# Cleaning Partner Handbook

02-08-2024

**Cleaning Partner'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!**

| My PCSR (Partner/Customer Support Representative) | Email Address | Phone Number | Emergency Number |
|---|---|---|---|
| Adrianna Romeo<br>Kelsey Haynes | support@kingkleen.com | 613-893-6637 (text or call)<br>8:30am-4:30pm | (613)532-3333 (call only) |

## CLEANING PARTNER (CP) CHEAT SHEET

**Office Hours: Monday-Friday 8:30am-4:30pm**

**King Kleen Support:**
613-532-3333 ext 1 (calls only)
613-893-6637 (call/text)
**Emergencies:**
613-532-3333 (after hours)
911

**Please refer to HouseCall Pro (HCP) for details about jobs, schedules, customer contact information, alarm codes and locations etc.**

### HouseCall Pro (HCP) Tips:

1. Click 'ON MY WAY' when you are on the way to the customer location
2. Clock in when you arrive on site (dashboard)
3. Click ***'START MY TIME'*** when you enter Customer location
4. Complete job as per description on HCP (find "line items" click the 4 arrow square to expand details)
5. Click ***'FINISH JOB***' when you've completed the job
6. Clock out (dashboard) before you leave site

For **non-emergencies**, please contact other CP's for backup in situations such as:

### Feeling sick?

- If you do not think that you are well enough to work, go into HCP and scroll to the bottom of each customer's location on that day. You should see where it says 'Back up CP's'
- Call and/or text a CP on the list to see if they would be willing to work for you.
- Call and/or text a CP Supervisor for assistance
- If no one can cover and there is no way that you can physically go in and clean, contact
- admin as soon as possible at (613)893-6637 or if after hours, the Emergency line at (613)532-3333 and they will take it from there. PLEASE USE YOUR BEST JUDGMENT CREATING A WIN, WIN ,WIN IN THE SITUATION.

### Questions about Customer location

- Refer to HCP first. If you cannot find what you're looking for, contact PCSR for information.
- IF after hours - contact other CPs for information OR your CP Supervisor

### Issues or outdated information in HCP

- Send email to your PCSR at support@kingkleen.com to be adjusted or updated.

## Emergencies on Site

### Emergency On Call Process (serious emergency or disaster)

1. Call 911 if it is a medical emergency
2. Call 613-532-3333
3. If you're able to, tell the call center if it is an **emergency** and they will reach out to Kelsey, & Jon.

***For anything non-emergent BUT NEEDING SUPPORT after hours (after 4:30pm -8:30am or on weekends) please reach out to supervisors FIRST and SECOND fellow team members if you think they may be able to help– please check HCP for contact information.***

**Emergency Type:**

### Serious Injury

- **IMMEDIATELY** CALL 911
- Explain to the 911 dispatcher the emergency/location and have them take it from there. All information is on HCP so they can be directed accordingly.
- Call the King Kleen Emergency Line **if you're able to** (613-532-3333) and someone will contact the Customer

### Cannot Access Customer Location (Key won't open the door )

- If between the times of 8:30-4:30pm Monday-Friday call 613-893-6637 and/or the Customer
- After hours, call or text a Supervisor first, ***and second fellow team members.***
- If you cannot get a hold of anyone after hours, call the Emergency line at 613-532-3333.
- Let the Emergency line know that it is NOT an emergency, but that you would like a text sent to the King Kleen leadership emergency contacts.

- ***This can be a stressful situation, but does not constitute as an emergency***

- Follow the emergency contact information found in HCP for the Customer location. Depending on the time, call or email the customer and make them aware of the situation as well as offering a solution.
- Text Customer contact (if you have permission)
- FINALLY, if you are not able to connect with anyone, just make the BEST judgement call that you can considering what the best Win, Win, Win situation would look like. Then send an email with details of the situation and what you did to try to correct it to your PCSR, AND the Customer contact before moving on.

***Example:***

*Hello (Customer contact name),*
*It is (CP name) from King Kleen.*

*I have been attempting to get in to clean your facility, however I am having an issue with the key (explain the type of key/door issue).*
*Would it be possible for me to stop by tomorrow and pick up another key and I will come to clean the building tomorrow night?*

*Please let me know and thank you so much for understanding!*

*Kind regards,*
*(CP name)*

## Alarm Problems

- If the alarm goes off and the alarm code is not working, wait for the police to arrive. DO NOT LEAVE THE LOCATION.
- If the phone starts to ring ANSWER IT… it is probably the alarm company asking if this is a false alam. Just explain to them the situation.
- It is likely that the alarm would have alerted the owner however, after the police investigate REACH OUT to the Customer and tell them about the situation. Be kind and respectful.
- A phone call is best however, an email will work if you cannot get a hold of them
- Text a Supervisor, Customer contact, AND the work phone at 613-893-6637 to make them aware of the situation.

