

**FAQ Video scripts. For done for you videos contact us at [www.augusteglobal.com](http://www.augusteglobal.com)**



A lot of times we get asked some great questions from our customers.

Hi My name is [NAME] And I'm a client concierge at home plus cleaning and I wanted to take a moment and answer some of the most common ones.

Q. What should I expect on my first appointment & How Do I prepare? When we arrive at your home we will be equipped with all the cleaning supplies and equipment needed to thoroughly clean your home.

Your first appointment generally takes the longest, as we will need time to get acquainted with a new environment. Subsequent appointments will move along faster The best way to prepare for your cleaners is to straighten up as much as possible. That way the cleaners can focus their efforts on cleaning up dust and grime, not putting things in their places. "It's best if people pick up or straighten up their items," like toys and clothes. Also if you have an extremely valuable piece that is fragile please be sure to let us know that way it will not be cleaned.

Q. Whats not included in our cleanings? That's a very good question. Unfortunately we do not offer: Wet wiping of light bulbs Cleaning of bio-hazards (mold, etc) we do not provide service to Hoarding customers but we're happy to refer you to a professional who does. We don't clean animal waste/litter Putting away dishes Heavy scrubbing of walls Heavy duty/steam carpet or any carpet cleaning (aside from vacuuming) Washing of exterior windows

Q. Do I need to be home the day of cleaning? Some customers prefer scheduling cleaning appointments while they are at work or away for the day, while others like to be at home during the process. This is up to you. Regardless of your schedule, you are certain to receive superior housekeeping service - guaranteed!

Q. How will you enter my home on my scheduled days of cleaning? We leave this up to you, whatever you feel most comfortable with. 1. You may give us a key however we will leave it at a lock box at your residence. 2. You can leave a key under a door mat the day of cleaning. 3. You can give us the code to the garage. 4. You can leave the door unlocked the day of cleaning.

Q. What if I am not satisfied with my cleaning? The cleaning methods we use ensure that your home receives the most consistent clean every time. Also our management team conduct random home inspections to ensure quality. However, we do recognize that perfection is not always possible, which is why we back all of our work with a satisfaction guarantee. We're happy to correct our mistakes at no additional cost to you when you call us within 24 hours of your most recent service. If you're not satisfied with our re clean we will hire a professional cleaning competitor to re clean that within 7 days. We go above and beyond for our customers and we're never satisfied until you are!

Q. How and when do I pay for my cleaning services? We only accept payment via credit or debit card. 24 hours prior to your cleaning you will notice a hold on you card. The card will be charged the day of your cleaning. Our concierge team undergo an intensive background investigation. Further more we do not have access to any card numbers once inputted into the system. We can only see the last four digits.

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Q. What if I need to reschedule a service? We understand how unpredictable life can be. That's why we work with your schedule to ensure that we're cleaning your home at a time that's most convenient for you. If you need to cancel or reschedule a cleaning, we recommend that you call about 48 hours before your next scheduled service. We'll do our best to accommodate all of your scheduling needs.

Q. Do you always send the same housecleaners? We believe that it's very important to always send the same team member to clean your home and we do everything in our control to make this possible. When you choose our cleaning service, we assign you a primary and a secondary cleaner. If your primary team member is absent, you can expect to see your secondary team member. All of our residential housekeepers undergo extensive training to ensure that the quality of our work is always consistent. And being law enforcement owned we take the security of your home seriously and would never send an unscreened person to your home.

Q. Do you furnish the cleaning supplies? Yes. We arrive with all of the cleaning materials we need and take them with us when we leave. We're proud to use the best products and vacuums to ensure that we leave your home looking spotless. If you have any preferences in regards to what cleaning products we use, feel free to let us know and we'll do everything we can to work with your requests.

Q. Are you okay with pets being in the home during a cleaning service? Yes, We love those adorable fur babies. If your pet is aggressive in any way, we recommend that you leave him or her outside or in a gated area to ensure the safety of our professional house cleaners. If you don't plan on being home when we arrive, please let us know how to appropriately handle cleaning around your pet. One of the requirements to be a housecleaner with us is that you love animals and are neither allergic or afraid of them.

Q. Why will my initial clean be more expensive than my other regularly scheduled services? Over the years, we've found that the first cleaning service brings a home up to a specific standard and HomePlus Cleaning is committed to upholding that standard. That's why our initial cleaning may take longer and cost a little more than the rest of your services. We need the extra time to properly begin the process of eliminating mildew, soap scum, dust, and dirt from your home. Contact us to request a free estimate.