

KATE'S CLEANING SERVICE



WE DO THE DIRTY WORK FOR YOU

TRAINING MANUAL

MISSION STATEMENT

“Our responsibility as business owners is to provide the highest quality service our clients need. Our responsibility as an employer is to make sure our team knows they are respected, valued, and empowered members of our community.”

Version 2021-1

List Items	Day 1 Date	Trainers Initial	Day 2 Date	Trainers Initial	Quiz Score	Day 3 Date	Trainers Initial	Quiz Score	Day 4 Date	Trainers Initial	Quiz Score
Kitchen											
Understands how to clean countertops and cabinet fronts											
Cleans inside the fridge/microwave/stove											
Check silverware and glasses											
Bathrooms											
Cleans the Jacuzzi tub using proper techniques											
Cleans showers leaving no spots and no hairs											
Cleans mirrors leaving no spots and no streaks											
Clean behind the toilet and baseboards around the toilet											
Makes sure there are no black rings under the rim of the toilet											
Bedroom											
Makes beds to KCS standards											
Checks Closets/ Drawers/ Underbeds for L&F items											
Knows how to report L&F to owner											
General Cleaning											
Picks up all items on table tops when dusting											
Window Sills and Blinds											
Checks each tv to make sure it works and is on channel 5											
Pulls out sofa sleeper and cleans on and under it											
Makes sure each unit has a sss											
Bedbug inspections											
Floors are swept and mopped in a "S" pattern and inspected with a flashlight											
Patio areas are swept and furniture arranged											
Front door is swept and tidy upon guest entry											
Shop											
Knows where to pull stock and sheets from											
Labels Bags Correctly											
Knows where things go at the end of the day											

Final Test		
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Leadership Chain of Command

Ethan Executive Director of Operations	Dawn Billing/A-R/Daily Thread	Kate Human Resources
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Office Administrator- Kris

Primary Responsibilities:
Bookings, Scheduling, Inspections, Payroll
Direct Supervisor-Ethan, Dawn, Kate

Facility/Laundry Manager- Thomas

Primary Responsibilities:
Ordering of supplies, Upkeep of the building, Laundry, Inspections
Direct Supervisors - Ethan, Dawn, Kate

Training Lead- Tory

Primary Responsibilities:
Make sure training manual is followed, Coach teammates in KCS protocols, Oversees other
trainers and every teammate in the field, Inspections
Direct Supervisor - Ethan, Dawn, Kate

Assistant Laundry Manager- Kimberly

Primary Responsibilities:
Train laundry teammates and make sure laundry is on the shelves for the teammates. Oversees
the Laundry teammates and is in charge of coaching teammates about laundry and facility
regulations
Direct Supervisor- Kate

Trainers- Tory, Steve, Shannon

Primary Responsibilities:
Make sure training manual is followed and that each teammate is following the KCS standards,
Oversees every teammate in the field, Inspections
Direct Supervisors - Ethan

I would like to state that attention to detail is the third key personality trait needed for this job, preceded only by integrity and the willingness to be coachable. Owners and guests depend on an impeccable clean. It is important that we always be checking and rechecking to make sure we are doing the best job possible for guests and owners.

-Kate.

Thank you for joining the KCS team. We are excited to have you with us. We know that setting you up for success, sets the company as a whole up for success. This training packet has the information you need to succeed.

- Orientation
 - Clock in/out
 - Paperwork
 - Shirts
 - Get Phone Numbers
 - Download Mhelpdesk and WhatsApp
 - It is never ok to text or contact an owner outside of the app without permission from Ethan, Kate, or a supervisor.

Dress Code

The KCS dress code is your KCS shirt, close toed shoes, and khaki style pants or jeans. Shorts of the same material are allowed as long as they are mid-thigh. Tattoos and piercings are allowed as long they are not vulgar or offensive. (Remember, the majority of our clientele are older and more conservative)

Phone Policy

KCS uses technology in everything we do, we highly encourage you use all the technology you can to make your job easier. We also encourage use of music apps while you are working. Please keep music played on speakers in taste for the conservative clientele we service, otherwise use headphones. **Using your phone for personal phone calls or texts is strictly prohibited while on the clock.**

Schedule

R/O must be in by Tuesday before schedule goes out

We cannot clean before 8:00a.m or after 8:00p.m.

