

BASIC PRINCIPLES OF CLEANING FORCE

Please remember that you are the **AMBASSADOR of CLEANING FORCE.**

1. You need to be professional.
2. Must wear close footwear (no sandals or beach slippers)
3. Must wear CF or Cleani T-Shirt.

#For contractors outside Perth - Please pay \$20 dollars shipment fee to get the T-shirt and feedback cards.

4. You can get optional car stickers as it will give more opportunity for you.
5. You can get optional marketing DL brochures from MAHI.
6. **CLEANERS SHOULD NOT USE CLIENT'S EQUIPMENT/PRODUCTS**

(You must get a written approval from CF and clients, if you want to use client's equipment.)

Please remember we are not franchised and we are not charging you any money. Traditional cleaning company charges between \$6,000 - \$45,000 dollars franchise joining fees and \$600 - \$800 monthly ongoing fees to send jobs.

If you don't look after CF, it is most likely, CF will not look after you.

WHERE AND WHEN TO GET YOUR T-SHIRT AND FEEDBACK CARDS : (WA Only. All other state, please email us)

GO TO Suite 24 & 24B, 133 Kewdale RD, Kewdale, WA 6105

Mon-Fri BETWEEN 10AM TO 1PM.

ALLOCATED HOURS FOR COUPLE CLEANERS:

PLEASE BE ADVISED THAT **ALLOCATED HOURS** WILL BE THE **NUMBER OF HOURS GIVEN FOR EACH CLEANER** AND NOT THE TOTAL HOURS OF EACH CLEAN.

EXAMPLE:

Booking ID: 5180 MS.CUSTOMER(0893905566) 2933 Albany Highway, KELMSCOTT WA
6111 Suburb: KELMSCOTT Date Time: 09-28-2013 03:00 PM **Allocated Hours: 1.5** Type: .
Further job instruction given to your email Special Note:

RECEIVING JOBS FROM CF:

PLEASE BE INFORMED THAT THE DATE FORMAT IN THE
BOOKING ID IS:

MM-DD-YYYY

EX. 09-12-2014 WHICH MEANS SEPT 12, 2014

Booking ID: 9541 Alexandra Robinson(+61413093673) 1 Cochins Street,
Southern River, WA, 6110 Suburb: SOUTHERN RIVER **Date Time: 09-12-2014**
08:00 AM Allocated Hours: 2.50 Type: . Further job instruction given to your
email Special Note: 1. Please make sure when cleaning the mirrors that all
mirrored wardrobes are cleaned too. 2. Key in the meter box after the clean
leave it inside the house.

HOW TO CONFIRM JOBS BY SMS

1. JOB ARE SENT THRU EMAIL, SMS OR CF APPS (Download from App Store or Google Play)

2. CREATE NEW SMS TO BE SENT TO 0480 178 929 ONLY.

****DO NOT REPLY TO THE NUMBER THAT APPEARED WHEN THE JOB WAS SENT AS IT WILL ALWAYS BE A DIFFERENT NUMBER, I WILL NOT RECEIVE THE SMS**

****IF YOU DIDN'T RECEIVE ANY JOBS BY 2PM, PLEASE CALL THE OFFICE 1800 552 163 , SEND AN SMS (0480 178 929) OR EMAIL services@cleaningforce.com.au**

3. ENTER THE BOOKING ID #(SPACE)Y/N , WHEREIN Y- YES / N- NO

EXAMPLE: 4895 Y

4. YOU CAN ALSO CONFIRM MULTIPLE BOOKINGS

EXAMPLE: 4895 Y 4999 N 5000 Y

IMPORTANT !!!

- JUST PLACE **SPACE AS SEPARATOR** FOR EACH JOB
- IF YOU NEED TO **REJECT THE JOB**, PLEASE INCLUDE THE **REASON AFTER THE BOOKING ID** (EXAMPLE SMS: **4895 N CAR BROKE DOWN**).

5. THEN SEND.

You should accept jobs from the apps and after complete the jobs , click complete buttons and it will save automatically in your payroll. you can login online and check that in your profile. It will save you time to re-enter it manually.

PUNCTUALITY AND PROFESSIONALISM

1. Always **BE ON TIME** for your scheduled jobs. **5 TO 10 MINUTES EARLY WILL BE BETTER.**

2. **DO NOT CONTACT CLIENTS DIRECTLY TO CHANGE THEIR SCHEDULES**

****YOU SHOULD ADVISE OUR CUSTOMER SERVICE ABOUT THIS.**

3. **WARNINGS** will be sent to cleaners who cannot follow the simple company rule.

4. **FOR CHANGES ON YOUR SCHEDULE**

PLEASE CALL, EMAIL OR SMS AHEAD OF TIME (at least a day prior to the schedule) *DURING THE BUSINESS HOURS: MON – FRI (8AM-5PM)*

Email services@cleaningforce.com.au

Call: 08 6454 2748

5. **ALWAYS ASK THE CLIENT TO SIGN THE CHECKLIST AND FOLLOW INSTRUCTIONS FROM CLIENTS ALL THE TIME.**

Take photos before and after

Clients oftentimes cancel their services because of lack of professionalism and unreliable service.

**EXCELLENT CUST SERVICE + PROFESSIONAL AND RELIABLE
CLEANERS = HAPPY CUSTOMERS 😊 MORE CLIENTS AND JOBS
FOR EVERYONE**

REPORTING ISSUES ON THE CLEAN:

1. Make sure to report any issues on your clean ASAP to CF rather than hearing complaints from clients first before you tell us what happened.

THERE SHOULD BE NO WISHING AND HOPING THAT CLIENT WILL NOT NOTICE IT.

IT IS VERY UNPROFESSIONAL.

2. (Ex. Some things not done due to broken equipment, Changes made by client thru cleaners like cancellation/rescheduling, Not being able to complete the clean due to some reasons, broken things at the client's house, etc)
3. **DO NOT CLICK ON OUR ADS ONLINE, IF YOU HAVE ANY QUESTIONS ASK US.**

GET THE CLIENT'S SIGNATURE ON EACH CLEAN

Make sure to **GET CLIENT'S SIGNATURE** ON EACH CLEAN AND **PLACE THE ADDRESS OF THE CLIENT ON THE CARD TOO.**

If you fail to get the signature and client complained, YOU MAY NOT GET PAID FOR THE CLEAN.

In case that client is not home (Key Job), take photos as evidence that cleaning was done properly.

This is to ensure that cleaning is done to standard and client is satisfied and eliminates complaints.

WHAT TO DO AFTER RECEIVING CASH FROM CLIENTS

PLEASE REMIT **ALL CASH PAYMENTS** RECEIVED FROM CLIENTS **WITHIN 24 HOURS** OR **EVERY FRIDAY** WHICHEVER COMES FIRST.

KINDLY NOTIFY services@cleaningforce.com.au and accounts@cleaningforce.com.au once remittance is made.

IF YOU FAIL TO DEPOSIT IT, WE WILL CHARGE EXTRA 10% FOR HOLDING THE PAYMENT.

TWO OPTIONS TO REMIT THE MONEY:

1. DEPOSIT IT TO OUR BANK ACCOUNT

Bankwest

Account Name: Cleaning Force WA

BSB: 306 - 097

A/C: 0567601

MAKE SURE TO INCLUDE THE CLIENT'S NAME FOR TRACKING

2. DROP IT OFF AT Suite 5 / 8 Royal St, Kenwick WA 6107 ** YOU CAN LEAVE IT AT THE RECEPTION AND MAKE A NOTE THAT IT IS FOR CLEANING FORCE.

OFFICE CLEANING BASIC RULES

1. MAKE SURE TO CLEAN THE OFFICES AS SCHEDULED, NO EXCUSES

WE NO LONGER SEND THE JOB DETAILS FOR ALL REGULAR OFFICE JOBS SO IT IS YOUR RESPONSIBILITY TO ENSURE THE QUALITY OF THE CLEAN AND TIMELINESS

FAILURE TO COMPLY WILL RESULT TO FIRST WARNING, FINAL WARNING THEN TERMINATION OF CONTRACT ON THE THIRD INSTANCE.

2. WE WILL NO LONGER SEND SMS/EMAIL FOR OFFICE JOBS

We will only send SMS if the Office Job is cancelled, changes on schedule, or special instructions/feedback from client

TIMESHEET

Please go to the following site

<https://www.cleaningforce.com.au/cleaning/cleaner/index>.

Username: please use your email

password: cf123 (you can change your password)

How to enter timesheet:

We made it very simple:

After login, go to timesheet management.

Select Create a Bill

You need to enter Bill Claim Date (Sunday fortnight on your billing cycle) - this is very important

Enter Booking ID -- All details will be pre-populated

Just double check "Total Hours" (if not correct, please make necessary changes)

Click Add

and it will be recorded and we can view from our end.

If you made a mistake, don't worry, you can delete, or edit this (until it gets approved).

