

How could I make more money as a household assistant ?

→ ***By making your customers happy !***

What are my next steps ?

- upload ID/passport and bank details
- set up a nice profile with a picture and add a personal description (my journey)
- adjust availability and hourly rate
- check on first offers by the end of this course
- clean own property to estimate time

How could I create satisfying relationships with every customer ?

With...

- ...my proactive and problem solving attitude
- ...my communication
- ...my punctuality & reliability
- ...my friendly & positive attitude

What could I bring to an appointment ?

- slippers or spare shoes/clothes
- gloves
- cloths (racks) for hygienic cleaning
- duster
- my positive & professional attitude

How could I progress in every room ?

1. Tidy up before cleaning -> clear your playground (e.g. trash, dirty dishes...)
2. Open the windows -> fresh air feels clean and carries positive energy
3. Arrange dusty things first (e.g. make beds, fold blankets, pillows, shake carpets)
4. Organize cleaning materials
5. Dusting (top to bottom -> clockwise)
6. Clean counters and tables, and afterwards mirrors & glass surfaces
7. Vacuum the floor (most important preparation before mopping)
8. Mop the floor (snake movement)
9. Return everything to its original place
10. Change your perspective (sit where the customer sits) & **think like the customer!**

→ **your LAST view is
the FIRST view of the customer !!!**

The 13 Golden Rules of

A good household assistant...

- I. ... checks the customer's address the day before the booking and plans the journey ahead
- II. ... only accepts bookings (s)he can attend
- III. ... always communicates to the customer if (s)he is late or if (s)he can't attend the booking and is honest about the causes of the delay
- IV. ... gets to the appointment 5 minutes before the scheduled start time
- V. ... smiles at the customer when they meet, shakes hands, introduces him/herself and asks to get in the property
- VI. ... always brings a spare pair of shoes
- VII. ... asks the customer for a tour of the property to assess cleaning time and to ask for clarification of cleaning products to use and talks about existing damages
- VIII. ... asks the customer about priorities and works accordingly
- IX. ... puts care and attention to detail in every task (s)he performs like if (s)he was in his/her own place
- X. ... repeats a task if the customer is not satisfied with the quality
- XI. ... cares about the customer's opinion, therefore (s)he asks the customer to rate his/her work after (s)he is finished
- XII. ... turns off the lights, closes the windows and takes the trash with him/her when (s)he leaves the property
- XIII. ... thinks like a customer and sees through the customers' eyes

Contact information:

For questions regarding our trainings:

info@myskillsacademy.de

For questions regarding the Helping platform, your profile & customers:

kontakt@helpling.de
[+4930 5683 9280](tel:+493056839280)