

A Guide to Finding the Best Maid Service

Step 1

Ask the right questions!

Trust

Do you Criminally Background Check ALL of your employees?

Most reputable cleaning services perform a background check on all their employees. You are allowing someone into your most sacred space with your most valuable things, you want to make sure that their references are checked.

A background check can ensure the safety of you and your home.

Process and Consistency

What process do you follow every single cleaning to ensure quality and consistency?

Make sure to ask what are the cleaning services that are included in a standard visit. How detailed will the cleaning be? What other services do they offer? Do they follow a Checklist? Can you customize the cleaning?

Risk

Is your company fully insured and bonded? Are your maids covered by Workers Compensation Insurance?

Professional cleaning services will carry liability insurance, bond and workers compensation insurance. They have a policy in place if something gets broken, damaged or goes missing in your home. This will provide you with peace of mind and security during your cleaning service.

References

Can you provide me three references that I can call and speak to?

The references will reassure you that the company is trustworthy and that they offer exceptional service to their clients. It also allows you an inside look at the company through their customer's experience.

Extra Verification

Are all of your Maids verified/eligible to work within the United States?

The reason for this question is because if the company is insured but they send an unverified maid to your home, then their policies will be null and void thereby sending all the risk and liability your way.



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Step 2

Knowing the difference!

Finding the "best" means finding the fit!

Not all cleaning companies are created equal. When you understand their structure you will be able to better predict the quality of the cleaning and consistency that they can commit to.

FACT: Inconsistent cleanings and lack of communication are the two most common reasons why people leave their cleaning companies.



One Person Cleaning Company

- May be cheapest option but comes with significant risk
- Will not have Insurance, Bonding or Workers Compensation
- No Background Checks or Ability to Check History (Criminal, Drug and even Quality!)
- Low to Bad Communication
- Inconsistent Cleanings
- No Staff Redundancy which leads to frequent cancellations and appointment time changes
- Customer (You) assume all risk for injury, damage and workers compensation.

Riskiest Option and one we cannot recommend

Franchise Maid Services

1. Insured and Bonded: Will be unwilling to make insurance claims due to Franchise Scorecards.
2. Very High Turnover with Staff (i.e. Different Cleaners everytime)
3. Low Level of Ownership Engagement
4. Inconsistent Cleanings due to poor Training and Cleaner Turnover
5. Little reinvestment in employee training or company culture as Franchise agreements dictate standards
6. Franchise Fees are very burdensome and lead to cutting corners with Training, Operations and everything Customer Facing (think McDonalds! or Subway!)

Often Inconsistent quality but provides minimal assurance of risk coverage



Non Franchise Maid Services

1. Insured and Bonded provides no liability risk to Customer
2. Team Lead to Cleaner Structure provides performance Accountability & more consistent cleanings
3. Investment in regular Training & Safety Procedures
4. Consistency of Cleaning due to Checklist Processes for each house
5. Able to Customize Cleanings and Often Accept Personalized Direction for each Customer
6. Good for One Time Cleanings & Regular as these companies are flexible and hungry!
7. Fully staffed with multiple Teams prevents cancellations and inability to provide cleanings regularly and quickly
8. Guarantee their work & deliver Highest Quality Cleanings
9. Owners are highly engaged and all systems are built around retention and customer satisfaction!

These Maid Service Companies are where you want to focus when you want consistency, quality & a fair price. Will not be the cheapest as the cheapest cannot provide consistency and quality every time!



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Step 3

It comes back to you now...

Final Steps to finding the Best Maid Service for your Home

Matching your homes cleaning needs with the ability of the Maid Service to meet your expectations is the last step.

Circle the rating where you expect your next Maid Service to be:

<--- Not Important Very Important --->

Quality of Service

1 2 3 4 5

Consistency of Cleanings

1 2 3 4 5

Provides Background Checks, Insurance and Bonding

1 2 3 4 5

Ease of Communication

1 2 3 4 5

Ability to Customize Cleaning to your homes needs

1 2 3 4 5

Price

1 2 3 4 5

Add up your answers now and write the total below:

Any score below a 13 and you should consider a Franchise Maid Service. If you have hired a Franchise Maid Service in the past and have become frustrated or outgrown their ability to serve you then proceed to a Non Franchise Maid Service.

A score above 14 and Above and you should hire a Non Franchise Maid Service.

**We cannot recomend a One Person Maid Service due to the liability, risk and inconsistent nature of this option.*



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Why you should consider a professional Maid Service like Magnolia Cleaning Service

I am Ana Mirwald, my Husband Chris (who you have seen in the videos) and I own Magnolia Cleaning Service.

Indulge me for two minutes to share with you the background of why we started Magnolia Cleaning Service as I think it will save you time as you learn how to find a great Maid Service.