## Step by Step Servicing a Customer Location (Kleen Start Training)
## A Systematic Approach

1. Prep for your service visit and ensure you have all proper chemicals and equipment
2. Click **"ON MY WAY"** on HCP app before heading to Customer location
3. Arrive on site at Customer location
4. Click **"CLOCK IN"** on HCP app
5. Check HCP app for all details and alarm code/instructions
6. Click **"START"** on HCP app
7. Unlock and disarm Customer location & LOCK DOOR behind you.
8. KEEP CUSTOMER KEYS ON YOU (to avoid locking yourself out accidentally)
9. Turn on all lights and open doors/areas you will be servicing (check details for exceptions of closed doors)
10. Set up tools and equipment

**Rooms/Common Areas/Bathrooms**

11. Dust, disinfect touch points & spot clean high to low (at the same time)
    ***- Bring all dirt and dust to the floor***
    ***- Touchpoints including light switches, door handles, etc.***
    ***- Check all ceilings, corners, behind doors***

***- Have disinfectant and microfibre cloths on you during this step***
***- Disinfect all toilets, sinks, countertops, mirrors etc.***
***- Restock all hygiene products if necessary (paper products, soap, etc.)***
***- Check behind all doors for dust, cobwebs, debris, buildup***

12. Collect all garbages from all rooms and areas
    ***- Check under all desks, under sinks, hidden in corners***
    ***- Pick up small debris such as staples, paperclips, larger pieces of garbage before vacuuming***

13. Sweeping/Vacuuming
    - ***Sweep out and/or vacuum all debris in corners, edges***
    ***- Vacuum all cobwebs, baseboards, carpeted areas, entrance mats, underneath mats/area rugs as needed***

14. Mop all floors in Customer location
    ***- Mop to baseboards***
    ***- Mop under desks, chairs, tables, furniture, etc.***
    ***- Inspect each room before turning off lights to ensure all other cleaning requirements are met***
    ***- Close all doors behind you after mopping when leaving room/area (if required - check details for exceptions of closed doors)***

15. Ensure janitorial closet is clean and tidy and locked properly if applicable
    ***- Return all equipment/products properly***
    ***- Hang mop over mop bucket to dry***

16. Double check cleanliness of main door/front entrance/hallways
    - ***Dusting, corners, edges, spot clean glass/windows***
    ***- Ensure all lights are off (Check details for exceptions if certain lights are to remain on)***

17. Make sure all exterior doors are locked and secured
18. Bring all equipment outside (or return to your vehicle)
19. Set alarm
20. Exit Customer location
21. Ensure exit door is locked and secured
22. Click "**FINISH**" on HCP app
23. Click "**CLOCK OUT**" on HCP app

## Winter Floor Cleaning Process

**In the winter,**

- **CLEAN THE FLOORS FIRST** when removing high levels of SALT (the purpose of this is to see the floors when they DRY to see if they are actually clean and free from the horrible salt swirl look)

1. **SWEEP EXTRA SALT AWAY FROM DOOR** on the outside (to avoid extra from being tracked in, DO NOT sweep salt away if it is still slippery at the entrance outside)
2. **SWEEP/VACUUM ALL SALT FROM FLOOR CORNERS AND EDGES** so you don't mop it around.
3. **USE A SALT REMOVING PRODUCT** (vinegar also works) and follow the directions on the bottle for cleaning floors.
4. **USE A CLEAN MOP** and start in the least soiled areas (Probably offices NOT entrances)

**MAKE SURE FLOORS LOOK CLEAN WHEN YOU LEAVE :)**

## Servicing a Brand New "Ongoing"King Kleen Customer

**Step by Step:**

1. After getting the go ahead from your PCSR, the Cleaning Partner Supervisor and the CP will make contact with the 'new Customer' and give them BOTH of their contact information. **CPS WILL LEAD THE COMMUNICATION.**
2. Organize a day that you can walk through the location all TOGETHER or offer to arrive slightly earlier to have walk through/tour

