

MAID OF GREENPRO

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WELCOME TO MAID OF GREENPRO.

Welcome to MAID OF GREENPRO (MOG). You have joined a fast growing family who relies on us to provide honest and reliable cleaning services.

Maid of Greenpro is a recognized residential cleaning company that offers a range of custom-made and professional services to private homes and businesses in Ghana. With over 20-years' experience in the cleaning industry, our proven, Environmentally Safe and Professionally Clean (ESPC) System, lays out the meticulous and attentive manner in which, each cleaning visit to your premise is conducted, leaving a lasting impression every time.

Over the years, we have saved our clients' time, energy and money from their domestic obligations, in that; while they get on with life, we leave their homes spick and span. We have also delivered safe, reliable and quality cleaning services to the specifications of our clients at the best competitive rates. At **Maid of Greenpro**, we know each client is different as well as every home. Our Domestic Cleaning Service is therefore flexible. This allows clients to specify the time and frequency with which they want their services provided. We work together with clients to draw up a suitable cleaning schedule that will be executed based on their instructions every time.

At Maid of Greenpro, we live by our philosophy of «Environmentally Safe and Professionally Clean» both in our dealings with customers and in our employees. We do this through employee involvement at all levels, continuous updating of knowledge and skills and by providing competitive recognition and reward systems.

Our well vetted and highly motivated team will arrive in our smart MAID OF GREENPRO uniform, to clean your home to your specifications, using quality cleaning products and equipment. Our courteous, professional and efficient staff will work to ensure you return to a clean, happy and relaxing home.

Furthermore, we ensure optimum security when it comes to safe access to your homes. This means that we guarantee optimum peace of mind to our customers, such that in their absence; our domestic cleaners can still fulfill your cleaning needs.



- ✚ We recommend that you read the rest of this brochure. It contains information that will enable you to gain the maximum benefit from your MAID OF GREENPRO Company membership.

1.0 SERVICES

At Maid of Greenpro, we deliver quality residential services along with proactive management support. Our scalable services cover a wide range of industries. From small one-time cleans to recurring maintenance contracts for single-family homes to multinational corporations. Our services include but not limited to;

» Domestic Cleaning	» Carpet Cleaning Services	» Janitorial Supplies
» Window Cleaning (low & high rise buildings)	» Babysitting /House Sitting	» Special Event Cleaning/ Maids for parties
» Hotel Housekeeping Services	» Shopping/ Household supplies	» Floor Stripping & Sealing Maintenance
» Upholstery Cleaning	» Taking kids to school and pickups from school	» Hygiene/ Cleaning Supplies
	» Gardening	» Cleaning Consultancy Service

1.1 DOMESTIC CLEANING SERVICES

1.1.1 REGULAR MAID SERVICES

Maid of Greenpro offers domestic cleaning services that include typical maid duties like cleaning, washing, ironing, changing bed linen, dusting, polishing, and other special services with an utmost priority of providing excellent services to suit the needs of our clients.

Regular maid services include cleaners who:

- ✚ Possess a minimum of 6-12 months of domestic cleaning experience
- ✚ Carefully Vetted and Screened
- ✚ Reliable, professional and motivated domestic staff
- ✚ Same cleaning person on each visit and a backup cleaner



- ✚ Fully insured under our company policy Carefully
- ✚ trained in discipline and client integrity.

Rates & Payment

Our rates are very competitive and offer excellent value for money. The hourly rate for regular maid service is only **Gh.¢10 per hour**. We can invoice you forty-five days after our first clean so you won't have to worry about leaving cash out for your cleaner. A free trial service period will be given for the first week (one week) after new registration.

At Maid of Greenpro, we strive to deliver excellent home cleaning services with minimum disruption to the client's daily routine. We encourage regular feedback from clients, to ensure full contentment with our services, so we can continue to deliver premium home cleaning services to our customers.

1.1. 2 SPECIAL SERVICES

We again provide a wide range of special domestic services to meet your requirements and convenience. At Maid of Greenpro, we recognize that the individual needs of the various homes we serve differ from one household to the other. As such, our cleaners have been trained to further render other domestic services suitable for your needs.

These services are charged independently from our usual domestic cleaning services. They include but not limited to;

» Laundry and Ironing	» Shopping	» Gardening
» Dishwashing	» Babysitting	» Purchasing household supplies
»Carpet Cleaning Services	»Upholstery Cleaning	» Taking kids to school and pickups from school
» Special Event Cleaning/ Maids for parties	» Answering calls	» Housesitting
» Taking kids to school and Pick-ups from school		

Rates & Payment

Special services require exceptional attention and expertise to get a job done for you. The hourly rate for Special Service is only **Gh.¢15 per hour**. You can let us know exactly what you want and our consultants will schedule an appropriate time frame for the job to be delivered accurately. Charges for special services will be added to your regular maid services and will be invoiced to you the prescribed date.