Alternatively, you can email your invoice to accounts@cleaningforce.com.au before Tuesday.

(Your Invoice or excel must have job address, cleaning date, number of hours, job type (house cleaning, bond cleaning, etc)

Now here are some tips

Try to send timesheet everyday (if possible), if not please enter end of the week, so that we can check and approve, edit or reject.

Make sure you only choose your nominated fortnight ending Sunday, otherwise on payment day when we select you and your fortnight ending date, we will only make payment for that fortnight ending date with approve hours.

As payment is made on **Thursday Morning** for most of you, please make sure you enter all timesheet for your nominated fortnight by Sunday of that fortnight and check your timesheet billing status on Tuesdays and Wednesday to see if everything has been approved by Accounts.

all Payroll related enquiry, please email accounts@cleaningforce.com.au

Do not enter past timesheet or wrong fortnight.

Any deliberate mistake or duplicate entry or past entries we will penalize.

Upload your timesheet on time will save us processing time and make us more robust (error free) and secure on time payment.

If you have any urgent issue, please contact Rebecca or Silvia on 0449 013 078.

otherwise contact our office number 08 6454 2748 or 1800 552 163

All Job related enquiries, please SMS 0480 178 929 or call 08 6454 2748

REGULAR CLEANING CHECKLIST

Here is our standard cleaning duties:

- We will vacuum throughout
 - Wash all hard floors
 - Clean your kitchen bench tops, stove, and sinks
 - Clean your laundry sink
 - Clean and sanitise your bathrooms, showers and toilets
 - Dusting your skirting boards and window sills
 - We will do general furniture dusting
 - Clean your Mirrors
 - Clean your microwave inside and outside
 - We will empty and change your bin liner
-

STANDARD END OF LEASE CLEANING CHECKLIST

- We will vacuum throughout your house
- All hard floors will be mopped
- Your kitchen bench tops, sinks, stove top & grill will be professionally cleaned
- Our trained oven cleaners will clean your oven from inside and outside
- Your sink, exhaust fans & all tiled surfaces will be cleaned
- Your laundry sink will be cleaned and sanitized
- All internal house Mirrors will be cleaned
- Your vanity & bath will be washed and cleaned
- We will vacuum and mop all tiled areas
- Your shower screen will be soap and scum free
- Our trained cleaners will remove all stains, molds & grease
- We will wipe down all your cupboards both inside & outside
- Your toilets will be clean & sanitize
- Your light fittings, light switches, power points & door handles will be cleaned
- Your ceiling fans & exhaust fans will be cleaned
- We also clean your built in furniture
- Your skirting boards & window sills will be professionally cleaned
- We will remove all Internal cobwebs from every rooms

STANDARD SPRING CLEANING CHECKLIST

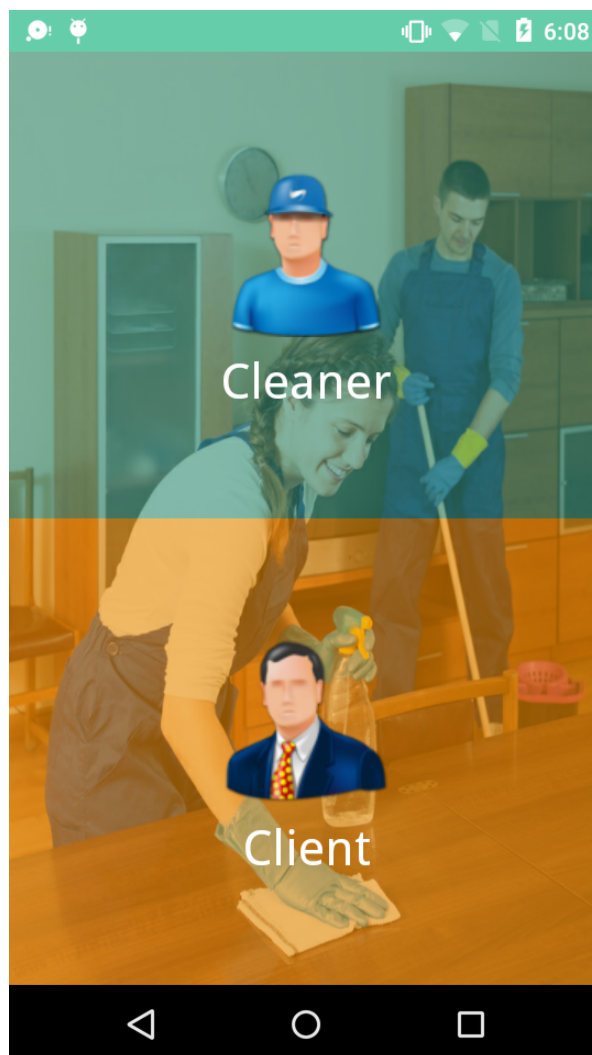
- Your house will be vacuumed throughout (where regular cleaning service don't visit often, i.e under the bed, corner, edges)
 - We will mop all your hard floors
 - Your kitchen bench tops, stove top, sinks will be professionally cleaned
 - We will clean your cupboard fronts
 - Your laundry sink will be cleaned and sanitised
 - Your bins will be emptied and sanitised
 - We will professionally clean your bathroom and toilets
 - Your window sills, lamp shades, pictures, furniture & ornaments will Be professionally cleaned
 - We will remove all Interior cobwebs from your house
 - We will clean your internal light fittings (however our service doesn't cover your chandeliers)
 - We will wipe down all doors, door frames, skirting boards, light switches and power points
 - Your exhaust fans will be cleaned
 - All mirrors will be cleaned
 - Your microwave will be clean from inside and out
 - We will sweep your front entry
-

Cleaning Force App

Cleaner Module Flow:

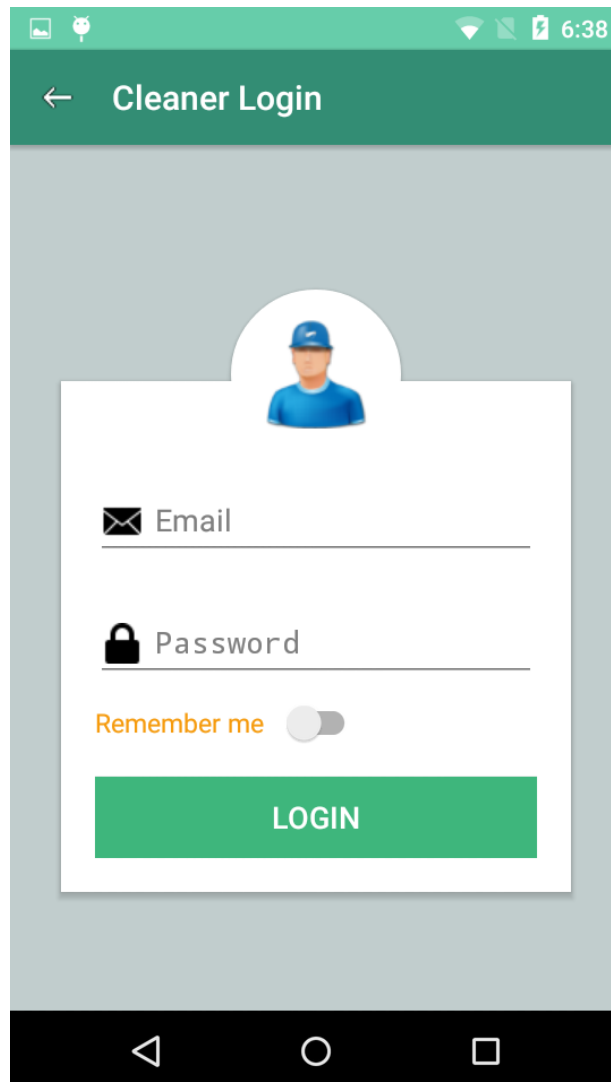
Open the installed application from the android device. The app will shows a splash screen(welcome screen) which will automatically disappears in 4 seconds.

Now, the app will shows following welcome page. Here, click on “Cleaner” icon to login as a cleaner.



Login Page:

The login page of the cleaner will look as follows. Enter cleaner existing email and password for login into the app. The app will show status message with “invalid email/password” if the cleaner will enter wrong email/password, otherwise it will show “login success” status message.



