

## Quick Routine for Any Job in SM8

Job is created and booked in SM8 the day before, around 5–6 PM in the activity log of sm8 we will confirm that the schedule is ready

IC checks SM8 after confirmation:

- Review assigned job and have a good understanding of access/estimated arrival times and expectations
- Confirm you have the required equipment
- Send confirmations to client if needed
- Organise cleaners if needed

On the day of the job:

- Arrive on time (or notify client early if not - this is very important)
- Send client notification (do not send to real estate agent)

\*\*\*If collecting keys, don't send notifications unless checklist instructs.

Upon arrival:

- Meet and greet client
- Introduce yourself and explain your plan
- Discuss any changes with the quote or payment arrangement
- Make client aware of any obvious damages and report in sm8
- Confirm if the client wants to come back and check and how much notice they would like

Final check with client:

- inform the client of any cleaning items that didn't come up to well
- Re-assure the client we guarantee the job

\*\*\*Important Notes

- Wear official t-shirt while working under company name
- Have Fenix magnets for the car
- Have business cards available

If accessing without an appointment:

- Follow the checklist and quote steps.
- Review quote, checklist, and client questionnaire.
- Match details with the actual property and make an appropriate plan
- Address discrepancies, take "Before" photos, and note pre-existing damages
- Before photos essentially justify the invoiced amount so it's important to take photos of the worst areas

- After photos should match the before except look much cleaner obviously

Start cleaning:

- Create the best cleaning plan on site addressing bad areas first (online training available for assistance)
- Set up equipment and tools and keep them organised at all times

After cleaning:

- Do final property check per the quote to avoid REDOs.
- Take "After" photos and make notes.
- Close the job in SM8.
- Record the job sheet in notes