

# Flex Customer Program



Welcome to the *Sparkling Green Cleaning Services Flex Program*! You are a part of a handful of carefully selected people who have been asked to be a part of this program to receive housecleaning at cost in exchange for your feedback on our employees' work, for flexibility with scheduling and to promote our business.

**Here's how it works:** We use our flexible customers to fill in any gaps in our schedule and remain flexible in what technician we send to your home. Customers in this program receive house cleaning at cost (60% of our normal rate), which currently comes out to just \$33 per labour hour in exchange for remaining flexible. This way, our employees don't go without work, and you get a sweet deal!

## Flex requirements:

- be flexible with your cleaning day
- be scheduled on a bi-weekly basis
- be flexible with which technician(s) clean your home
- offer regular feedback on the job we are doing
- offer a 5-star online reviews two times a year
- interact with our social media accounts by commenting and sharing our posts
- refer Sparkling Green Cleaning Service to your neighbours, family and friends
- and last but not least, when earned, consider tipping your technician for their hard work



We will work hard to keep your cleanings on a specific day to the extent possible. In the event that we have to book a "full-paying customer" on your usual cleaning day, we will ask you to move your cleaning day to another gap in our schedule. Most likely, we'll be able to re-schedule you to another day that week. On rare occasions, it might mean that we need to skip you altogether, but this would only be after exhausting all other avenues!

Also, if a full-paying customer skips their cleaning appointment, we may ask you to move to that spot on our schedule to keep our cleaning techs working. Why do we do this? To keep our employees happy! Our schedule changes often and our employees really want to work which is a very good thing, right? So, we've chosen a handful of fabulous people we believe 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 a profit on cleaning your home, you'll be helping us tremendously with direct feedback on our techs' performance, online reviews, and scheduling, so we thank you! Our employees' overall job satisfaction is an integral part of what makes us a great company. Happy employees make for happy customers, so we hope you see our Flex Program like we do: a Win-Win!

If you ever wish to become a full-paid customer, just let us know and we will switch your status, continue to clean your home and, of course, give you the same awesome service you've come to expect. Interested? Call or email, NOW! Offer to join expires X.

*Please do not promote this particular program, as we personally select who we invite into this exclusive group.*

Sparkling Green Cleaning Services

[www.sparklinggreen.ca](http://www.sparklinggreen.ca)

[info@sparklinggreen.ca](mailto:info@sparklinggreen.ca)

416 882 8995