

# EMPLOYEE HANDBOOKS

Preview of Interior Pages

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*[Company Name]*

Employee Handbook

# EMPLOYEE HANDBOOK

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Employee Handbook

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### Section 1

#### Handbook Introduction

##### 1:1 Welcome to Our Company!

It's our pleasure to welcome you to  [Company name] . We're an energetic and creative bunch, dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find your work here rewarding and satisfying.

This section introduces you to our Company's history, purpose, and goals. Please read it carefully so that you can better understand who we are and what we do. We think we are a special place—made all the more so by the hard work and dedication of our employees.

*[Additional Clause to Insert Company-Specific Information—Optional]*

*[Because the text of this modification depends so much on the specifics of your company, we cannot provide you with standard language to use.] [End Additional Clause]*

##### 1:2 Introduction to the Company

*[Because the text of this policy depends so much on the specifics of your company and/or state law, we cannot provide you with a standard policy to use.]*

##### 1:3 History of the Company

*[Because the text of this policy depends so much on the specifics of your company and/or state law, we cannot provide you with a standard policy to use.]*

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#### 1:4 The Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from our Company and what our Company expects from them. In the preceding sections, we introduced you to our Company's history, values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet our Company's values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee at  [Company name] . Please understand that this Handbook can only highlight and summarize our Company's policies and practices. For detailed information, you will have to talk to your supervisor or \_\_\_\_\_.

In this Company, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without warning.

We are always looking for ways to improve communications with our employees. If you have suggestions for ways to improve this Handbook in particular or employee relations in general, please feel free to bring them to \_\_\_\_\_.

#### 1:5 Be Sure to Check Out Our Bulletin Board

You can find important information about this Company and your employment posted on the bulletin board located at \_\_\_\_\_. This is also the place where we post important information regarding your legal rights, including

*[Company Name]*

Employee Training Handbook

# EMPLOYEE TRAINING HANDBOOK

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### V. CLEANING ROUTINES

#### Wet Work

##### *Master Bathroom*

**Shower** – Put two or more towels down on the shower floor to prevent you from slipping and place two or more outside the shower to step on when you are done cleaning. Apply the appropriate product to shower surfaces. Acid chemicals cannot be left on shower frames so do not apply at this point.

**Toilet** – Plunge water down the toilet drain and spray interior with appropriate cleaner. If the inside is badly discolored, you can use the acid cleaner. Otherwise, your disinfectant and degreaser should do the job. Your product must sit on the surface for at least ten minutes. This is the minimum time needed to kill bacteria. Once the interior is clean, spray it with your disinfectant again and leave it in the bowl. This provides an added layer of disinfect.

**Walls and Blinds** – Use your feather duster or lamb's wool duster to dust down the walls, blinds and window box. If your duster needs to be shaken out, shake it outside with the door closed. If the dust level is heavy, you may want to use your vacuum attachment instead of the feather or lamb's wool duster.

**Doors** - All doors are fully cleaned on the full-service and maintained with the appropriate cleaner on regular appointments. On the full-service, include the top of the door, door handles and both sides of the door frame.

**Bathroom Windows** – Clean with glass cleaner; use your all-purpose on the window track (you may need to use your putty knife if it is a narrow track) and do not forget the window sill.

**Light Fixture** – Clean the light fixture attached to the wall. Finish cleaning the bulbs and re-attach.



*[Company Name]*

Employee Team Lead Handbook  
Supplemental Training

# EMPLOYEE TEAM LEAD HANDBOOK

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# EMPLOYEE TEAM LEAD HANDBOOK

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Employee Team Lead Handbook

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### II. TEAM CLEANING

One of the first and most important of the Team Lead responsibilities is to delegate the cleaning tasks and constantly keep track of the team's progress. The Team Lead coordinates the work so the team members finish cleaning at the exact same time. It's important for both financial reasons and morale that one or two people aren't standing around with nothing to do while one person finishes cleaning the house alone. Whether you're working in a team of two or three, read everything in this section.

To get everyone to finish together requires some decision-making on your part, such as, where do you start cleaning so you'll all finish together? When the Wet Person finishes his/her job, what's next? The same for the third person, if used. Don't worry about these decisions. It's all contained in this document.

#### The Work Day

At the end of a work day, each worker will receive the schedule for the next day. Each morning, you'll have a Work Order on your traveling desk for all the jobs for the day. Each customer and the information you need to know is on the Work Order. There is a separate Work Order for each customer, so if you're cleaning three accounts on this particular day, you'll get three separate forms—one for each customer.

After loading your vehicle, record the start time on each worker's Time Sheet and also record your starting mileage on the Mileage Record.

Most of the information contained on the Work Order is easy to identify. Things such as the customer's name, address, pets, etc. It's important for each team member to read the Work Order before entering the home. Special instructions have been included that need to be followed.

When you arrive at the client site you must already have on your professional attitude. You never know where your next job is coming from; it may be right

*[Company Name]*

Employee Safety Handbook

# EMPLOYEE SAFETY HANDBOOK

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# EMPLOYEE SAFETY HANDBOOK

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Employee Safety Handbook

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### **I. Introduction**

Welcome to *[Business Name]*. The skills and talents you bring to this business are vital to our mission of providing quality cleaning to *[Your City/Town]*. One of the keys to accomplishing that mission is to ensure that we maintain a safe and healthy work environment.

This Employee Safety Handbook is intended for *[Business Name]* employees, full time and part time, regular and temporary, and student workers, etc. The Handbook has been developed to provide employees with answers to general questions concerning health and safety in the workplace. It is important, however, that you and your supervisor discuss site-specific safety policies and programs for your *[team]*. Your supervisor must inform you of the safety procedures and required training you will need to do your job.

### ***Background***

In an effort to improve the overall working environment and to provide, insofar as possible, every working person in the company safe and healthful working conditions, the Federal Occupational Safety and Health Act of 1970 was enacted. This Act provided an opportunity for the various states to develop their own Occupational Safety and Health Programs. Its main goal is to ensure that employers provide employees with an environment free from recognized hazards, such as exposure to toxic chemicals, excessive noise levels, mechanical dangers, heat or cold stress, or unsanitary conditions. The Act created the Occupational Safety and Health Administration (OSHA).