Note:

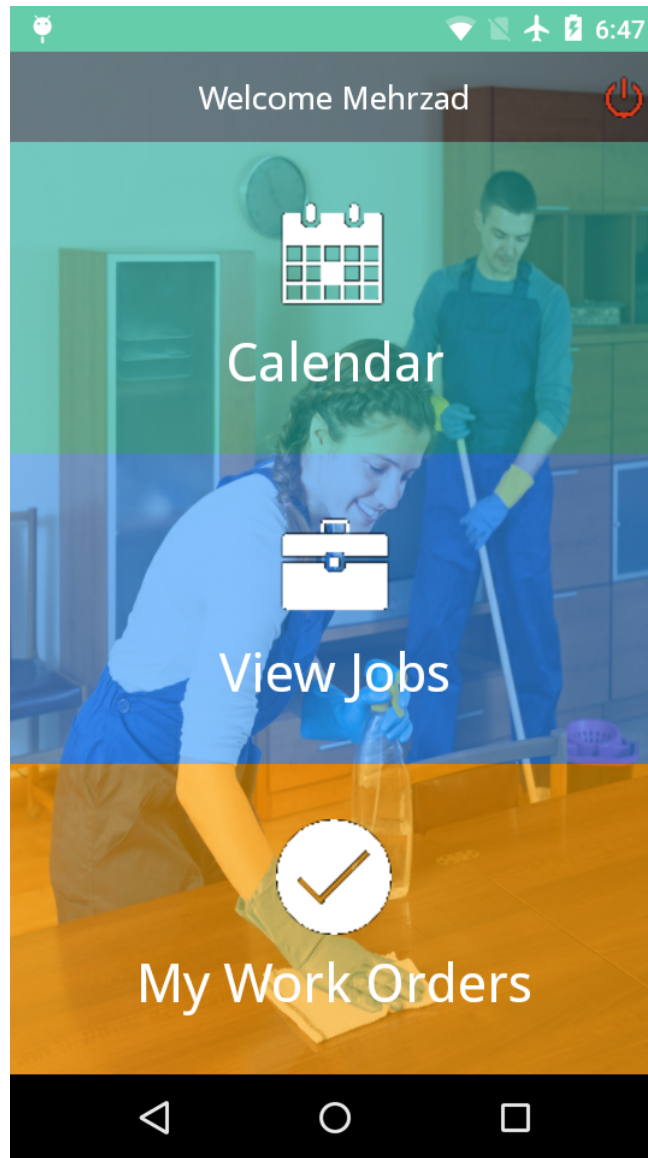
Before entering email and password please check “Remember me” switch icon. Now, the app will remember corresponding cleaner email and password after successful login.

After this, the cleaner will no need to type email and password for the next time. It will automatically displays corresponding cleaner's email and password.

Main Menu Page:

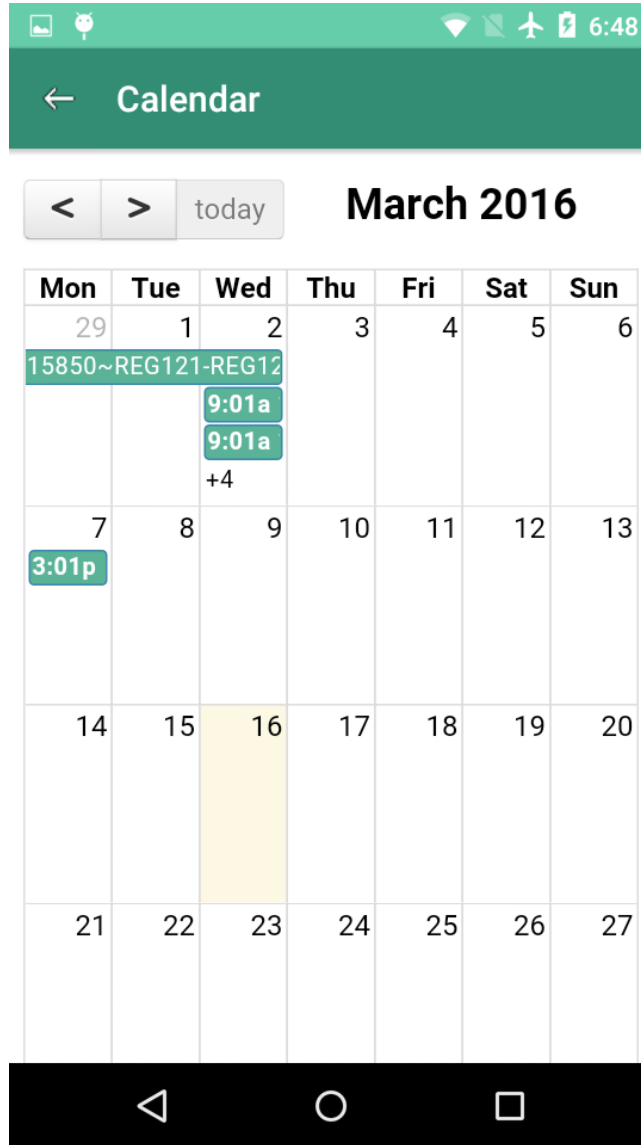
After successful login, the cleaner will be able to view following menu.

In the header of the main menu, the logged in cleaner name will be displayed.

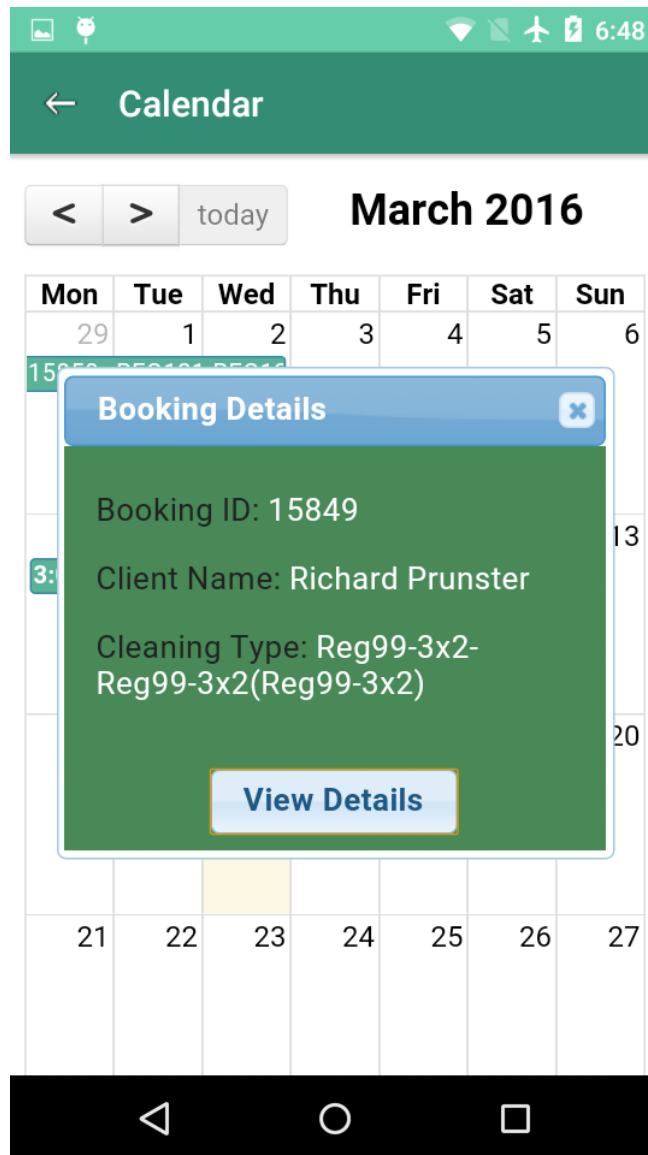


Calendar Page:

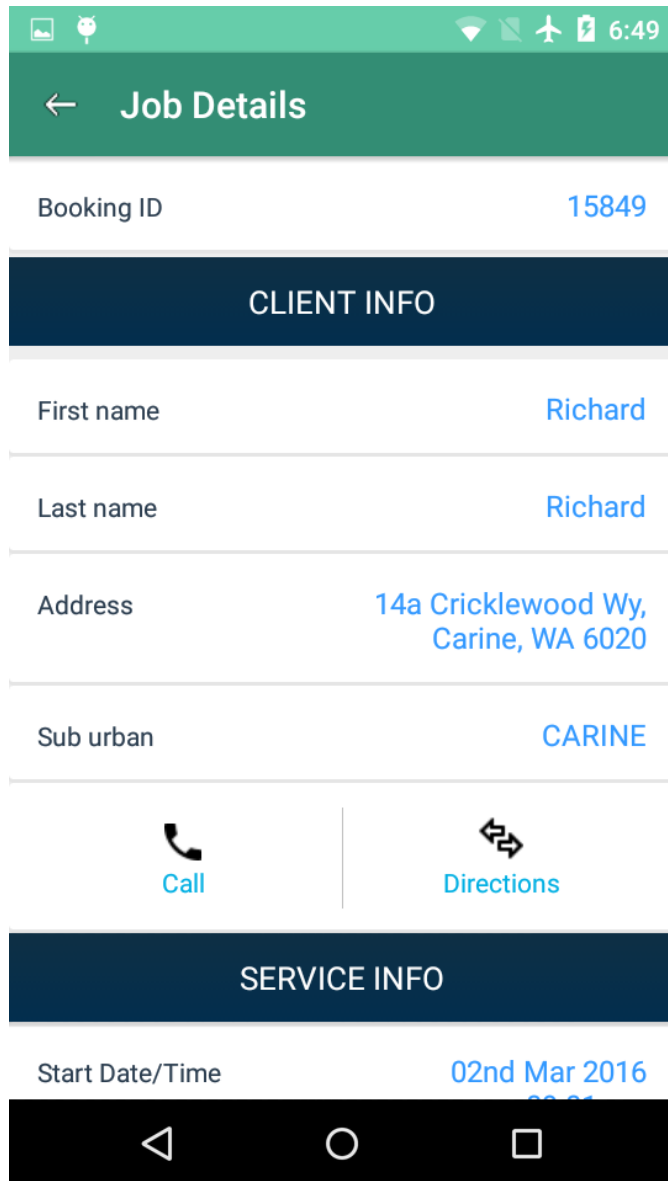
The calendar for cleaner with events will look as follows.