***Example:***

*"Hello!*
*My name is **(CPS Name and I'm here with CP name)** with King Kleen. We have the privilege of looking after the cleaning at your location, and we're really looking forward to it! We would love to be able to meet you so we can go over any important details that you have. We want to make sure you are completely happy with the services we will be giving you!*

*Is there a day that we can meet that works for you?*

*Our contact information will be found below* 🙂
*(or by phone give them CPS & CP contact info…. Or offer to text it to them)*

*(Contact information)*

*Thank you,*
*(CPS & CP Name)*

3. Once the walkthrough is set up contact your PCSR to confirm the details and will schedule it into your HCP app.

4. Walkthrough Meeting: Be professionally dressed in King Kleen Branded uniform shirt, and politely introduce yourself.

   "Hello, I'm (CPS & CP Name) with King Kleen! Thank you for the opportunity to work together!"

   Go for the walkthrough and take notes (To be added to HCP). Ask the customer the following questions:

a. I have “x” details (read them from HCP to the customer) in our system (HCP) that we have documented as your “high importance details” . Is there anything else that is really important to you that you would like us to add to this list?

b. Where is the alarm code box?

c. Where is the Janitorial closet?

d. Where do you keep the garbage bags or paper product replacements (If we are responsible to replenish)?

e. Where can I find the Health and Safety sheets & OHSA book for this location?

f. Is there anything else that you would like to discuss before we start your cleaning service?

g. Please always let us know if you ever want to make any update or changes to your service plan, we desire to make sure you are always 5 Star happy!

5. **The Key-** Get the key and check it in the door WHILE onsite with the Customer. ***If there is a key for that location make sure that you have it or that the King Kleen office has it before leaving the Customer location. Get a King Kleen key tag on the key before starting service. ***(See below - “Master Key List”)***

6. The Cleaning Partner Supervisor will update the PCSR by email with all notes taken.

7. PCSR will update notes in HCP

8. Cleaning Partner should be in tight communication with the new Customer immediately following the first 3 services to ensure that the service is 5 star smooth and off to a world class start.

9. Keep in regular communication with your Customer to ensure that they are receiving 5 star consistent excellent service in-line with their requested desires
***(See “description” in HCP for customer requested desires)***

## Servicing A New “Ongoing” Customer “NEW TO THE CP” (but Existing King Kleen Customer)

**Step by Step:**

1. PCSR will notify the Customer of a CHANGE OF CP’s by email, text or call & will CC Cleaning Partner Supervisor & new CP in the email

2. The Cleaning Partner Supervisor AND the new CP should reply to the email with the ’New Current Customer’ and give the Customer updated contact information

3. The Cleaning Partner should take initiative to develop a relationship with their new Customer contact

4. Customer contacts can be reached via email, phone call, text (Use the Customer’s preferred method)

***Example:***

*"Hello!*
*My name is (CP Name) with King Kleen and I have the privilege of looking after the cleaning at your location! I'm really looking forward to it. Our Cleaning Partner Supervisor (NAME) will be training me in your location, but if you have any updates you would like to request then please let us know!*
*If you would like to have a quick meet and greet, then please let me know and we can arrange a time together!*

*All of my contact information will be found below* 🙂
*(You can offer to text it to them)*

*(Contact information)*

*Thank you,*
*(CP Name)*

5. CP will be emailed documents & photos of Customer locations (IF applicable)
6. CPS performs thorough training & equipping in new CP locations to ensure 5 star service will be maintained
7. CPS will require SIGNED **"Cleaning Partner Supervisor Checklist"** before CP can be solo at new Customer location
8. PCSR will receive signed checklist to ensure that CP is trained properly
9. *CPS reviews and trains NEW CP on below items:
    a. The "special notes & high importance details"
    b. Alarm code box?
    c. Location of the Janitorial closet?
    d. Location of the garbage bags or paper product replacements (If we are responsible to replenish)?
    e. Where can we find the Health and Safety sheets & OHSA book for this location?

