



Standard Operating Procedures (S.O.P.)

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GLOSSARY	3
INTRODUCTION	4
1. MISSION, VALUES, FOUNDATION OF KING KLEEN	4
<i>OUR MISSION</i>	4
2. TARGET MARKET – 3 KEY VISION FOCUS POINTS (OUR PASSION, WORLD CLASS, PROFITABLE GROWTH)	5
3. 1 PAGE MARKETING PLAN – CP & CUSTOMERS	5
4. ORGANIZATIONAL CHART	7
5. COMPANY ROLES & RESPONSIBILITIES	7
a. Role of CEO + Name	7
b. Role of Office Manager + Name	8
c. Role of Sales Manager	9
d. Role of Controller + Name	10
e. Role of PCSR's + Name(s)	11
f. Role of CP Supervisors	13
g. Role of CPs	13
CUSTOMER RELATIONS	14
1. CUSTOMER FOLLOW UP PROCESS	14
a. Cleaning Partner – Customer Management	14
2. MASTER KEY LIST	15
a. New Customers – Customer Key Management	15
b. Master Key Lock Boxes	16
c. Using The Master Key Lists	16
CP HAND BOOK BREAKDOWN	16

Glossary

1. Cleaning Partner (CP)
King Kleen's front line cleaning team
(Synonyms: Employee, Sub Contractor, Cleaner, Janitor)
2. Kleen Start Training
King Kleen's training and certification video course
3. Partner Login
Accessible through www.Kingkleen.com.
This is an online portal with resources for Cleaning Partners such as certification course, training videos, certification badge, and access to King Kleen merch
4. KK Back Shop
Located at 1044 Gardiner road around back
5. Purchase Order - PO
A commercial document and first official offer for work from one company to another.
This document states types, quantities and agreed pricing for products or services.
6. Change Order
A document that shows an alteration to the scope of a project or a job.
A change order may extend the duration or initial price of agreed agreement
7. Estimates
King Kleen uses the term "Estimates" when referring to quotes and pricing being sent to Customers (Matches HouseCall Pro system)
8. Agreement
King Kleen uses the word Agreement to describe any and all contract type of business interactions and written documents
(Synonyms : Contract,)
9. Customers
King Kleen uses the word "Customers"
King Kleen does not use the words "Accounts" or "Contracts"
(Synonyms: Client, Contract, Account)
10. Customer Location
Refers to the actual Customer location
King Kleen does not use the words "Accounts" or "Contracts"
11. Pay Per Customer - PPC
The Customer location has agreed to an allotted time frame.
Cleaning Partners get paid per time of Customer location (not always based on actual time spent, potentially less or more)

12. HouseCall Pro (HCP)
King Kleen's main internal software

13. 5 Star & Invoice Trigger
A system used within HCP to send invoices and 5-star review requests

Introduction

1. Mission, Values, Foundation of King Kleen

OUR MISSION

To thoroughly train, equip and support our partners to deliver a consistent standard of cleaning excellence and bring life to people as we shine!

OUR VALUES

Honesty – Excellence – Generosity

FOUNDATION:

Back in 2009, I was working with a large company called CINTAS, which has many locations and is worth about \$58 billion today. I believe that God wanted me to wholeheartedly work and serve at this company and I was thankful to serve our team and Customers there. One day when I was driving my Cintas truck, I heard what I was convinced was God's loving voice speaking to me and told me, "Son, you have been faithful with another man's company and I'm going to give you one of your own now". That was an amazing life shifting conversation with God that day, and I was honored that He has trusted me with so much. For a while as I was working with Cintas, Customers were asking me if I knew of a good cleaning company. Cleaning is something I knew that I was good at and believed I could make a difference in the cleaning industry to help raise the standard of cleanliness and build a team that would help Customers experience consistent excellence. King Kleen was birthed in January of 2010, and with an amazing team, today we are seeing the dream being fulfilled!

- Jon Beckwith – Founder & CEO

FOUNDATIONAL SCRIPTURE

"Let your light so SHINE before men, that they may see your good works and glorify your Father in heaven."

Matthew 5:16 – ALWAYS SHINING! –

2. Target Market – 3 Key Vision Focus Points (Our Passion, World Class, Profitable Growth)



3. 1 Page Marketing Plan – CP’s & Customers

CLEANING PARTNERS- NORTH AMERICA PLAN

1 Page Marketing Plan (updated 1.9.24)

NOTE: CBIAB = Cleaning Business in a Box. The LOCAL plan may be slightly different from the North America plan but the same overall plan.

