

Training is the most important thing we do!

There are two major ingredients to training 1) The trainer 2) The program the trainer follows. If our trainers or training program is weak, dysfunctional, ineffective, or nonexistent, our trainees will suffer, our clients will suffer, and the company will suffer.

Being selected as Team Trainer shows how much trust and confidence we have in you. You're incredibly valuable!

In Home Training Points to Remember:

- Training should be done the same way, with every trainee, every single time. Think of your training program as the Starbucks of training—the same every day with every trainee.
- Give every trainee your best. Treat each new employee like the rock star you want them to be.
- Focus more on method and less on results. By the end of the week, if she masters the methods, the results will follow.
- Use the training techniques you've learned: what, why, how, demonstrate, test.

3 Training Areas

There are three main training areas 1) Perfect Maintenance Cleaning (PMC) 2) Customer Service 3) Sales

- Perfect Maintenance Cleaning
 - Here you are reinforcing that the PMC is not “suggested” it is a job requirement and there are no other approved methods. There will be a test (tests)
- Customer Service
 - If they like you the client will be less likely to complain about minor issues. This involves setting expectations through excellent communication skills and problem resolution.
- Sales
 - All the perfect cleaning by friendly people doesn't matter much if we only do it once. The real benefit to the client and to the new technician is regular on-going maintenance cleaning. You'll teach the trainee how to develop a relationship with each client and book the next recurring service each time they visit.

The Daily In Home Training Schedule Instructions

Each day of In Home Training you will follow the Daily In Home Training Schedule. Here is a brief explanation of each step.

Before the 1st Job

- **Friendly Greetings and Introductions**
 - This step is what it sounds like. Be enthusiastic and smile each morning when meeting the trainee (even if you don't feel like it).
 - Why? If you are tired and grumpy then the trainee will follow your example. They will think "the manual says to be cheerful but my Trainer is grumpy so that means I don't have to follow the manual, I can be grumpy too"
 - Say something like: "Good morning Susan! Thank you so much for meeting me on time. It's a beautiful day today and we're going to have a great time!"
- **Trainee explains the jobber schedule**
 - In this step have the trainee tell you the client details of the client you will be cleaning. Name, Man Hours, Special Instructions. When you should arrive and when you should leave. Is it a Deluxe or a General? First time or repeat cleaning? Don't give them the answers. Make them find it in jobber on their device.
 - Why? This will help them get in the habit of checking jobber notes carefully before meeting a client.
 - Say something like: "I'd like to help you get familiar with Jobber. Would you please tell me the name of the client and any special instructions for this house? How long should we plan to be in the house?"
- **Discuss: Habits that they need to improve (behavioral or technical)**
 - Points to keep in mind
 - Use the "sandwich method" (good-bad-good). Remind them of something they are doing right, then coach them on something they need to improve, then follow up with a positive expression about your confidence in them to "get it"
 - Remember your first week on the job. Lots of pressure, lots of new things to learn. You don't want to let them slide by with shoddy work but you also don't want to make them feel that they'll never get it and give up.
 - Keep the negative...positive. Rather than "you are terrible at dusting", "one thing you can improve on today is dusting, I know you'll get it"
 - It's better to tell someone they have mustard on their face than "be nice" and let them walk around looking like a fool (but say it with love).
 - You will use the previous days Training Review Report results (hopefully you remember them, if not try making notes) to discuss with the Trainee what they are doing well at and what they need to work on. Pick one of each. You are not

- allowed to say “you are doing great on everything you don’t need any improvement”. Everyone (including you and me) can improve.
- Why: This reinforces the PMC, Core Values, and 4 Pillars of Excellent Service. We want the Trainee to know that we have high standards but that with study and effort they can meet our standards.

