

The Maids: The Holidays are back ??? Newsletter

Let's all agree that even if somehow another year has zipped by... We haven't gotten any older, right? And staying on that positive note, we have just celebrated our 12th year anniversary of running our "The Maids" franchise. So in addition to wishing everyone a terrific holiday season, we also want to thank you for your business over the years. Your confidence in us is deeply appreciated. So speaking on behalf of my office staff and all my team supervisors and team members:

THANK YOU, THANK YOU, THANK YOU.

We are working on the schedule now through the holidays. So please call us ASAP with any date changes, or to request an additional clean, or maybe you need the carpets cleaned? We want to lock in our regular customers first so we know what we can offer to our new and/or occasional customers.

Please always use the following contact info to reach us.

Main Office 1-732- 224-1105 Main office *new* fax: 1-732-412-9333

For all our computer savvy customers:

PLEASE AVOID doing Google searches to get our phone number as we get charged up to \$35.00 **per click** for these searches. This is not like using the phone book. We operate as frugally as possible and realized that this is an expensive and unnecessary drain of funds. So here's the scoop:

Please bookmark our local website: www.TheMaidsNJ.com or add us to your favorites or desktop. Same goes to be our friend on www.facebook.com You'll find us as: the maids of red bank

We can email you this so you can follow and save the links directly while online.

Sales Manager: Kathy email at kathy@TheMaidsNJ.com

Operations Manager: Esmeralda email at esa@TheMaidsNJ.com

Please contact the office directly with any clean instructions. This way we get the notes in the computer and the team has the updated printout. Please do not leave hand written notes at your home. We need to review all instructions every morning before the teams leave the office. This is much more efficient and nets better results!

Please leave several garbage bags in bottom of your garbage cans so the team can replace them quickly. Please give us instructions if you want to reuse the bags or want a new bag in place each time.

We call for feedback after the cleans. **We want to give you what you want,** so PLEASE talk to us about any concerns, comments or just to say you love us!

Are HOLIDAY tips expected? I don't ever want anyone to feel obligated to do so. In very general terms: some clients tell us to add an amount to their check or their service fee if they are paying by credit card; some clients may leave (CLEARLY IDENTIFIED!) drinks or snacks for the teams. Around the holidays, most clients are inclined to think of the teams. **The most judicious way we have found for the holidays** is for clients to direct any tips to the office where we determine the breakdown by team and by seniority and distribute the tips during the month of December. My husband Kevin (a CPA for thirty years) handles the distribution of tips as we found this ensures fairness to all involved. Please direct any instructions to his attention.

One final note: **referrals are golden.** We are proud to be your cleaning company and will continue to push our level of dedication to excellent service. So please tell all your friends and family about us. We'll be happy to discount your next clean as a thank you for your kind words.

Sincerely,

Gerry and Kevin Elwood