<p style="text-align: center;">My Target Market</p> <p>Recruit Individuals with these qualities!</p> <ul style="list-style-type: none"> • Skilled cleaning professionals looking for a business opportunity • Very small business owners looking to grow • Disciplined Individuals • Excellent Cleaning ability, Detail Oriented • Clean Police Record 	<p style="text-align: center;">My Message to My Target Market</p> <ul style="list-style-type: none"> • Partner with a world class, trusted cleaning & disinfection service team & brand! • Receive VIDEO training, certification & support in cleaning and disinfection • NO SALES!... CP's just bring in sales leads (receive VIDEO training on getting sales leads!) • Utilize OUR proven cleaning management systems **use our HCP APP where OUR admin team serves YOU and does all scheduling, invoicing customers and process your pay for you! (Receive pay Monthly) • Higher pay! (a larger trusted company can charge more, and CP's receive higher pay as a result!) • Ongoing training and support through (MONTHLY CP MOMENTUM ZOOM CALLS & CALL IN SUPPORT TO PCSR s) • TOGETHER WE Help people, by providing clean, healthy and refreshing public spaces! 	<p style="text-align: center;">The Media I Will Use to Reach My Target Market</p> <ul style="list-style-type: none"> • LOCAL road signs • Post CP opportunity on KK website then promote on social media • Indeed • Twitter • Instagram • Facebook • LinkedIn • Online search our target market (kijiji, facebook marketplace, craigslist) find their ADD!
<p style="text-align: center;">My Lead Capture System</p> <ul style="list-style-type: none"> • Candidate fills out application on our website then track leads and process through google spreadsheets (google drive) • Track lead and process through Email file and google spreadsheets 	<p style="text-align: center;">My Lead Nurturing System</p> <ul style="list-style-type: none"> • LOCAL- follow CP onboarding process • NON LOCAL- Show Them CBIAB promo video... this discusses our "message to our target market" • KK rep call, follow "LEAD NURTURING CALL SCRIPT" gain understanding of their problem needing to be solved • Open two way conversation to confirm if they will be the right fit • On KK website together, review CBIAB/starter kit package (& ADD ON's) show them the benefits 	<p style="text-align: center;">My Sales Conversion Strategy</p> <ul style="list-style-type: none"> • LOCAL- follow CP interview & onboarding process • NON LOCAL- Create desire for them to pass all screening requirements • Focus on program benefits, point to what will fix their problem! • KK receive investment payment from CP • If approved, start "Partners onboarding process" step #8 • Sign KK Partner Agreement and follow Partners onboarding process • Send CP "CBIAB package" • Assign new business customer to CP
<p style="text-align: center;">How I Deliver A World Class Experience</p> <ul style="list-style-type: none"> • Simple systematic onboarding process • Friendly introduction to KK (first point of contact) • Ensure new CP is thoroughly trained, equipped, certified & supported • Ensure a user friendly online experience & store to purchase KK gear and supplies • Ongoing updates tips and tricks through monthly momentum online meeting & KK monthly newsletter • Simple CP accountability (5 star Review system) & pay process • CP of the month (Announce recognition) 	<p style="text-align: center;">How I Increase Customer Lifetime Values</p> <ul style="list-style-type: none"> • Keep clear expectations both ways • KK head office focus on strong fast support with our CP's • Maintain positive relationship and be proactive in looking for ongoing improvements (WIN's) for our CP'S • Listen to CP feedback to make improvement's (WIN's) • PCSR's have monthly quality connection with their direct CP's 	<p style="text-align: center;">How I Orchestrate and Stimulate Referrals</p> <ul style="list-style-type: none"> • Master receiving 5 star reviews from CP about working with our KK • NON LOCAL- When CP's refer a APPROVED NEW CP, the referrer receives a 3% BONUS of NEW CP's monthly invoice total (before taxes) as long as the NEW CP continues to work with KK. (To be paid out by the 15th of each following month)"BUILD YOUR TEAM without HAVING employees!"

IMPORTANT NOTES:

**** FOCUS ON HELPING PEOPLE GET A SOLUTION TO THEIR PROBLEM ... REALLY FIND OUT WHAT THEIR PAIN POINTS ARE & GIVE THEM THE SOLUTION****

***** NON LOCAL*** CP'S MUST BE A BUSINESS OWNER "NO EMPLOYEES ON OUR PAYROLL" WITH THEIR OWN INSURANCE (KK WILL AGREE TO NEW CP GETTING THEIR OWN INSURANCE WITHIN 1 WEEK OF THEM RECEIVING THEIR FIRST CUSTOMER...KK insurance will cover them for the first week to avoid that initial cost to CP before solidifying a customer with KK)**

***** ALL INDIVIDUALS WORKING WITH US MUST PASS KLEEN START CERTIFICATION, and be ONBOARDED FULLY (FOLLOW CP ONBOARDING SOP)**