In Each Home

- Follow the Visual Training Schedule
 - Each day of training has a different aspect of the PMC to focus on. Remember to use what you learned in the “Training The Never Ending Process” portion of the Trainer Manual: What, Why, How, Demonstrate, Test.
 - You will almost always be with the Trainee in the same room. Rarely, if they are doing really well can you leave them on their own for a few minutes if you need to attend to something urgent. Why? They need you to train them. You can’t do that if they are by themselves.
- Check in/out: Make sure they check in and out via voxer for each job and start the appropriate job timers
 - Why? This trains them to use voxer each day and record their time appropriately.
- Trainee handles home entry and client greetings
 - They should be doing most of the talking to clients where appropriate. You may have to encourage them to do this if they are shy or scared. They should be using the keys and alarm codes to open the doors
 - Why? If you do it they will never learn. You have to let them do as much as possible on their own with you as a guide while you are in the home training.
- Trainee uses Quality Control Sheet
 - They should do the walkthrough and check your work and their work. Have them use a paper or digital copy (on the team page) to do the final Quality Check.
 - Why? This gets them in the habit of doing the check every time. They will probably find some issue to fix on almost every check.
- Trainee handles client goodbye and home exit
 - If the client is home they should find the client and tell them that you are done and that you’ll be leaving. Have them set up/verify the clients next appointment. They should say something like “Thank you so much for letting us clean your house. It was nice meeting you. Our schedule shows your next appointment is a) Not schedule b) scheduled for X. Can we confirm that date now or is there a better date for you?”
 - If the client is not home they should write the note and leave a candy.
 - Why? This will train them that confirming client satisfaction before leaving and booking the next appointment are the responsibility of the technician, not the FSR team, the Lead Trainer, the customer, the owner, or anyone else.

Before the end of the day

- **Role Play**
 - This is where you will play the part of the customer and the Trainee will play the part of the Technician. Use the appropriate role play script (see below) for each day. Feel free to modify the wording to match your style. However, the main point of each script should still be conveyed. Express confidence in the Trainee that they can do this even if they seem shy or scared.
 - Why? Role playing prepares the Trainee for real job experiences that will happen. They will need to talk to customers to handle issues and to sell cleaning services. It's best to show them in a "safe" environment where they can make mistakes and ask questions.
- **Discuss: Habits that they need to improve (behavioral or technical)**
 - See explanation above
- **Discuss: How to enter time on jobber timesheet.**
 - Make sure they really understand how this is done. Don't assume they do. Have them show you. Refer to the technician manual portion that discusses this.
 - Why? Recording their time accurately makes sure they get paid on time and helps us see if they are taking too long on jobs or not spending enough time on jobs thereby ensuring quality service that makes a profit.
- **Wrapping it up.**
 - Discuss what's next. Remind them of where to meet you then next day. Any homework they have (re-reading the PMC or Technician Manual)
 - Ask: Any questions?
 - Friendly salutations (say goodbye)
 - Like the greeting in the morning. Be enthusiastic and positive, smile.
- **Submit: Training Review Report (inform the Lead Trainer of any problems)**
 - See the guide below for more details. This should be done every day of In Home Training.

PMC Training

Your goal for each trainee is for them to become an efficient expert.

Think of learning to touch type. You might have started with hunt-and-peck. When you first start to learn touch typing, the method might actually slow you down. But after you master the technique, you get better and faster with practice. Make sure you bring your PMC book to each day of training so you can show them, from the book, why and how we do things.

What Every Trainee Should Know:

- If you put into practice everything you learn from this book, you'll be better than 99% of all the mediocre house cleaners in the country.
- PMC is a proven method that's been perfected and practiced by professionals for more than 30 years. It's a program with authority.
- PMC is a complete set of instructions by professionals: how to clean houses in the smartest possible way.
- It's for maintaining the home using a perfect system.
- We don't expect you to be perfect, but the system is perfect—so the more closely you follow it, the closer to perfect you'll be.
- Emphasis is on maintenance. However these methods work for all house cleaning.
- The PMC book is not a collection of tips, hints, and suggestions, but a comprehensive system. It tells you where to start, what to do next, and exactly how to proceed with each cleaning step until the job is finished. You'll never have to wing it again.
- Following the book and being committed to the system is the key to your training.
- Just like a surgeon learning to open a chest, when you follow precise rules you eliminate the risk of failure.
- Focus on method, not speed.
- The method makes your job easier—when you don't waste motion, you don't get tired.

Benefits of Perfect Maintenance Cleaning:

1. House cleaning is an active job that increases fitness.
2. Physical activity is good for you—exercise releases endorphins that make you feel great.
3. PMC allows you to please your customers, which in turn pleases your boss.
4. PMC saves energy and makes your job easier.
5. When the job gets easier, you speed up and your quality improves, which allows the FSR team to give you a full schedule.
6. You'll be better placed for bonuses or promotions.
7. Being an expert and doing your job well is a reward in itself: you become the solution to your customers' problems.

Sales Customer Service Training with Scripts

For this section you'll want to be familiar with the Green Frog Lexicon Postcard and Booking Second Postcard. You'll also want a copy of your Trainer Manual handy and make sure the Trainee has their Technician Manual as well so you can review "Starting the Relationship" and "The Dirt Code"

You'll want to give the Trainee as many opportunities to interact with the client as possible. To help them do so effectively you'll want to use role playing to train them.

