

Employee Training

Scope of Work Overview ·
Policies & Procedures



Scope of Work Defined

Understanding KAS Cleaning Services Expectations

The Scope of Work (SOW) defines exactly what is included in every cleaning we perform. It standardizes our service so every client gets a consistent, high-quality KAS clean — and it protects our team, our clients, and our company.

Today we'll cover: cleaning types, the deep vs. recurring difference, limitations, and room-by-room expectations.



Why It Matters

Benefits for You as an Employee

- Clear Expectations — you know exactly what tasks are required for each cleaning type, minimizing confusion and inconsistent work.
- Accountability — a defined standard to measure your performance against, and a guide so you don't overextend into tasks outside the scope.
- Reduced Stress — no guessing what's expected; clear restrictions keep your work environment safer.
- Training & Skill Development — a framework for consistent, thorough cleaning and for understanding deep vs. recurring vs. move-in/out cleans.



Importance to KAS

Benefits of a Defined Scope

- Efficiency & Productivity — standardized processes reduce rework and miscommunication.
- Brand Reputation — consistent, high-quality service builds trust, reviews, and referrals.
- Profitability — clear inclusions prevent scope creep and keep jobs profitable; add-ons create new revenue.
- Legal Protection — clearly stated inclusions reduce liability and help resolve disputes.
- Employee Retention — supported employees who understand their role stay longer.



Why It Matters

Benefits of Our Services to Clients

- Consistency — clients receive the same dependable standard on every visit.
- Trust & Transparency — clients know exactly what's included and what to expect.
- Quality — a professional, detail-oriented service they can rely on.
- Value — clear scope and optional add-ons let clients tailor service to their budget and priorities.



Our Three Types of Cleanings

Deep brings homes to optimum cleanliness - Recurring maintains it - Move-In/Out resets empty homes. Always reference MaidCentral for each job's specific scope.



Deep vs. Recurring Cleanings

Deep cleanings wet-wipe all reachable surfaces; recurring cleanings dust and maintain. Every new recurring relationship starts with a deep clean to set a consistent standard.



Deep vs. Recurring Cleaning Tasks

Deep vs. Recurring — task by task

TASK — DEEP / RECURRING

Ceiling fan & lights — Hand wipe / Pole dust

Windows, sills & frames — Hand wipe / Spot clean

Baseboards — Hand wipe / Pole dust

Doors & door frames — Hand wipe / Pole dust

Kitchen cabinets — Hand wipe entire exterior / Spot clean

Bath vanity — Hand wipe / Spot clean

Note: Hand cleaning is limited to the technician's safe reach on a two-step stool. When a fixture can't be reached by hand, it is pole dusted.



Move-In / Move-Out Cleaning

Thorough Preparation for New Residents

- Includes everything in a Deep Cleaning.
- Focuses on empty homes — inside all cabinets, drawers, and appliances.
- Includes the inside of the refrigerator and oven.
- Ensures the home is move-in ready for new residents.



Limitations Overview

We don't move items over 25 lbs or clean hazardous areas. Three categories of limitations follow: Physical, Material, and Health & Safety.



Physical Limitations

Ensuring Safety and Consistency

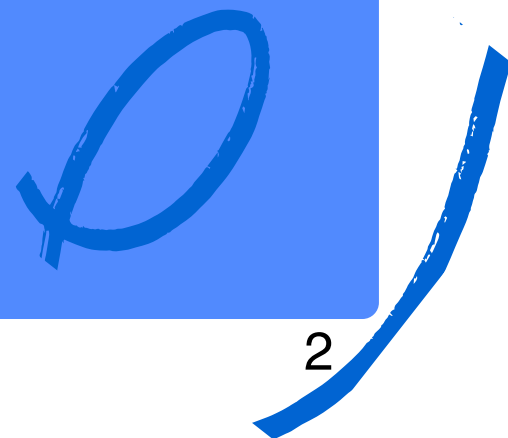
- No Heavy Lifting — we don't move furniture or items over 25 lbs; cleaning is performed on exposed surfaces only.
- Restricted Heights — technicians use a two-step stool only. Areas above 72 inches are dusted with extension poles — no climbing ladders.
- Interior Windows Only — we clean interior windows and surfaces; windows are not opened for cleaning. Exception: windows on front steps or next to front doors.



