

GOLDEN RULES OF CLEANING

1. Always work safely

Your safety, the safety of your cleaning partners and the safety of your customers are critically important. Every section of your training contains safety instructions. Safety is not just how you work safely; it's about not doing certain things because they have a risk of injury or damage. You don't have to take risks to clean at a high quality and professional pace.

2. Always work Top to Bottom and Left to Right

This is the oldest and most common instruction in cleaning. It applies to everything.

Dirt, dust, and even cleaning solutions will fall as you clean. Cleaning top to bottom ensures that you don't have to clean the same place twice, and it will prevent complaints.

This rule applies to everything. You clean a room top to bottom, starting with high dusting and finishing with the floors. You dust a lamp sitting on a counter from the top of the lamp down to the bottom. This rule applies to everything you clean; Blinds, Showers, Mirrors, everything.

After you clean top to bottom, move to the right, and clean the next section of the room, top to bottom. This is important to prevent skipping or missing an area and not cleaning the same place twice. Left-handed cleaners may find it better to move to the left because they are leading with their dominant left hand. It doesn't make a difference, as long as you stay on track, in the same direction, so you don't miss anything as you travel around the room.

3. Clean with attention to details

You will learn in your certification classes that little things are big things. Customers notice the details. They expect you to clean better than they clean. That means the details.

4. Concentrate when cleaning

Cleaning a home requires you to pay attention to your work. This is detailed work. You must concentrate on everything you do. Being a good cleaner requires endurance and concentration. When you gain experience, this job gets easier but never lose your concentration.

5. Check your work

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6. Move with speed and purpose. You cannot be a slow cleaner.

This is typically the biggest challenge for new professional cleaners. Within 30 days or less, your speed should be at acceptable levels. If you are not making good time, then you have to work faster. Watch the videos on the Maid Training Academy website to see acceptable speeds. They don't look like they are going fast, but they are fast because they are transitioning from one task to the next without interruption. They don't look rushed, and customers do not want people cleaning their home recklessly.

After 30 days or less, it gets easier because you have formed habits and it's less stressful because your confidence is high. Some new cleaners get appropriate speed in 2 weeks.

Here are the time goals you need to reach for the primary tasks of a professional cleaner for a **RECURRING CUSTOMER**. Initial Cleanings, Spring Cleanings, or Move-In/Out Cleanings are longer times. You will learn those times tables in your certification classes.

3,500 sq. ft. home. Recurring Service (Weekly, Bi-weekly, or Monthly)

	Minimum Time	Average Time	Maximum Time
Kitchen	25	35	45
Master Bathroom	25	35	45
Spare Bath (Used)	20	25	30
Spare Bath (not used)	10	12	15
Master Bedroom	10	13	15
Family Room	10	15	20
Dining Room	7	12	15
Kids Bedroom	5	7	10
Bedroom unused	4	5	7
Collecting Trash (all)	7	10	13
Toilet	4	5	6
Bed (Stripping & Making)	4	5	6

7. Don't sacrifice high-quality cleaning for speed.

A fast cleaner with sloppy work will not be employed very long or keep a customer.

8. Dust, clean, and touch everything in the home, you can reach

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