



Wherever possible, our aim is to cut our carbon footprint by the use of reusable plastics and eco-friendly products.

Client Handbook

Who we are. How we work. What you can expect from Daisy Bee Clean



CALL US :
01784 606996

Content



INTRODUCTION



HOW WE WORK (REGULAR
CLEANS)



HOW WE WORK (ONE OFF
CLEANS)



OUR SERVICE

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MATERIALS & EQUIPMENT



ABSENCES & ANY PROBLEMS



CHANGING CLEANERS



ADDITIONAL SERVICES



INTRODUCTION

Thank you 

Thank you for choosing us!

We know there's a lot of choice out there and we are very grateful that you have chosen us as your clean team. We promise to do our best to make sure our service is all you expect.

Daisy Bee Clean is backed with business management experience of close to 20 years and our aim is to provide a professional service across the board.

Our cleaning team are the face of our business and we ensure we check the documentation confirming address, right to work and DBS certificate of all of our applicants.



Quote Visit

AN INTRODUCTION TO DAISY BEE WITH A VISIT FROM THE OWNER OR SENIOR TEAM MEMBER

ONCE WE ACCEPT YOUR JOB, WE WILL HAVE TEAMED YOU WITH A SENIOR AND JUNIOR TEAM THAT ARE LOCAL TO YOU. THIS PATTERN OF WORKING ALSO ASSISTS US WITH ONGOING TRAINING.



First Day

WE WILL ENSURE THAT YOU ARE SATISFIED WITH YOUR FIRST CLEAN WITH A MANAGEMENT VISIT TO YOUR HOME AND A CHAT WITH YOU. IF THERE ARE ANY ISSUES, WE WILL PUT THEM RIGHT.

OUR HIGH LEVELS OF CONTACT WITH OUR CLEANERS IS DESIGNED TO HIGHLIGHT ANY PROBLEMS WITH THE SERVICE, AND REASSURE THE CLIENT. WE'LL ALSO STAY IN TOUCH WITH YOU AS WELL TO ENSURE CONTINUED SERVICE.

Regular Cleans



Payment

PAYMENT IS DUE AT THE END OF THE CLEANING SESSION AND CAN BE ACCEPTED IN CASH OR BY CREDIT CARD USING OUR CONTACTLESS PAYMENT SYSTEM.

AFTER THE FIRST VISIT WE WILL INVOICE YOU VIA OUR EASY PAYMENT SYSTEM - JUST CLICK THE LINK AND ADD YOUR CARD DETAILS. A FAST AND EFFICIENT WAY TO PAY. WE DO ASK THAT INVOICES ARE PAID PROMPTLY



Keeping Your Cleaning Team

WE UNDERSTAND THE NEED TO FEEL COMFORTABLE WHEN PEOPLE ARE WORKING IN YOUR HOME AND MAKE EVERY EFFORT TO KEEP THE SAME TEAM WITH THEIR CLIENTS.

IF YOU FEEL, AT ANY TIME, THAT YOU WOULD LIKE TO CHANGE A MEMBER OR MEMBERS OF THE TEAM, FOR ANY REASON, PLEASE GET IN TOUCH



Book Hourly Service

OUR CLEANERS ARE THOROUGHLY VETTED AND INSURED, SO THEY CAN BE TRUSTED TO DO THE CLEAN WHILST YOU'RE DOING OTHER THINGS.



Service Includes

WE WILL OFFER YOU A FORM TO COMPLETE THAT GIVES YOU THE OPPORTUNITY TO ADVISE WHAT AREAS ARE MOST IMPORTANT TO YOU FOR CLEANING WITHIN YOUR HOME. OUR TEAM CAN OFFER FULL MAID SERVICE IF REQUIRED.

ANY CLEANING SERVICE CAN BE PROVIDED AS LONG AS IT FITS WITHIN THE TIME YOU HAVE BOOKED.