CUSTOMERS- NORTH AMERICA PLAN

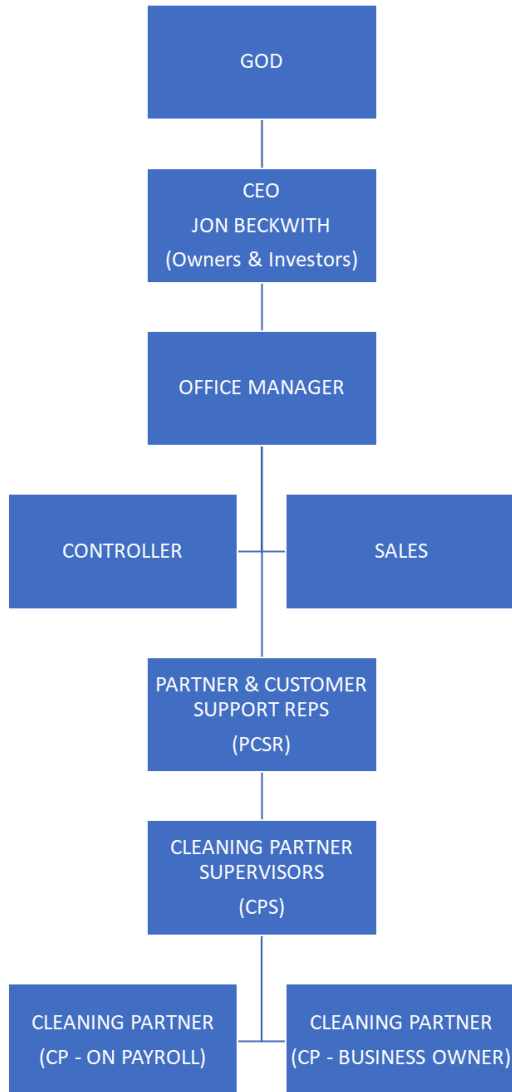
1 Page Marketing Plan (updated 1.9.24)

<p style="text-align: center;">My Target Market</p> <p>Small to medium size Commercial/ Public Spaces nationwide</p> <ul style="list-style-type: none"> • Offices • Commercial buildings • Daycares • Schools • Sports Facilities • Retail stores • Health care facilities • Construction companies (Post construction cleaning) 	<p style="text-align: center;">My Message to My Target Market</p> <p>Customers PAY only for excellence!</p> <ul style="list-style-type: none"> • CHECK OUT OUR REVIEWS! • Higher level of Consistent, excellence! • Honest pay policy: "Only PAY, what you SAY, is fair"! 	<p style="text-align: center;">The Media I Will Use to Reach My Target Market</p> <ul style="list-style-type: none"> • Twitter • Instagram • Facebook • LinkedIn • Website • SEO • Phone Outreach (quick connect call!) • Email outreach (follow up)
<p style="text-align: center;">My Lead Capture System</p> <ul style="list-style-type: none"> • Copy/Paste our target market from Online Directories and make first point of contact • Google Sheets to manage contacts and track stages of communication • Use Woodpecker • Online Quote Form • Google My Business, facebook, linkedin Postings 	<p style="text-align: center;">My Lead Nurturing System</p> <p>**Have at least 10 points of contact**</p> <ul style="list-style-type: none"> • Input into HCP at first point of interest • Send prospects lumpy mail • Phone calls • Hand written notes 	<p style="text-align: center;">My Sales Conversion Strategy</p> <p>Make it easy for customers to buy!</p> <ul style="list-style-type: none"> • Website- Simple, user friendly, clear, builds trust and confidence immediately • Easy online estimate request form that gives them estimate quickly • Easy call in estimate request, put through same online estimate system • HONEST PAY NO RISK SERVICE...Pay for what you say guarantee with ongoing customers (put forefront on website)
<p style="text-align: center;">How I Deliver A World Class Experience</p> <ul style="list-style-type: none"> • Simple online estimate & sign off process • Friendly introduction to Cleaning Partner • CP verifies estimate & service expectations at first walkthrough visit • "KK sign" to promote to their client that professional cleaning/disinfection service is taking place. • HCP cleaning/disinfection signed off each service by hitting "Finish" • Simple CP 5 star review system & payment process 	<p style="text-align: center;">How I Increase Customer Lifetime Values</p> <ul style="list-style-type: none"> • CP maintains a positive relationship and CP looks for ongoing customer cleaning/disinfecting and maintenance needs. • "KK sign" to promote to their client that professional cleaning/disinfection service is taking place. • Customer updates & changes done directly through King Kleen head office. • Semi annual automated fun "thank you for your business emails"! (By PCSR) 	<p style="text-align: center;">How I Orchestrate and Stimulate Referrals</p> <ul style="list-style-type: none"> • Master receiving 5 star reviews • Scheduled Customer 3 month then, semi-annual review • Asking 5 star customers for referrals

IMPORTANT NOTES:

** FOCUS ON HELPING PEOPLE GET A SOLUTION TO THEIR PROBLEM ... REALLY FIND OUT WHAT THEIR PAIN POINTS ARE & GIVE THEM THE SOLUTION*

4. Organizational Chart



5. Company Roles & Responsibilities

Role of GOD

What is God?