BENEFITS FROM CHOOSING OUR DOMESTIC CLEANERS;

- ✦ The same professional maid will be in charge of your premise, so they become familiar with your requirements.
- ✦ Personal interview and interaction with our professional maids by customers before they are contracted.
- ✦ Maids are vetted for honesty and reliability.
- ✦ Maids are **trained in** their jobs to set a standard.
- ✦ A back- up maid if your maid is sick or on holiday.
- ✦ Insurance cover for major accidental damage, theft, and loss of key
- ✦ Replacement within seven days if you wish to change your cleaner.
- ✦ Our domestic cleaning service is insured.
- ✦ Exclusive access to the MOG color-coded range of cleaning products and an optional safety kit carefully chosen to comply with Health and Safety requirements.

2.0 OUR TEAM~OUR MOST IMPORTANT ASSET

At Maid of Greenpro, we realize that our company's success often depends on the personal success of the people working in the company. This is why our staff is our most important asset. From Managers to Supervisors to Cleaning Personnel, our team consists of friendly, reliable, competent and committed workers who thrive on delivering a quality cleaning service. Therefore, much attention is devoted to the education and personal development of the personnel. This includes;

- ✦ Comprehensive training, which includes the induction of our company's values, policies, cleaning procedures, and customer care.



- ✦ The systematic vetting process of all new cleaners- including monitoring, supervision, appraisal and development of staff.
- ✦ Work and business ethics.
- ✦ Professional, experienced, honest and credible workforce designated for every job.
- ✦ Ethical work standards and environmentally friendly cleaning practices.
- ✦ Commitment to provide complete customer satisfaction.

2.1 MANAGEMENT

Our management body consists of a team of courteous and enthusiastic leaders who supervise, monitor and manage our services by paying keen attention to details and cleaning needs of customers in an efficient manner.

2.2 CONSULTANTS

To give our clients a fully personalized service, we ensure that every aspect of their cleaning requirements is first discussed in details, with our professionally trained cleaning consultants. Our consultants visit the cleaning premise of all our clients for a holistic assessment of their households. At MOG, we pay great attention to detail. Our consultants, therefore, try to find out if there are any particular areas or items in your home; that need special attention (or any areas you don't want to be cleaned for some reason) and our cleaning staff will honor your requests. Our consultants, therefore, design and gather qualitative data during the premise assessment. We also make sure that every home is given special attention regards to cultural diversities and ensures that services are rendered in correspondence to your preference. This is done in order for a detailed-tailor cleaning program to be structured for customers, to ensure that all their cleaning requirements are well understood, before their first cleaning visit.

After the visit by our consultants;

Based on the customer's preferences a rigorous procedure is done to select the best maids to suit the cleaning tasks identified purposely for the clients' household. A comprehensive profile of two of our carefully selected and experienced local maids detailing; their backgrounds, work experiences, and security checks, are then forwarded to clients for assessment and/or review.

Further to this;



- ✦ One of our representatives will contact you to arrange an appointment for an interview with a selected cleaner.
- ✦ Please let us know as early as possible if you are unable to keep an appointment to interview a cleaner. If you are not available when your cleaner turns up for the interview, we charge you a fee to cover their time traveling expenses.
- ✦ After the interview please let us know whether you want to hire the cleaner, or if you prefer you may request another candidate for interview.
- ✦ If you move house location, just let us know and we shall endeavor to provide you with another cleaner in the area to which you are moving.
- ✦ We identify the days and times you require from your cleaner and find someone who is available at those times. We arrange for them to attend an interview with you to ensure you are happy with our choice before you accept them.

2.3 ACCOUNT MANAGERS OR SUPERVISORS

To ensure your cleaning service is run in an efficient and smooth manner, you will have your own account manager who will oversee your cleaning program. Your account manager will be your first point of contact for any queries you may have. It is highly recommended that clients check the work done against the Task Sheet, either regularly or from time to time. This is necessary to ensure that your Account Manager obtains regular feedback on your satisfaction and work done by our professional maids.

2.4 TASK SHEET AND WORK ROUTINE

At Maid of Greenpro, we ensure that clients get a regular, timely and hassle-free clean of their premise. Once customers contact us with cleaning requirements for their homes, including; duties, timings, number of hours and days per week needed; a range of cleaning options is made available to suit their requirements.