One-Off Cleans

Payment



PAYMENT IS DUE AT THE END OF THE CLEANING SESSION AND CAN ONLY BE ACCEPTED IN CASH OR BY CREDIT CARD USING OUR CONTACTLESS PAYMENT SYSTEM.

AFTER THE FIRST CLEAN WE OFFER AN INVOICE POST CLEAN SERVICE, WHICH HAS A LINK TO MAKE AN ONLINE PAYMENT. SAME DAY PAYMENT IS REQUIRED.



Who Will Attend?

UNLIKE OUR REGULAR SERVICE, WE DON'T OFFER THE SAME CLEANERS AS STANDARD. INSTEAD, WE WILL FIND A CLEANER WHOSE AVAILABILITY MATCHES THE DATE AND TIME YOU HAVE REQUESTED.

YOU WILL RECEIVE A CONFIRMATION ONCE THE CLEAN HAS BEEN BOOKED IN.

Our Service



Tracy Farnden
OWNER

- A big part of the service we offer our clients takes place before you have even come to us. We're constantly advertising for cleaners and going through strict interview and vetting processes to make sure that we can meet your needs at all times.
- We constantly monitor the reliability and performance of all cleaners. All the feedback we get goes into our rating system so that you can be assured we have considered every detail before we recommend a cleaner to you.
- We provide public liability insurance that covers any accidents which we are liable for.
- We also provide breakage insurance on your contents.
- Please do not ask the cleaner to work privately. Apart from being a breach of contract, it can lead to cleaners losing their livelihood, and of course, being uninsured!

Materials & Equipment

Let Us Know What To Bring

SOME CLIENTS WANT US TO USE THEIR EQUIPMENT,
OTHERS WOULD RATHER WE BROUGHT OUR OWN
ALONG



Eco-Friendly Products
PRODUCTS SUPPLIED

Based on your cleaning package



Standard Products
PRODUCTS SUPPLIED

Based on your cleaning package



Customer Own
Products
CUSTOMER SUPPLIED

Based on your cleaning package

Absence & Holidays

Feel free to reach out!

All cleaners are instructed to advise us if at any time they won't be able to make the regular appointment. If the problem is just with that one day or time, we will make every effort to arrange an alternative time or provide another team/team member.

YOUR CLEANER SHOULD GIVE PLENTY OF NOTICE WHEN THEY'RE GOING ON HOLIDAY. ANY TEAM MEMBER COVERING WILL HAVE WORKED WITHIN YOUR HOME IN ADVANCE WHEREVER POSSIBLE

Working with teams of 2 people gives us more options when it comes to cover as it is highly unlikely that both team members cannot attend, on the same day. It may be that the 1 remaining team member can cover the regular clean by themselves.

Client Holidays & Any Cancellation

Feel free to reach out!

When a cleaning team has been working with a client on a regular basis, they count the money earned as regular income.

Regular Service Bookings

PLEASE GIVE US NOTICE OF YOUR HOLIDAY PERIOD AS FAR IN ADVANCE AS POSSIBLE, ASSUMING YOU WILL NOT REQUIRE A CLEAN AT THAT TIME

Cancellations do happen, for many reasons.. Please try and cancel with over 24 hours notice, if possible. Cancellations within 24 hours will be charged a 25% cancellation fee, unless we can re-arrange the booking for you.

Changing Cleaners

We want you to be happy with the service offered and the team members that work in your home. If you feel that you would like a new team, or to swap out a team member, for whatever reason, please let us know.

It is your home, your requirements and your decisions.

CUSTOMER SERVICE

We work on a multi-rate payment system for our cleaners and build in training to enable them to grow.



We want to offer our clients a full range of services that can be carried out in addition to regular and one off cleans. These can be quoted and booked whenever you wish.

Oven Cleans
Exterior Windows
White Goods
Carpet Cleans

Ask Us To Quote





We are looking forward to working with you

The Daisy Bee Clean Team

Tel: 01784 606996

Email: admin@daisybeeclean.co.uk

