



## New Customer Questionnaire For On-Going Services

Customer Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

### 1) What is the physical address of the location to be cleaned?

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

What is the name of your building? \_\_\_\_\_

What area is this?  Downtown  Queen Anne  Magnolia  Capitol Hill  First Hill  
 SLU  Other (Please specify) \_\_\_\_\_

### 2) Which email address should we email your invoice? \_\_\_\_\_

### 3) What is your mailing address, if you prefer a mailed invoice?

Street Address 1 \_\_\_\_\_ Street Address 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Numbers: Home \_\_\_\_\_ Cell \_\_\_\_\_ Work \_\_\_\_\_

### 4) Is there a contact number for someone else in your home? Yes No

If Yes, Please Specify: Name \_\_\_\_\_ Phone \_\_\_\_\_

### 5) How often would you like a price quote?

Weekly  Every 2 Weeks  Every 4 Weeks  On Call

### 6) What is the square footage of the area to be cleaned? \_\_\_\_\_ sq. ft.

Number of bedrooms: \_\_\_\_\_ Number of bathrooms: \_\_\_\_\_

### 7) How did you hear about us? Building Concierge Friend Flyer Other

Who can we thank for your business? Referred By (Name) \_\_\_\_\_

**8) How will we access your home?**    Key from Concierge    Will provide a key  
 Will provide door access/code, (Code: \_\_\_\_\_)

Have you let the concierge know we have permission to enter?    Yes    No

Would you like shoes in your home?    Yes    No

If No, are shoe covers OK?    Yes    No

**9) Will we be changing the linens on the bed?**    Yes    No

If Yes, do you have extras and where are they located?

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What will we do with soiled linens? If you have a laundry hamper, please specify location.    Top of Washer    Hamper, (Location: \_\_\_\_\_)

If No, what would you like us to do?    Remake Bed    Leave As-Is

**10) Will we be unloading the dishwasher?**    Yes    No

If Yes, please give detailed instructions below:

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**11) Will we be loading the dishwasher?**    Yes    No

If No, what would you like us to do with any dishes left in the sink?

Hand Wash    Leave Dishes In Sink

**12) Will we be detail cleaning inside the refrigerator on the First Time Cleaning?**

Yes    No

**13) Will we be detail cleaning inside the freezer on the First Time Cleaning?**

Yes    No

**14) Will we be cleaning the inside of your oven on the First Time Cleaning?**

*\*IF YES, please remove all racks and turn on self-cleaning cycle so that the oven is cool enough to clean when we arrive.*

Yes    No

Will we be cleaning the inside of your microwave?    Yes    No

15) Do you want your decks/balcony cleaned on the **First Time Cleaning?**  Yes  No

If Yes, please check all that apply:

Floors Swept  Detailed Cleaned  Railings  Patio Furniture

16) Do you want the outside windows reachable by deck cleaned on the **First Time Cleaning?**  Yes  No

17) Do you want the inside windows cleaned on the **First Time Cleaning?**  Yes  No

18) Do you want the blinds dusted on the **First Time Cleaning?**  Yes  No

19) Are there any specific tasks you would like us to complete for you on your **First Time Cleaning?**  Yes  No

Please describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

20) \*Are there any irreplaceable items in your home that we should avoid?  Yes  No

Please describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

21) Do you need your carpets shampooed?  Yes  No

*\*Please note: we need to schedule this in advance with our partner carpet-cleaning company.*

22) Shall we empty your recycling?  Yes  No

Where is it located?

Office \_\_\_\_\_  Kitchen \_\_\_\_\_  Pantry \_\_\_\_\_

Other \_\_\_\_\_

23) Where in your building do we take the trash/recycling?

\_\_\_\_\_

**24) Where in your home are the garbage bags located?**

- Office\_\_\_\_\_  No Change\_\_\_\_\_
- Under Bathroom Sink\_\_\_\_\_  Other, (Please describe) \_\_\_\_\_

Does your home have compost?  Yes  No

If yes, where is it located? \_\_\_\_\_

**25) What is the earliest we can enter to begin cleaning? \_\_\_\_\_**

**26) What time will we need to be finished with the cleaning? Please provide at least a 4hr time window for our convenience. \_\_\_\_\_**

**27) Do you have pets?**  Yes  No

If Yes:  Dog  Cat Name \_\_\_\_\_

**28) Do you have parking available for vendors or visitors that would be accessible for our use?**  Yes  No

If Yes, Parking Space #\_\_\_\_\_

**29) Are there any other questions we can answer for you when we provide your bid?**

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*\*Note: Estimate will be provided by the Home Office on the business day following the date of your walk-through.*

### Rates & Billing Information

- We charge \$46.50 per labor hour, per person + \$23.25 base fee.
- You will receive an invoice on the business day following your service.
- Your invoice will include the option to “Review & Pay” with a credit card or via bank transfer.
- We also accept Zelle payments: excellenceinhousekeepingwa@gmail.com, and paper checks. Please make checks payable to: “Excellence in Housekeeping, Inc.” and mail to: P.O. Box 2066, Milton WA 98354

Payments are due within 15 days of receipt of invoice. Account balances not paid within 60 days may be assessed a finance charge and **cleanings may be suspended**.

Please Note: Decreases to the frequency of cleanings will result in additional charges, as more time will pass between cleanings, and likely more time will be needed to complete the job. If legal action is taken to pursue payment, you will be fully responsible for any fees associated with this legal action.

### Cancellation Policy

**\*We are turning away clients daily due to a full schedule (we are so blessed)! If we do not have the proper notice of cancellation from current clients, we do not have the opportunity to accommodate inquiries from paying customers. For this reason, our cancellation policy must be strictly enforced:**

- We require 1 week notice for cancellation of a scheduled cleaning service
- Cancellations within 24 hours of your scheduled cleaning will be charged 50% of the scheduled cleaning fee
- Cancellation the day of cleaning (unless you are sick) will be charged in full

**\*\*If you choose to skip a cleaning, your next cleaning will be charge hourly.** It is our experience when more time passes between cleanings more time is needed to perform the regular cleaning – we will track time closely & work efficiently in an effort to make the usual, time! However, we do have a level of excellence that will not be compromised!

### First-Time/Investment Cleaning Information

Our company policy is to complete what we refer to as a “FIRST TIME CLEANING” before beginning your on-going cleanings. Our First Time Cleaning is charged at our flat rate fee of \$46.50 per labor hour, per person + an \$23.25 base fee.

*\*Typically, the First-Time Cleaning is around 3x higher in price than what the on-going cleanings will be.*

This cleaning is a one-time only/INVESTMENT clean. We not only want your home to look clean, we want it to FEEL clean – and this is the level of excellence you can expect each and every cleaning going forward!

If you chose to come aboard as a customer, we will send you a New Customer Packet containing a letter with your proposed on-going cleaning fee as well as some additional information, including the next couple of dates you could expect us in your home – and away we go!

Please feel free to reach out with any questions. We look forward to working with you!



#### FOR OFFICE USE ONLY

First-time cleaning range\_\_\_\_\_

Set Price:

EVERY 2 WEEKS \_\_\_\_\_

EVERY 3 WEEKS \_\_\_\_\_

EVERY 4 WEEKS \_\_\_\_\_

Date Bid Sent \_\_\_\_\_