If you are not going to be at work by 9:00 a.m. you MUST approve it through the Helpline.

You are allowed two unexcused call ins a quarter. Anything more than two will require a doctors note. If you are exhibiting any signs of Covid 19 or the Flu, please do not come to work, seek medical attention.

Go Over Stock Areas

Where to pull towels/linens from

Always check to see if there are owners' sheets that need to go back to the lock closet

MSDS Book

Chemicals and which to use and when

Eyewash Station

Checklists

Cleaning Towels: Orange and yellow are for general cleaning, Green are for toilets ONLY

Stock list items and where to pull from

Meet your Trainer

Exchange phone numbers with your trainer, they will be setting up daily meeting times.

Go to your condo with your trainer

Stand back and watch what they are doing. Take notes.

Please, always be asking questions!!! We do not ever want to anyone to go home with unanswered questions!

Scheduling

CleaningBranson@gmail.com: Where you send all Request Off.

Please remember request offs are just requests until they are approved by Ethan, Dawn, or Kate.

Important Phone Numbers:

Helpline: 417-337-3104

Ethan: 417-230-9134

Kate: 417-213-0771

Dawn: 417-699-9258

Shop: 417-320-6433

Your FIRST call should always be to the helpline

In the Rental:

- **We do not take any of our cleaning tools or linens into ANY rental until we have done a bedbug inspection.**
- **ALL PPE MUST BE WORN AT ALL TIMES**
- As soon as you enter the rental remember to do these **four things first**
 1. Spray the entire property down with disinfectant and then strip the beds and do the bedbug inspection
 2. Check the thermostat – Is it at a comfortable cleaning temp?
 3. Check to see if the sofa sleeper set is in place
 - Pull out the sofa sleeper couch, strip the sheets, start them if necessary and clean the mattress and under the couch before putting it back together.

The most important thing to remember is to have a routine and to follow that routine EVERY time you enter into a rental. **Routine and your checklist will help cut down on errors.**

Unless extenuating circumstances dictate otherwise sheets should never be washed on site. We want them brought back to the shop as often as possible. **Please check the Service Location Notes for direction before starting ALL your cleans. Some owners have special requests that MUST be followed such as washing sheets on site because they don't want them taken off site.**

It is very helpful to start a timer on your phone to make sure you are not forgetting to switch your laundry.

Kitchens:

- Fill the sink with a drop of Dawn dish soap, warm water, and wet a clean towel, wringing it out well.
- Spray the all the counter tops and fronts of appliances, fronts of dirty cabinets with Yellow Cleaner.
- Start on one end of the kitchen and work your way around.
- Wipe under EVERYTHING.
- Wipe the fronts of the cabinets.
- Wipe the coffee pot inside and out and make sure the lid to the water reservoir is wiped off
- Cords should be wound neatly and hid behind countertop appliances
- Fridge needs wiped inside and out. If a guest had a major spill, you MUST take the whole fridge apart and clean all the shelves and the inside.
- On glass tops stoves make sure you use your razor and scrape off any stuck-on food particles, wipe inside of the stove, don't get too caught up on this area, we do two deep cleans a year. Finish the glass stove tops with Weiman Glass Cook Top cleaner.
- Stoves that have drip pans: Every drip pan should be taken out and wiped off and the stove top should be wiped off. The top of the stove should come up and we want to clean the crumbs out from under the top.
 - Take pictures of old and rusted pans and upload to the thread.
- Make sure there are two clean dishcloths and two clean dish towels for every kitchen (Unless it is for Mark-he gets 6-8 of each).
- Fill the hand soap and dish soap.
- Check the dishes in the cabinets for crusted food and lipstick stains. Please put dishes with like items.
- Step back and inspect your work **ATTENTION TO DETAIL** is what makes KCS the best.