Click on an event, the app will show a pop up as follows.



Click on “View Details” button to view corresponding job details.

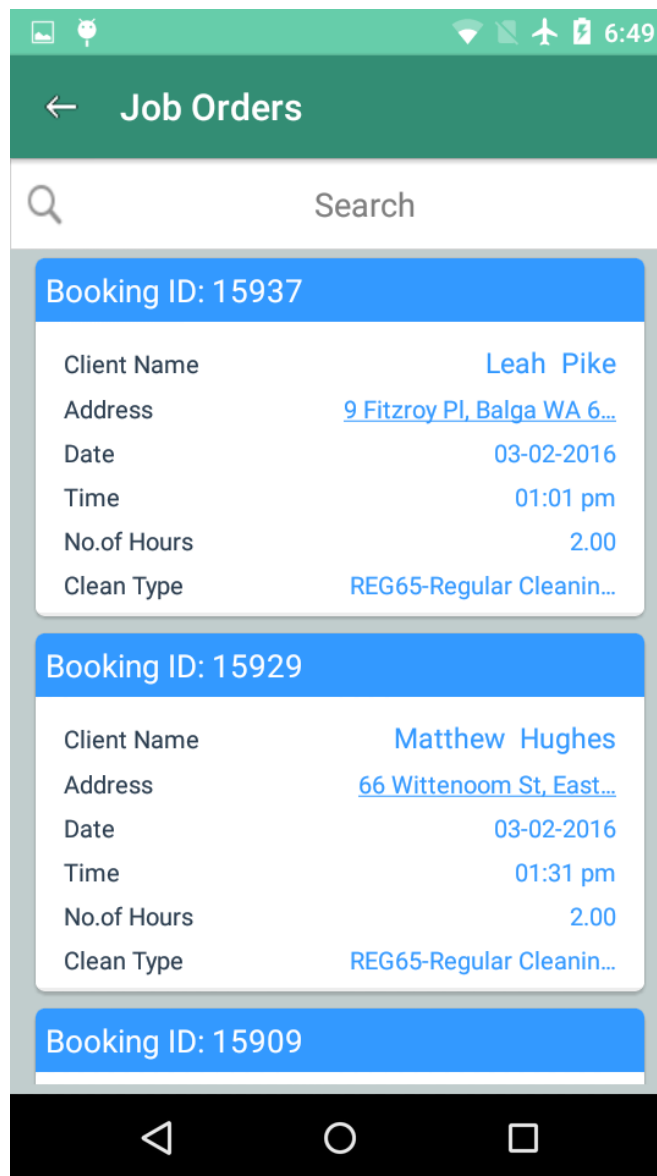


Note:

Here, cleaner can click on “Call” icon to call to a particular client. Click on “directions” icon to view client's address on google map with directions.

Job Orders Page:

In job orders page, a list of job orders will be shown as follows.



Click on address text(underlined) to view full address on a dialog box as shown below.


Job Orders

Search

Booking ID: 15937

Client Name Leah Pike
Address [9 Fitzroy Pl, Balga WA 6...](#)

Address

 [9 Fitzroy Pl, Balga WA 6061](#)

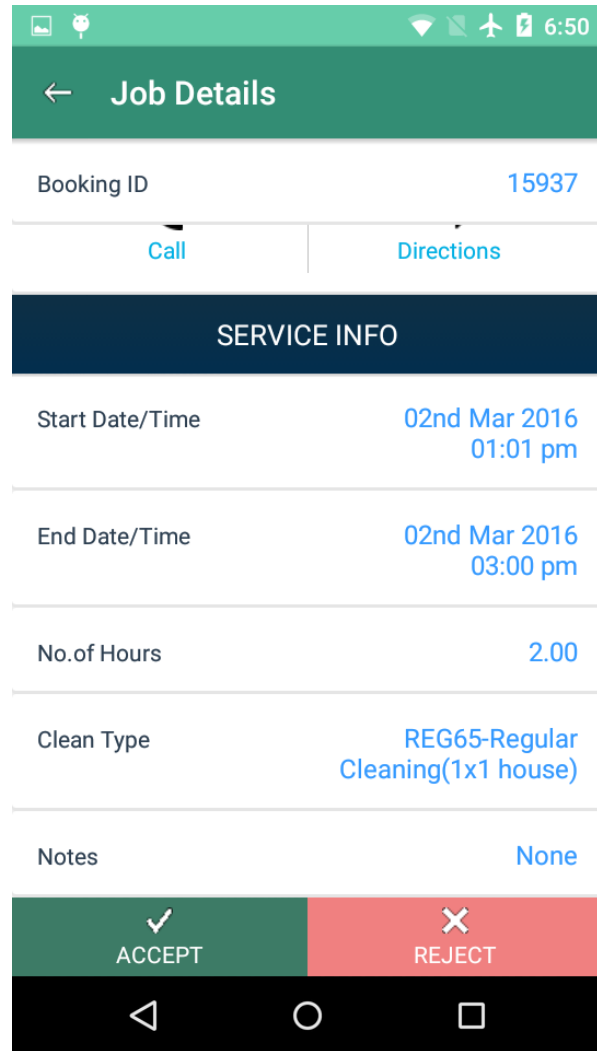
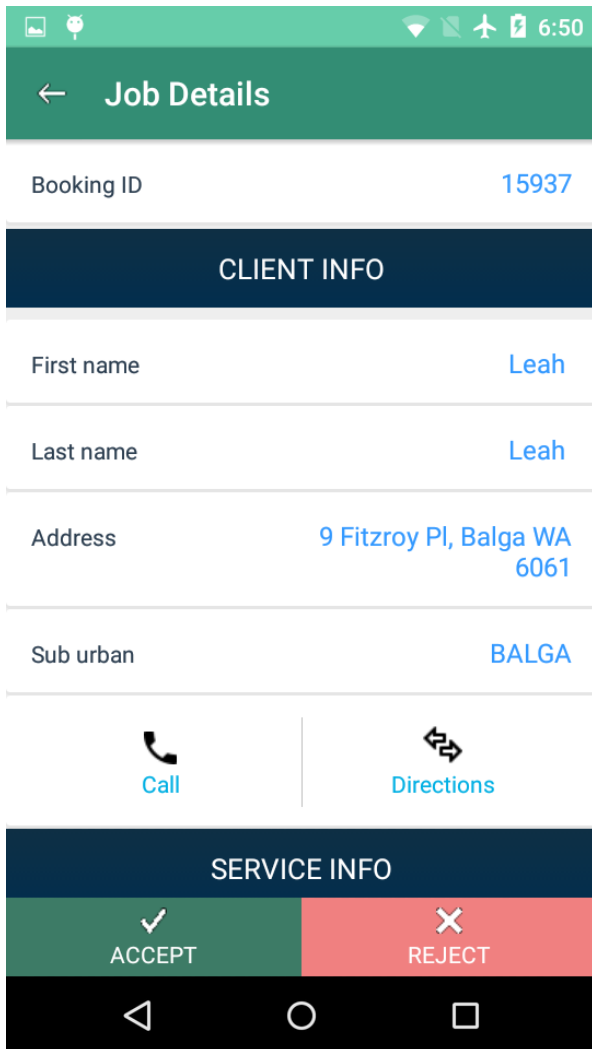
CLOSE

Bo

Client Name Matthew Hughes
Address [66 Wittenoom St, East...](#)
Date 03-02-2016
Time 01:31 pm
No.of Hours 2.00
Clean Type REG65-Regular Cleanin...

Booking ID: 15909

Now, click on any job order to view job details as shown below.



(Scroll-down to view full content on this page)

Now, click on “Accept” button to accept this job. The app will show a dialog box with two buttons “YES or NO”.

Job Details

Booking ID 15937

Call

Directions

Accept Job



Do you really want to accept this job ?

