

# Cleaning Profit Builder

## Employee Retention Timelines

Time Frame	Behavior/Results	Cause	Matter, Meaning, Measure, Accountability	Actions/Solutions
Day 1	No Call No Show	Poor hire - poor vetting process, poor welcome, too fast or confusing, personal circumstances	Measure, Accountability	Add friction, create a welcome process, explain the schedule for the next 5-10 days
Day 1 or 2	Decides not to come back - they tell you	Lack of job understanding, personal circumstances	Meaning, Measure	Videos, talk to current CPs, better Job Description
Day 1 or 2	You decide they are not a good fit	Poor vetting process	Measure	Beef up interviews, add assessments
Days 3-5	They leave on good terms	Lack of job understanding - often difficulty or disgust	Matter, Meaning	Videos, talk to current CPs, better Job Description
Days 3-5	They leave on bad terms	Unmet expectations	Any/All	Dive deep into the Exit Interview - pay them for it
Week 2	They leave on good terms	Self blame- lack of job understanding - often pay, team size, hours worked, time off policies, professional vs home cleaning	Matter, Measure	Better systems for communicating key information, knowledge checks, 1 on 1 sit down end of week 1 or 1st pay
Week 2	They leave on bad terms	Company blame - lack of job understanding - often pay, team size, hours worked, time off policies, professional vs home cleaning - -poor culture fit	Measure, Accountability	Better systems for communicating key information, knowledge checks, 1 on 1 sit down end of week 1 or 1st pay - more/quicker access to Team Members
Weeks 3-4	They leave on good terms	Self blame- lack of job understanding re: training, quality/productivity expectations	All	Better communication up front - more frequent quizzes, more frequent evaluation/feedback
Weeks 3-4	They leave on bad terms	Company blame - lack of job understanding re: training, quality/productivity expectations -- poor culture fit	Meaning, Measure, Accountability	This person should have been cut much earlier, consider adding evaluations to process
Weeks 5-13 (3 months)	They leave on good terms	Gap job, never intended to stay longer	MMM	Bring more value to the individual and to the job
Weeks 5-13 (3 months)	They leave on bad terms	Simmering frustrations with company policies and procedures	MMM	Bring more value to the individual and to the job, more 1 on 1 communication
3-6 months	They leave	Nothing holding them, simmering frustration	All	Add value to the individual
6-12 months	They leave	Standards slip, boredom creeps in	Any	Better job ladder, additional responsibilities, more training
1-2 years	They leave	Dissatisfaction with personal accomplishments	Matter, Meaning	Better job ladder, additional responsibilities, more training, check pay and benefits
2-5 years	They leave	Lack of fulfillment from job	Meaning, Measure	More opportunities, newness needed
5 or more years	They leave	Lack of connection - too much change	Any/All	Dive deep into the Exit Interview - pay them for it