***CP should be in communication with their new Customer immediately following the FIRST SERVICE to ensure that the service has been performed at 5 star excellence. (Phone call, text or email…. What ever is the preferred form of communication for your contact)***

***Example***
*"Hello!*
*It is (CP Name) with King Kleen. I just performed my first service alone WITHOUT our Cleaning Partner Supervisor last night and wanted to make sure the service was and has been 5 Star!*

*Is there anything we can do better or different for you?*

****Customer: if yes, WRITE THE REQUEST DOWN, REPEAT BACK TO THEM what they just said and ask is that correct (to make sure that you know exactly what they are requesting)?*
*fix it as quickly as you are able (that day if possible) and contact PCSR to update anything needed on HCP …*
*If NO, then …… Thank Customer for their feedback. And wish them a great day!*

***** After correcting an issue or request****
***Example***

*"Hello!*
*it is (CP Name) with King Kleen.*
*I am following up to let you know that we completed your request and have updated our system with that request. Please confirm that you are 5 star happy or let me know if there is anything else today that we could do for you?* 🙂

****Customer: if yes, "REPEAT PROCESS" write request down, REPEAT BACK TO THEM what they just said and ask is that correct (to make sure that you know exactly what they are requesting)?*
*fix it as quickly as you are able (that day if possible) and contact PCSR to update anything needed on HCP …*
*If NO, then …… Thank Customer for their feedback. And wish them a great day!*

5. Keep in regular communication with your Customer to ensure that they are receiving 5 star consistent service.
(See "description" in HCP for customer requested desires)

## Effectively Managing Your Customer Location

Make sure that all communication with Customers is appropriate and positive. Communicate in a way that is building up our team as a whole and our desire is to solve their problem.

**Always complete every job with excellence!**
(Never leave a job saying " I just didn't have enough time")

More time on a job is sometimes needed, always contact PCSRs BEFORE communicating with the Customer.

Always reach out and get clarity from PCSRs (or Customer if appropriate) on expectations if you can, before the job, AND at the time of the job. If you can't get total clarity immediately, create a Win, Win, Win! and complete the job with excellence (extra pay may be approved if appropriate).

### One-Off Job
**(Move out cleans, move in cleans, one time cleaning)**

1. These jobs aren't the same as an on-going Customer however many aspects work the same. You MUST ask what is important to the Customer, read the "High Importance Details" and **ensure they are happy before you leave the location.**

2. **Do a walkthrough with them before and after the cleaning is complete to ensure that they think it is a 5-star service.** (If the customer is available for this. If not, call them as soon as service is complete to make sure that they are totally 5 star happy with the service. OR leave a voicemail and text if you were not able to get through). It must be obvious to the customer that we really desire their feedback to make sure they were totally happy!

3. Before you start, if the job is believed to take longer than the time required, call your PCSR and inform them of the situation

4. Also communicate with the Customer and inform them to ensure that their expectations are met with excellence, and that more time may be required for the cleaning.

**TIP - Take some before and after photos**

## Allotted Job Time (Pay Per Customer or PPC)

Sometimes a job may require slightly more time to complete during winter months or during muddy seasons. However in the summer months, the job may require less time to complete. You will be paid what is shown on your HCP app for the "Allotted time for 1 CP"

1. If a job is taking significantly longer, or is often well over the allotted time, contact your PCSR for assistance

*There may be instances that we are able to increase the time if the Customer is having a special event that may require more time to complete jobs (Holiday parties, special services, etc.)

## How to Prepare Properly for Any Type of Job

**Supplies -** To ensure that the cleaning partner does not run out of supplies while on a Job.

1. Look at your schedule every week at the beginning of the week to see how many customer locations have to be cleaned.

    a. If 5 locations must be cleaned, that automatically means you must have AT LEAST 10 cleaning cloths and enough chemicals to last the week
    (This can vary based on customer location size)

2. Take inventory at the end of each week and make note of what needs to be stocked up on

3. Make yourself available a day (an hour) in the week to purchase more chemicals/supplies

**Feeling Confident On Site -** Be prepared and have all information prior to starting your shift

1. Quickly check HCP before each shift (all updates should be notified through email communication)

2. Read all corresponding emails prior to starting your (first) shift
3. Review all photos sent (if applicable)
4. Reach out to Supervisors and PSCR for support and ask any questions
5. Make sure you've had some communication with the Customer contact so that you can confirm from HCP "High importance details" what is most important to them
6. Double check your work
7. If you are unsure about certain tasks, email your Customer and double check how they want certain tasks completed ***(for example, some Customers do not want recycling taken out)***

**TIP - IF YOU DO RUN OUT OF SUPPLIES - Use your best judgment - you may need to go get proper supplies to ensure that the cleaning is completed with excellence.**

**HOWEVER - PLAN AHEAD.** We have to give a 5 star **CONSISTENT** standard of cleaning excellence. Which means the customer is getting the same cleaning each time. Keep in mind- WORLD CLASS service!