YES

NO

Sta 016

pm

End 016

pm

No. 00

Clean Type REG65-Regular Cleaning(1x1 house)

Notes None

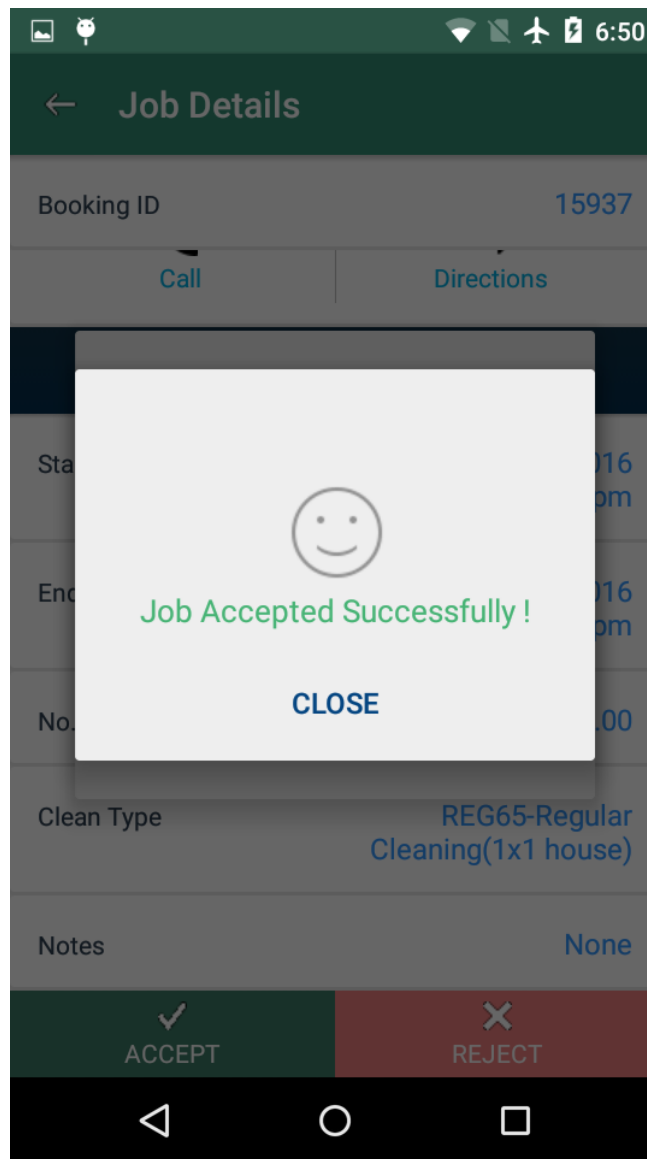
✓
ACCEPT

✗
REJECT



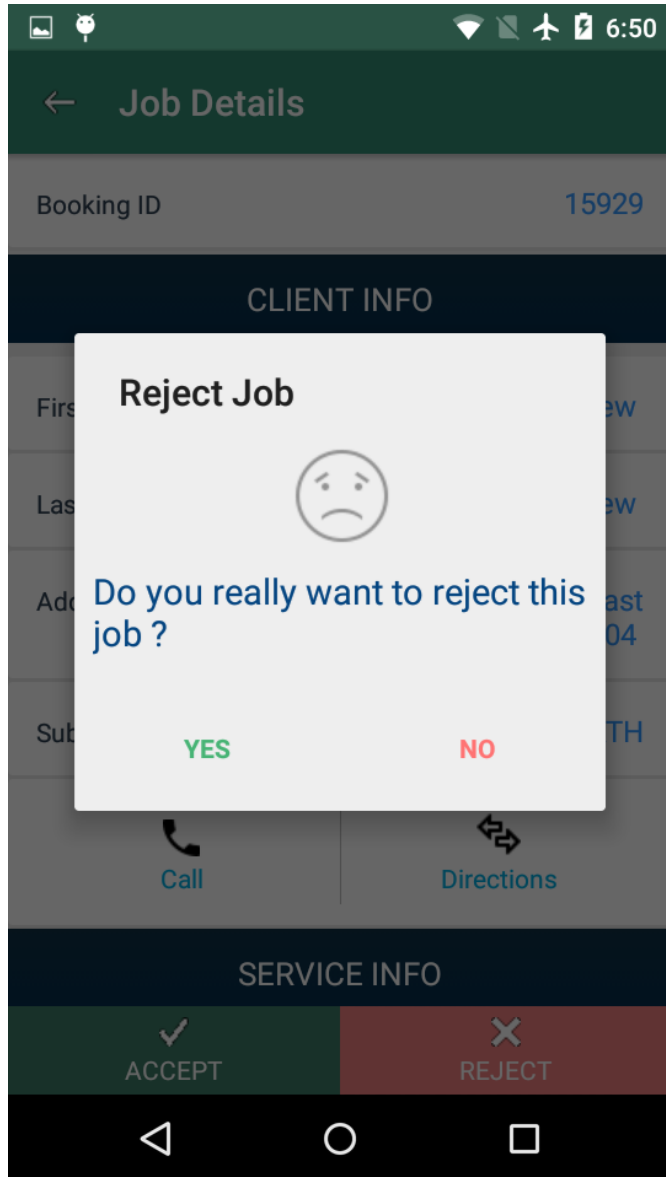
If you click on “YES”, the job order will become as a “work order”. And it will be shown in “My Work Orders” page.

Now, the app will show a dialog box with status as “Job Accepted Successfully” as shown below.

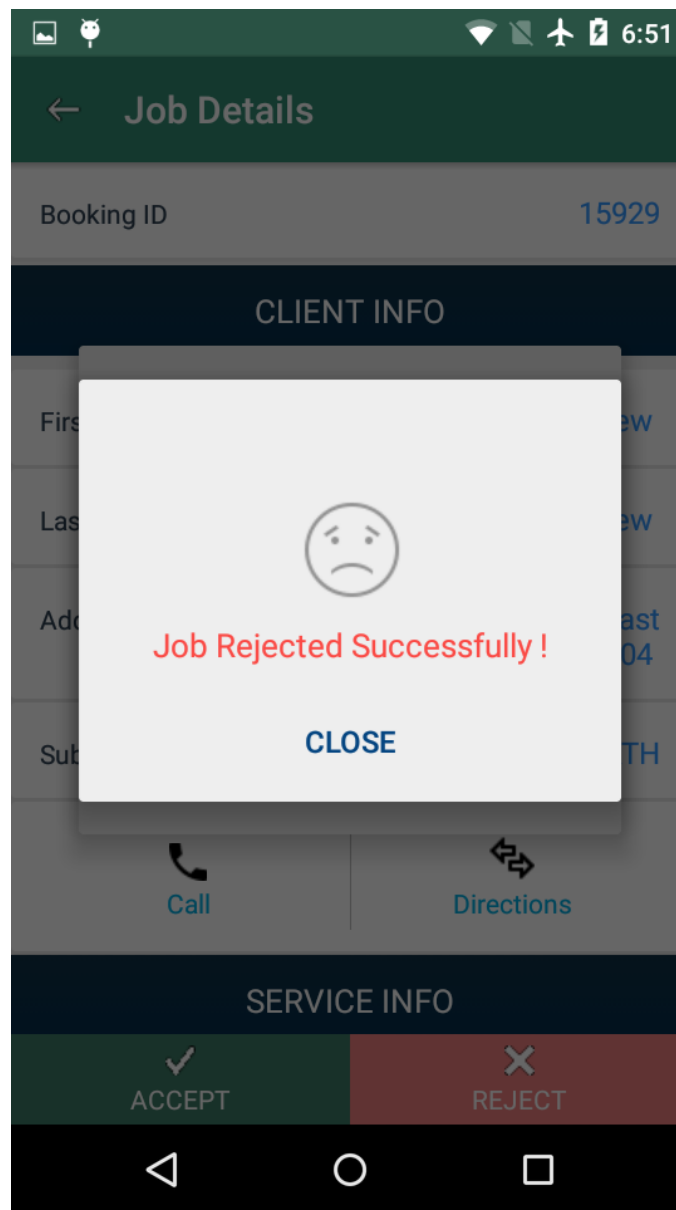


Click on “CLOSE” from above dialog box to return to “Job Orders” page.

Now, Click on “Reject” button from job details page. The app will shows a dialog box with YES or No buttons as shown below.



When you click on “YES”, the app will show a dialog box with “Job Rejected Successfully” message as shown below.



