

Employee Expectations Form for Golden Touch Modernized Housekeeping Services

Company Name: Golden Touch Modernized Housekeeping Services

Owner: Illa Beeler

Location: Kokomo, Indiana

Effective Date: _____

Purpose:

This form outlines the expectations for all employees of Golden Touch Modernized Housekeeping Services. By signing this form, you agree to follow these standards to maintain the professionalism and reputation of our company. We are a friendly, loving team dedicated to bringing joy into people's homes, not misery. We want you to be happy while doing your work, and we offer leniencies to support our housekeepers.

Expectations for Employees:

Appearance and Grooming

Employees must be well-groomed at all times, with neat hair, clean hands, and a tidy overall appearance.

Clothing must be professional, made of scrub-like material, with no logos or branding from other companies. Uniforms (if provided) or attire must be clean and well-maintained.

Arrive at jobs in a clean vehicle. Exceptions may be made for unforeseen circumstances, but cleanliness is the standard.

Behavior and Conduct

Employees must be well-behaved, polite, and respectful at all times while representing the company.

Always assume you are on camera, as many homes and properties may have security systems. Act with integrity and professionalism.

Do not enter areas of a home or property where you do not belong. You are there to perform housekeeping duties only. Focus on the job and avoid personal distractions.

Job Performance

Arrive at the client's home, complete the assigned tasks, and leave promptly once the job is done. Do not linger or engage in activities unrelated to the work.

Report your time in and time out for each job accurately. This ensures proper tracking of hours and client billing.

Ensure all tasks are completed to the highest standard. If a client reports an issue, address it professionally and promptly.

Equipment and Supplies

Always arrive with a clean and organized cleaning kit. Bottles of cleaners should appear full or at least half-full—never half-empty or dirty, as this looks unprofessional.

Maintain your supplies and equipment to reflect the high standards of Golden Touch Modernized Housekeeping Services.

Cell Phone Policy

If the client is home, there is an absolute no cell phone use policy unless it is an emergency or absolutely necessary.

On timely, hourly-based charge jobs, do not use your phone whatsoever. Focus on the task at hand.

For jobs where the client allows a more flexible schedule (come in and out as you please), you may listen to music on your phone if it helps you work. Keep the phone to the side and avoid talking on calls, as you might be on camera. We want to maintain professionalism while allowing you some comfort to enjoy your work.

Cigarette and Break Policy

Cigarette breaks are only permitted on long jobs (5 hours or more). On such jobs, you are granted a brief break, even if it's an hourly, time-sensitive job, to step outside for a few minutes.

Never discard cigarette butts on the ground or anywhere on the client's property. Always keep them in your vehicle and dispose of them properly.

Be very discreet about smoking or any personal habits. Clients may judge you based on smell or behavior, so ensure you maintain a professional presence when entering a home.

Conversation and Discretion

Keep all conversations focused solely on the customer and the job. Do not discuss personal matters, including politics, medical health, or any personal details about yourself.

This company is not the right fit if you have a habit of talking about yourself. Our focus is always on providing excellent service and making the client feel comfortable and prioritized.

Be mindful that clients may judge you based on appearance, smell, or behavior. Always present yourself with the utmost professionalism and discretion.

Additional Expectations for Male Employees

Male employees are expected to maintain the same high level of professionalism as all staff. Wear clean, appropriate attire made of scrub-like material, even if the job feels casual.

Address clients respectfully using “Ma’am” and “Sir” to demonstrate courtesy and professionalism in all interactions.

Acknowledgment:

I, the undersigned, have read and understand the expectations outlined above. I agree to follow these standards while employed by Golden Touch Modernized Housekeeping Services. I understand that failure to meet these expectations may result in disciplinary action, up to and including termination.

Employee Name: [Employee Name]

Signature: _____

Date: _____

Employer Name: Aila Bealer, Owner

Signature: _____

Date: _____