

CLEANING GUIDE

communication and attitude



Colophon

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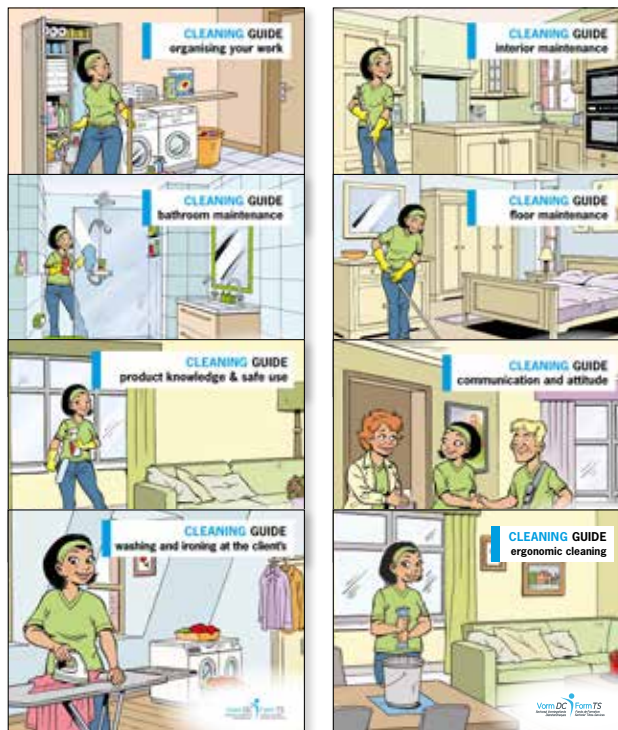
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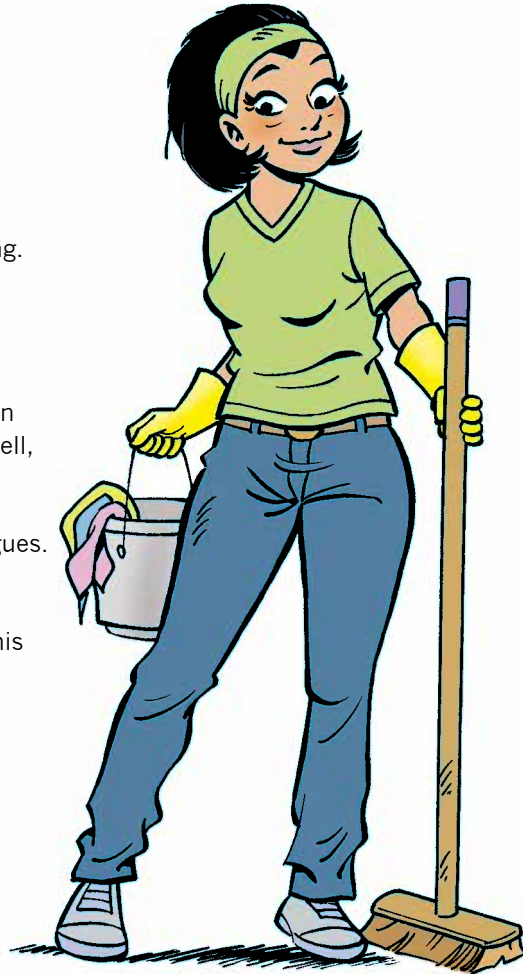
Hello,

I'm Sarah, your cleaning coach. I have many years' experience as a home help and consider myself an expert at brushing, polishing, scouring and scrubbing. Cleaning is my passion and my profession! I enjoy teaching people how to brush and polish perfectly.

But a home help not only needs to know how to clean well. He or she must also be able to communicate well, with the client, the consultant and colleagues. Your attitude is very important as well. The way you behave to the client, the consultant and your colleagues. How do they see you?

How do you approach all this? Find out with me in this guide and follow my directions and  tips.

**Good luck,
Sarah**



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COMMUNICATION

When communicating, people share information with one another.

They do so by talking with one another or through their behaviour, the way in which they treat one another. So in fact, you are communicating all the time, even if you do not talk.

Good communication is extremely important.

You have to be able to convey a clear message. Including when it comes to cleaning: you know what you have to do, what your tasks are, and the client or consultant knows what he or she can expect from you.



How do you communicate?

1. Speak positively, clearly and politely.
2. Need to write the client a note? Make it short, clear and nice!
3. A smile works! A friendly attitude works wonders.



1. Speaking



2. Writing



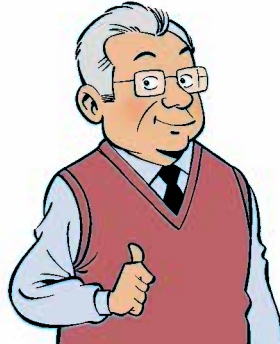
3. Appearance

6.

Who do you communicate with?



