



## One-Time Cleaning Questionnaire

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

**Which of our cleaning service options are you interested in?**

Detail Clean  Move-In  Move-Out  Construction Clean-Up

**If Move-In/Move-Out Service: Will it be furnished at the time of cleaning?**  Yes  No

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

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

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

What is the name of your building, (if applicable)? \_\_\_\_\_

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?** \_\_\_\_\_

\*If this is a construction or real estate cleaning, who will be responsible for payment?

(Name) \_\_\_\_\_ E-mail address (for invoicing): \_\_\_\_\_

**3) What is your billing address, if you prefer a written 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) What is the square footage of the area to be cleaned?** \_\_\_\_\_ sq. ft.

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

**6) How did you hear about us?**

Building Concierge  Friend  Flyer  Other

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

**7) How will we access your home?** \_\_\_\_\_

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

\*A normal cleaning includes the kitchen, all bathrooms, all additional rooms, and the vacuuming and/or wiping of floors. On a One-Time clean, we also offer the following:

*Please check all additional tasks you would like us to complete during this cleaning:*

**KITCHEN:**

- REMOVE ALL COBWEBS ON CEILINGS AND UPPER EDGES OF WALLS/CEILINGS
- CLEAN LIGHT FIXTURES
- DUST/SWIFFER WALLS
- DUST/SWIFFER CEILINGS
- WET WIPE WALLS
- WET WIPE CEILINGS
- CLEAN SPACE ABOVE THE CABINETS
- WIPE ONLY INSIDE OF CABINETS
- WIPE ONLY OUTSIDE OF CABINETS
- WIPE ALL CLOSET SHELVES
- CLEAN INSIDE OF OVEN
- WIPE TOP OF REFRIGERATOR
- DETAIL CLEAN INSIDE OF REFRIGERATOR
- DETAIL CLEAN INSIDE OF THE FREEZER
- MOVE REFRIDGERATOR AND CLEAN UNDER IT
- FULL DETAIL OF INSIDE OF DISHWASHER
- WIPE BASEBOARDS/WINDOW SILLS
- WIPE DOORS/DOOR JAMS
- DAMP WIPE WOOD/TILE FLOORS
- DETAIL CLEAN FLOOR GROUT
- CLEAN WINDOWS
- CLEAN MICROWAVE INSIDE

**BATHROOMS:**

- DETAIL CLEAN TOILETS
- DETAIL CLEAN TUBS/SHOWERS
- DETAIL CLEAN FANS
- REMOVE ALL COBWEBS ON CEILINGS AND UPPER EDGES OF WALLS/CEILINGS
- CLEAN LIGHT FIXTURES

**BATHROOMS (CONTINUED):**

- DUST/SWIFFER WALLS
- DUST/SWIFFER CEILINGS
- WET WIPE WALLS
- WET WIPE CEILINGS
- CLEAN SPACE ABOVE THE CABINETS
- WIPE ONLY INSIDE OF CABINETS
- WIPE ONLY OUTSIDE OF CABINETS
- WIPE ALL CLOSET SHELVES
- WIPE BASEBOARDS/WINDOW SILLS
- WIPE DOORS/DOOR JAMS
- DAMP WIPE WOOD/TILE FLOORS
- DETAIL CLEAN FLOOR GROUT
- VACUUM CARPETED AREAS

**LIVING ROOM/BEDROOMS/OFFICE/HALLWAYS ETC:**

- REMOVE ALL COBWEBS ON CEILINGS AND UPPER EDGES OF WALLS/CEILINGS
- CLEAN LIGHT FIXTURES
- DUST/SWIFFER WALLS
- DUST/SWIFFER CEILINGS
- CLEAN CEILING FANS
- WET WIPE WALLS
- WET WIPE CEILINGS
- WIPE ALL CLOSET SHELVES
- SWIFFER ALL BLINDS (\*\*PLEASE NOTE: We do not recommend wiping any blinds as the dust transfers to the strings of the blinds and makes them dirty. We suggest having your blinds dipped for cleaning if they need a deep cleaning. We can suggest a vendor for this service.)
- WIPE BASEBOARDS/WINDOW SILLS
- WIPE DOORS/DOOR JAMS
- DAMP WIPE WOOD/TILE FLOORS
- VACUUM CARPETED AREAS
- CHANGE SHEETS ON BED (If selected, please let us know where to find clean linens and what you would like us to do with the soiled linens.)
- CLEAN WINDOWS

**LIVING ROOM/BEDROOMS/OFFICE/HALLWAYS ETC. (CONTINUED):**

- \_\_\_ CLEAN FIREPLACE
- \_\_\_ CLEAN DECK/BALCONY
- \_\_\_ CLEAN OUTSIDE WINDOWS REACHABLE BY DECK/BALCONY

**LAUNDRY AREA:**

- \_\_\_ REMOVE ALL COBWEBS ON CEILINGS AND UPPER EDGES OF WALLS/CEILINGS
- \_\_\_ WET WIPE WALLS
- \_\_\_ WET WIPE CEILINGS
- \_\_\_ DUST/SWIFFER WALLS
- \_\_\_ DUST/SWIFFER CEILINGS
- \_\_\_ WIPE ONLY INSIDE OF CABINETS
- \_\_\_ WIPE ONLY OUTSIDE OF CABINETS
- \_\_\_ DETAIL CLEAN INSIDE OF WASHER AND DRYER
- \_\_\_ CLEAN UNDER AND AROUND THE WASHER/DRYER
- \_\_\_ WIPE BASEBOARDS/WINDOW SILLS
- \_\_\_ WIPE DOORS/DOOR JAMS
- \_\_\_ CLEAN LIGHT FIXTURES
- \_\_\_ WIPE ALL CLOSET SHELVES
- \_\_\_ DAMP WIPE WOOD/TILE FLOORS
- \_\_\_ VACUUM CARPETED AREAS
- \_\_\_ CARPET SHAMPOOING\* (We do NOT offer this service, but we do have a preferred vendor who we can complete this for you.)

**Any additional special instructions for our team?**

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Are you interested in a quote for on-going service?  Yes  No

If Yes, how often?  Weekly  Every Other Week  Every Fourth Week  On Call

## 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:

- 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

**Rates & Billing Information**

- We charge \$46.50 per labor hour, per person + \$23.25 base fee.
- We send billing out 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.**

If legal action is taken to pursue payment, you will be fully responsible for any fees associated with this legal action.

*PLEASE NOTE: Typically, our Move-Out Cleanings can be very time intensive, depending on what you want done.*

Once we receive approval of our bid-pricing, we will get your cleaning scheduled as quickly as possible!

Please feel free to reach out with any questions.

We look forward to working with you!



**FOR OFFICE USE ONLY**

BID AMOUNT \_\_\_\_\_

DATE SENT \_\_\_\_\_