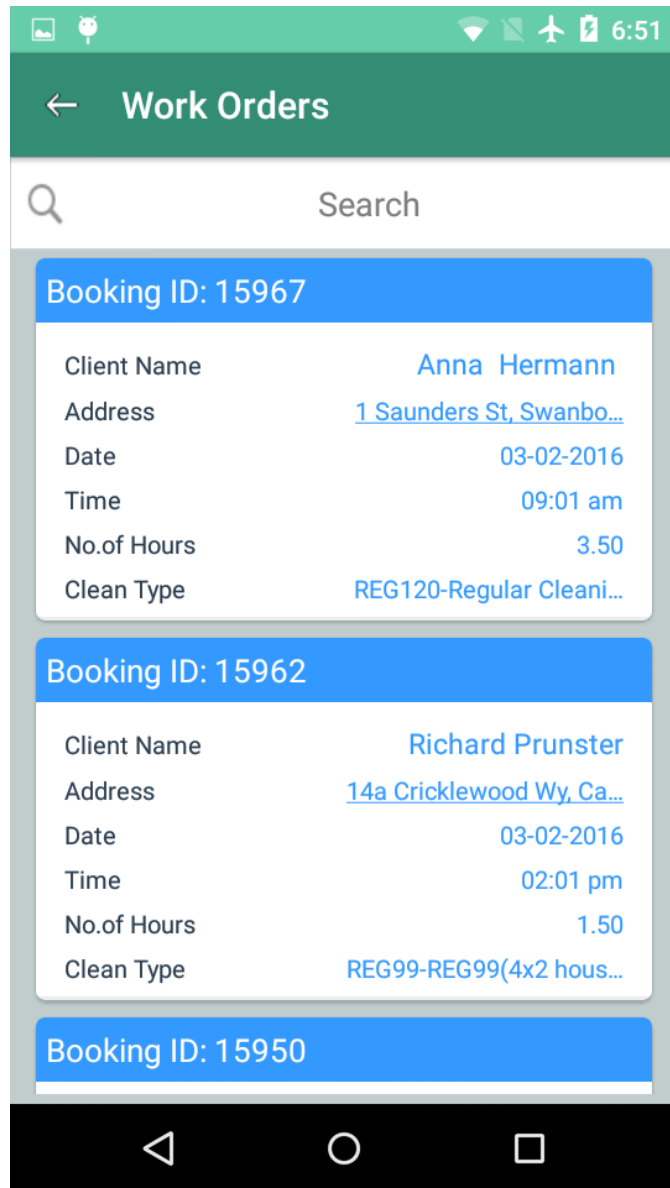
Click on “CLOSE” from above dialog box to return to “Job Orders” page.

NOTE:

When cleaner is Accepting/Rejecting a job order, an email will be sent automatically to admin with job status.

My Work Orders Page:

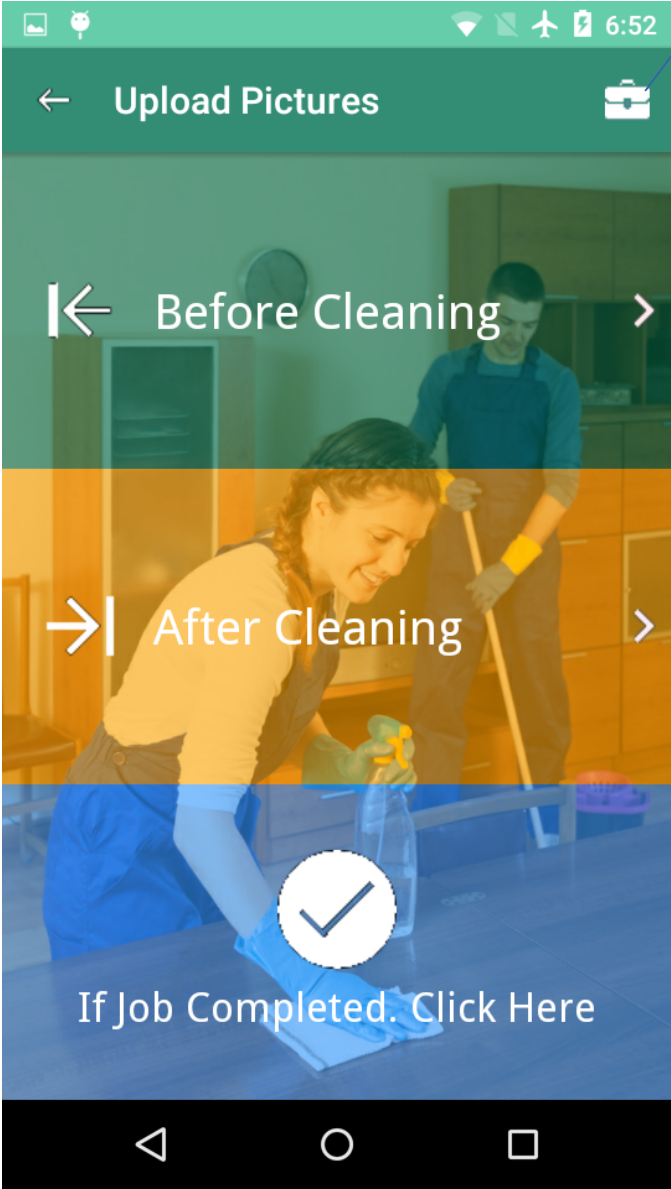
This page will shows a list of accepted job orders as shown below.



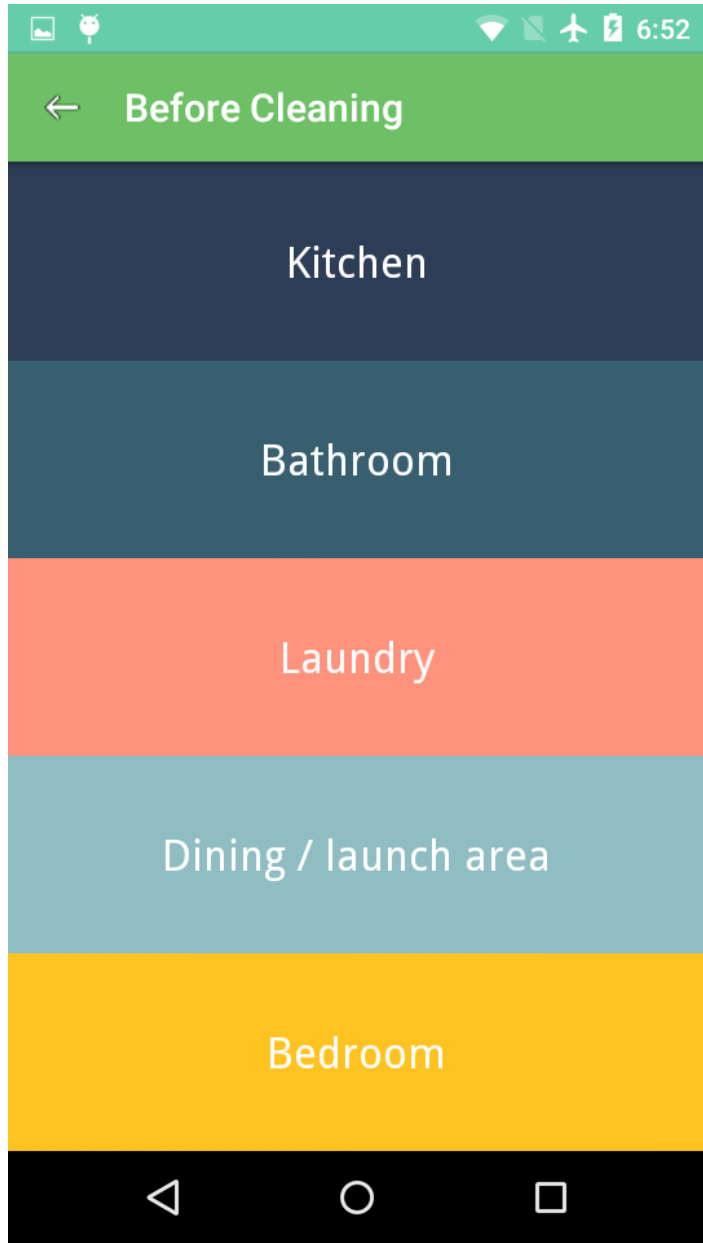
You can click on address text(underlined) to view full address on a dialog box.

Now click on any work order from above list to view "Upload Photos" page as shown below.

