

## ASKCINDY

# House Cleaning Staging: Limit your risk exposure

Every time we allow a service into our homes, we are opening ourselves to a certain amount of risk. This risk is not necessarily one that presents danger to health or well being. However, there can be certain risk to property damage due to negligence or ineptness. Once you make the very important decision to bring a so-called professional housekeeping service into your home, you need to make sure that the service has the reputation for caring for household property as well as one for good cleaning.

My experience of many years leading clean teams into high-end and moderate homes in the country, has taught me that the holistic approach to training workers to clean includes both the knowledge of cleaning techniques to make a visible difference, but also the sensitivity to working with and around furnishings that are held dear. This includes everything from the legs of prized furniture to artifacts that cannot be replaced. While an accident can happen to anyone, OSHA standards, for example, have proven that accidents are preventable.

### Cleaning Service Know-how

Motor vehicle traffic experts tell us that the potential for accidents is definitely reduced when the motorist has a plan and map for how he/she will travel. In other words, when a worker is trained how to go about cleaning a home in such a way that the individual is clear on where to start and exactly what the process is from start to finish, then the prospects for inadvertent accidents are reduced. Equally important, however, is understanding the appropriate preparation and techniques of cleaning. An example of this was just recently amplified when I conducted a free walk through with a potential customer who showed me her living room carpet and where it had been damaged as a result of a cleaner placing a container of chemicals directly on the carpet. As I gasped, I indicated that the likelihood of that happening on the "Ask Cindy" watch was almost nil, since we train all our workers to place all items that are to be put on the floor – must be placed onto plastic trash bags carried expressly for that purpose. In fact, violation of this direction is grounds for suspension.

### Modeling

Why do we believe that our worker training process allows us to have confidence that our workers can



By Cynthia Inman, Pres. of Ask Cindy, Inc. Residential & Commercial Services

be relied upon so as to ensure an accident free service delivery? This is a direct result of our training program. I personally spend substantial time with each new employee to impart my culture of what quality cleaning is all about. This is conducted on worksites as well as in our training classrooms. While this process continues on the job, it is

guarded. Each individual is given instruction, the process is demonstrated and a period of trial and error is allowed prior to the next step.

The next step has the worker assigned to a veteran worker, where the veteran models for the worker, allows the new worker to operate alone and then be checked and monitored.

Emphasis is always placed on proper techniques as well as final results.

These techniques include proper vacuuming techniques to avoid chipping the legs of furniture and how to carry equipment from one location to another to avoid bumping into walls and door frames. These are only a few of the many techniques and approaches that the "Ask Cindy" team member learns on route to becoming an independent worker that can then be assigned to a home and made responsible for that home's outcomes.

The above processes, while far from being exhaustive, are yet a picture of the Ask Cindy approach to ensuring that each home will be left with that **visible difference!** I recommend that each home owner takes time for the "due diligence" necessary to check references of potential house cleaning services such that when the service is complete you will experience 5 Star Satisfaction that connects with your family's life style. I leave you with a customer testimony – "Cynthia & Team,

Your cleaning application is worth the financial investment. My home has never looked so clean and organized. – M. D. – Harrison, NY



Cynthia W. Inman  
AKA "Ask Cindy"  
[www.askcindyhow.com](http://www.askcindyhow.com)