

# Jackie's Voice

## JACKIE'S CORNER

Happy Holidays! Every time I write these, I think, 'My gosh! So much has changed in my life and so much is happening in the business, where do I start?!' Let us start with the business! I am currently working a deal out with another local cleaning company to take over their clientele. I am SO excited about this expansion. Also, we have really been trying to create a more inviting culture. I spent some time thinking about why I started cleaning houses and am really on a mission to get my business back to the roots and values I wanted when I started cleaning houses. A lot is going into this to help me make this change.

First, I am making some changes with boundaries; those of you who know me are probably blown away by this, yet also saying something like 'FINALLY!' Yes, yes. Finally, I am going to set actual work hours for myself. I know to some of you, this seems a little scary because, over all these years, I have always been available. I want to assure you that I am still going to be available. I will not be bringing my work cell phone home anymore, so work-related things can be dealt with more efficiently, and my home life will not suffer from me always being distracted with work. I absolutely love my business, and I now have a family that needs my time and attention too. So, I believe that it is important to create those healthy boundaries. I genuinely hope that everyone will help support me in this time.

What does this mean for you? First, it means that confirmation texts will either become automated or will come earlier in the day. You can help by responding to those as early as possible. But also know that we will continue with the tried and true policy that if we do not hear from you, we will assume you are good to go, and we will arrive as scheduled to clean your home or business.

Second, it means that you may be hearing from some people that are not always me. As you know, Christina is my Operations Manager. Part of her role has been to help keep in contact with the clients, especially over this pandemic period, while things have been so chaotic for everyone. Be on the lookout for more follow up calls from her! If you miss a call from her, and you would like to respond to something that she inquired about or said and do not have time to call her back, you are always welcome to email [JackieOfAllTrades16@gmail.com](mailto:JackieOfAllTrades16@gmail.com) or text (509) 496-5837. We do have a new option too! You can even visit our website, [www.JOAT.online](http://www.JOAT.online) and fill out our survey and include anything additional specific to the call in the additional comment box.

Lastly, we have been sending Christina out to complete quality control inspections (some of you have even caught her walking through the house checking out the work). This really helps me, along with your feedback, to create and update our client cards. These client cards are so helpful to us because we put in anything that you have previously complained about or anything that we have previously missed so that employees know what is important to YOU! This is my favorite aspect because I really want clients to know that we are listening, and I also appreciate that remembering 200+ client requests (some with the same or similar names) can be so difficult for the employees. Having these types of resources in place allows for less conversation between myself and employees after work to try to correct things for clients, thus helping with those earlier mentioned boundaries for me AND your overall happiness with your service!

Along with making more boundaries for myself, I have invited the employees to treat our clientele more like family. To me, this is so important! Some of you have been clients of mine since I was 14 years old! I was just a kid in high school trying to make money on the side and earn enough to pay for my books for Running Start. So many of you remember when I charged a whopping \$8/hour to come and clean. Wow! The times sure have changed. I never thought I would have to pay B&O taxes at that point in my life, and I had no idea how to run a payroll cycle! Slowly but surely, I have been learning all these new skills and improving on myself too. Since COVID, I have had an abundant amount of time to self-reflect. I believe that I was previously managing under an old business operation style, and I would like to move away from that. I have spent some time trying to instill transparency and openness into more facets of the business. This includes you; if you would like to, please feel free to get to know the people in your home. Let them get to know you. So many of you have so many amazing qualities to offer to help brighten someone's day or even some insight into a situation someone is going through. I just know this was so helpful to me and made my days so much brighter.

In addition to all these great things, I have started enhancing our training program. Some of you have seen four-person teams come into your house, and that has been an awesome way for employees to get one-on-one training while still being immersed in the culture of cleaning in a group. You may have also noticed that sometimes two-person teams come. This is just how the scheduling of employees works out occasionally. Sometimes, this is to help someone get closer one-on-one training in a more relaxed environment. Along with this one on one time, we have added orientation, training information to study at home and refer to on the job, and detailed training on our tools and products.

Speaking of products, I want to let you all know that I am making the transition to more natural cleaners. I have always been a big fan of them, and in this time to reflect, I realized just how important not only my health is, but yours and my employees too! During this transition time, it is VITAL that I get feedback from you. Does an area seem to not be as cleaned as it was prior? Is there a residue? Streaking? Do you dislike or LOVE the scent of the product? Is something staying cleaned longer? Are you noticing that an area is not having a build-up that may be previously done? Anything and everything, I want to know it. I love the products we are using (and so do the employees) and I want to help you have them in your home too! Remember, you save money when you provide your own cleaners. Let's save you money on your service, transform your home to green living and improve your health in the process! If you have not already switched, get ahold of me and I will help you!

It has always been a personal goal of mine to try to stay local in the community. The company that prints our shirts is in Spokane Valley. If I cannot get something local, the next best thing for me is to try to buy 'Made in USA.' I am ALWAYS open to hear about who you know and places that you know that I can support local. So please, do not hesitate to contact me with any information regarding this subject.