Referring to the God of the Holy Bible, King James version. God is the author, ultimate owner and director of this company. CEO is submitted wholeheartedly to God to listen and receive guidance and direction from God for each new step, change and improvement, as we move forward as an organization. He is love and He knows everything, which gives us great confidence as we pray and do our best to follow His leading. :)

Role of CEO + Name

What is a CEO?

CEO (Chief Executive Officer) is the top leadership serving position in King Kleen.

The CEO's mission is to ensure that our ultimate mission is being fulfilled everyday and that each part of our company has proper focus, systems, and is running smoothly and improving daily.

Our CEO serves ALL other team members and positions in King Kleen. This is performed through leading by example in reflecting King Kleen's Mission, vision, and values in an honourable, excellent, and consistent manner. Having a listening ear to all our valued team members and customers (generally info is communicated to office Manager then office Manager relays to CEO) so that we can make positive changes and ensure that we are consistently fulfilling our 3-way WIN passion... WIN for our PARTNERS, WIN for our CUSTOMERS, WIN for our COMPANY! *Final decisions* on company direction, business structure, policy/ procedures, standard operating procedures (SOP's) and company positions are made by the CEO.

The CEO interacts primarily with the Office Manager reviewing business goals, giving support on above listed items and connects regularly with the core leadership team and Cleaning Partners in a group setting to keep a strong relational connection, encourage, train, equip, support and to focus on our King Kleen mission! CEO also works very closely with King Kleen's Controller to keep a focus on the budget, projections and financial goals as CEO is ultimately liable for the company's overall success and profitability.

The CEO performs tasks such as:

- Passionately keeping MISSION, VISION & VALUES in front of our team (casting VISION)
- Leading monthly Leadership team mission meeting.
- Leading monthly Cleaning Partner Momentum meeting.
- Acknowledge outstanding 5 STAR performance with leadership team and CP's.
- Creating team Mission content (creating content & delivering content) .
- Creating team Training content (Kleen Start training & Certification Course & updates).
- Working with web & social media developers.
- Creating team encouragement videos.
- Creating Cleaning tip videos.
- Assist in creating King Kleen monthly newsletter.
- Help lead company meetings and events.
- Fill out a Health & Safety daily log.
- Involved in the final decision before hiring any NEW team members.
- Supports all team members in helping them fulfill their personal goals.
- Financial company oversight.
- Legal matters (work with Lawyers).
- Accountant matters (high level decisions and company financials).
- Develops and supports final decisions on updates for systems, policies & procedures.
- Selected connection with some large King Kleen customers.
- King Kleen overall oversight & growth strategies (city, nation plan).

CEO support's King Kleen's MISSION, VISION, VALUES, key focus areas, standard of professionalism, excellence, commitment, and dedication to ALL Partners & Customers as we desire to bring life to people

as we shine!

Role of Office Manager + Name

What is an Office Manager?

Office Manager is a high level leader in King Kleen who ensures that our mission is being upheld, and that our partners and customers are being supported with consistent excellence from an office and operational level.

Office managers are responsible for a variety of tasks. This includes allocating physical resources such as office supplies, as well as internal tasks such as scheduling. Office managers supervise other team members such as administrative staff, Cleaning Partners, and Cleaning Partner Supervisors.

The Office Manager interacts with Cleaning Partners, Customers, business owners, and other office staff daily, is responsible for maintaining the relationship with King Kleen's customers and performs tasks such as:

- Manage HCP software and all scheduling (CPs and CP Supervisors)
- Manage Support email, Admin email
- Oversee Sales email
- Book CP Supervisors for training, meetings, etc.
- Help organize company meetings and events
- Deal with complaints, correspondence, and questions/requests
- Help prepare presentations, reports, and letters
- Monitor and supervise PCSR's administrative work
- Coordinating with suppliers, Customers, and other team members
- Hiring and Onboarding new team members
- Implement and maintain office administrative procedures and systems
- Delegate tasks to PCSRs as needed
- Bank Deposits
- Reconciliations
- Complete all payroll
- Organize invoices, bill payments
- Pay all subcontractor fees and invoices
- Organize and create structures for Post Construction development/projects
- Pay taxes (GST, Payroll, Liability, etc.)
- Assist CEO in updating & creating new systems, policies & procedures to enhance the business and support growth
- Complete all WSIB reporting and payments
- Conduct on-boarding for new hires
- Ensure health and safety guidelines are updated & enforced
- Attend meetings/conferences
- Assist the HR function of the organization by keeping team member/employee records up to date, conducting interviews, etc.
- Monitor bookkeeping and expenses
- Accounts Payable/Accounts Receivable
- Assist with accounting tasks

Office Managers support King Kleen's Mission, Vision, Values, key focus areas, professionalism, excellence, commitment, and dedication to the Customer in all aspects. The Office Manager will complete all delegated tasks and work on special projects with other staff members as needed. Office Managers work directly under and are accountable to the CEO.