Customers will use the 'task sheet' (enclosed) to tick the list of tasks they require from their assigned maid. We suggest that, customers make it very clear; **what** they want to be done, and exactly **how** you want it done.

When filing in the Task Sheet, the following procedure might help.



Look around each room and divide it into three levels:

- 1) Eye level: pictures, window ledge, switches, surfaces, lamps and glass works, etc.
- 2) High level: corners where cobwebs might form, curtains rails in older homes, top of doors, ceiling lights
- 3) Floor level: skirting boards, carpets, under beds, under tables, etc.

It is highly recommended that clients check the work done against the Task Sheet, either regularly or from time to time. This is necessary to ensure that we obtain regular feedback on client's satisfaction on the work done by our professional maids.

Where cleaning is not done to client specifications, deficiencies should be pointed out to the contracted cleaner before the next visit. If a client requires further assistance, concerns should be directed immediately to their Account Managers and/or Supervisors.

2.5 OUR STAFFS

We take extreme care in selecting our cleaning personnel, so we can deliver the professional cleaning services that we promised to each of our clients. As such, each one of our cleaning staff is carefully selected and has been thoroughly screened before joining Maid of Greenpro. As a prerequisite, we require every staff member to submit at least two references from their previous employers that can vouch for their competence. Additionally, we ensure a complete background/document checks before recruitment.

Our maids are distinguished by three (3) exceptional qualities; which are;

Professional: All our cleaning personnel is meticulous and attentive to the client's instructions. We make sure that your cleaning tasks are always completed professionally and in a timely manner.

High Quality: We select experienced and motivated cleaners. Each of them is competent in their specific skills and has undergone a training course and assessment before the start of work.

Reliable: It is our responsibility to build and maintain the trust of our clients. Each of our cleaners has excellent work ethics, thus we are able to provide you with reliable housekeepers, domestic cleaners and office cleaners within Ghana



3.0 GETTING THE BEST OUT OF YOUR CLEANER;

Our aim is to ensure that you receive the service you require convenient for you, from a cleaner with whom you are completely satisfied. Kindly refer to our Terms and Conditions to get more insight into our operations and procedures.

Clearly, however, we cannot be present at all times. To get the best from your cleaner we would suggest the following:

- ✦ On your cleaner's first visits please take time to go through your home, room by room, and specify the duties for each room. In our client kit, we have included a **Task sheet** to assist you.
- ✦ Please allow a few visits for the cleaner to adjust to your requirements and set up the best routine for cleaning your home. If you are not satisfied, however, please call us (Consultants) to discuss how we can improve the service given to you by the cleaner, or if necessary arrange for a replacement cleaner.
- ✦ If you wish to change the cleaning routine or have more work concentrated on in certain areas, please liaise directly with your cleaner and contact our Consultants or Maid of Greenpro Headquarters.
- ✦ For Health & Safety reasons please ensure that all your equipment is in good working conditions and safe to use.
- ✦ Please instruct your cleaner in the operation of any electrical cleaning equipment and other systems such as security alarms. Your cleaner has been given general instruction in using such equipment but machines do vary from one make to another – e.g., in the mood of changing dust in vacuum cleaners.
- ✦ Kindly provide a stepladder or other equipment designed for the purpose, to enable the cleaner to reach high items. Your cleaner has been instructed not to stand on chairs or other items of furniture in order to reach things. For safety reasons, please do not ask your cleaner to work from a ladder above head height, unless someone else is present.



- ✦ If you wish to provide your own cleaning materials/equipment, please make sure you are aware of the Health and Safety Regulations. Alternatively, you may wish to take advantage of our affordable cleaning products and equipment.
- ✦ The products in the Maid of Greenpro Cleaning product pack meets legal standards and also ensure your cleaner does not use unsuitable materials that might damage your surfaces. For example, there are some cleaning creams, which have a smooth appearance but contain abrasives that can damage the surfaces of baths and wash-hand basins.
- ✦ Please accept that modern equipment and materials make it unnecessary for cleaners to use old- fashioned methods in their work. For example, it is now considered unreasonable to expect cleaners to clean floors with a scrubbing brush on their hands and knees.
- ✦ We ask that, after the initial instruction is completed, you try not to ‘hover’ around your cleaner while work is ongoing. *This can be distracting for both of you. Also, it goes without saying that if you stand around chatting to your cleaner; they may get less work done.*
When choosing the hours, you require from your cleaner, consider having them less frequently for longer hours – say, three hours twice a week, rather than two hours three times a week (to increase efficiency). The minimum recommended time per visit is 4 hours.
- ✦ On each visit, a certain amount of time is taken up in gathering cleaning equipment and materials and tidying up afterward. Therefore, they will do more work if they are there for longer on each visit. It also reduces travel time and costs for your cleaner and encourages the cleaner to stay with you.
- ✦ If your cleaner cannot gain access to your home through no fault of theirs (perhaps you have forgotten they were coming, or someone has double-locked the door), you will pay MOG for their **time**, even if the work has not yet been done. So it is important that you give us enough notice to re-arrange cleaning time.