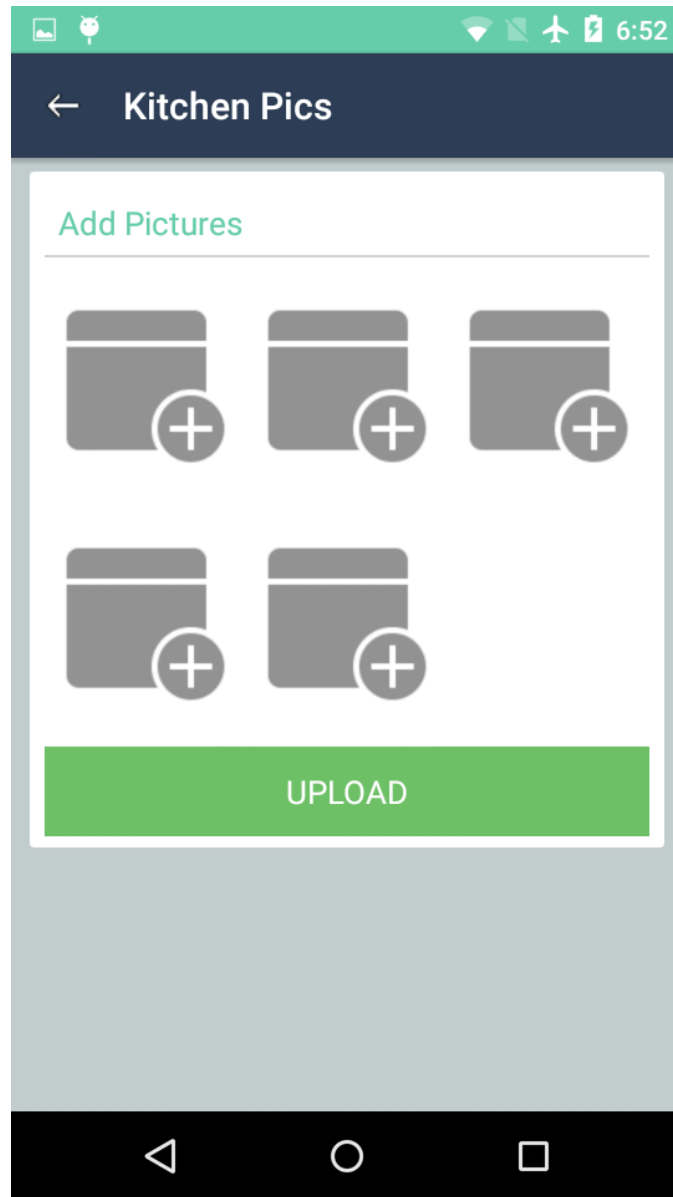
(Click on this job icon to view work order details)



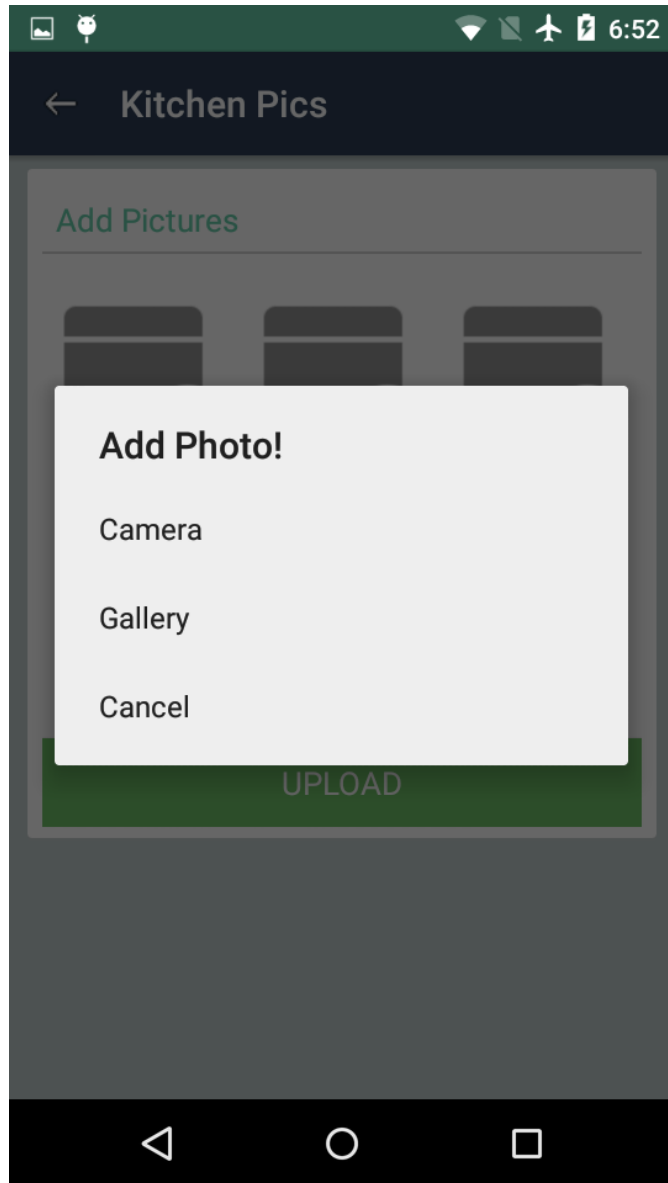
Now, click on “Before Cleaning” button to upload pictures for before cleaning.
The app will show list of categories to upload pictures as shown below.



Click on “Kitchen” button to upload pictures under kitchen category.

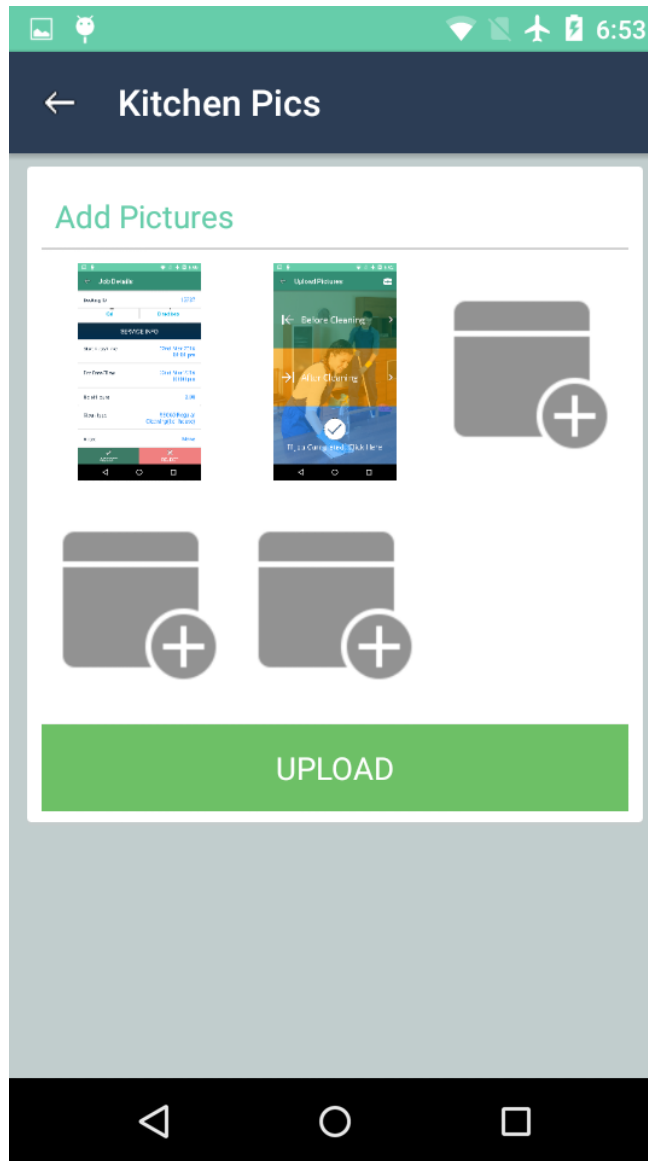


Click on “Add” icon, the app will shows a dialog box with following options.



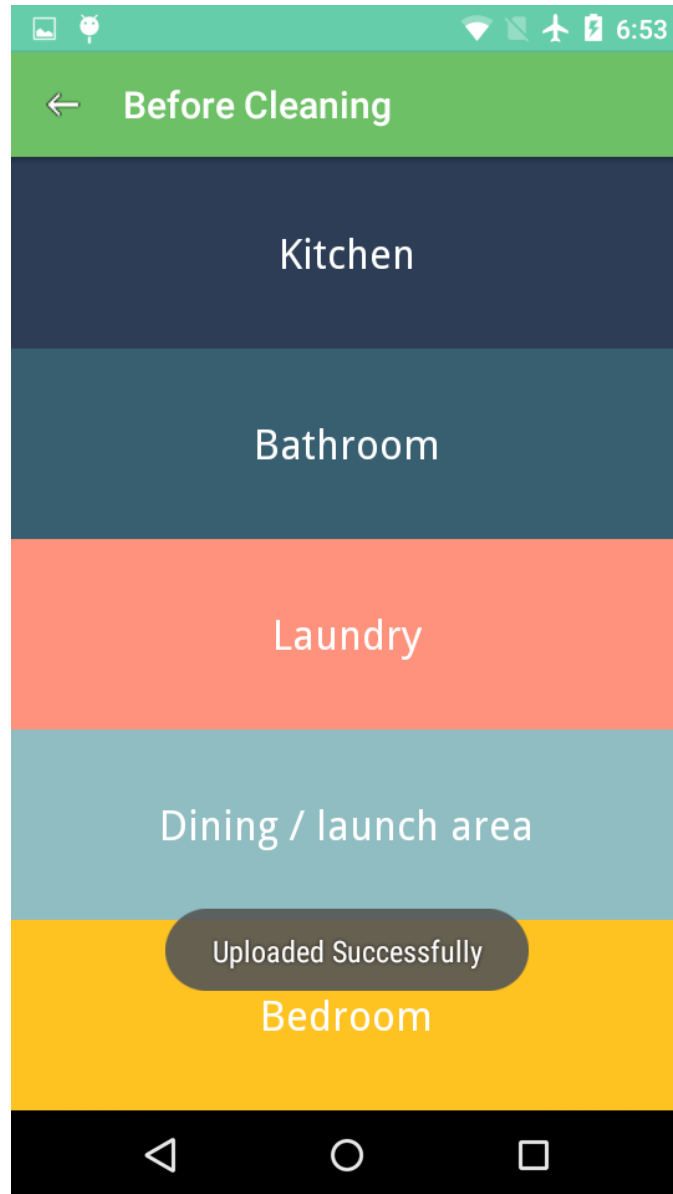
Click on "Camera" for capturing a live picture.
Click on "Gallery" for selecting already captured image from gallery.
Click on "Cancel" will close the dialog box.