1. Consultant



2. Client



3. Colleagues

Communicating with the consultant/employer



- **Who is the consultant?**
The consultant is your contact person and confidant at the company where you work. In smaller companies, this may also be the employer him- or herself, or the manager.
- **What things do you contact the consultant about?**
 - Changes to schedule
 - Submitting service vouchers
 - Client contact
 - Training
 - Personal assistance and support
 - Confidant (resolving issues)
 - Wage
 - Complaints
 - Notification of absence/sickness
- **How do you communicate with the consultant?**
 - Personal contact
 - Telephone
 - Mobile or text



✓ *When you start work at a company, discuss with your consultant how you are to communicate.*

Sarah

What have you learned?



Communicating with the client

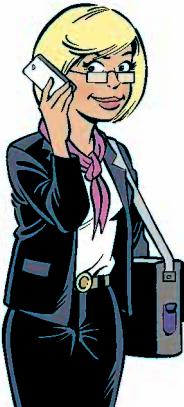
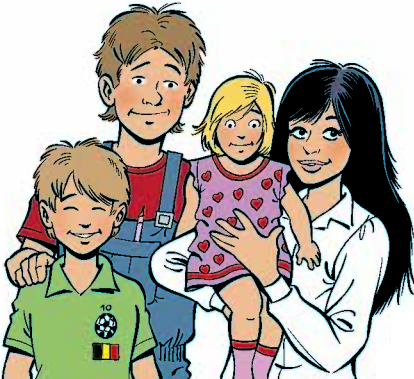
- **Who is the client?**

The client is the owner or tenant of the home where you are going to clean. Just as there are many different people in the world, so there are many different clients! Each client has a different way of communicating.

Different clients also have different expectations. It is up to you to deal with all these clients positively. You are the face of your organisation.



Different clients



Getting to know the client

As with all contacts, your first contact with the client is important. What is the first impression? People see immediately who they have in front of them. So be positive and friendly. Listen.

Even if the client is not at home, a good first impression is important. The client will judge the work done.

Both in your private life and at work:

“Good arrangements make good friends.”

So don't be afraid of asking questions. It is better to ask too many questions than not to ask a question. This way, you make good arrangements.

- **What can you ask the client, for example?**
 - Where will I find the cleaning products and equipment?
 - Which rooms should I clean and which not?
 - How often should I clean the windows (do other periodic tasks)?
 - Should I use special cleaning products?
For marble floors or windows sills, for example.
 - Does the client wash the microfibre cloths, or should I do that?



What if the client is not at home?

Then arrange the following things with him/her:

- Use of key (or door or gate code).
- Should I answer the phone?
Should I open the door if the bell rings?
- Can I put music on?
- Having soft drinks or coffee.
- Taking breaks.
- How do we communicate? Note, text, etc.



✓ *Family or neighbours often come in through the back door. Make clear arrangements about this.*

You tell the clients who has been by.

Sarah



Each client communicates differently

- **The client who is at home**

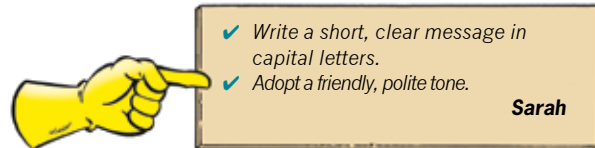
When you are working at a client's and the client is at home, you listen and ask questions. You discuss the schedule, what has to be cleaned, etc.

Your appearance and body language are important. So not just what you say, but how you say it and how you come across are important. Adopt a positive, friendly attitude!

- **The client who is not at home**

If you clean at a client's and the client is not at home, you have to use a different means of communication. For urgent questions, you can either phone the client (if this has been agreed in advance!) or contact your consultant.

If it is not urgent, then you can leave a note or ask your consultant to inform your client (e.g. by email). Here again, the golden rule is: **“Good arrangements make good friends”!**



Hearing, seeing and remaining silent...



In a private home, you sometimes **see** things that need to remain private: letters, personal documents, bills, dossiers, computer, the contents of cupboards, etc.

When cleaning, you sometimes **hear** things, gossip or confidential conversations that really need to remain private.

You keep things that you see and hear at a clients to yourself.
You have to remain **silent** about it.
Respect your client's private life!

If you notice things such as abuse or a crime, something that bothers you, tell your consultant or confidant at your company.

Respect your own private life, as well, and don't tell your client things they don't need to know. After all, they might pass them on.
Keep private life and work separate.

What have you learned?



Communicating with colleagues

As a home help you are always at the clients' and you don't see your colleagues very often. And when you do see them, it's great. So make the most of moments spent with them and exchange tips and experiences.

Do you have a lot of experience? Then be sure not to hold back from showing new colleagues the way in the home help profession. They will be very grateful to you. What's more, you can always learn more by talking to colleagues and exchanging tips. Are you just starting out as a home help? Then ask questions about things you don't know yet or tell people about tasks that aren't going so well. That way, you can get help.