## Monthly Customer Check-In

1. On your HCP app, in each job description, there will be contact information for the Customer location. (Contact information can also be found in the Customer details on HCP app.
2. COMMUNICATE with your customers on a **monthly basis** to ensure that they are 5 star happy with the services. You can do this over the phone, by text, or by email

**TIP** - MAKE THIS COMMUNICATION PERSONAL (not dry, boring and repetitive BUT short and to the point, people are busy). Show personal interest in your phone calls, texts & emails. Ask them how their day is going etc.

- If a concern is mentioned, fix it ASAP so the customer knows they can trust and count on you.

***Example:***

*'Hello (customers name),*

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

***(Suggestion)*** *Insert an extra little detail that you did for them in the last month.*

*If there are any areas that you would like to see improved please let me know. Any feedback is welcome.*

*Thank you,*
*(CP's name)*

Also depending on the customer, check the following inventories or changing needs they may have:

- Toilet paper/paper towel
- Soap
- Chemicals (Betco PH or other specific cleaner)
- Garbage Bags

Make the customer aware of any supply shortage so that they can restock only **IF** they supply all of their own materials. This is a good time to let them know of any safety concerns or maintenance items that you think they would want to be aware of (this is one way of going over and above)

## King Kleen Shop

King Kleen Head Office "Back Shop" is located at 1044 Gardiners rd, Kingston. Our Admin Office is upstairs in the office, and what we call our "Shop" is at the back of the building. All items in the shop are property of King Kleen and are NOT to be taken or used without Office Manager Approval.

There is video camera surveillance in the shop area so please remember to SMILE when entering. 🙂

***Please contact the Office Manager for the access code.***

## Master Key List

### King Kleen Head Office Back Shop

(Storage for Customer keys, swipe cards, key fobs, etc.)

### If You Are Given a Key From 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 the 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 the King Kleen Shop, in a sealed envelope (found on the black plastic shelf) with Customer information on it and leave inside the red/pink bin (also found on the black plastic shelf)

**KEY DETAILS:**

*****ALWAYS KEEP THE CUSTOMERS KEYS ON YOU WHEN SERVICING THE CUSTOMER LOCATION (this avoids being accidentally locked out, VERY IMPORTANT!)*****

1. Take keys only when needed for a specific Customer (Check your schedule). CP's do have approval to keep the keys with them for customer locations if appropriate (for example, they are the only one who services the location weekly)

2. NEVER put any Customer information on the key tag (ONLY MASTER KEY LIST NUMBER CODE (ie. ."K 12"))

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.

## 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

## 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

   a. Ie. K13B, K19, etc.
   b. The “key number code” will be labeled on the key tag also
   c. On back of key tag, must be written “If Found Please call 613-532-3333”

3. Always lock the key lock box when finished and place master key in the red/pink bin

4. Always ensure that the master key list in put back on the black shelving unit

5. Always return the customer location key back to the key lock box. Do not leave keys in the red/pink bin.

## Health & Safety

Cleaning Partners are expected to follow all health and safety procedures on site.

If a Health & Safety Concern is Noticed:

1. Take all necessary precautions
2. Take photos of concern (if able to)
3. Send photos and write description to Health & Safety Rep and CC:
    a. Office Manager
    b. Cleaning Partner Supervisor
    c. PCSR
    d. Customer Contact
4. Office Manager will forward concern to CEO if necessary
5. Health & Safety will investigate
6. All concerns will be taken seriously
7. Your safety is the number one priority

## Team Member Referral BONUS

Refer a new team member to King Kleen and receive a $100 bonus if they are hired and pass the 4 month probationary period.

## Sales Lead BONUS

If a CP brings in a qualified sales lead to our sales team and receives a bonus from $25-$3000 from the profit of that job if sold by our sales team.

(Anyone who submits a qualified sales lead or referral that is then **sold** by our sales team will receive a minimum bonus of minimum $25.00 -$3000.00)

*This can be ongoing and one time Customers
*Some changes of payout amount may apply due to Customer volume/agreement price
*Payout changes will be discussed case by case (smaller jobs vs. larger jobs)

***Thank you for helping bring life to people as we shine!***