Role of Sales

What are Sales Representatives?

Sales Representatives mission is to quickly respond to new potential customer requests, setting them up with support to meet their needs and actively finding new customers that desire our cleaning services.

Sales Representatives are responsible for helping maintain the overall sales operations and building relationships with Customers. Sales Reps play a large role in making connections and ensuring King Kleen's profitable growth while supporting our Partners with work.

As a Sales Rep, you will be responsible to manage all incoming calls, emails and requests for estimates and services. You will be responsible to use software properly to generate estimates, follow up with estimates and Customers, respond to inquiries from potential new Customers, help mediate complaints/concerns or potentially unsatisfied Customers, re-negotiate agreements, complete initial walk throughs, and meet new Customer contacts, and build relationships with other Business owners/Supervisors.

Role of the Sales Representatives

- Bring in new Customers and sales
- Helping to provide general support services to Office Manager, CEO, Regional PCSR's, and other office staff
- Use personal phone & computer to manage Partner & Customer Requests
- Respond appropriately to all emails
- Follow all tasks on team calendars
- Gather all relevant information to create new Customer Profiles accurately
- Assist with keeping files up to date
- Coordinate with several departments about meetings, updates, jobs, etc.
- Maintaining and organization of all documents and files
- Continue to stay up to date on new training for procedures
- Finalizing estimates
- Follow up with Customer estimates and requests
- Build relationships with all current and new Customers
- Analyze data and complete reports and sales tracking
- Prepare reports by collecting data using Excel, Microsoft Word, etc.
- Assist on site for specific projects to maintain order, organization and communication with Customers and Partners
- Cross train where applicable
- Assisting Regional PCSR's where appropriate
- Assist Cleaning Partner Supervisors when generating new business and service programs
- Flexibility to work shorter/longer shifts based on work demand
- Ensure Health & Safety policies are being followed to the best of your knowledge.

- Assist with scheduling where necessary
- Call and follow up with new Customers to ensure quality services
- Organize and update HouseCall Pro job descriptions if needed

Role of Controller + Name

What is a Controller?

Our Controller's mission is to ensure that all of our accounting is in healthy order, and to be the driving force behind the financial stability and growth of our company.

The Controller primarily interacts with the CEO, business owners, business coach and Office Manager and is responsible for the financial health of King Kleen Corporation and performs tasks such as:

- Support our CEO making King Kleen's strategic financial decisions
- Creating budgets with the CEO
- Preparing and sending Reports to owners and business coach
- Look for opportunities to maximize King Kleen's Profitability
- Dissect the numbers
- Support and assist our Office Manager ensuring the success of King Kleen's daily accounting operations,
- Assist Sales and other Administration where needed

The Controller will complete all delegated tasks and work on special projects with other staff members as needed. The Controller works directly under and is accountable to the Office Manager and CEO.

Role of the Controller

The key goal of the Controller is to ensure the financial health of King Kleen Corporation so that we can fulfil our mission!.

Controller's Primary Responsibilities:

- Support our CEO, by following SOPs helping create and update SOP's and helping guide King Kleen's strategic financial decisions. This includes creating budgets with the CEO, creating, preparing and sending Reports to the CEO and our Business Coach. Look for opportunities to maximize King Kleen's Profitability and present recommendations
- Dissect the numbers and look for where we may be missing targets and Communicate with King Kleen Leaders where appropriate to ensure goals and targets are being met
- Support and assist our Office Manager, by following SOPs and ensuring the success of King Kleen's daily accounting operations, including the accounting, payroll, accounts payable and accounts receivable departments
- As a growing company controller may also be asked to create or assist in the building of something NEW to support the improvements or changes needed for team advancement
- Learn and work with our internal systems including QBO & HouseCall Pro
- Review customer invoicing where requested to ensure customer invoicing is accurate and current
- Assist Sales and other Administration where needed

Role of PCSR's + Name(s)

What is a PCSR - (Partner & Customer Support Rep)?

PCSR's mission is to ensure that requests from the Office Manager are being fulfilled and that systems are being utilized to support all of PCSR's assigned partners and customers at a high level.

