

Courtney

Michelle

TO

Kesha

THE

Lisa

RESCUE

Sandi

Jenna



Angelica

♡ Sunny

20 TIPS ON TRAINING

By: Courtney Wisely, Sunny McGrath, Michelle Allegrezza, Lisa Bauerle, Sandi Sheppard, Jenna Smith, Kesha Gossett & Angelica Cugini




Rescue My Maid Service

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To The Rescue: 20 Tips on Training

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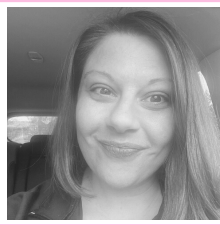
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To The Rescue: 20 Tips on Training

MEET THE TEAM!



Courtney Wisely
Magic Maids



Michelle Allegrezza
Sparkling Homes Cleaning



Kesha Gossett
Your Clean Break



Angelica Cugini
GPower Cleaning



Lisa Bauerle
Rub-A-Dub Scrub



Jenna Smith
Maid In Texas



Sandi Sheppard
Happy House Cleaning



Rescue My Maid Service



Sunny McGrath
Rescue My Maid Service

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TIP #1 Write Out Your Training Plan

It's so easy to lose track of which day of training your new hires are on. Training can be an overwhelming process, especially if training multiple trainees at one time. You should always write out your training plan. Define each element of the training process. Each new hire should have access to the tracking system or access the info they need to know ahead of time. This will ensure the new hire can look at what's to come and you as the owner can stay on top of their training process. You can draft out your training plan on one of the included resource pages.

Kesha

TIP #2 Promote the Right Fit to Trainer

Promoting the right fit is integral to the success of your training program. Not all great cleaners are great leaders or teachers. When you know you're ready for a trainer position, either you or another seasoned employee needs to see your people in action to choose the next (or first) great trainer.

A simple exercise we do is to have the employees walk us through an account and teach us how to clean as if we were new. They assume it's to see if they are doing what they're supposed to, but it's actually to see who's patient, explains things well, and is natural at leading.

Sandi

TIP #3 Set a Training Schedule

Setting a training schedule keeps things easy. Here's the way we do it at my company:

Start training on the same day each week. On the first day, we send the trainee to the first house with the designated trainer(s). After the trainee has seen what the job looks like, they do orientation. This is when they are given the opportunity to decide if it's the job for them. If it's not, we pay them for their time and if it is, they continue on with training.

You can see my full training schedule later in the resource pages.

Michelle

TIP #4 Make Your Training Program fit YOUR Business

Make your training program fit YOUR Business. If you're working with a video training series and your day one starts in bathrooms, have them work on that video lesson that day. You may have to jump around in your training and come back to different points and video lessons later. Outlining HOW you want the program completed ensures every trainee is shown the same way. Remember, even if you have trainers, it's beneficial for you, as the owner, to go through your training process to determine how you want it presented to trainees.

Lisa

TIP #5 Automate Info for Onboarding

If you're even slightly familiar with automation, or maybe just creating templates in your email, it can help a ton with remembering to make sure the new hire gets all the info they need.

Our cleaners receive an automated email to sign into Zenmaid and Slack and to fill out the required hiring paperwork through SignRequest. They receive information on where to meet, what the agenda will look like, and where the supplies are stored. Throughout the training, emails go out with more training info so they're not overloaded on the first day. Creating a FAQ for them is also a huge help!

Michelle

TIP #6 Set and Define Your Probation Period

Many employers live in "at-will" states, which means you can fire anyone at any time for any reason. However, don't underestimate the power of a probationary period! No matter which state you live in, having a 30-day probationary period for all new employees is a MUST!

This sets the tone of their employment right off the bat. It shows them that you take their employment seriously. It also gives you a defined time frame in which to measure their performance, so that you can decide if they are a good fit, or if you need to cut them loose! Use that 30-day check in to publicly praise the rockstars and ensure their retention.

Courtney

TIP #7 Create an Orientation Presentation

Having a thorough orientation presentation ensures that no information the trainee needs is missed. Preparing an orientation presentation will save you tons of time and hassle later on. It's so easy to create one in Canva or Google Slides.

Start by making a thorough list of everything that should be included in orientation, determine the best order to work through that list, and then have fun with it!

Michelle

TIP #8 Keep Communication Lines Open

Communication is such a huge part of your training program. You have to make sure the trainees feel comfortable communicating with you and their trainer so they aren't afraid to ask questions or express not understanding something.

Communication between multiple trainers is a must as well. Everyone should be on the same page regarding how they train and have thorough communication with one another, especially if trainees move between trainers.

