

## New Clients' Frequently Asked Questions

**Q: Do I need to provide anything for the cleaners, or will they bring the supplies?**

**A:** Our clients need not provide anything. We bring our professional vacuum, microfiber mop with fresh mop head, duster with fresh dusting refill, our signature multi-purpose and glass cleaners, fresh, sanitized towels, and a variety of other tools to get the job done right. Clients with marble or special stone countertops or special hardwoods floors sometimes prefer that we use their own naturally derived cleaners—and that's just fine with us!

**Q: How do you get everything clean without using commercially manufactured cleaners? I grew up using Lysol, Pine Sol, Fantastic, Scrubbing Bubbles, etc. and that's what I associate with a "truly clean" home.**

**A:** We use plant-based cleaner with enzymes to break down dirt and grime. We also add isopropyl alcohol to our surface cleaner for disinfecting. Lemongrass essential oil leaves your home smelling fresh. We also bring with us a variety of other naturally derived tools for deep scrubbing and grime removal. Our cleaning method is a bit "new age," but, once you experience it, we are confident you'll agree that it works!

**Q: How can I make payment for cleaning services?**

**A:** We accept cash or payment via our online scheduling software, Jobber (invoice). If you choose to receive an invoice, we request that you make payment upon its receipt. We have recently added an auto-pay feature for convenience.

**Q: Do I need to be home while you're cleaning? Can I be home?**

**A:** Most clients choose to schedule their cleaning services while they are away, especially if they have small children who benefit from having free range of their play areas while at home. This ensures that we are able to clean without interrupting your daily activities, and we are able to clean efficiently using our tried and true cleaning patterns. However, if you are home when we arrive to clean, no problem! We're happy to say "hello!" and make a plan so that we are not cleaning in the same area in which you are working/relaxing.

**Q: Will I have the same team clean my home each time?**

**A:** We do our absolute best to keep a consistent team assigned to your home. However, while training or if we have a staff member out for the day, we might need to send a different Staff Expert and Team Member to clean for you. Our Staff Experts have passed rigorous training and assessment, and we are confident that they can clean any home to At Home GR Standards using only client Master Notes and client special notes. However, if you feel uncomfortable with a new face, please let us know ASAP, and we make a note to reschedule if your regular cleaning team is out for the day.

**Q: If I am not home, do I need to leave a key?**

**A:** You can choose to dedicate a specific key to At Home GR, which we store safely, provide us with a garage code to an attached garage, leave a side or back door unlocked, or hide a key for our use—whatever you are most comfortable doing!

**Q: I have found another cleaning service that will clean my home for less. What is At Home GR's pricing structure? Why is it different than competitors?**

**A:** Top-quality takes expertise. A few factors that contribute to our pricing structure are: 1) We are licensed, bonded, and carry General Liability Insurance, 2) We pay our staff livable wages—we believe our "rockstar" staff deserve to be paid a wage that values their hard work, 3) We are the best of the best—we offer superior customer service with quick response times and a easy-to-navigate booking structure, and rigorous training procedures that ensure quality. We believe that you get what you pay for, and we are the premier natural cleaning company in Grand Rapids.

**Q: Why if I notice cleaning that I would like done differently in the future?**

**A:** We thrive on feedback! We truly believe that the clearer our clients' expectations and wishes, the better we can serve them. Please reach out to us at your earliest convenience via e-mail [AtHomeGRLLC@gmail.com](mailto:AtHomeGRLLC@gmail.com) or by phone **616-350-5423**.