

Client Satisfaction Policy

Each incident and how we handle it will be decided on a case by case basis, but in general you can expect that if a client is reasonably unsatisfied with the cleaning job done by a cleaner, the cleaner will be obligated to return and complete the assigned clean to the satisfaction of the client without pay. In the case of a cleaner unable to return and finish the clean with a reasonable excuse such as an emergency, the cleaner will be financially responsible for the wages of sending someone else to finish the clean. This will be removed from the paycheck of the original cleaner if not already paid directly to Anderson Express Cleaners.

In the case the client does not wish a cleaner to return and complete the clean, the cleaner will be financially responsible for the amount refunded to the client and/or the amount discounted to the client for another clean for unfulfilled expectations. If a cleaner has consistently been required to return and finish a clean properly they will be let go.

We encourage you to frequently review the training you received especially “Conversing With Clients” and “Red Flag Incidents” found in the employee handbook. This will prevent unsatisfactory cleans and liability from occurring, as well as help you build a good relationship with the client. Ask Sandra if you have any questions while you are cleaning, we are here to help!