- ✓ *We can learn from one another all the time.*
- ✓ *When you see colleagues, remember that you embody the name of the company you work for.*



Communicating with the people around you

As well as your job, you also have a social life and there you meet family, friends and acquaintances. You're sure to talk about your work with them. **So pay attention to the following:**

- **What you talk about:** as a home help, you sometimes have access to your clients' private affairs. Don't repeat what you see or hear at clients' to your friends or family.
- **Social media and internet:** everything you spread on the internet can turn against you. So be careful what you post via  . Keep personal matters private.
- **Your appearance:** here too, you are the business card of your company!



✓ *Think about it. The people around you could be future clients.*

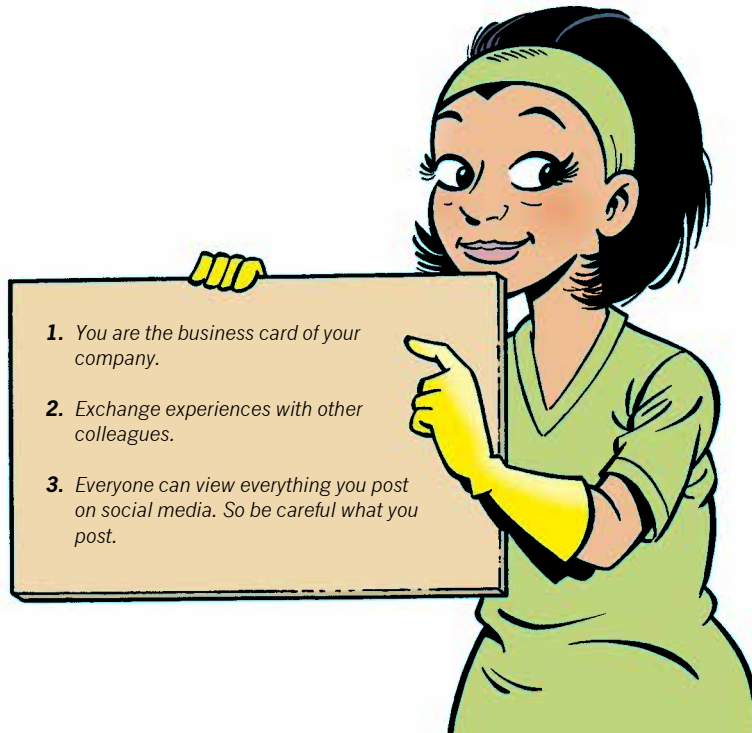
Sarah

You are **proud** of your job and you know it has lots of **advantages**:

- You work autonomously.
- You are (financially) independent.
- You work in your own region.
- You can arrange your hours to suit your family.
- It is a very varied job.
- You help people (the elderly, young families, etc.).
- You have a lot of social contact.
- You move around a lot. So you have a healthy job.



What have you learned?



ATTITUDE/BEHAVIOUR

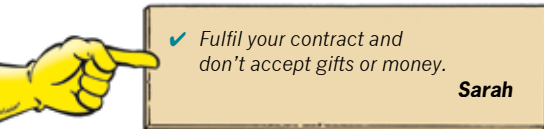
Attitude is the way you behave towards other people, including your clients, your consultant and your colleagues.

It's about having a professional attitude towards cleaning.

You listen to the client's instructions and carry them out in a positive manner. You dare to ask questions so as to avoid misunderstandings.

A professional attitude consists of a great many things:

- ✓ responsibility
- ✓ promptness
- ✓ quality
- ✓ flexibility
- ✓ communication
- ✓ respect
- ✓ appearance
- ✓ hygiene
- ✓ fit and healthy
- ✓ professional secrecy
- ✓ etc.



Attitude also means learning to understand the client, responding appropriately to the client. Let me give you an example.

You go to a client for the first time. You smile and hold out your hand.

You were expected at 9 am and you are exactly on time. The client thinks that's great.

You introduce yourself politely and then make arrangements with the client about which tasks you are expected to carry out. As you go through the tasks, you realise that you only have four hours to clean the whole house. The tasks that the client expects cannot be done in these four hours. You remain polite, but explain clearly that the tasks that the client expects are not feasible. So you are assertive. Discuss a task package that is feasible.

As a home help you have to respond in a correct manner. There are many different clients with different expectations. One client will think it is important that you work meticulously, while another client will want every room to be cleaned and everything does not have to be finished as thoroughly as that.

It is important that you understand what your clients want, what **THEY** think is important.

Here are a number of important basic attitudes:



✓ Smiles are contagious



✓ Be polite and friendly



✓ Wear work clothes and no jewellery. Be hygienic



✓ Respect working hours and arrangements. Notify the client if you can't come



✓ Notify the client if you will be late



✓ Do not smoke



✓ Show respect for all the occupants of the home



✓ Take your own food and drink with you



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