Enough business talk; let me give you a short update on my life as I do not get to see many of you anymore. (Seriously, send pictures! I miss you, guys!) You may have heard from my employees or from my family that I am pregnant with baby number two. This time, IT'S A BOY! He is due about Christmas time! I am so excited (and so is Lyla for her baby 'bruhver') to have one of each gender. With Lyla, I did not find out the sex, with this baby, I did. It has just been so different, and I know everyone says that, but boy is it true! Anyone deliver a baby during COVID? I am delivering at Deaconess, so if you have, please share with me how that experience was! Still working on saving for the house. Work in progress, thanks, COVID! I am still house-sitting for lots of people, so if you need someone to hang out with your pooches or kitties or whatever else you have, let me know! I love them

## REMINDER OF PAYMENT OPTIONS

You may pay with credit/debit card, which is processed through square, through Venmo: @Jackie-Staples, Cash App: \$JackieOfAllTrades, and Pay Pal: [JackieOfAllTrades16@gmail.com](mailto:JackieOfAllTrades16@gmail.com)

Happy with your service? Looking to add in a tip? Wanting to add a Christmas bonus? Here is how:

**PLEASE DO NOT GIVE CASH OR CHECKS AS IT WILL NOT BE ACCEPTED.** We do not accept cash or checks anymore. I hope this will be respected, and we will not have any clients trying to encourage employees to take a cash tip even though we have made the decision not to take it. This causes us so many issues with employees fighting and creating an environment that promotes untrustworthiness. So, going forward, if an employee is asked to take a cash tip, they will be politely declining the offer/request to keep our business and personal morals in place.

You may give non-cash/check gifts, request to leave a tip on your current payment method, and even assign which employee gets what amount if you would like, and finally, you may give gift cards.

## UPCOMING HOLIDAY SEASON

Here we are again, that special time of the year! Scheduling can be mighty tricky during this time, and we want to help you plan for those unexpected things. Many of you travel to be with family, and a large amount hosts a family. Thinking you will need extras done? House-sitting? PLEASE plan and call/text/email as soon as possible so we can accommodate all those with need. Remember, we are closed some days, and this may affect your clean. We will do our best to reach out to you regarding rescheduling or canceling your service if it falls on one of those days. To get the most of when you want your house cleaned during this time, please reach out to us beforehand and let us know your preference. The sooner you call, the better! Our schedule fills up quickly during this time, and I want to make sure everyone is cared for. Check your calendars to see if you will be affected. Upcoming holidays:

**Thanksgiving Day Thurs Nov 26<sup>th</sup> = Closed**  
**"Black Friday" Thurs Nov 27<sup>th</sup> = Closed**  
**Christmas Eve Thurs Dec 24<sup>th</sup> = Closed**  
**Christmas Day Fri Dec 25<sup>th</sup> = Closed**

To prepare for next year, here are the days we are closed. Please mark them on your calendar if your regular clean falls on one of these days and let us know how we can best serve you and your family during these closures.

**New Year's Day Fri Jan 1<sup>st</sup> = Closed**  
**Easter Sun Apr 4<sup>th</sup> = Closed**  
**Memorial Day Mon May 31<sup>st</sup> = Closed**  
**Independence Day Sun July 4<sup>th</sup> = Closed**  
**Labor Day Mon Sept 6<sup>th</sup> = Closed**  
**Thanksgiving Day Thurs Nov 25<sup>th</sup> = Closed**  
**Christmas Eve Fri Dec 24<sup>th</sup> = Closed**  
**Christmas Day Sat 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 this 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 the, 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 these in December so please get your entries in as soon as possible. The amount of families chose will be based on the number of nominees. Please submit letters to [jackieofalltrades16@gmail.com](mailto:jackieofalltrades16@gmail.com). Thank you for your help with this, we look forward to reading all your letters!

## MEET THE CREW

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**Corine:** I'm Corine! I am 22 years old, and I work full time here at Jack-ie Of All Trades to support my two lovely children, Aiden and Alyza. Working for Jackie provides me with the flexibility I need to ensure I can still be actively participating in my children's lives and bringing home a decent paycheck at the same time. Besides working full time, I enjoy going on evening walks around the neighborhood or to the park with my kids.

## 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.



## 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 is inaccessible due to weather conditions please notify us 24 hours in advance to cancel. Thank you for your understanding!

## UPCOMING CHANGES

Are you following us on Facebook or Instagram? Have you liked our pages? We will be adding some deals on there that are going to be exclusive to social media! If you have not yet, please do. Also, we will be adding all the information as it is available regarding our merger!!

Facebook @SpokanesBestCleaner  
Instagram @SpokanesBestCleaner  
P.S. We love when our clients leave reviews!!

\*\* Help us go Green! Want to receive these newsletters via email? Just text over your email and we will send them virtually!\*\*