Customer Greetings and Goodbyes role play script

Read each script with the Trainee. You can change some of the wording to match your style. You (the Trainer) are the "Client". The trainee may want to modify their responses based off of the Lexicon Postcard or Booking Second Postcard

1) Greetings and home entry

- a) Trainee: [knocks on imaginary door] "Good morning my name is _____ I'm with _____ we're from Green Frog and we've been scheduled to clean your house today. Is your name Jane? How are you today?"
- b) Client: "I'm great thank you. Come on in."
- c) Trainee: "Thank you. It is so nice to meet you."
- d) Client: "You too"
- e) Trainee: "My notes say there is a cat and that we need to keep all the doors shut. Are there any other special instructions that I need to know about or any special projects you would like done today before I do my walkthrough?"
- f) Client: "Yes, I'd like you to do the dishes"
- g) Trainee: "I'd be happy to, however it's not part of our normal maintenance cleaning so we'll have to add on an extra half an hour. Your bill will be an extra \$30 are you ok with that?"
- h) Client: "Wow just for dishes. That's a lot can't you just do the dishes?"
- i) Trainee: "If you want to keep the price the same I can do the dishes and skip the guest bathroom. It looks like it's pretty clean already."
- j) Client: "No, I want both. Just bill me an extra \$30"
- k) Trainee: "Great, like I said I'm happy to help. I'll get started right away."

2) Goodbye and home exit.

- a) Trainee: "Ok Jane, we're almost done. Just finishing up the vacuuming. Is there anything we can do before we leave?"
- b) Client: "No, thanks for all your help"
- c) Trainee: "You're welcome. It was so nice meeting you. I noticed that you don't have your next appointment scheduled yet. I have this same day available in two weeks would that date work for you or would some other date work better?"
- d) Client: "I'm not sure, can't you just have the office call me?"

- e) Trainee: "They would be happy to but our schedule fills up so fast I'd hate for you to get rescheduled with a different tech or lose your spot. What I can do is tentatively schedule you for that date to save your appointment with me. You can always reschedule if you need to. How does that sound? Is two weeks from today good?"
- f) Client: "Actually yes, I do want you to come back and not some random tech. Yes, let's just schedule it for then. Thanks for being pro-active about that."
- g) Trainee: "No problem. I just want to make sure you get me next time on a day that works for both of us. Also, I'll let the office know about the extra charge for the dishes today."
- h) Client: "Thanks so much. See you in two weeks."
- i) Trainee: "Thanks. I'll finish vacuuming and doing my quality check then I'll lock the door on my way out."

Customer Complaints role play script

Read each script with the Trainee. You can change some of the wording to match your style. You (the Trainer) are the "Client". Trainees can modify using the Lexicon Postcard and Italian Mama Method (in the Technician Manual undre Client Fulfilment Supplement).

1) The floors look streaky

- a) Trainee: "Hi Jean. We're just finishing vacuuming and we'll be leaving in about 10 minutes. Is there anything else you would like us to do before we leave?"
- b) Client: "Actually I was taking a look at the floors and they look very streaky is there anyway we can do something about that?"
- c) Trainee: "Oh my goodness, that looks horrible! I'm so sorry. Would you mind showing me where so I can attend to it?"
- d) Client: "Sure, it looks like it's just in the kitchen area"
- e) Trainee: "Oh I see, it looks like I may have used too much floor cleaning solution"
- f) Client: "Well whatever you did it most certainly did not look like that before, what can we do about this?"
- g) Trainee: "I am really sorry. This is terrible. Would you mind if I spent a little extra time recleaning it today? Of course we wont charge you anything to make it right"
- h) Client: "Yes, that's fine thank you for being responsible about the situation"
- i) Trainee: "I'll get started right away. Again, I'm really sorry about this"
- j) Client: " don't worry about it as long as it gets cleaned properly"
- k) Trainee: "Ok, Misses Jane. I was able to get the streaks off the floor. Again I am really sorry about that"
- l) Client: " it is OK I appreciate you for taking the time to fix a mistake as some people would not "
- m) Trainee: " were you able to look at the rest of the house, did everything look up to par? I just want to make sure you are satisfied with our cleaning and help in any

- way I can. We guarantee our work and we do make mistakes sometimes so I appreciate you calling it to my attention”
- n) Client: “The rest of the house is beautifully done, thank you so much for all your help I know it was a big job. Thanks. Will you come clean my house again?”
 - o) Trainee: “Yes, I’d be happy to”

Adjusting client expectations role play script

Read each script with the Trainee. You can change some of the wording to match your style. You (the Trainer) are the “Client”. Trainees can modify using the Lexicon Postcard and Starting the Relationship Document (in Tech Manual).