The Partner & Customer Support Rep (PCSR) interacts with Cleaning Partners, Customers, business owners, and other office staff daily, is responsible for maintaining the relationship with King Kleen's customers and performs tasks such as:

- phone calls and voicemails
- manage work emails
- receiving and processing purchase orders
- updating Customer & Cleaning Partner files
- bookkeeping
- collaborating with suppliers
- communicating with other businesses
- assisting with estimates and sales
- be on site support when needed (sales, inspections, etc)
- overseeing and making any necessary schedule changes

The PCSR supports King Kleen's standard of professionalism, excellence, commitment, and dedication to the Customer in all aspects. The PCSR will complete all delegated tasks and work on special projects with other staff members as needed. PCSR's work directly under and is accountable to the Office Manager and CEO.



Role of the PCSR - (Partner & Customer Support Rep)

The key goal of the Partner and Customer Support Rep is to continuously support King Kleen's Cleaning Partners & Customers in their assigned region to fulfil our mission.

PCSR - (Partner & Customer Support Rep)'s Primary Responsibilities:

- Respond to general customer inquiries and questions via phone, text, email
- Contact Customers regarding new on going cleaning programs, one off cleaning jobs, post construction jobs, etc. to initiate and finalize administration duties such as;
 - contact information
 - billing/A/P information
 - details and requests of job (expectations)
 - schedule with Customer and CP
 - confirm accurate timing and send invoices to Customers
 - follow up with Customers to ensure they are highly satisfied
- Use computer applications including Microsoft Office, QuickBooks, HCP and other database software to prepare reports, memos, and documents

- Regularly interact with customers to provide assistance and information on topics such as:
 - product availability and ordering
 - pricing on services and products
 - scheduling availability
 - comments and concerns
 - re-negotiation of services and agreements
- Receive and resolve customer issues or complaints in a friendly and professional manner
- Investigate and document all customer concerns and complaints in a timely fashion and follow-up or forward them to the appropriate team member(s)
- Make adjustments in HCP app with updates for job requirements, Customer information, special notes and high importance details
- Continue to stay up to date on new training for procedures
- Helping to coordinate calendars, appointments and office meetings
- PCSR - (Partner & Customer Support Rep's, as team members are required to maintain workflow and productivity by performing clerical tasks such as:
 - telephone reception
 - filing
 - faxing
 - processing mail
 - processing Customer's orders
 - assisting partners with their scheduling needs
 - taking inventory of office supplies
 - Bookkeeping duties including:
 - Accounts Payable
 - Accounts Receivable
 - Bank Deposits
 - Receiving payments through HCP and QuickBooks
 - Generating reports
 - Processing cheques and credit card payments
 - Special Projects including:
 - conduct research
 - plan and attend meetings
 - prepare presentations
 - prepare excel spreadsheets
 - assist and complete hiring/interview process
 - Other duties as required

Starting Your Day:

1. Clock in using HCP App (See "On-Boarding SOP for HCP instructions)
2. Check all voicemails, texts, etc. (respond to any urgent)
3. Check email and respond to any urgent emails
4. Open and check all Google Calendar task lists:
 - o Personal Calendar
 - o "On Call Schedule"
 - o "Time Off"

5. Check any assigned tasks from the Office Manager on the Personal Calendar.” (Refer to priority list)
6. Contact Office Manager for any other updates

Role of CP Supervisors

What is a CP Supervisor (Cleaning Partner Supervisor)?

CPS’s mission is to ensure that our Cleaning Partners are supported and have accountability on the front lines so that we are all confident that every customer is enjoying consistent excellent communication and cleaning services in their facility.

CP Supervisors help Customers remain 5-star happy and play a huge role at eliminating the office/on site barriers. CP Supervisors provide accountability, physical help, and support in a variety of ways to both team members on site and in the office. CP Supervisors often has their own Customer Locations to manage, and perform regular cleaning services, as well as a Supervisor caseload.

Cleaning Partner Supervisors are responsible to complete all documents in the CP Supervisor Binder, communicate with Office Manager, PCSRs, CEO where applicable, and attend leadership meetings. CP Supervisors play a large role in ensuring that Customer Locations are looking 100% and help with keeping a consistent standard of excellence.

Role of the CP Supervisor:

- Performing on site interviews with potential new hires
- Taking notes and documenting interviews/meetings in CP Supervisor Binder
- Training new Cleaning Partners on site and virtually (where applicable)
- Perform CP Klean Start Training Checklist document during on site training
- Oversee Customer Locations on their Supervisor caseload
- Communicate with Customers on their Supervisor caseload (questions, complaints, changes, etc.)
- Assist with scheduling training shifts, inspections and walk throughs
- Assist admin with performing on site Walkthroughs (new business, Customer complaints, etc.)
- Perform disciplinary actions for CPs where needed
- Communication with admin where updates are needed (Customer Profiles, HCP job descriptions, etc.)
- Assist on site with deep cleaning and restoration cleaning if necessary
- Completing CP report card and inspection checklists
- Evaluate CP performance
- Ensure Health and Safety policies are being followed to the best of your knowledge (report when necessary)
- Follow all other CP responsibilities in Partner Agreement
- Manage Customer locations on personal CP caseload
- Assist with CP transitions at Customer Locations (communication, training)
- Complete first initial walk throughs of new Customer Locations with CPs

Role of CPs

What is a CP (Cleaning Partner)?

