

## JACKIE'S CORNER

# Jackie's Voice

## MOVING ON UP!

Where did 2019 go? I feel like this year has just flown by! So much has happened this year. Personally, I have had some fun things happen in my life. Lyla has started gymnastics and I could not be more proud of how far she has come. She speaks so well and is a joy to everyone's lives (just ask my employees.) I have been working odd jobs to save to buy a house. I am hoping to buy in 2020 and I couldn't be more excited. I have been house sitting quite frequently and as always, I just love spending time with everyone's furry friends! Thank you so much for all of you and the opportunities you have extended to me. Professionally, I am excited for everyone to see the effects of the changes we have recently implemented. We now have Individualized client cards. This creates for a more consistent clean because employees don't have to remember everything you like, they can check your client card. If we are missing something or have missed something at your home, please let us know. It may not have been added to your client card so we will get it updated right away! We also implemented a new orientation and training program which is why you may have seen some 4-person crews at your home. We have also been holding more and more employee meetings to help educate our employees and give feedback and recognition where it's needed. We've seen a higher memory retention in what products are appropriate for each material they come in contact with. I think I am most excited, though, about our decision to stop accepting cash and checks. I know to some of you this looks like an inconvenience, but on my end, I don't have to send employees to the bank anymore so that eliminates a cost for us which helps prevent price increases for you! Also, it gives clients the ability to tip (a set amount each time or let me know after how much based on the quality of the clean) much easier than before as many people didn't remember and would frequently contact me after the fact about their want to tip and we would end up charging a card anyways. The last reason I'm so excited about it is because I can more easily track the growth of the business. Our credit card processing system tracks which days yield the highest profit, it will compare months to other months to show slow times and busy times of the year and so much more! All of these changes have helped me prepare for the minimum wage increase in 2020 so I don't have to increase clients costs. I have seen such a drastic change in the company since this time last year! I hope to implement more changes in the coming months and year and I hope you will all be there with me. If you want to leave feedback, feel free to text me, email me @ [JackieOfAllTrades16@gmail.com](mailto:JackieOfAllTrades16@gmail.com) or visit our website at [www.joat.online](http://www.joat.online). Your feedback is what helps us improve and without it, we can't grow and change. I look forward to hearing from you soon.

-Jackie

We are currently in transition of two employees expanding and growing their role with the company. Rachel, who many of you remember just returned from maternity leave and will be moving into a supervisor role. She is taking over Wednesday, Thursday and Friday clients for Christina! I know she will be a great fit for you on her days. Christina will no longer be working in the field as she is transitioning to lead our new orientation and training program. We are hiring for one more supervisor position, so you may see another employee moving on up very soon or see a more experienced new hire joining our team in the near future.

### Rachel:

I have worked for this company for a few years now. My daughter is 7 1/2 months old, born 2/15/2019. What an amazing belated valentine's gift! My favorite thing about this company, is the people. I am transitioning into a supervisor position here in the company and I feel it will be great for me and my family. I hope to one day go back to school to study psychology.



### Christina:

I have worked for Jackie for just over five years I have helped her grow and build the business to what it has become. I am excited about all the new changes and my advancement with the company.



## EXCITING CHANGES

In case you haven't heard, we got a new office space last year and continue to grow our business! We now have individualized client cards available on the employees cell phones which detail your specific requests regarding your clean. We have grew or added a few positions when we expanded which have made our business that much better. We now have a separate HR department, a website/social media position, office personnel and a quality control, orientation and training program. This program has given the unique ability to improve each employees skill set in each area of your home. Our orientation process helps to better acclimate our newest employees to our office, cleaners, and equipment.

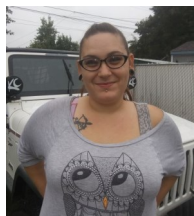
## MEET THE CREW...



### Cristina:

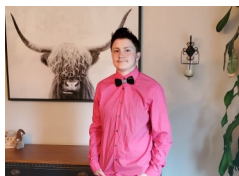
Hello my name is Cristina, I'm 39 years old born and raised in Spain. I have been in America for over 15 years and I love this country and all the people that I have met during my years here. I love to work for Jackie and spending time with my coworkers during the week. In my spare time I love to hike, play golf and spend time with friends, my husband and dog.

**Zem:** I'm 22 years old and one day I hope to become a paramedic. When I'm not at work I like to draw and chill with my dog. I also enjoy gaming with friends and being outdoors.



### Jamie:

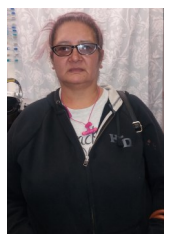
I'm Jamie, I've worked here for just over three months. I like to garden, play video games and spend time with my daughter and dogs. I like that I work for a local small business and have enjoyed getting to know my co-workers and our clients.



