

At Home

With The Maids® 

The Maids Home Services Customer Newsletter

Fall 2006

Customer Comment Cards Demonstrate The Maids Commitment to Customer Service

Our primary goal at The Maids Home Services is to ensure that you are completely satisfied with the service you receive. We want to make certain every aspect of every clean exceeds your expectations.

In an effort to work toward this mission, we may leave a customer comment card in your home and ask you evaluate your most recent visit from The Maids Home Services. If you have a moment, we would greatly appreciate your feedback. Please know that every card is read, and comments and concerns are reviewed and addressed. We value your opinion, and we want to do everything we can to retain you as a loyal, satisfied customer!

Your participation will help us monitor our performance and cleaning quality for you in the future. Feedback from the cards help show which aspects of our service are strong, as well as what areas should be improved. The results will also help us provide targeted training to team members in an effort to better serve you.

An online feedback form is also available for your convenience. To access the form, visit www.maids.com and enter your zip code in the office locator. When you reach our local homepage, choose "Tell Us How We Did" from the menu.

We are committed to serving you and to living up to our brand slogan, "**Nobody Outcleans The Maids.**" We take pride in our unique 22-Step Healthy Touch® Deep Cleaning System, our environmentally preferable cleaning products and our bonded, insured, trained and supervised cleaning teams. We are dedicated to your complete satisfaction each and every clean and back this with our 100% satisfaction guarantee.

Should you have any questions or specific concerns, please feel free to give us a call. If you call after working hours, please leave a message on our 24-hour voicemail system, and we will contact you as soon as possible. We stand behind our services and want you to have the best housecleaning experience possible.

Recommend The Maids Home Services

We know there are numerous residential cleaning services available, and we would like to thank you for choosing The Maids Home Services. As a satisfied customer, you have the ability to tell the people closest to you about your experiences with The Maids, and your words are much more powerful than any line of advertising copy. We work very hard to please you, and a friendly referral from you would be greatly appreciated.

The Maids can provide your friends and family with cleaner, healthier homes through our exclusive 22-Step Healthy Touch® Deep Cleaning System. Our revolutionary system removes more contaminants from the home than any other maid service. We use environmentally preferred cleaning solutions and our patented Back Pack Vacs with HEPA filtration, which can capture up to 99 percent of all dust and allergens.

All employees' references are checked, and team members are thoroughly screened prior to employment. We take care of Social Security, federal, state and local taxes, and all the paperwork that comes with it. In addition, The Maids Home Services backs every clean with a 100 percent satisfaction guarantee.

As a way to show our appreciation for your referral, we would like to introduce you to the benefits of our customer referral program. Call today and ask how our referral plan can help simplify your life!

**The Maids**
Home Services

Call us today to schedule

703-691-7999

Nobody Outcleans The Maids.®

Fight Mold Growth

Mold is a primary aggravator of seasonal allergies. The fungus grows in moist conditions, especially in kitchens, bathrooms and basements. Inhaling or touching mold or mold spores can cause anything from mild allergic reactions to life-threatening asthma attacks.

However, if you can control the moisture within your home, you can control mold growth. The Maids Home Services recommends the following tips for fighting mold:

- ✓ Clean regularly. Keeping your home clean and dry year-round will help thwart the growth of mold within your home.
- ✓ Check the inside of windowsills for mold growth and wash with mild soap and water. Reglaze windows for a better seal and make sure any drainage openings in the tracks are not clogged.
- ✓ Empty humidifiers daily and clean every three days with a solution of vinegar and water. Vaporizers should be emptied and cleaned daily with the vinegar and water solution.
- ✓ Clean tough areas in the bath and shower with a non-ammonia-based detergent and thoroughly dry. Make sure there is proper ventilation inside your bathrooms to discourage the growth of mold and mildew.

Helpful Reminders...

- **Cancellations:** Please call our office at least 48 hours in advance for cancellations. We reserve the right to charge a \$35 fee for not doing so!
- **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. If we get "locked out" of your home on your scheduled cleaning day, you will be charged a \$35 lockout fee. Please call our customer service manager 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

Sales Manager:
Amy White

**Quality Assurance
Manager:**
Leyser Perez

QA Assistant Manager:
Melissa Elvira

Supervisors:

Ana Alvarado
Esmeralda Aguirre
Concepcion Mejia de Perez
Ingrid Floyd
Maria Martinez
Ada Nunez
Isabel Cisneros
Mariana Rojas
Magdalena Gomez
Reyna Sandino
Maria de la Paz Hernandez
Sonia Moya
Cristina Alvarado
Sila Maranon
Yanira Nolasco
Consuelo Villalta
Irma Martinez
Blanca Alfaro
Lina Montiel