Material Limitations

Protecting Items During Cleaning

- Delicate & Expensive Items — we don't clean fragile items such as collectibles, artwork, or family heirlooms.
- Electronics — large, expensive TV screens are not cleaned, due to manufacturer restrictions and damage risk.
- Paperwork & Desks — we don't disturb or move papers, documents, or office desk setups.
- Broken Blinds — damaged blinds are excluded, as they may break further during handling.



Health & Safety Limitations

Protecting Our Team and Clients

- No Biohazards — we don't clean bodily fluids, medical waste, or other hazardous substances.
- No Infestations — homes with active bug infestations (roaches, fleas, bedbugs) are not eligible for cleaning.
- No Microbial Contamination — mold and similar microbial issues are excluded to avoid health risks.



Kitchen Expectations

Cleaning Requirements by Type

Recurring Cleanings

- Clean & sanitize countertops and backsplash
- Wipe exterior of all appliances
- Clean microwave inside and out
- Spot clean cabinet faces
- Clean & shine sink and faucets
- Empty & clean trash can if needed
- Sweep and mop floors

Deep Cleanings

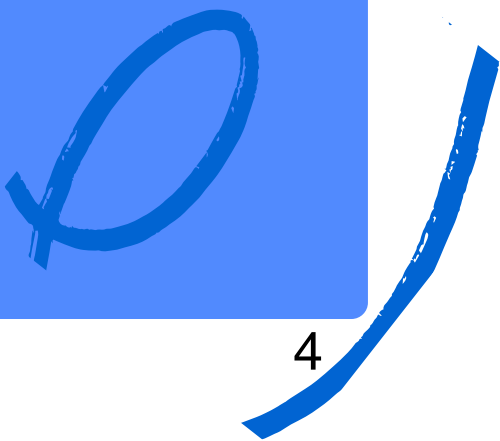
Everything in Recurring, plus:

- Fully clean cabinet faces
- Hand clean all light fixtures & ceiling fans
- Hand clean doors, door frames & baseboards

Move-In/Out Cleanings

Everything in Deep, plus:

- Clean inside all cabinets and drawers
- Clean inside refrigerator and oven



Bathroom Cleanings

Expectations for various cleaning types

Recurring Cleanings

- Clean & sanitize sink, countertops & backsplash
- Clean mirrors and glass fixtures
- Scrub & disinfect toilets, tubs & showers
- Spot clean cabinet faces
- Clean & shine faucets and fixtures
- Sweep and mop floors

Deep Cleanings

Everything in Recurring, plus:

- Fully clean cabinet faces
- Hand clean all light fixtures & ceiling fans
- Hand clean doors, door frames & baseboards

Move-Out Cleanings

Everything in Deep, plus:

- Clean inside all cabinets and drawers



Living Areas & Bedrooms

Cleaning expectations and standards

Recurring Cleanings

- Dust all surfaces, including furniture and decor
- Pole dust ceiling fans, vents & baseboards
- Vacuum and/or mop floors
- Spot clean doors, light switches & walls
- Make beds (if linens are provided)
- Change sheets on one bed

Deep Cleanings

Everything in Recurring, plus:

- Hand clean all light fixtures & ceiling fans
- Hand clean doors, door frames & baseboards
- Hand clean all windows

Move-Out Cleanings

Everything in Deep, plus:

- Clean inside all cabinets and drawers



Takeaways

- The Scope of Work keeps our service consistent, safe, and profitable.
- Deep brings homes to optimum; Recurring maintains it; Move-In/Out resets empty homes.
- Always work within our Physical, Material, and Health & Safety limitations.
- When in doubt, reference MaidCentral for the job's specific scope.
- Better people make better communities — and cleaner homes and workplaces.