Bathrooms:

- It is important to remember that gloves in the bathrooms are not suggested, they are **mandatory**.
 - Guests or owners that may walk in on you are going to question the cleanliness of the rest of the rental if you are not wearing gloves.
- Green towels are for toilets only and it will not be tolerated to find them in any other part of the rental. We do not use toilet brushes. They are gross and they don't clean under the lip well.
- Jacuzzi tubs need to be cleaned with dish detergent tab each and every time you clean. It is best if you start them when you walk into the condo.
- The first thing you do in each bathroom is spray the tub/shower, sink, and toilet with the pink bathroom cleaner. The bathroom cleaner is mildly acidic, so we can use it **ONLY** in the bathrooms.
 - Fill the sink with warm water and a small amount of Dawn dish soap and wet one of your cleaning towels, wring it out well.
 - Wipe the tub/ shower from top to bottom pulling the hair down as you go. Our goal when we are wiping is to free all the hard water, soap scum, and hair from the walls/ shower doors.
 - Dry the shower walls from top to bottom as well with a dry clean towel
 - Glass doors need to be sprayed with Bathroom cleaner and scrubbed with scratch pad and then wiped down with a clean dry towel or window cloth,
 - After the walls are completely done step back and look making sure you have not missed any hairs or debris, use the light as a guide.
 - Step out of the shower/tub and wipe the bottom, if there is a lot of scum or black build up, use the Mr. Clean Magic Eraser to wipe the bottom and then dry the tub/shower floor. Make sure the drain plug is pulled. Run a little water in the tub to make it drains well. Report in the thread if it is a slow drain or no draining tub.
- In every clean we fill the Jacuzzi tub when we first walk into the condo and put a small amount of the ONE laundry tab in while we turn on the jets and let them run for five minutes, drain the tub. It is easier to wipe down the tub if it is still wet. Wipe the tub from top to bottom with a dry towel making sure to get all the hairs and soap scum. It should be easy to run the towel across the tub when you are finished. Again, we step back and check our work before we check this task off our list.
- Move to the sink/vanity area and rinse out wet towel and wring it out again. Empty the sink and wipe down the whole area with our wet towel, moving with the dry towel right behind shining the fixtures and making sure we pick up all the hairs. Open the drawers and make sure there is not toothpaste or hairs in the drawers, wipe them out with the wet towel. Wipe the front of the cabinets and check under the sink to make sure it is neat and tidy. Last, we clean the mirror, making sure to leave no spots or streaks.
- The very last thing we do in the bathroom is the toilet. We take a dry green towel and the bathroom cleaner and spray the toilet inside and out, around the toilet on the floor and inside of the trashcan if the bag has been removed. Start at the top of the toilet and wipe downwards. Wipe the whole outside and hug it to get the back around the base of the toilet, lift the lid and wipe the lid and the actual seat part. While kneeling, wipe the walls, inside of the trashcan and any plungers or other items nearby, floors, and baseboards around the toilet. Last you flush the toilet and put the towel in the toilet and wipe under the rim and inside. **WE DO NOT USE THE TOILET BRUSH FOR ANY REASON.**
- Put the dirty towel in a small trash bag and **THROW AWAY YOUR GLOVES.**
- Fill hand pump soaps
- Step back and inspect your whole bathroom, **ATTENTION TO DETAIL** is key. One left hair can be a free night stay. Use the light as your guide to check for spots and hairs.

