

These are fairly difficult economic times for a lot of people. So after I post a craigslist ad looking for teams, I get quite a few folks responding.

Here's how I go from screening responses to finally securing a new team. It takes a little while, but the time spent being patient with choosing folks will save a lot of heart-ache in the long run.

Like everything else I do, it's just simple and straightforward: I make a little spreadsheet with everyone's email address, contact number, location, and a column with a rating number from 1 to 10, 10 being someone that I'm really excited about.

People that get 1's typically respond with something like this:

- 1) I'm just looking to make some extra money
- 2) I'm only available on Friday afternoons and Saturday mornings
- 3) I have no experience, but I've cleaned my own home
- 4) Their email just seems unprofessional and carelessly done.

People that get 10's typically respond with something like this

- 1) I used to work for "insert large cleaning company" but have since moved on to take on my own clients
- 2) I've been working in cleaning for the past 5 years and am just looking to expand
- 3) Include references without being asked for them, and just project an air of professionalism in their response.
- 4) I have someone else that I work with.

At this point I would have narrowed my list down probably by half and start to reach out to folks.

Next step: Set up a phone conversation where I get a better picture of the person and describe in greater detail how we operate. At this point, I'll set up an in face meeting if everything seems good.

Next Step: Set up an in person meeting, usually at a coffee shop or something like that and spend 30 minutes or so just having a relaxing conversation. (Would this be someone that clients would feel comfortable coming to their home over and over again?)

Next Step: Set up a cleaning. I have them come to my home and clean one room to get an idea of their work. I pay them (many companies don't), but that seems a bit assholish to have someone drive to my home and clean for free. It costs me about \$30

each time I do this, so it's in my best interest to screen carefully before we get to this point.

Finally: I'll send them out with my most trusted team to one job and get feedback from my team on how they do.

That's it, by then I would have folks that should do well.