1) Original Estimate Quote does not match expectations.

- a) Trainee: “Good morning Jean, it’s nice to see you again. I’ll go ahead and get started in the back and work my way towards the front. Is there anything special I can focus on this cleaning?”
- b) Client: “Good morning nice to see you again, I don’t have anything to focus on this cleaning but thank you for asking”
- c) Trainee: “Hi Jean Halfway through cleaning I couldn’t help to notice that there is another bedroom and bathroom door open but I didn’t notice before, did you want those areas clean as well?”
- d) Client: “Yes since you’ve been here I’ve had my nephew living in my guest bedroom and bathroom, he just moved out a few days ago in that room I’d like to add to the general cleaning”
- e) Trainee: “ it’s so lovely to have your family come over and visit, I’m glad you had Quality time with your family. To do the extra room it may cost more than your regular price”
- f) Client: “What! You said \$500 max!”
- g) Trainee: “I’d be happy to keep the price under \$500. What I can do is make some tasks rotational tasks, so every other cleaning I can rotate between rooms and still stay at \$500”
- h) Client: “Ok, get started and I’ll call my husband to see what he wants to do”
- i) Trainee: “Ok, I’ll message the office and let them know I may need more time. Let me know what he says”
- j) Client: “Ok, he said you can clean the whole house”
- k) Trainee: “Great! The office said my next appointment can be adjusted. Your new price for today will be between \$500 and \$800. I’ll let you know when I’m halfway done so you have a better idea of the final price.”
- l) Client: This will be a one time thing you can make the other rooms rotational tasks for future visits, thank you.
- m) Trainee: OK awesome I’ll go ahead and let the office know. This way you’ll remain at the \$500 price for each visit
- n) Client: OK great thank you so much!

o) Trainee: Thank you!

2) Scheduled Man Hours does not match expectations.

- a) Trainee: "My notes say there is a cat and that we need to keep all the doors shut. Are there any other special instructions that I need to know about or any special projects you would like done today before I do my walkthrough?"
- b) Client: "Nope, go ahead"
- c) Trainee: "Hi Mrs Smith. My notes say that your normally scheduled cleaning takes 2 about hours for \$128. However, it seems that your home may need some extra attention today. Has it been a while since we cleaned?"
- d) Client: "Actually no, you come every two weeks but my inlaws have been living here recently."
- e) Trainee: "I see. Would you like me to modify my cleaning today to stay at the \$128 price or would you like me to clean the whole house?"
- f) Client: "How much will it cost me"
- g) Trainee: "To get it to your normal maintenance level it will probably take me another hour so your price for today will be \$187."
- h) Client: "Ok, that's fine. But will it always be that price?"
- i) Trainee: "Usually with extra people in the house the house will need extra attention. So I recommend keeping that price while your in-laws are here. Or if you want I can make notes to rotate the bathrooms to keep your price at \$128"
- j) Client: "Let's just keep it at \$187 until they leave"
- k) Trainee: "Great I'll just update the office and get started"

Starting the Relationship role play script

This is critical sales training. If we don't get the first visit right it will be almost impossible for us to book the second visit. Some technicians have felt in the past that it is the job of the FSR team, Owner, or Lead Trainer to quote the client and decide on a price. This is faulty reasoning. How could anyone know what needs to be done in the house before they see it? Why not just have someone quote them in the house before the tech gets there? It's super expensive and the house could change by the time the tech arrives. Only the tech in the house knows what needs to be done and so only they can be responsible for the final price quote. Setting expectations is key to technician and client satisfaction. Give this your full attention. You'll want to rely heavily on the "Starting the Relationship" document in the Tech manual" Show the trainee how to calculate the price using test hours.

1. First time Deluxe

- a. Trainee: [knocks on imaginary door] "Good morning my name is _____ I'm with _____ we're from Green Frog and we've been scheduled to clean your house today. Is your name Jane? How are you today?"
- b. Client: I'm great thank you. Come on in.
- c. Trainee: "Thank you. It is so nice to meet you.