After selecting images from the gallery, the above page will look as follows.



Now, click on “UPLOAD” button to upload selected pictures. The app will shows a progress bar while uploading.

After uploading the selected pictures, the app will shows a status message with “Uploaded Successfully” as shown below.

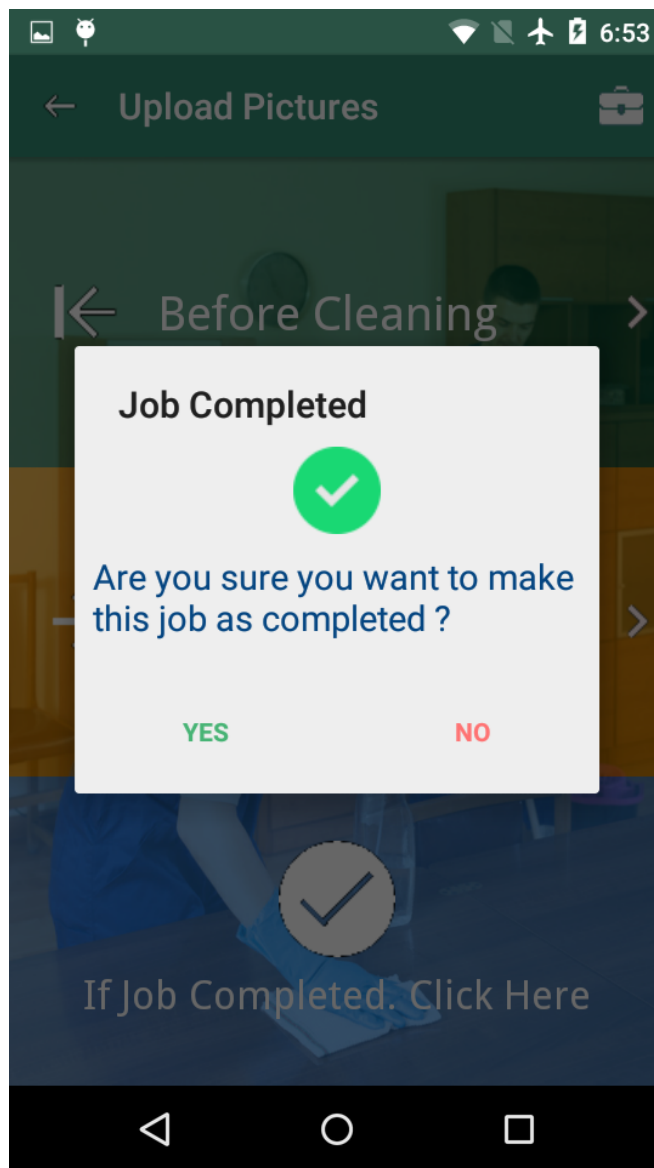


NOTE:

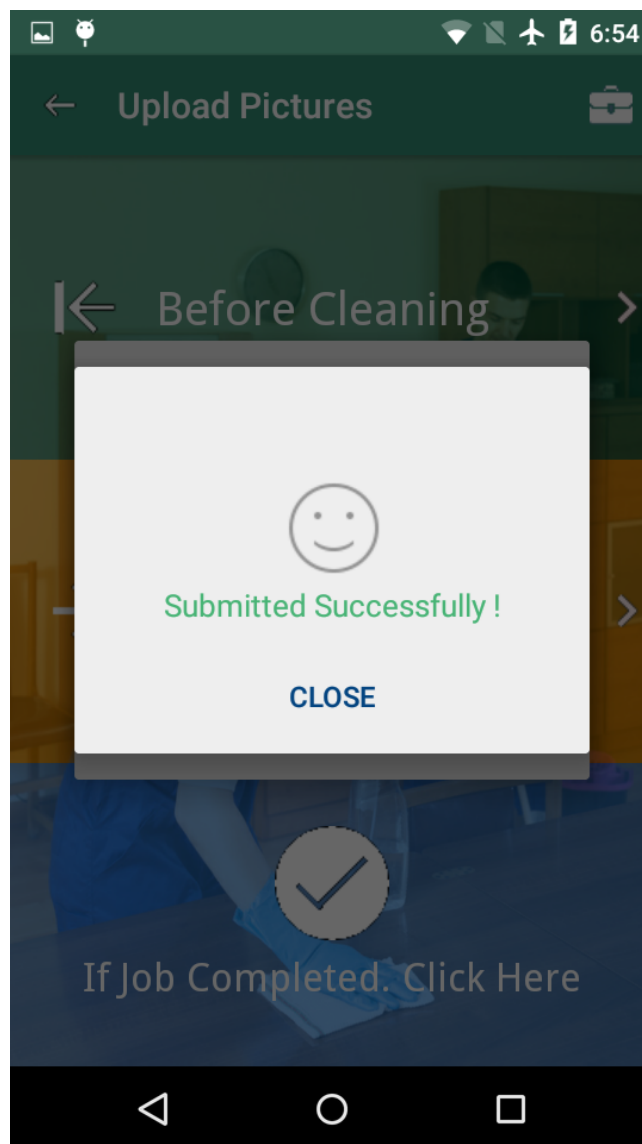
Uploading pictures for "After Cleaning" process will be same as above(i.e Before Cleaning).

After uploading pictures for before and after cleaning process, the cleaner have to click on “If Job Completed, Click here” button from upload pictures page.

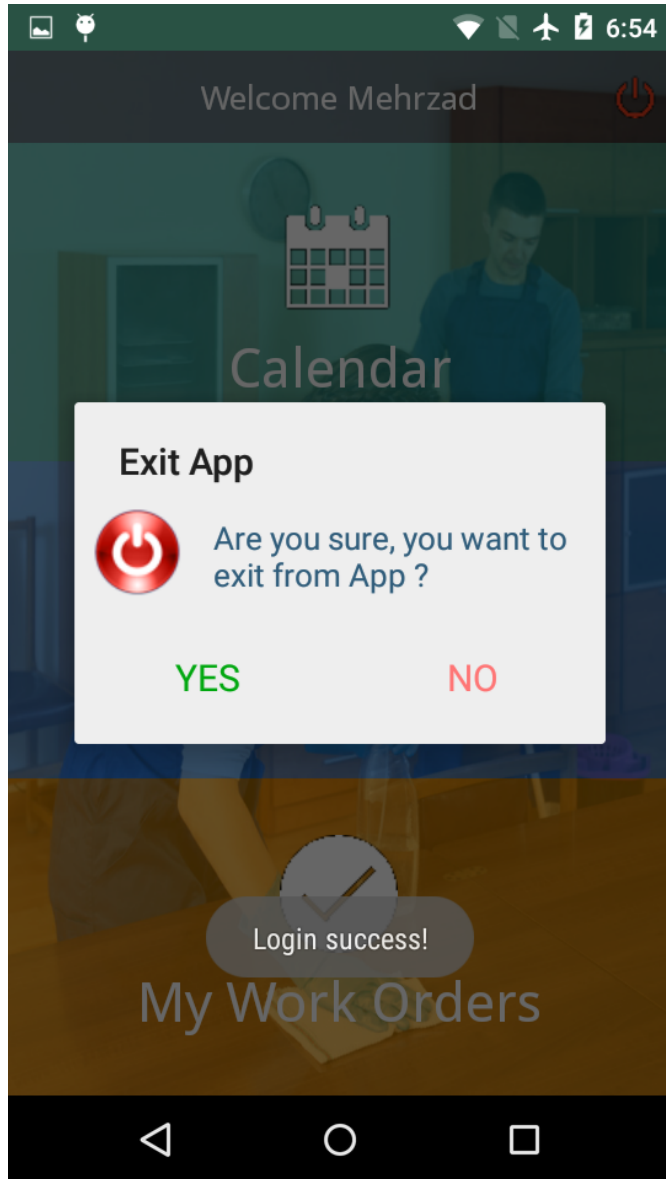
The app will shows a dialog box with “YES or NO” buttons as shown below.



When you click on “YES” button, the app will submit the particular work order as completed one. And it will be displayed in cleaner billing section of admin website.



Cleaner can click on “Exit” button from main menu page to exit from the app as shown below. The app will show a dialog box as shown below.



Welcome Mehrzad



Calendar

Exit App



Are you sure, you want to exit from App ?

YES

NO

Login success!

My Work Orders