

## J&K Quality FAQ and Policy

1. **Are you bonded and insured?** Our insurance is the best available. Not only do we have liability coverage for your protection, but we are also bonded. Insurance validation certificates are available for your peace of mind upon written request.
2. **What if something in my home gets broken?** When something is broken in your house, J&K Quality Household Service realizes that the nature of our cleaning requires our staff to touch virtually every item in your home or office. Any damage/loss occurs, simply notify your local office of J&K Quality Household Service within 24 hours of the cleaning.
3. **Should I be home when they are cleaning?** You are welcome to be home for the cleanings, or if you prefer you can leave. Our housekeepers aren't hindered by your presence and they aren't uncomfortable working alone either. This decision is entirely up to you and is whatever you are comfortable with. Some homeowners prefer to be home for the first few cleanings to meet their housekeepers and answer any questions they may have.
4. **If I decide not to be there when they arrive should I leave a key each time or give one to the company?** This is another area of service that is entirely up to you. It is your home we are gaining access to so it is whichever you method you prefer. If you choose to leave a key out please leave the key in an easy place for our housekeepers to access, but not so obvious that anyone walking by could figure out where you have placed it. If you choose to give us a key it will be kept with your regular housekeepers.
5. **Will I always have the same housekeeper?** We make every effort to send the same housekeepers each time. Occasionally there might be a change in housekeepers due to illness, day off, vacation or they may no longer be for J&K Quality Household Service. Therefore, it is not possible for us to guarantee the same individuals for each cleaning. In the event of such an occurrence J&K Quality Household Service will find a replacement. This is one of the reasons we like feedback. Not only do we need to know how the housekeeper is doing, but what your specific needs are in your home. We want an easy transition when a replacement must be used. J&K Quality Household Service provides an extensive training program to each of our employees to ensure consistent cleaning techniques.
6. **Are housekeepers trained and supervised?** Yes, every housekeeper that is hired attends a lengthy and thorough orientation. After orientation, the housekeeper is placed with a trainer for a period of five cleans. Once the housekeeper has passed through training with a trainer and has received no negative reports from the homeowners, they are then placed in homes by themselves. J&K Quality Household Service employs field managers who visit homes those new housekeepers are to make sure that the client's needs are being met and that the housekeeper is performing Above and Beyond service to your home.
7. **How do I pay for your services?** J&K Quality Household Service gladly accepts the following forms of payment: Visa, MasterCard, American Express, cash, or personal check made payable to J&K Quality Household Service. Payment is due at the time of service. For your convenience, a credit card number may be left on file with your local office to use in the event you should forget to leave your payment at the time of the cleaning. A \$25.00 fee is applied to all returned checks. If you use a credit card, your account will be charged the balance due plus any fees, after each cleaning. You may prepay for all services. If you prepay for 4 cleanings then you are entitled to a 10% discount. If you prepay for 6 cleanings you receive a 15% discount.
8. **What is the cost of my cleaning?** Fees are based on the size and condition of your home. When you receive the initial estimate, it is just that — an estimate. Once the housekeepers enter your home for the first time, they should have a better sense of exactly how long the cleaning should take. As soon as they become aware of a discrepancy between the estimate and actual time need they immediately contact J&K Quality Household Service management who will try to contact you to discuss the difference. Usually, first-time cleans or one-time cleanings require additional time and an additional fee. If this is the case, you will be contacted by management prior to authorizing the housekeepers to spend more time in the home.

9. **Should I tip the housekeepers?** If you are pleased with the work done in your home we encourage you to show your appreciation to your housekeeper. Although not required, a gratuity is a powerful way say "I appreciate your work." Even a note from you, simply saying "Thanks for a job done" means a great deal.
10. **What is the cancellation policy?** If it is necessary to cancel/skip your regular cleaning day, J&K Quality Household Service asks that you contact us the day before so we may notify your housekeeper. If are notified the day of service and are unable to contact the housekeeper then you will charged with half of the price of your scheduled clean. Future scheduled cleanings will remain unchanged. Please be sure to submit in writing any termination of regularly scheduled cleanings. Do not inform the housekeepers of any changes to your schedule must be done directly with the management of your local office.
11. **What if my cleaning falls on a holiday?** If your scheduled cleaning falls on a holiday, we will be sure to contact you to reschedule your cleaning.
12. **How do I provide feedback on my cleanings?** Since cleaning is a very personalized service, we wish that you would call or email your local office the day after so we may gain knowledge as to your needs, wants, and concerns. This feedback is essential to serve you better, to correct any problems, and to praise those housekeepers who meet and exceed J&K Quality Household Service's expectations.
13. **Can I hire one of your housekeeper's independently?** By hiring J&K Quality Household Service for your cleaning services, we ask that you just that, use J&K Quality Household Service If you do wish to employ an J&K Quality Household Service housekeeper on an independent basis, please be aware of a \$1,500.00 referral fee. This fee applies to both, current employees or employees that had been employed with us within the last year. Any employee who leaves the company, are not allowed to contact our customers and offer cleaning services for 2 years. The penalty is \$ 3,000 if it does.
14. **What if my cleaning was not satisfactory to me?** There may be times when you are not satisfied with your cleaning. Maybe you just fee that something was missed. In this case, you are given 24 hours to contact your local office to have the problem fixed.