminating summer dust and dirt, your home can start clean and stay clean through the holidays. With The Maids Home Service*s, you can continue to relax through the dog days of summer and stretch your vacation a bit longer.

Every clean performed by The Maids is a thorough clean, eliminating up to 99 percent of all dust, allergens, bacteria, pet dander, pollen and other pollutants trapped in your carpets. With our 22-Step Healthy Touch® Deep Cleaning System, you can be confident The Maids cleans everything from the exterior of appliances to hand washing hard floors in the kitchen, bathrooms and entryways to dusting sills, ledges and wall hangings.

The Healthy Touch® system removes more dirt and contaminants from customers’ homes by eliminating cleaning tools such as dust wands and dust mops that are known for spreading dirt from one place to another. For allergy and asthma sufferers this process can go a long way to ease symptoms.

During your first clean, The Maids damp wipe door and window ledges, baseboards, registers and vents, edge all carpets and vacuum all seating areas and under cushions of upholstered furniture. On regular visits, this top-notch clean is maintained by the team members who dust and vacuum as they continue to eliminate dust and allergens from settling on these surfaces.

Worried about cleaning products that are strong bases, highly acidic or contain bleach? With The Maids Home Services, one of the main focuses is on environmentally friendly cleaning solutions. By using these types of cleaning products, our cleaning teams not only maintain their own health, but also the health of the families for which they clean. Using environmentally preferable products clean just as well as harsher solutions but without the negative effects. This is just another way The Maids lives up to the slogan, “*Nobody* Outcleans The Maids®.”

Our Quality is a Priority

At The Maids Home Services, we are committed to enthusiastically providing you with superior quality service. We want to make certain every aspect of every clean, as well as our customer service, constantly and consistently exceeds your expectations.

This superior service starts with our cleaning team and the quality assurance provided by our team leaders. Not only do our team leaders professionally clean, they also keep employees on task. In addition, they double-check all work for quality assurance before the team has finished.

Using a 61 item checklist, the team leader inspects and ensures a quality clean right down to the details, making sure wall hangings and light fixtures are dust free to checking that chrome is polished. They also confirm throw rugs and curtains are straightened, the doors are locked and shades and blinds are in their original positions. These steps ensure your home is just the way you left it, but cleaner!

This attention to detail and commitment to customer service is why The Maids can back all of its work with a 100 percent satisfaction guarantee. Remember, if you're unhappy with any area we've cleaned, just call within 24 hours and we'll come back and reclean it free of charge.

Our guarantee is part of our commitment to our customers. We want our customers to be satisfied with the work we perform, and we welcome feedback and comments to help us increase customer satisfaction. Remember, if you have friends or family that could benefit from a service like ours, please recommend The Maids.


The Maids
Home Services

Nobody Outcleans The Maids!

Kids left their marks on your home this summer? To get a thorough clean, call in a bonded and insured team from

Keep Housepests Out in the Cold

They aren't exactly curling up in front of the fire, but while you're busy locking down your home for the winter, creepy-crawly "housepests" could be moving in.

The Maids® Home Services offers the following cleaning tips to help put up the "No Vacancy" sign for unwanted pests looking for room at your inn:

- To eliminate possible nesting sites for termites, mice and other rodents, elevate hay, woodpiles and garbage cans outside your home.
- Don't store woolen items, like sweaters and blankets, on open shelves. Store them in sealed plastic/rubber containers or in cedar chests.
- Don't keep boxes under your bed or paper bags under sinks. Cockroaches like to feed on the paper, and the boxes offer hiding spaces for all kinds of insects.
- Remove plants, shrubbery, and wood chips from direct contact with the foundation of your home. Moist vegetation offers hydration and wood chips offer a food source for home parasites - like termites.

Helpful Reminders...

- **Cancellations:** Please call our office at least 48 hours in advance for cancellations. We reserve the right to charge a \$50 fee for any cancellation done after the 48 hour time limit.
- **Don't forget to leave the key!** If we do not have a copy of your key here at the office, don't forget to allow our team members access to your home on your scheduled cleaning day or you will be charged a \$50 lockout fee. Please call our office if you would like to give us a key to your home.
- **Payment:** If paying by personal check, please remember to leave payment on the kitchen table on the day of your cleaning. Our returned check fee is \$25. If you would rather pay using a credit card, our customer service manager can arrange it for you.

Meet our Team

We wanted to take this opportunity to introduce the members of our team. Everyone on our staff has been professionally trained to meet your needs. Should you have any questions or comments, please feel free to contact our office staff. Thank you and we appreciate your business!

General Manager

Robert McCrary

Quality Assurance

Leyser Perez

Melissa Elvira

Sales Manager

Amy White

Supervisors

Ana Alvarado

Esmeralda Aguirre

Concepcion Mejia de Perez

Ingrid Floyd

Yesenia Medina

Isabel Cisneros

Tania Sejas

Reyna Sandino

Maria de la Paz Hernandez

Sonia Moya

Cristina Alvarado

Sila Maranon

Yanira Nolasco

Eleticia Flores

Consuelo Villalta

Irma Martinez

Blanca Alfaro

Roxana Blanco

Lina Montiel