

Welcome to Our Team
We Believe In You

WhiteGlove

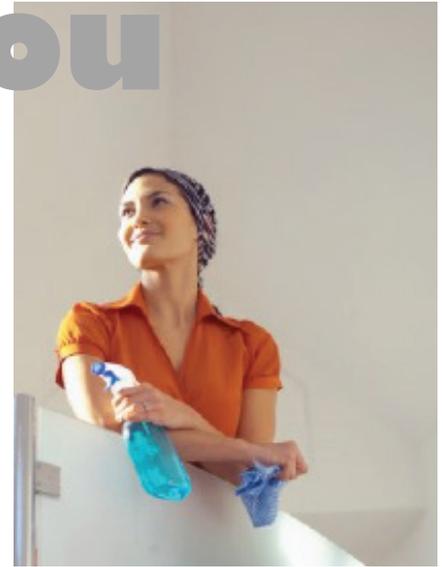
Thank You

Thank you for helping us to achieve our goals. As a White Glove team member, you can count on us to help you to achieve your goals, too. After all, we're all part of the same White Glove family.

Basic Training is a guide to meeting and exceeding your customer's expectations. And, that's VERY important because people's expectations are high.

Yes, people expect good cleaning, but not many are getting it. In fact, did you know that the biggest challenge facing the home cleaning industry is the multitudes of dissatisfied customers?

We believe that there are probably more homeowners who have given up on having their house cleaned because of poor service *than* there are homeowners who use cleaners and cleaning service?



Why? What's the problem?

The problem is that there's no standard that everyone agrees upon. What is "clean" to one person may not be what "clean" means to another person. When the two persons are a cleaner and a customer there's a good chance there will be trouble.

White Glove has created standards—a level of cleaning that we've learned that most customers want and expect. That's what this publication is all about—procedures that, if every team member makes part of his/her daily routine, will ensure not just satisfied customers, but enthusiastic customers who will be loyal, and who will refer their friends.



Rodney Hill

Don't be scared! Don't worry; though it may seem that you'll never be able to follow these procedures, which probably won't be the case. Like anything else you learn, at first it may seem challenging, but the more you do it and try to do it right, the faster it becomes part of you. I say, "It becomes second nature." You don't even think about it because you are so used to doing a comprehensive job paying attention to detail. You automatically follow the steps and you know what to do. In no time you'll be so used to doing these procedures, you won't even give it a second thought; doing the correct thing while paying close attention to detail will be your normal way of doing things.

But, it is important to know what to do and how to do it right. We've organized everything into individual "tasks," and each task is explained in easy-to-follow steps. The goal for each task is also given along with tips on how to check to make sure each goal is reached.

Thank you again for being part of the growing White Glove team and helping all of us to create a distinctive public image and widespread reputation of service and quality.

--Rodney Hill, President
White Glove Residential Services, Inc.