Ramirez Home Cleaning Services – Company Policy’s

Effective 01/01/2025

1. ***Introduction***
At Ramirez home cleaning services, we aim to provide clients with exceptional residential cleaning services that meet their highest expectations. This policy outlines the guidelines and procedures that govern our services to ensure clarity, consistency, and customer satisfaction.
2. ***Services Provided***
* Regular Clean
* Deep Clean
* Move-in/ Move out cleaning
* Post-renovation cleaning
* Customized cleaning packages

***All services will be provided based on client preferences, and any additional requests will be considered on a case-by-case basis.***

1. ***Pricing & Payments***
* ***Rates:*** Our rates are based on the size of the home and the services requested. A detailed pricing guide is available upon request.
* ***Payment Methods:*** Payments can be made via cash, Venmo, or check payments. Online payments are not yet available.
* ***Late Payments:*** Payments are due on the day of service. A late fee of 15% will be applied for payments not received within 1-2 months.
1. ***Appointments Scheduling and cancellation***
* ***Booking:*** Clients can book services via phone, email, or through our online portal.
* ***Changes or cancellations:*** Any cancellations or changes to the appointment must be made AT LEAST 24 HOURS BEFORE THE SCHEDULED TIME to avoid a cancellation fee.
* ***Late Arrivals:*** We strive to be punctual, but in case of delays, clients will be notified in advance
1. ***Client Responsibilities***
* ***Access to Property:*** Clients must ensure that our cleaning team has unrestricted access to all areas that need cleaning.
* ***Pets & Children:*** If you have a pet or children, please ensure they are safely secure away from cleaning areas during service.
* ***Valuables:*** We recommend clients secure valuable items as we are

NOT RESPONABLE FOR LOST OR DAMAGED PROPERTY.

1. ***Health & Safety***
* ***COVID-19 Protocols:*** Considering the ongoing pandemic, our stall follows all recommended safety guidelines, including wearing masks, using gloves, and maintaining social distancing where possible.
* ***Cleaning Products:*** We use eco-friendly, non-toxic cleaning products. If you have any allergies or preferences, please notify ahead of time
1. ***Customer Satisfaction***
* ***Quality assurance:*** We take pride in our work. If you are unsatisfied with any part of the cleaning service, please contact us within 24 Hours, and we will make it right.
* ***Feedback:*** We value customer feedback and encourage clients to leave reviews to help us improve our services.
1. ***Liability and Damages***
* ***Damage reporting:*** In the rare event that any damage occurs to property during cleaning, clients must report it immediately.
{ claims@ramirezhomepro.com }
* ***Liability Limitations:*** Ramirez Home Cleaning services is not responsible for damages resulting from wear and tear, pre-existing conditions, or client negligence.
1. ***Confidentiality***
* ***Client Information:*** all personal and contact information collected will be kept confidential and used only for business purposes related to the services provided.
1. ***Termination of services***
* We reserve the right to terminate services for any client who fails to adhere to this policy in any illegal or inappropriate behavior.
1. ***Changes to the policy***
* Ramirez home cleaning services reserves the right to modify this policy at any time. Clients will be notified of any changes.

*Ramirez Home Cleaning Services Employee Policy*

***1. Introduction***

***At Ramirez Home Cleaning Services, we are dedicated to providing exceptional cleaning services to our clients. As part of our team, you are expected to uphold the highest standards of professionalism, cleanliness, and customer satisfaction.***

***This policy outlines the expectations, responsibilities, and procedures for employees to ensure a safe and efficient work environment.***

***2. Job Expectations***

***Duties: Employees will perform residential cleaning services, including but not limited to regular cleaning, deep cleaning, move-in/move-out cleaning, and post-renovation cleaning.***

***Work Hours: Your work schedule will be determined based on client appointments and may vary. You are expected to arrive on time for each shift.***

***Teamwork: All employees should work collaboratively with their colleagues and supervisors to ensure the highest quality of service.***

***3. Health and Safety***

***Personal Protective Equipment (PPE): Employees are required to wear gloves, masks, and other necessary PPE during cleaning services, especially when working in clients’ homes.***

***COVID-19 Guidelines: Follow all company protocols for health and safety, including sanitizing work areas, practicing good hygiene, and maintaining social distancing when appropriate.***

***Reporting Illness: If you feel unwell or are showing symptoms of illness, you must notify your supervisor immediately and refrain from working until you are cleared to return.4. Employee Conduct***

***Professionalism: Employees must maintain a professional appearance and attitude at all times while on duty. This includes being polite, respectful, and considerate of clients’ homes.***

***Respect for Property: Always respect the client’s property. If anything is accidentally damaged, report it immediately to your supervisor.***

***No Smoking or Drinking: Smoking, vaping, or drinking alcohol is prohibited during working hours or on client property.***

***5. Client Interaction***

***Respectful Behavior: Always treat clients with respect and courtesy. Address any concerns or questions professionally and ensure that their needs are met.***

***Confidentiality: Employees must maintain client confidentiality. Any personal or sensitive information about clients should not be discussed outside of work.***

***Feedback: Clients are encouraged to provide feedback. Employees should actively listen to client concerns and relay any relevant information to supervisors.***

***6. Time and Attendance***

***Punctuality: Employees are expected to arrive on time for their scheduled shifts. Consistent tardiness or absenteeism will be addressed.***

***Breaks: Employees are entitled to appropriate breaks during their shifts, in accordance with local labor laws.***

***Overtime: Any overtime worked must be pre-approved by a supervisor.***

***7. Payment and Benefits***

***Pay Schedule: Employees will be paid on a [weekly] basis. All payments will be made via check unless otherwise agreed upon.***

***Overtime Pay: Overtime will be compensated at the appropriate rate, as per company policy and local labor laws.***

***~~Benefits: Eligible employees will be provided with [insert details about benefits, if applicable, e.g., health insurance, paid time off, etc.].~~***

***8. Uniform and Equipment***

***Uniforms: Employees must wear the provided uniforms or appropriate attire while working. Uniforms must be kept clean and in good condition.***

***Supplies: All cleaning supplies and equipment will be provided by the company. Employees are responsible for maintaining and returning equipment in good working condition.***

***Personal Items: Employees are encouraged to keep personal items in a safe place during working hours.***

***9. Performance and Reviews***

***Quality of Work: Employees are expected to maintain high standards of cleaning and client service. Regular performance reviews will be conducted.***

***Disciplinary Actions: If an employee fails to meet performance standards or violates company policies, corrective actions, including warnings, probation, or termination, may be taken.***

***10. Vacation, Leave, and Time Off***

***Paid Time Off (PTO): Employees will accrue paid time off based on the company’s vacation policy, which is outlined in the employee handbook.***

***Sick Leave: Employees should notify their supervisor as soon as possible if they need to take sick leave. A doctor’s note may be required after [10] days of absence.***

***11. Termination of Employment***

***Resignation: Employees who wish to resign are asked to provide [2] weeks of notice to ensure a smooth transition.***

***Termination: The company reserves the right to terminate employment at any time, with or without cause, subject to applicable labor laws.***

***This document has been accessibility verified and is designed to be easily read by all employees. We have ensured that it is formatted and structured to meet accessibility standards for ease of use and comprehension.***

***For any further accessibility needs or if you encounter issues, please contact your supervisor.***