

WELCOME



We believe in continuous development while serving with Integrity and Improving the lives of those we encounter.

Flex Schedule Program

Welcome to Two Sisters Maid to Clean's FLEX HOUSE Program! You have been asked to be a part of this program to receive discounted housecleaning -- at 40% off our usual prices -- in exchange for your feedback on our employees' work and for flexibility with scheduling.

Here's how this works: In a nutshell, we use our Flex House clients to fill in any gaps in our schedule. Our employees don't go without work and you get a sweet deal! BOOM!

We work to keep your cleanings on a specific day and time as much as we can. But in the event that we have to book a "full pay client" on your usual cleaning day (or at your usual time), we will ask you to move your cleaning day or time to another gap in our schedule. Most likely, we'll be able to reschedule you to another day or a different time that very same week.

Also, if a full-pay client cancels their cleaning, we may ask you to move to that spot on our schedule to keep our cleaning techs working. YAYYY! Why do we do this? Basically, to keep our employees busy! Our schedule changes often and our employees really want to work which is a very good thing, right? So, we've chosen about a dozen fabulous customers who will be as flexible as needed to help us keep our employees happy and earning with full work schedules.

Even though we aren't making our profit on cleaning your home, you'll be helping us tremendously with direct feedback on our techs' performance, online reviews, and gap scheduling, so we thank you! Our employees' overall job satisfaction is an integral part of what makes us the company we are. Happy employees make for happy clients, so we hope you see our Flex Program like we do -- as a Win-Win!

Thank you for your flexibility. If you ever wish to be a full-pay client, just let us know and we will switch your status, continue to come to clean your home and, of course, give you the same awesome service you've come to expect. If you have any questions, please call the office and we will be happy to assist you.

Sincerely,

Samahria Richie

FAQ'S



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FLEX HOUSE PROGRAM: CLIENT FAQ's

Q: Can I request a certain day and time to have my cleaning?

A: While we will work with you to choose an "ideal" appointment day and time for your cleaning on the schedule, you will need to be flexible and expect that your cleaning may be moved on short notice.

Q: Is participation in this program indefinite?

A: Participation in our Flex House Program is only valid for 6 months at which time we may choose to either extend or suspend your flex client status based on availability.

Q: Can I book monthly or occasional cleanings at this wildly reduced rate?

A: We only accept weekly or bi-weekly schedules for our Flex House Program. This helps us ensure that we have consistent and frequent work for our cleaning techs.

Q: What if I am unhappy with the amount of reschedules and unpredictability of this program? Can I opt-out at any time?

A: Yes, of course. You can opt out at any time with no hard feelings on our part. However, you may not be able to re-enroll should you change your mind in the future.

Q: Can I leave a negative review if I am dissatisfied with the service I received?

A: No. Your enrollment in the Flex House Program comes with the condition that you will not leave us a negative review, but instead give us the feedback and the opportunity to make things right with a re-clean. Our work is always guaranteed.

Q: Can I tell my friends and family about this program?

A: This program is available by invitation only, but please feel free to submit a candidate so we can invite them if we have openings. Flex House Program pricing should remain confidential.

Q: What if the day and time you move me to don't work with my schedule?

A: No problem! We will do our best to move you to a day that works for you. Worst case scenario, we skip your cleaning for that time.

Q: What if I need to cancel my appointment last minute? Am I responsible for paying cancellation fees?

A: Please provide 48 hours' notice of cancellation or date change requests. Excessive cancellations without notice may result in a cancellation fee and in canceling you from the Flex House Program.

I understand and agree to these terms and requirements for the privilege of being in the Flex House Program.

(Client Signature, Date)