CP's mission is to ensure that each customer is absolutely delighted to be partnered with King Kleen and is receiving great communication and consistent excellent cleaning services!

Cleaning Partners are the core cleaning team working in the field, on the front lines that help meet Customer's needs at their locations. Cleaning Partners are expected to deliver a consistent standard of excellence while on site performing a variety of cleaning tasks. Cleaning Partners may be required to perform a range of other specialty services on site including window washing, deeper cleaning, and disinfection under special circumstances.

Role of the Cleaning Partner

- Performing cleaning tasks on site such as;
 - Dusting
 - Disinfecting
 - Vacuuming
 - Sweeping
 - Mopping
 - Deep cleaning
 - Provide and replenish ALL cleaning chemicals, supplies, and equipment
- Hold King Kleen's mission and values at high importance
- Complete all work with excellence and positive attitude
- Follow all directions and responsibilities in HCP app per Customer location
- Communicate with Customers they look after (questions, complaints, changes, etc.)
- Communication with admin where updates are needed
- Ensure that HCP job description is up to date with all accurate and recent information
- Ensure Health and Safety policies are being followed to the best of their knowledge (report concerns when necessary)
- Follow all other CP responsibilities in Partner Agreement
- Assist with transitions at Customer Locations (communication, training)
- Complete first initial walk throughs of new Customer Locations with CP Supervisor when needed
- Abide by all King Kleen's policies and procedures
- Ensure that uniform shirt is worn at all times when on site at Customer location
- Attend and interact at all scheduled team meetings (zoom or in person)
- Achieve Customer satisfaction
- Create and maintain relationships with Customer contacts
- Have and keep a cell phone with data plan to be able to use HCP app
- Have and maintain a reliable vehicle to get from Customer locations
- Follow all government safety requirements
- Work as a team

-

- Work as a team

Customer Relations

1. Customer Follow Up Process
 - a. *Cleaning Partner – Customer Management*

Ensuring that a Cleaning Partner and their Customer has a great relationship is a key element in maintaining long term Customers and their satisfaction.

1. The first Monday of each month, HCP app prompts a Cleaning Partner to check in on their Customers to ensure they are happy and fully taken care of.
2. HCP will have contact information provided for each customer and there is the choice of calling or emailing.

EMAIL (template)

If emailing send the below message:

“Hi (Customer contact)

I hope you are doing well! I am reaching out to check in with you and make sure that you are 5 STAR happy with the services I am giving you.

If there are any areas of improvement you have noticed, please let me know. Any feedback is welcome.

Thank you :)”

- Once the email is sent, be quick to reply to any concerns or questions, even potentially requesting photos, or an additional walkthrough based on concerns.

PHONE (template)

If a phone call is the customers preferred form of communication, discuss the following on the phone:

“Hello! It is (CP Name) from King Kleen calling.

I wanted to check in and make sure you are 5 star happy with the cleaning services I am giving you, and ask if there is anything I can improve on?

Are there any extras you would like me to do the next time I am in?”

(Respond to any concerns in a polite manner and fix any issues ASAP next time on site or beforehand if possible)

2. Master Key List
 - a. *New Customers – Customer Key Management*

King Kleen Head Office Back Shop
(Keys, swipe cards, key fobs, etc.)

If you are given a key by a Customer -

Inform Admin that a key has been put in the lock box and which Customer it is for

1. Come into the shop and add a key tag to the key. (Key tags are located in top drawer of the plastic filing cabinet in back shop)
2. Check the Master Key list and label the key with a number based off of an EMPTY space on the list.
3. Write the number code clearly on the key tag.
4. On the other side of the key tag, write;
“If found please call 613-532-3333 😊”

*If you are ever unsure, always text or email Support. Put the key in a sealed envelope with Customer information on it and leave inside the red/pink bin for office

KEY DETAILS:

1. Take keys only when needed for a specific Customer (Check your schedule).
2. NEVER put any Customer information on the key tag (ONLY number code)
3. When the number on the key tag is fading, please use a sharpie in the plastic filing cabinet to label key tag with correct number code & on back of key tag must be written “If Found Please call 613-532-3333”
4. Please access the key box responsibly AND and always lock it when you are done.
5. You are ALWAYS allowed access to the key box for jobs. No permission is required.
6. Always contact Support, or your Cleaning Partner Supervisor if you have any questions
7. If you cannot find a key for a Customer, contact other Cleaning Partners to ensure it was returned
8. Always triple check the red/pink bin, surrounding areas, and the key lock boxes,

b. Master Key Lock Boxes

1. Go to King Kleen back shop and enter “code” for the outdoor key lock box to open the door
The “key lock boxes are located on the left hand side when walking in
2. Walk down the hallway to the right hand side
 - a. On the black shelving unit, there is a small red/pink plastic bin,
 - b. There are 3 small keys in this bin labeled:
 - i. Commercial (blue)
 - ii. Residential (yellow)
 - iii. Deep Kleen (red)
3. Choose the right key for the corresponding lock box

c. Using The Master Key Lists

1. On the black shelving unit, there are labeled laminated papers with number charts referencing what key belongs to each Customer location (Commercial, Residential, Deep Kleen)
2. Find the correct key using the code and check which lock box is it located in
.I.e. K13B, K19, etc.
 - a. The “key number code” will be labeled on the key tag also
 - b. On back of key tag, must be written “If Found Please call 613-532-3333”
2. Always lock the key lock box when finished and place master key in the red/pink bin
3. Always ensure that the master key list in put back on the black shelving unit
4. Always return the key back to the key lock box. Do not leave keys in the red/pink bin.

Company Vehicles

King Kleen's company vehicles can be used in different circumstances by approved team members who carry a valid Ontario license.

The Office Manager will approve the use of the vehicles. Vehicle maintenance and inspections will be scheduled regularly in HCP by the Office Manager. Completing the maintenance/inspections include Office Manager, PCSR's, and CP Supervisors.

- Each user of the vehicle is responsible to keep vehicles tidy, remove garbage, keep the fuel above half full, return all keys, and report any vehicle maintenance concerns to Office Manager. (See Master Key List for key instructions)
- Each company vehicle is assigned a fuel card and is to be used only for that specific vehicle. Fuel cards are to be kept in the glove compartment (with licensing and insurance documents).
- Fuel card pin number is to be with the card. Receipts are not necessary as fuel card tracking is inspected by the Office Manager.
- Company vehicles **MUST** be parked at Canadian Tire parking lot (Gardiners Road). Company vehicles are **NOT** allowed in King Kleen parking lot overnight (vehicles may be towed \$500). CP could be held responsible to help compensate for towing fees.

CP Hand Book Breakdown

The *Cleaning Partner Handbook* is a document shared from Google Drive that is to be emailed to all new Cleaning Partners during their orientation. This handbook contains a variety of resources and SOPs such as;

- 1. Contact information for the office**
 - Work Cellphone – 613-893-6637
 - Business Number – 613-532-3333
- 2. Contact information for their PCSR**
 - Kingston Local – 613-893-6637 or 613-532-3333 ext. 2
- 3. King Kleen Emergency phone number**

This number is to be used AFTER HOURS for emergencies only. On weekends and after 4:30pm on weekdays.
- 4. Office hours**

The office is available Monday – Friday between 8:30am-4:30pm
- 5. Call in procedures**

This document contains information about different situations that someone may need to call in

for. It is expected that a Cleaning Partner will attempt to cover their shift before calling the office. Email confirmation is required to cover or swap a shift.

6. Emergency procedures

Always call 911 in an emergency situation.

This document contains the procedures to follow if in an emergency situation.

7. HouseCall Pro tips

This is a list of tips for making sure that you use HCP properly. This will affect payroll directly if not used properly in this manner.

8. Servicing a New Customer

This is a document that gives tips and advice that a Cleaning Partner is expected to follow when starting to service a new Customer location.

9. Effectively Managing Your Customer Location

This is a document that gives tips and advice that a Cleaning Partner is expected to follow so that they can be successful managing their Customer location.

10. Step by Step Servicing a Customer Location (Kleen Start Training) -A Systematic Approach

A step by step breakdown of the details required to systematically and successfully clean a Customer location

11. Monthly Customer Check In

Monthly Customer Check In is a job that is scheduled on your HCP app every month as a reminder to communicate with your Customers and ensure that they are 5-star happy. It is expected that all Cleaning Partners make an effort to build a healthy relationship with their Customer.

12. Master Key List

This document shows Cleaning Partners how to access the Master Key List for situations when Customer keys need to be picked up or dropped off.

13. CP Momentum Call

It is expected that all Cleaning Partners attend Momentum calls and meetings.

14. Uniform

ALL Cleaning Partners must wear a uniform shirt while on site at a Customer location. Uniforms can be purchased from the King Kleen office.

15. Gmail

All Cleaning Partners will be provided with a King Kleen Gmail account for their work email use