

Cleanologists



White Glove's job performance program evaluates not only the quality of a cleanologist's work, but also character, attitude, and other aspects of a cleanologist as a member of the White Glove team contributing to the success of the company, and to the positive work environment for everyone.

TYPES of evaluations & **WHEN** you are evaluated

1. Term Evaluation: Your Personal General Evaluation

After completing Basic Training, a new cleanologist is evaluated every 4 months for the first year. After that, the term evaluation is every 6 months.

A “*term*” evaluation is your general job performance evaluation done at the end of a period of time, or term. After completing basic and master training, a new cleanologist is evaluated “tri-annually,” meaning 3 times a year, or a term of every 4 months. After that, it’s a term of 6 months or “semi-annually.” These general evaluations are called term evaluations because they cover a specific period of time, or term.

2. On-Site Evaluation: Observing You On-the-Job

On-Site Evaluations are done occasionally and unannounced. The number of these evaluations depends on many factors, but the minimum is one every term.

On-site evaluations are done from time to time without notice. On-site means the evaluation is done while you clean at a customer’s house. The number of on-site evaluations varies. It could be one per term or several more per term.

The evaluator observes and coaches during an on-site evaluation. Results of on-site evaluations are discussed with the cleanologist.

3. House Inspection: Observing Your Work Completed

House inspections are done occasionally and unannounced.

A *house inspection* is also done from time to time without notice. House inspections are done to evaluate the overall performance of a team with the work of each team individually evaluated. House inspections are done just as the team finishes or has recently left. The job performance of each team member is evaluated. Each cleanologist is given the results.

***WHAT* is evaluated?**

On what exactly are you evaluated? Here are the 8 criteria on which you are evaluated in your **On-Site** and **Term** evaluations:

1. Procedural Manual

Where do I find it? You can access the manual, *How to WOW! Your Customers*, from your personal page.

What can I expect when I am evaluated? You may be asked what the procedure is for cleaning something

How do I get the best evaluations? **Know the procedures.** Go over the sections from time to time to make sure you are doing what is said.

2. Customer Records

Where do I find them? CRs (Customer Records) are carried by each team leader in the team leader case. The leader should be keeping them up to date, and bringing any changes to the attention of each team member.

What can I expect when I am evaluated? You may be asked what or how you are supposed to do something that is specified in a CR of a house you regularly clean.

How do I get the best evaluations? **Be aware of each CR of the homes you do.** At each home, study the CR before you do anything, so you know what to do and what not to do. Keep studying them until you have alerts memorized. Yes, m-e-m-o-r-i-z-e-d.

3. Cleanologist Policies

Where do I find White Glove's Cleanologists' Policies?

Cleanologists' policies can be found in our *Cleanologist's Policies* publication, which can be accessed from your personal page.

What can I expect when I am evaluated? You may be asked about a particular situation, and what you should do according to our policies. For example, "If you found a dollar bill under a couch cushion, what would you do?"

How do I get the best evaluations? **Be aware the cleanologists' policies** by going over them every few months, and especially before your term evaluation.

4. Attendance

Where do I find White Glove's Attendance Policy? The attendance policy is in our *Cleanologists' Policies* publication, which can be accessed from your personal page.

What can I expect when I am evaluated? You will be told your absences since your last evaluation, and a determination will be made as to your record as either: superior, very good, adequate, or poor.

How do I get the best evaluations? **Have a record of minimal absences**, and when you do take time off, be sure the office knows the reason, and that the "reason is reasonable."

5. Professional Development

Where do I find out about White Glove's professional development materials, meetings, and workshops? You are sent memos and notifications about all materials, meetings, and workshops. Generally, copies of printed materials are accessible on your personal page.

What can I expect when I am evaluated? You will be referred to something in the content of a particular *Team Talk*, *Tuesday Two*, memos, or meeting, and asked questions that would demonstrate what you have learned, or how you understand a particular topic.

How do I get the best evaluations? **Read** and be sure you understand printed materials and memos. **Attend** and sincerely try to understand what is discussed at meetings and workshops.

6. White Glove Culture

Where do I find out about White Glove's Culture Code? A copy of the culture code is accessible on your personal page.

What can I expect when I am evaluated? You will be referred to something in culture code, and asked questions that would demonstrate your familiarity and understanding of White Glove's culture.

How do I get the best evaluations? **Read** and be sure you understand the Culture Code so you can discuss it and answer questions that demonstrate your thorough familiarity with the code. **Be a role model** for our values and the way we do things, as stated in the code.

7. Your On-Site and Home Inspection Evaluation Results.

How can I find out about on-site evaluations, and home inspections? These evaluations are described in the Job Performance Evaluation Program (PEP) link on your personal page.

What can I expect when I am evaluated? Results of your on-site evaluations, and home inspections (that you were involved with) are discussed. Be sure your on-site evaluations are very good,

How do I get the best evaluations? **Make sure your work is done well so that you receive only positive evaluations rather than negative evaluations.**

8. Customer Feedback

What kind of customer feedback should I try to get? Try for as much positive feedback from your customers as you can get by doing thorough work with attention to detail. When a customer compliments you on your work, you can ask that he/she send in a feedback form. All feedback—both positive and negative--is kept in your PEP folder as pluses or minuses.

What can I expect when I am evaluated? You will review both positive and negative feedback you have received since your last

evaluation. Your feedback will be determined as being overall as contributing to creating enthusiastic customers rather than merely satisfied customers (or unsatisfied customers).

How do I get the best evaluations? Make sure your work is done well so that you receive only positive feedback rather than negative feedback.

***HOW* are you evaluated?**

General Job Performance

Your overall job performance evaluation is based on your understanding and following procedures. Job performance is evaluated in general, descriptive terms. When cleaning, for example, the evaluator will observe and note positive and negative things. The strength of the evaluation depends on which is greater—the positive or the negative.

Specific Behavioral Performance

Your personal behavior as an employee is evaluated, and is based on cooperation and team deduction, attitude, identification with company culture, and following policies and instructions. Individual behavioral observations are evaluated in terms of “pluses” for positive observations, and “minuses” for negative observations.

Time Off & Absences

Currently White Glove does not have a policy for taking time off and being absent from work. Excessive and/or unreasonable time off and absences are considered very strong minuses affecting your overall job performance evaluation.

***BENEFITS* of Good Evaluations**

Depending on the “strength” of your evaluations, including the number of “pluses” as opposed to “minuses,” the following are ways you benefit from getting good evaluations:

1. Maximum Sturdy Shoulders Bonus

This annual bonus in December depends on the strength of your evaluations throughout the year. The number one reason for not getting the maximum bonus is excessive and/or unreasonable absences. The maximum bonus amount depends on how many years you have been with White Glove.

2. Maintain or Increase of Hourly Wage

The hourly wage is dependent on the strength of your evaluations. You may maintain your hourly wage, or with time and job excellence, your wage can increase.

3. White Glove Advancement

Moving up in the company to management and other positions depends on your professional attitude and abilities as well as your strong evaluations.