Sandi

TIP #9 Regularly Check In with Trainees

It is proven that everyone learns in different ways. We all have systems to implement our training, but do we have a way to ensure our trainees are learning in the best possible way for them? Talk to your trainees, check in with them & ASK QUESTIONS, to make sure your new employees are going to be the best they possibly can be for your company.

Trainers aren't perfect, they're human. You can learn a lot of valuable information about your trainers from your trainees. Find out their teaching styles, learn your trainer's attitude when they're not directly in front of "the boss", and take the time to ensure you have put the right employee in the right position. Your trainees can provide a wealth of knowledge; you just have to talk to them.

♥SUNNY

TIP #10 Limit Access While They're Learning

There is NOTHING more terrifying than realizing you have made a mistake with a bad hire, and knowing they have access to everything! I only give them access to their basic schedule until they are out of training and have proven that they are a quality and reliable employee. Then, you can increase their access to things like door codes, client info, etc.

In addition, if your staff requires access to software in order to do their job effectively, use a tool like LastPass to keep all your passwords safe, while still giving them access to what they need. When your relationship ends, it's a simple click of a button to revoke their access instead of having to change all your passwords!

Courtney

TIP #11 Don't Overwhelm Your Trainee

You aren't going to be able to teach a new employee everything they possibly need to know on day one. Giving them too much info at once can overwhelm them before they even get to the first house. It's better to space the info out.

Utilize different parts of your onboarding process to space out the information based on what they need to know when. For example, if there is a dress code or uniform policy, they need to know this prior to being in the field the first time. If they will travel to that first house without a companion, they need to know where to access client address info. If the in-field training is broken up over days, focus on those parts the day of.

Jenna

TIP #12 Utilize Unoccupied Homes at the Beginning of Training

We all know how slow new employees move in the beginning. Some take a few months to really find their rhythm and be able to clean at an efficient, yet quality standard. During their first month or so, I try to put them on houses where their speed will not annoy a client. This means utilizing the homes that are typically empty.

Move In/Outs are great to use, but make sure to identify which homes are typically empty due to the client being at work or elsewhere. Of course, always make sure you trust the cleaner before you put them in houses alone.

Background checks are a truly important thing to implement during hiring!

Courtney

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TIP #13 Tell Trainees What to Expect at Each Account

In the beginning, new employees may feel anxious going into clients' homes. The unknown can be a little scary, especially if they are brand new to the industry and have never had a job where they had to go into someone's home.

A good way to help with this is to make sure your trainers give the trainee a little customer bio beforehand. They can tell them their names, if they have pets, how long they may be at the house for the appointment, and so on. Having this little pre-arrival chat can really help new employees feel more confident walking in and greeting clients.

Sandi

TIP #14 Train Them with the "Observe Then Do" Method

When onboarding a new cleaner, set them up for success by having them shadow one of your top cleaners or trainers while doing a full clean. Each company has its own way of doing things and even if you have a training video, watching the motions firsthand will be better engraved into their minds as the way to get things done.

Once they've observed the process, have the top cleaner or trainer watch them do the full clean and provide feedback on both where they excelled and didn't.

Angelica

TIP #15 Fill Downtime Between Accounts

Downtime between houses has a few purposes. It's a chance to get to know the trainee and for them to get to know the trainer (whether it's you or another staff member). Using the time in this way can help alleviate new employee jitters by being relatable.

This time should also be used as a way to discuss the next home's work order and what to expect. Discuss how the upcoming home relates to the days' training or specific company policies and see if they have questions about anything they've learned so far.

Lisa

TIP #16 Practice What You Preach

When you, the business owner, are in the field, always remember that you are the leader and you are being watched by your team. Do not cut corners and forget to do the processes that you instill into your team. Clocking your time punches, making notes, or dusting in a certain way, are all being observed by your team. Be especially mindful of any processes that are unique to your company.

Don't forget about the mindset you are in and the energy you express. Be the example of how you want your team to be and make sure you practice what you preach.

Angelica

TIP #17 Have Regular Trainer Meetings

Regular trainer meetings are vital to the success of your trainers, trainees, and your training program as a whole. They need time to catch up with each other and discuss things on their minds as well as fill you in on what's happening during training. Success with your training program is going to greatly depend on great trainers who can communicate with trainees, each other, AND you.

We suggest at least one monthly meeting for trainers to cover any issues they're having, the feedback they're getting, ideas they have, etc.

Sandi

TIP #18 Keep Trainer Morale Up

This can be a high turnover industry, especially post-covid. Once the task of recruiting a new cleaner is finished and they are assigned to their trainer, the trainer now takes on a lot of worries about whether they will stick it out or not. We often think of turnover as being worrisome for clients, but don't often think of its effects on the trainers.

