



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) How would you like your invoice? ☐ Email ☐ Paper Invoice

E-mail address for invoice _____

Address for paper invoice _____

Street Address 1 _____ Street Address 2 _____

City _____ State _____ Zip _____

3) Is there a contact number for someone else in your home? ☐ Yes ☐ No

If Yes, Please Specify: Name _____ Phone _____

4) How often would you like a price quote?

☐ Weekly ☐ Every 2 Weeks ☐ Every 4 Weeks ☐ On Call

5) What is the square footage of the area to be cleaned? _____ sq. ft.

Number of bedrooms: _____ Number of bathrooms: _____

6) Who can we thank for your business?

☐ Building Concierge? Name _____

☐ Friend? Name _____ ☐ Flyer

☐ Other: Please tell us how you learned about us _____

- 7) How will we access your home?** ☐ Key from Concierge ☐ I will provide a key
☐ Door code/key pad, (Code: _____)

Please provide any additional entry/exit information: _____

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

- 8) *Are there any irreplaceable items in your home that we should avoid?** ☐ Yes ☐ No

Please describe: _____

- 9) Do you mind if we wear shoes in your home?** ☐ Yes ☐ No

If Yes, are shoe covers OK? ☐ Yes ☐ No

- 10) Will we be changing the linens on the bed?** ☐ Yes ☐ No

If Yes, where can your team find fresh linens?

Where should we put soiled linens? If you have a laundry hamper, please specify location. ☐ Top of Washer ☐ Hamper

(Describe location: _____)

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

- 11) Will we be unloading the dishwasher?** ☐ Yes ☐ No

If Yes, please give detailed instructions below:

- 12) 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

- 13) Would you like us to recommend a carpet cleaning company?** ☐ Yes ☐ No

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

14) Shall we empty your recycling? ☐ Yes ☐ No

Where is it located?

☐ Office _____ ☐ Kitchen _____ ☐ Pantry _____
☐ Other, (Please describe) _____

15) Where in your building/home are the trash/recycling/compost bins?

Trash _____ Recycling _____ Compost _____

16) Where in your home are the garbage bags located?

☐ Office ☐ Under Kitchen Sink
☐ Under Bathroom Sink ☐ No need to empty trash
☐ Other, (Please describe) _____

Does your home have compost? ☐ Yes ☐ No

If yes, where is it and where is it to be emptied? _____

Are there any special instructions for the compost? _____

17) What are the hours your home is available for cleaning?

☐ 8:30am - 12:30pm ☐ 12:30pm - 4:30pm ☐ All day (8:30am - 4:30pm)
☐ Other _____

18) Do you have pets? ☐ Yes ☐ No

If Yes: ☐ Dog ☐ Cat Name _____

Will they be on-site? ☐ Yes ☐ No

Are there any special instructions for your pet? _____

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

If Yes, Parking Space # _____

Additional parking instructions: _____

First Time Cleaning Only

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

☐ Yes ☐ No

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

☐ Yes ☐ No

22) 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

23) 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

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

25) Do you want the inside windows cleaned on the First Time Cleaning? ☐ Yes ☐ No

26) Do you want the blinds dusted on the First Time Cleaning? ☐ Yes ☐ No

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

Please describe: _____

28) Do you have any questions for us?

**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 \$49.50 per labor hour, per person + \$24.75 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, LLC” 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 charged 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 \$49.50 **per labor hour**, per person + a \$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!



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FOR OFFICE USE ONLY

First-time cleaning range_____

Set Price:

WEEKLY _____

EVERY 2 WEEKS _____

EVERY 3 WEEKS _____

EVERY 4 WEEKS _____

Date Bid Sent _____