4.0 GETTING THE BEST MAIDS FOR QUALITY SERVICE.

MAID OF GREENPRO is Ghana’s leading cleaning company providing regular cleaners for households and commercial corporations. At MOG customers have access to a database of cleaners they can trust and back-up service to sort any difficulties that may arise. We carry out detailed checks on all job applicants to provide you with a cleaner who is honest, reliable and competent. The purpose of this section is to help customers gain an indebt understanding of our services;

including training and recruitment, health and safety policies, cleaning materials, environmental safety and more.

4.1 RECRUITMENT

The domestic teams at Maid of Greenpro are experienced professionals proud of their work. Majority of our candidates come by recommendation. Only 3 in every 10 candidates applying for positions with Maid of Greenpro are accepted. All our candidates are interviewed on a one-to-one basis by our experienced domestic recruitment staff.

Vetting Procedures

Before being selected, every staff member undergoes assessment followed by a training programme to reassure that they are on par with the standards of cleaning services that we seek to deliver.

Our professional domestic staffs are hired through a careful vetting process and must meet our pre-requisites such as:

- ✚ **Proof of ID (POI):** These must include passport, driver's license, identification cards, and necessary home office papers. These documents are carefully checked by our recruitment team in order for us we know WHO the workers are.
- ✚ **Proof of Address (POA) –** This must be an original and recent document, such as driver's license, utility bills, bank statements or tenancy agreement are required as proof of address. We will only accept these documents and if the candidate cannot provide the above then they will not be able to join our Agency. so we know WHERE they live.
- ✚ **Written References:** References from their previous employment must show experience, trustworthiness and the ability to work on their own initiative within a domestic environment. All references are carefully checked for authenticity by our office team.

Owing to the rigorous structures and standard procedures used in recruiting our staff, we can virtually guarantee honesty with documentation.

We very rarely get complaints about the competence of the workers. In most instances you will interact with a worker you are most comfortable with and the relationship will last for months before a replacement is required.

4.2 TRAINING

We operate a certified in-house training course, which together with our comprehensive and guaranteed quality cleaning service, you can be assured that your residential or commercial property will be treated with absolute care and respect. At Maid of Greenpro, our function is to take the hassle out of the **unreliability element** by putting forward workers who have been vetted for honesty and competence. Our rigorous training procedure follows the form of;

- ✚ Comprehensive training, which includes the induction of our company's values, policies, cleaning procedures, and customer care.
- ✚ On-site training; which includes a thorough vetting process of all new cleaners- including monitoring, supervision, appraisal, and development of staff. Maids are taught to identify what task needs to be done in each room of a house and how to organize their time and work pattern so that they work efficiently.
- ✚ Product usage and equipment training; the course covers safety in the operation of electrical equipment and the use of cleaning materials (COSHH) in line with Health and Safety regulations.
- ✚ Customer Care; which includes a rigorous training on commitment to provide complete customer satisfaction.
- ✚ Work and business ethics.
- ✚ Professional, experienced, honest and credible workforce designated for every job.
- ✚ Ethical work standards and environmentally friendly cleaning practices.

4.4 CUSTOMER CARE

We uphold customer care as the highest of our priorities. As such, each one of our customers is given optimum time and attention from both management and our cleaning team. Our cleaning associates are trained to pay particular attention to details; this is because we understand that every client has different needs and requirement, and we endeavor to accommodate these requirements. With efficiency, excellent behaviour, communication, and high morale as our staff hallmark, our staff is the best representatives for our customers.

Starting with our consultants, every one of our clients is first visited by our professional consultants, who have a face-to-face interaction and assessment of client homes to identify client needs. Customers are then assigned account managers or supervisors who take absolute charge of



all client needs with the company. Clients are then free to choose a maiden of their choice, after they have been personally interviewed and vetted by our clients.

Our objective is to uphold our customer care throughout the service we deliver:

- ✚ We draw a comprehensive but clear custom-made cleaning program to your specification.
- ✚ We only employ experienced and committed personnel.
- ✚ We deliver continuous assessment, monitoring, and training of your cleaning team.
- ✚ We appoint a dedicated account manager that will oversee your cleaning contract.
- ✚ We offer cleaning consultation and ensure timely response to any queries.
- ✚ We encourage regular feedback and always work towards improving our services.

