

Maids By Melissa FAQ's

FAQ's:

Q: What if I'm at home when crew cleans the home?

A: If you are home when we are cleaning, we ask that you be comfortable and go about your business within reason. Most people will stay in one area such as an office. You may want the crew to clean that area first so you can go in there while they finish the work..

Q: What should I do with my pets during cleaning?

A: Most houses have one or more pets and our employees are used to cats, dogs, birds, etc. However, for the safety of our employees and security of your pet (some animals will try to get out of a home when a stranger enters), please secure any pets that may cause bodily harm. Also, we do not walk animals or clean up fecal matter, urine, or vomit caused by pets.

Q: Is tipping allowed or required?

A: Customers often ask if tipping is allowed. Tipping for exceptional service is appreciated, but is not required or expected. This is entirely optional. However, our employees work very hard and although, by industry standards, are paid well (we pay 25-30% higher than our competition), maids in general do not make a lot of money. An additional \$2-4 left on the table can mean a significant hourly wage increase. Further your appreciation need not be monetary. If you feel the crew is exceptional in their care for your home, a personal note from you expressing your appreciation for their service can mean a great deal

Q: Does the crew make more if they finish my home in less time than originally estimated?

A: We pay our employees a fair hourly wage from start to finish, and their wages do not increase if they rush through cleaning your home. We reward our employees based on the quality of the job and the satisfaction of our clients. Employee raises are based on merit.

Q: Do I need to pick up the house before the cleaning crew arrives?

A: The short answer is, no. If helping you to pick up your home is your priority, then it's our priority as well. However, it is not the most effective use of the time for which you are paying.

The long answer:

Hands down, clutter is the #1 thing that slows us down. Our crews are ready to go from the moment they enter a client's home. However, if they first must stack up newspapers and magazines, pick up toys in the living room, bobby pins on the bathroom floor, clothing and shoes off the bedroom floors this will delay the start of deeper cleaning. Then one of two things will happen; either the time estimated to clean the clients home will increase, which will increase the amount we charge to clean your home, or picking up will decrease the time for doing the more labor intensive jobs, such as cleaning bases of toilets and dusting the blinds.

Thank You!

As the owner, I want to personally thank you for considering our company to care for your cleaning needs. We look forward to serving you. Feel free to call me anytime at 512 698-8449 with any questions you may have in regard to cleaning your home.

Sincerely, Melissa Mckinnon, owner of Maids By Melissa