**Misti:** Hi my name is Misti. I was born and raised in Colville, WA. My family moved to Spokane when I was 9. I'm a mother of 2, and have 4 beautiful grandchildren. I started working for Jackie almost a year ago. I really enjoy my job, and like all my coworkers. I feel cleaning gives me a purpose. When I'm not working you can find me spending time hanging out with my family, and friends.

### Lillian:

I have worked for Jackie for almost a year and a half. I have family here and in Montana. My family here consists of my beautiful grandchildren and my lovely daughter. My three sisters lives over in Montana. My favorite cake is German chocolate. In my free time, I enjoy relaxing at my house with good friends.



# CHANGE IN PAYMENT METHOD

We have had a couple lost checks as well as several bounced checks which is partially why we made the decision to no longer accept cash/checks. It also has a lot to do with the growth in the business. You may pay with a credit/debit card, through Venmo: @Jackie-Staples or Cash App: \$JackieOfAllTrades. If this new implementation poses any problem for you and/or you have special requests please contact Jackie immediately.

## SCHEDULE CHANGES

For those of you who have been with me for awhile you know this happens periodically and for those of you who haven't we are revamping our schedule. We need to redo the schedule in such a way that we are in the same area on the same days in order to consolidate our drive time. You will be receiving a letter concerning your availability and we ask that you be flexible with your days as we have over 200 clients in which we have to accommodate. We want to accommodate everyone.

## UPCOMING HOLIDAY SEASON

With the upcoming holidays, scheduling can become tricky... Many of you will be traveling to be with family and others will be hosting the holidays. If you think you will need extras done to prepare, or house sitting please plan ahead and call me as soon as possible. Also, if your regular cleaning day falls on a holiday please call to schedule a different day to have your cleaning done. The sooner you call the better. This will ensure a day and time that will work for you, as our schedule fills up quickly. Check your calendars to see if you will be affected. Upcoming holidays:

**Thanksgiving Day Thurs Nov 28th = Closed**  
**Christmas Eve Tuesday Dec 24th = Closed**  
**Christmas Day Wed Dec. 25th = Closed**

To prepare for next year here are the days we are closed. Please mark them on your calendar if your normal clean falls on one of these days.

**New Years Day Wednesday Jan 1<sup>st</sup> = Closed**  
**Easter Sunday April 12th = Closed**  
**Memorial Day Monday May 25<sup>th</sup> = Closed**  
**Independence Day Saturday July 4<sup>th</sup> = Closed**  
**Labor Day Monday September 7th = Closed**  
**Thanksgiving Day Thursday Nov 26th = Closed**  
**Christmas Eve Thursday Dec 24<sup>th</sup> = Closed**  
**Christmas Day Friday Dec. 25<sup>th</sup> = Closed**

We are always trying to give back and this year we want to **give free house cleaning services to families in need!** We could use your help with this...if you know of a family that is struggling or in need of help this holiday season, please let us know. We would love to surprise these families with the news that they were nominated by you and were chosen to have a free cleaning service. People are always so grateful to know that someone cares about them, especially during the holidays. Simply write up a short letter telling us about the family in need that you know, and why you feel they should be chosen for a free clean. Jackie will be looking through the letters in December so please get your entries in as soon as possible. The amount of families chosen will be based on the number of nominees. Please submit letters to jackieofalltrades16@gmail.com Thank you for your help with this, we look forward to reading all your letters!



## SCHEDULE CHANGES BY AREA

Mon	Tue	Wed	Thu	Fri
Hangman Valley/ Hatch Rd	Glenrose Area	Otis Orchards Valley Veradale Dishman	South Hill South Hill	Clear Lake Liberty Lake North Spokane
Hangman Valley/ Hatch Rd & Millwood	Northtown Area	Otis Orchards Valley Veradale Dishman	South Hill North Spokane/ Mead	Medical Lake Liberty Lake
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Hangman Valley/ Hatch Rd & Millwood	Northtown Area	Otis Orchards Valley Veradale Dishman	South Hill North Spokane/ Mead	Medical Lake Liberty Lake

Please be aware that if are to cancel your regularly scheduled clean it will be more difficult if even possible for us to reschedule you due to the change in schedule based on location. If we are able to accommodate you it will result in longer wait times and you may just have to wait until your next regularly scheduled clean. If we have an opening on a day in which we are not in your area we may be able to accommodate your request but you will be charged an out of area fee to cover the cost to travel to your area.

## WINTER WEATHER

Fall is upon us and soon it will be winter, and with winter comes snow. Snow unfortunately means slower travel times and increased accidents. We ask that you are patient with us as we may arrive late to your clean, we will arrive as quickly as we can while remaining safe. If you feel your residence is in such a location that it is inaccessible due to weather conditions please notify us 24 hours in advance to cancel. Thank you for your understanding!



## GIVE THE GIFT OF TIME

All of us have those hard to buy for people in our lives or those people who never seem to have enough time in today's crazy world. Why not give them some well deserved free time? We have cleaning gift certificates available that make great holiday gifts! These will allow your loved ones to get the time and relaxation they deserve. Contact Jackie if you would like to purchase one for your family or friends.