

CLEANING BUSINESS FIELD TRIP

DALLAS - 2013

7:00 – 5:30 Buckets & Bows Maid Service

7:00 - 7:30 - Observe Friday morning office chaos of a solo-maid company, get assignments

8:00 - 10:00 - Speed Cleaning hands-on! Clean a house with Debbie's staff – **Grp 2 & 4***

8:00 – 10:00 – Observe Sales calls, In Home Estimate – **Grp 1 & 3***

10:00 – Tour C4R Office

10:20 - 11:30 – Overview - Office tour, explanation of roles & job descriptions, overview of job functions

- Scheduling (Lora, Schedule Coordinator)
- Payroll, Payment Processing (Sharon, bookkeeping assistant)
- Management (Carla Pruet, Office Manager)
- Sales & Complaints (Petra, Customer Service)
- QA Manager (Peggy Fox, Quality Control)

11:30 - 12:00 - Working lunch, catered in (no charge, my treat)

12:00 - 2:00 – Observe Sales calls, In Home Estimate – **Grp 2 & 4***

12:00 – 2:00 – Speed Cleaning hands-on! Clean a house with Debbie's staff - **Grp 1 & 3***

2:30 - 5:30 - Tactical - Operations

- Examine "first time clean" office procedures, paperwork, follow up, etc.
- "Turn In Day" procedures (payday for Techs)
- Review the hiring/interview process A-Z, examine the steps that follow (paper work, etc.)
- Review the orientation process of the new hire
- Review the training program
- Review Employee motivation process
- Review Employee promotions and engagement

***we have four groups.**

Group 1 will have 3 people

Group 2 will have 4 people

Group 3 will have 3 people

Group 4 will have 4 people