



13 QUESTIONS TO ASK WHEN CHOOSING A MAID SERVICE

Whether you've used a company to clean your home in the past or are thinking about hiring a maid service for the first time, do your homework first to find the company that will work best for you. Here are 13 questions to ask when interviewing residential cleaning companies:

1. Do you require that we sign up for a biweekly or monthly cleaning frequency?

Many home cleaning companies require customers commit to a biweekly cleaning service. If you would like more flexibility, be sure to ask this question.

Scout accommodates these requests. You can certainly choose a set schedule, however, if you'd rather schedule cleans as you need them, we're happy to earn your business each time.

2. How do I know I can trust your cleaners?

When you agree to bring strangers into your home on a regular basis, you want to be certain that they are professionals who have been screened by the cleaning company before they were hired. Ask the company about their pre-employment screening procedures.

Every Scout cleaner is carefully screened and must complete a criminal background check before being hired. The Scout owners hire only the most trustworthy, professional people.

3. What type of training do your cleaners receive?

The best cleaning companies require all their personnel to undergo a rigorous training program upon being hired and continue to learn best practices. Ask the company what kind of training their cleaners receive.

At Scout, we understand that hiring a cleaning service saves you time, but we also know that we achieve a high customer satisfaction rate because our cleaners are excellent at what they do. All Scout cleaners are fully trained on our unique cleaning approach and must adhere to a detailed checklist. They also report to our quality control manager, who is responsible for upholding Scout's best cleaning practices.

4. Are you insured and bonded?

If a company does not mention liability and workers' compensation insurance on their website, ask if they carry it. Surprisingly, many cleaning companies do not carry insurance or have a very low amount, leaving you, the customer, unprotected.

Scout is fully licensed, insured and bonded. We carry \$1 million per occurrence/\$2 million aggregate general liability insurance and \$25,000 per occurrence bonding.

5. Do you require us to provide our own products and supplies?

Some cleaning companies may expect you to provide all cleaning supplies and equipment—and they may request that you purchase specific products. Ask about the company's policy and the type of products they use.

Scout provides all equipment and cleaning supplies. If you have a product you would prefer we use for certain applications, however, we're happy to accommodate. Just ask!

6. Do you provide free estimates?

You should never pay a fee to have the company come to your home to give you an estimate. Also, the company should visit your home (rather than give an estimate over the phone) to ensure the estimate is as accurate as possible.

Scout provides free in-home estimates.

7. Are you a franchise?

Large, franchised cleaning companies may make big promises on their website or through their advertising materials, but you may find it difficult to get in touch with the person responsible for operations of the local franchise when you have questions or problems. Cleaning services through franchise organizations can also be significantly more expensive due to higher overhead costs at the corporate level.

Scout is an independently owned and operated company. We have offices in Boulder and Denver, and you can always reach our general managers at 303.292.0115 (Denver) or 303.647.6500 (Boulder).

8. Are your cleaning products environmentally friendly, and if so, can you tell me what brand of products you use?

"Green" is a big buzzword these days among cleaning companies, so if you are specifically seeking a company that is committed to the environment and your health, ask about the products and equipment they use.

Scout uses Brody Chemical's Responsible Solutions Green Products, which are certified by Green Seal, Ecologo, and Design for the Environment.

9. Do you make an effort to send the same cleaning team on each visit?

Larger cleaning companies and franchises may be unable to send the same cleaning team to your home each visit. If it is important to you to get to know your house cleaners and have consistency in who cleans your home, be sure you discuss this with the company.

Scout sends the same cleaners to customers' homes every visit, although occasional substitutions due to vacations or illness are sometimes necessary.

10. What is your customer satisfaction policy?

Ask the company about their cleaning guarantee, if they have one. Many cleaners may say they have such a policy, but be sure to ask how a situation would be handled if you were dissatisfied with cleaning results.

Scout has a 100% satisfaction guarantee. We will send a team back to your home to correct any problem at our expense if you notify us within 24 hours of the clean that there was an area missed or not cleaned to your satisfaction.

11. What does your company do to ensure your cleaners do a quality job each and every time?

Ask the company about their training procedures and whether they have a dedicated quality control expert. Does the company perform quality control checks from time to time?

Scout does frequent quality control checks and has a quality control manager on staff.

12. What if I have special cleaning requests from time to time?

Most cleaning companies develop their estimate to clean your home based on its size and the tasks you would like completed each visit. You should ask how they handle one-off requests—if you are having a party, would like laundry folded, need windows washed, or something else.

Scout is happy to accommodate special requests—just call 24-48 hours before your clean to discuss what you need.

13. Can you provide references?

Always ask for names and phone numbers of current customers to get a true first-hand account of the company's service. If you're considering a franchised cleaning service, definitely ask for customers in your area—or better yet, your neighborhood.

Scout has hundreds of happy customers across the Denver and Boulder metro areas. For a list of Scout's references, please email us at denver@scoutcleaning.com or boulder@scoutcleaning.com. You can also view our Testimonials page on our website.