Bedrooms:

- KCS has a certain way of making beds for several reasons:
 - It is a tight tuck and looks professional and clean.
 - We will pull every linen on every bed even if it does not look like it has been used.
 - We use a triple sheeting method that includes a fitted sheet, top sheet, middle blanket, and a top sheet to finish off the look.
- Guests often leave things behind and it is important that we look in all the drawers, closets and under beds for left behind items.
- When stripping beds make sure to walk around the bed pulling the corners. Standing at the edge and yanking causes them to rip.
- ATTENTION TO DETAIL is key in all areas of our clean

General Spaces:

- Dusting all areas is very important because if a guest walks into a dusty rental they will think the rest of the rental is dirty and begin looking for other thing that could be dirty.
 - It is important to make sure you move everything on flat surfaces and dust underneath, behind, and around them. Make sure pictures and lampshades are straight.
 - Use a very damp cloth to wipe coffee tables, end tables, or any other spot that may have drink cup stains.
 - Lampshades, lightbulbs, headboards, and picture frames are some of the most overlooked items to be dusted but are some of the most important.
- Baseboards need to be hit with a bristle broom every clean.
- Check all the television in the rental and make sure they are working and on **CHANNEL 5** while you dust.
 - Troubleshooting tips
 - Check to make sure all the cords are plugged into the television.
 - Check the source to make sure it is on HDMI 1 or HDMI 2.
 - Check to make sure it is on a channel the owners pay for, start with channel five, if that comes in then you are good to go.
 - Unplug the little “PACE” box with the green light. Plug it back in.
 - After you have exhausted all these possibilities, call Ethan.
- Remotes all go next to the television of the room they belong in, not on an end table or the coffee table UNLESS specifically asked for by the owner.
- Burnt out lightbulbs should be replaced. If there aren't replacement bulbs in the unit, take a picture and put it in the MHD App.
- Lint traps in the dryer must be checked before you walk out.
- Stand-alone cabins gather a lot of leaves and debris out on the patio and walkway areas. It is a good idea to take a leaf blower to clear the decking and surrounding areas.

Floors

- One of the most common complaints that we get is dirty floors, especially in the summer when there are lots of kids and babies crawling and playing on them.
- Sweep all of the bare floors well, move all furniture on hardwood floors, sweep under beds.
- Vacuum all carpeted areas including the stairs! Dust in-between the spindles.
- We need to mop with hot water and the vinegar cleaner.
- It is important that we sweep very well and **mop until the water is clear.**
- Use a side to side motion. Not a front to back motion. You catch more hair and dirt with a side to side motion than back and forth.

***** Use Bar Keepers Friend on Sink as your very final step**

Final

- It is **MANDATORY** to walk the walls with your checklist when you are finished and right before you mop out.
- Most cleaning errors will be caught by YOU when you do this. You will never have a failed inspection if you do this 100% of the time.
- Always take pictures of the bags of dirty laundry labeled with the unit number on it and upload it with the unit checklist.
- Empty and clean the filter on the vacuum in every rental.
- We only change the door code in Mark units.
- **SPRAY THE ENTIRE PROPERTY WITH SANITIZER BEFORE YOU LEAVE**

IN THE MHD App

- Load count --- how many loads of laundry are you bringing back to the shop?
 - 1 king or 1 queen is considered a load
 - 2 full or 2 twins are considered a load
 - 4-5 bath towels are considered a load
- Any maintenance issues that you find (PICTURES) Important: If the unit is a turn you must follow up with a text or phone call to the KCS Helpline so we can get it fixed before our guest checks in.
 - Please add pictures and label pictures with date and unit-**make sure to share these pictures with the owner**
- Is the code set (if needed)
- SSS in place
- Thermostat checked (Summer temp 75 a/c - winter temp 55 heat)
- Vacuum checked
- Holiday Hills and Pointe Royale and Fall Creek units need to have pool passes hanging
- Door locked

ATTENTION TO DETAIL IS KEY

AT THE SHOP:

- **PUT ALL THE TOWELS YOU DID NOT USE NEATLY BACK ON THE SHELF**
- **DROP ALL OF YOUR DIRTY SHOP TOWELS FROM THE DAY IN THE DIRTY TOWEL BASKET**
- **WE ASK THAT EVERYONE TAKE PRIDE IN OUR WORKSPACE**

Towel bar set ups



Two Towel Bars or one small



Standard Towel Bar



Hand Towel Bar Next to the sink



Bathmat tri-folded and placed neatly over the tub.