They pour a couple of days or maybe a week into someone and then that person doesn't show back up sometimes. Just when the trainer thinks there is help on the horizon, something shifts and the new hire doesn't stick and the trainer can carry a lot of guilt over this. More often than not, it's not their fault so keep letting your trainers know they're doing what they're supposed to and that this sort of thing is common in this industry.

Jenna

TIP #19 Reward and Recognize Trainers

All of your employees deserve a pat on the back, but your trainers need special recognition for the job they do. If you are lucky enough to have one great trainer, then your business is well on its way to success. Training isn't for everyone, so make sure your trainers know how much you appreciate what they do. It's a tough job doing the cleaning and having a shadow. All day they have to explain things, check things, be patient, move slower than they normally would, and on and on. Be patient when they have frustrations and make sure they know how much you appreciate what they do for the success of the company.

Sandi

TIP #20 Get Feedback on Your Trainers and Your Training Program

Get feedback on your trainers and the trainee experience. Use a form daily or weekly for both the trainee and trainer to complete. You'll want to get feedback on the trainee's experience with the whole process to make sure your training program works for your business in the eyes of your new hires. This can also be an opportunity for trainees to give you feedback on your trainers, which can be vital to the success of your trainers and your training program overall. You'll also want feedback from the trainers to measure how well the new hires are comprehending the information they're given and if they will be a good fit long term. This will also help weed out any new hire that just isn't getting it.

Kesha

WRITE YOUR TRAINING PLAN

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MICHELLE'S SAMPLE TRAINING SCHEDULE

Monday: Start Day

- Morning: Observe a House Cleaning
- Afternoon: Orientation

Tuesday: Day 2

- Morning: Meet at House. Train on Kitchen Cleaning
- Afternoon: Clean Kitchen at House

Wednesday: Day 3

- Morning: Train on Dusting/Windows/Tidying
- Afternoon: Dust/Windows/Tidy. Clean Kitchen

Thursday: Day 4

- Morning: Work on Dusting/Windows/Tidy, Kitchen. Train on Vacuuming.
- Afternoon: Dusting/Windows/Tidy, Kitchen, & Vacuuming

Friday: Day 5

- Morning: Train on Bathrooms
- Afternoon: Bathrooms, Dust/Windows/Tidy, Vacuuming

Monday: Day 6

- Morning: Train on Floors
- Afternoon: Floors (mopping) Finish up on Bathrooms, Vacuuming

Tuesday: Day 7

- Deep Clean

Wednesday: Day 8

- Finish up anything from training. Get in some extra practice.

Thursday: Day 9

- Clean a house solo with Quality Check.

Friday: Day 10

- Clean a house solo with Quality Check.

**SET YOUR TRAINING
SCHEDULE**

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**CREATE YOUR
FAQS**

**SET & DEFINE YOUR
PROBATION PERIOD**

**CREATE YOUR ORIENTATION
PRESENTATION CHECKLIST**

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CREATE YOUR FEEDBACK EVALUATIONS

RESOURCES

Need more help with your maid service?
rescuemymaidservice.com

Need training videos for your cleaners?
rescuemymaidservice.com/cbn

Looking for some free resources?
rescuemymaidservice.com/library

Join our community on Facebook!
[Rescue Mastermind](#)

How healthy Is Your Maid Service?
[Get a Free Health Check](#)

Automate & Run Your Business From Anywhere!
[Digital Systems Bootcamp](#)

Other Tools to Help You Run Your Maid Service
[Social Media Graphics Service](#)
[Estimator App](#)
[Website Creation](#)
[Google Ads Management](#)

Not Sure Where To Start?
[Book a FREE Roadmap Call](#)

TO THE RESCUE

About the Rescue Team

The Rescue Team is made up of maid service owners just like you, that have a passion for helping struggling owners learn how to reach their goals in the smartest way possible!

..."This sets the tone of their employment right off the bat. It shows them that you take their employment seriously. It also gives you a defined time frame in which to measure their performance, so that you can decide if they are a good fit, or if you need to cut them loose!"

Candrey

..."A big help in the success of your training program is going to be promoting the right fit for the job. Not all great cleaners are great leaders or teachers."

Sandi

..."Having a thorough orientation presentation ensures that no information the trainee needs is missed. Preparing an orientation presentation will save you tons of time and hassle later on. "

Michelle

Take Action Resource Pages Included!

- Write Your Training Plan
- Set Your Training Schedule
- Create Your FAQs
- Set & Define Your Probation Period
- Create Your Orientation Presentation Checklist
And More!



20 TIPS ON TRAINING