In 2008 my husband Chris worked for a Fortune 20 company and we were raising two very active young boys in Lake Mary Florida. Prior to having our boys I graduated from RIT with a Hospitality Degree and ended up working for Exxon Mobil doing their Restaurant and Hotel Ratings out of Tampa. You have seen these ratings before as the higher end Restaurants and Hotels (Flemmings, Ruth's Chris, Ritz-Carlton etc.) to this day hang their "Star and Diamond" ratings plaques in their lobbies. This experience taught me to be objective and to have a non compromising focus on a 5 Star experience.

With my background and busy lifestyle raising my kids I was in search of a quality cleaning company in Lake Mary. I knew what I wanted, I knew how to judge the best and I was in search of the best!

After a couple years and being frustrated with the Maid Services in Orlando I was at an impasse. I could not find a Maid Service that had a commitment to quality and consistency at a fair price nor one that had the same expectation of what a quality cleaning was.

Chris and I spoke to our friends in Lake Mary and found that many of them felt similarly. Our two boys were now in school and Chris and I agreed that we could do better and that my background from Exxon Mobil and Degree could build a foundation for a premier Maid Service in Central Florida.

We started Magnolia Cleaning Service in September 2014 and from the beginning ran our employee training and corporate structure around providing a high quality 5 Star cleaning at a fair price. We designed a new employee training program to our high standards and focused on processes that deliver consistency.

Chris and I also created a field structure and adopted technologies that allow for quality assurance and a high level of communication between our customers, their cleaning teams and our office staff.

Our small business grew rapidly as we continued to find a market demand for what we personally experienced before starting our company. At present Magnolia Cleaning has operations in Orlando, Tampa and Sarasota and our maid service has continued our unwavering focus on perfecting our cleaning service and servicing our customers, many of whom we consider family.

As you consider your options you will find there are many. This guide is intended to help you match your expectations, budget and other factors with these many options.

You initially found "us" because you were looking for better. Defining the "best" can be subjective and we tried to be objective and fair as we built this guide and video series. Our definition of "best in class" has been tested and is rooted in measures that the largest companies in the world strive for.

We would like nothing more than to allow our cleaning teams to provide your home with a 5 Star Cleaning and with a company who expects more from itself.

Our Best,



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Being able to provide consistent cleanings is our main focus. This focus drives our internal systems and employee evaluations.

Below you will find a variety of reviews and testimonials that we have received from our customers.

"I highly recommend them!"



Magnolia Cleaning Service is very professional, always on time, and most importantly very trustworthy. They do a thorough cleaning and I highly recommend them.

KATHY CARDIGEN

"I am so pleased with Magnolia Cleaning Services!"



I am so pleased with Magnolia Cleaning Services! I have tried M*Pro and others and have finally found a professional group of women who take great pride in their work and do an great job. Try them, you will not be disappointed. I'm glad I'm already on their schedule bi-weekly so YOU cannot take them away from me! LOL

LORIEN PRINCE

"I cant say enough good things"



Ana and her girls came for the first time yesterday to clean our home. I cant say enough good things about how pleased my wife and I are with the quality and care they took cleaning our home.' it looks awesome.

Ana personally came to my home at my request prior to my first cleaning appointment to address some of my concerns in regards to cleaning the house, she took notes and relayed the info on to her staff. The entire experience from my initial phone call to the first cleaning yesterday has been easy. You really get the impression that the girls have pride in their work.

HIGHLY recommend !

GORD VANDEBELT

"If I need extra things done to my home it is never a problem"



I have been using Magnolia Cleaning Service for over a year and they do a excellent job. If I need extra things done to my home it is never a problem. Highly Recommend!

JANICE CAREY HAMM

"I trust the teams that come into my home"



Magnolia Cleaning provides an outstanding service. Not only does my house feel amazing after they have cleaned, the owners, are very engaged in their business and only want to provide the best service possible. Their customer service is exceptional. I trust the teams that come into my home and highly recommend Magnolia Cleaning Service.

CARRIE MILLER

"They do a great job and I would recommend them to anyone."



The crew that cleans my home is thorough and efficient. I like that they work off of a checklist to be sure that they are hitting the agreed upon items. I feel comfortable with these ladies in my home. They do a great job and I would recommend them to anyone.

CARRIE DOLLAR

If you would like to see more reviews for Magnolia Cleaning Service please click here:

<https://www.magnoliacleaningservice.com/customer-reviews/>



15 MINUTE
CLEANING CONSULTATION

My wife Ana and I own Magnolia Cleaning Service and we would love to get the chance to discuss a cleaning plan for your home.

Click below to book a 15 minute on our calendar today!

RESERVE YOUR SPOT