- d. Client: "You too"
- e. Trainee: "Here is a copy of the invoice and what we plan to do today. My notes say this is a Deluxe cleaning so we will plan to the Deluxe Items but not the Extra tasks. The price will be between \$600 and \$800 and we'll be here for about 5 or 6 hours (there's two of us). I'd like to do a walkthrough with you while my partner gets started on the bathroom so I can give you a better idea of the final price."
- f. Client: "Great let's get started"
- g. Trainee: "Ok, so we'll plan on doing those extra tasks you asked for. The final price will be toward the high end of the quote, \$800. After we're done with the bathrooms I'll come find you with an update. Then again after we're about half way done. That way there are no surprises on the final bill"
- h. Client: "Ok, thanks for all your help."

2. First time General

- a. Trainee: "Thank you. It is so nice to meet you."
- b. Client: "You too"
- c. Trainee: "Here is a copy of the invoice and what we plan to do today. My notes say this is a General cleaning so we will plan to do the General Items but not the Deluxe or Extra tasks. The price will be between \$400 and \$600 and we'll be here for about 3 or 4 hours (there's two of us). I'd like to do a walkthrough with you while my partner gets started on the bathroom so I can give you a better idea of the final price."
- d. Client: "Great let's get started. Can you keep my price at \$400. I don't want to spend very much money"
- e. Trainee: "Let's work together to come up with a plan and see if we can do that"
- f. Client: "ok".
- g. Trainee: "So we'll plan to skip the guest bathroom for now and we won't have time to do the dishes in the sink. But after those modifications we should be able to keep the price at right around \$400. After we're done with the bathrooms I'll come find you with an update. Then again after we're about half way done. That way there are no surprises on the final bill"
- h. Client: "Ok, thanks for all your help."

3. Move Out Clean

- a. Trainee: "Thank you. It is so nice to meet you."
- b. Client: "You too"
- c. Trainee: "Here is a copy of the invoice and what we plan to do today. My notes say this is a Move Out cleaning so we will plan to do the Move Out Items but not the Extra tasks. The price will be between \$1000 and \$1300 and we'll be here for about 7 to 9 hours (there's two of us). I'd like to do a walkthrough with you while my partner gets started on the bathroom so I can give you a better idea of the final price."

- d. Client: "Great let's get started. Can you clean inside my cabinets and also clean my patio?"
- e. Trainee: "Let's work together to come up with a plan and see if we can do that"
- f. Client: "ok".
- g. Trainee: "So based on what you have told me including inside the cabinets and patio the final price would be closer to \$1500 are you ok with that?"
- h. Client: "No that's too much. You said \$1300 on the phone max!"
- i. Trainee: "Yes, you are right. Typically for your size home the max would be \$1300. However if you want to add extras like the cabinets and the patio it would be around \$1500. Would you like us to skip the patio and cabinets?"
- j. Client: "Yes, I can't afford \$1500, but \$1300 is fine"
- k. Trainee: "So we'll plan to skip the patio and cabinets. But after those modifications we should be able to keep the price at right around \$1300. After we're done with the bathrooms I'll come find you with an update. Then again after we're about half way done. That way there are no surprises on the final bill"
- l. Client: "Ok, thanks for all your help."

Training Review Report Guide

This form should be filled out for each day of training. This includes each day of initial training and re-training

Here is an explanation of the sections to be graded.

8 Technical habits to be ingrained

Focus on getting your trainee to follow these 8 technical habits in training. They closely shadow the 13 rules outlined in the PMC book but are easier to remember and teach to your trainee. With some effort most anyone can learn these. However if someone lacks effort and won't learn these they can't work here.

Behavioral Habits (Core Values)

It doesn't matter if someone masters the technical habits if they are a terrible person and no one can stand to be around them (clients or fellow technicians). Watch for these behavioral habits. Some of them may be minor flaws that can be corrected. But generally if they are struggling with their behavior it will not get better. It is best to tell the Lead Trainer that we have made a hiring mistake as soon as possible.

Major Trainee Issues

You can expect some minor Trainee issues. You can handle these by bringing them to the Trainees attention and asking them to fix them. However if you find a Major issue please tell the Lead Trainer so that they can decide if Training should continue or not. Here are some examples of major issues that could happen under each core value.

- Honesty: stealing, lying
- Conscientiousness: late for the job, absent, bad personal appearance/hygiene.
- Positive Attitude: complaining about Green Frog, complaining about their old job/boss
- Cooperative: using bad language, arguing with the Trainer
- Humility: acts like they know everything, won't take suggestions, becomes defensive.