Our excellent client retention rate over the years demonstrates our commitment to providing a matchless cleaning service, which we confidently believe will exceed your expectations.

5.0 WE VALUE YOUR BUSINESS

Our commitment to delivering matchless cleaning value is paramount because our objective is to meet the ever-evolving and diverse cleaning needs of our clients. In all circumstances, we believe that our relationship with our customers is crucial to the success of Maid of Greenpro. Every contact, complaint, and feedback we get from customers provide further avenues for us to improve our services and relationship with them. We welcome every suggestion that shows us how we can improve the cleaning solutions we craft specifically to meet your needs.

At Maid of Greenpro, we manage our workforce carefully so as to identify and prevent any circumstances developing into problems.

However, we owe it to caution you that, problems with our maids can, and do arise. Obtaining reliable staff is difficult. Some may prove unreliable even after all our checks. Problems you may encounter; in a few cases;

A worker may:

1. Agree to attend an interview and then does not show up.
2. Attend an interview and agree to start then does show up.
3. Start and then quickly decide it is ‘not the job for them’
4. Start off well and then gradually deteriorate.
5. Start but not do the full hours you are paying for.



6. Otherwise, good worker misses days through illness or holidays.

Again sometimes, communication problems can arise where the worker may not understand your requirements. As earlier mentioned under the services of our consultants; pertaining to cultural competency and diversity, special maids may be provided for clients and/or training will be conducted by **Content Specialists** where necessary.

Clients can also draw our attention where they feel their maids could benefit from additional training. In such a case, please contact us and we will arrange a refresher course.

If anything goes wrong, do not assume we will know about it. You MUST tell us to enable us to gain the opportunity to swing into immediate action and sort out any problems for you.

Maid of Greenpro can resolve any problems **provided** we are notified on them on time.

Clients are hereby, reminded that they are always in direct contact with the worker. Once they have agreed to take a worker on, after conducting a personal interview with them; unless advised otherwise by our clients, we have to assume they are happy with the arrangement. However, do call us if you experience any problems, so we can sort them out.

6.0 WHEN YOU SHOULD CALL US

The following are some occasions when you should contact MAID OF GREENPRO. When you do, please ensure you have your Cleaner's full surname to hand. Please also make a note of the name of the MAID OF GREENPRO staff member that you speak to, in case you have to call back for any reason.

- ✚ **Changing your cleaner:** If for any reason, you want to change your cleaner, please contact us for a replacement and we would inform your existing cleaner.
- ✚ **Resolving problems:** Even with the most carefully selected workers, problems do arise. Do call us if you require assistance.
- ✚ **If your cleaner doesn't turn up or leave at short notice:** Cleaners are told emphatically that they will not be given any more work if they let a client down. Let us know **immediately** when this happens so we can make inquiries into your situation and arrange a replacement.

- ✦ **When you are away from home:** If you do not require the services of your cleaner for a while please let us know, as well as your cleaner. We may be able to re-deploy your cleaner as a relief person elsewhere, just as we provide a temporary replacement for you when your maid is on holiday.
- ✦ **Canceling our service:** Write to us, giving one month's notice of your intention to cancel the agreement. Also, you must cancel your Standing Order with your bank.

7.0 WHY CHOOSE US?

From humble beginnings, Maid of Greenpro has confidently navigated through the turbulent progressions of the cleaning services industry of Ghana with distinction. Our experience enables us to develop an excellent cleaning package that leads to complete customer satisfaction. MOG through GreenPro Ghana is amongst the fastest and growing household names in Ghana and takes pride in the wide portfolio of its loyal customers. Our rigorous selection process ensures that each cleaner or maid possesses excellent experience in cleaning, housekeeping, and product knowledge. Loyal customers of Maid of Greenpro have not just passed through its corridors, but have been with the company since inception and take pride in our;

- ✦ **Quality service:** We are committed to on-going training, monitoring, and evaluation to esteem and enhance our value assurance.
- ✦ **Customer care:** Customers are prioritized and gain the opportunity of dealing directly with the person responsible for the day to day management of their account.
- ✦ **Professional staff:** Our motivated, reliable, sociable and experienced workers love to be at your service.
- ✦ **Custom-built cleaning:** Our programs are drawn to suit your individual needs.
- ✦ **Competitive prices:** We offer our services at very competitive rates, based on no-obligation and a free quotation.
- ✦ **Guaranteed service:** If you are not entirely happy with your cleaners' performance we will redo the job at no extra charge. Insurance policies are in place to replenish any damages or loss of item in the course of our service.
- ✦ **Fully insured:** All our cleaning personnel are trained in safe key-holding and we are comprehensively insured