Bathmat tri-folded and placed neatly over glass shower door.

Toiletry Placement



KCS Soaps



BVR/Mark Soaps

Beds



Decorative Pillows are neat and appealing to look at when you walk into the room.

Lamp is in center of the end table and the bedskirt is tucked in and tidy



White pillows are laid flat, open end of the pillowcases are to the inside of the bed.



Bunk beds are made with only the fitted sheet and the rest of the linens are placed neatly on one end of the bed.

Paper Goods



Towels are folded and tucked under.

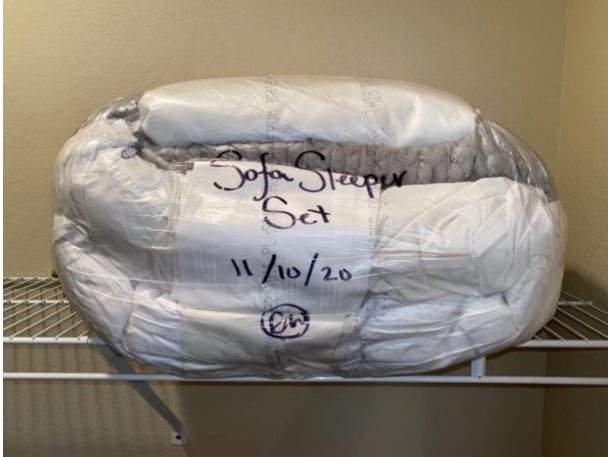


Toilet paper has at least a quarter roll and is folded at a point.



Two rolls under the sink (for mark) (only one roll for KCS) next to two trash bags, neatly folded, should be in the cabinet closest to the toilet.

General Tidiness and Attention to Detail



Sofa sleeper sheets and blanket folded neat and tidy.
Pillow cases tri-folded and placed neatly on the pillows.

Bag is labeled with date and initialed by person who left the bag. If the bag is open check for all pillow cases and sheets.

It should have 2 pillow cases, a top and bottom sheet, and a blanket of some sort.



Remotes are lined up on the bedroom dresser and there is a box of kleenex handy. The dresser overall is tidy and doesn't just have everything thrown about on it.



Patio area is swept, dusted, free from debris, and vacuummed if need be.



Chairs are lined up and the table is in the middle. Seam in the lamp shade is to the back and the lamp shade isn't crooked.



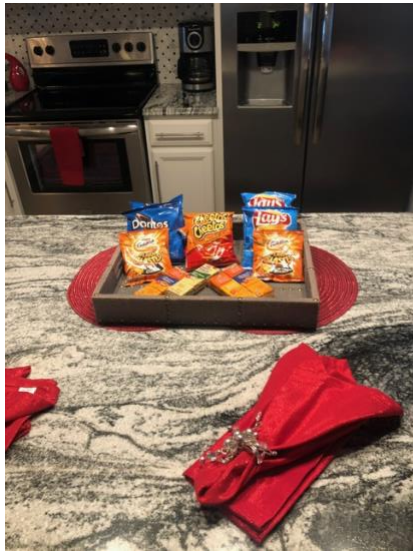
Pillows are put on in an orderly fashion. The couch is in the middle of the two pictures. The tv is on the wall so it doesn't have a stand so the remotes are lined up on the coffee table.



The entryway table is the first thing most guests see as they walk in the door, it should be dusted and the guestbook and information book (if there is one) should be placed nicely in the middle. If this is in disarray the guests will start looking for other things that are not clean.



Kitchen towel hung on oven door



Twelve snacks put in the snack basket and arranged nicely.
(Only for Mark units, other owners may do a gift bag)



Bar stools pushed up to the bar and all facing the same way.

Cleaning Materials



Mr. Clean Magic Eraser:
Used for the bottom of the tubs, walls behind trashcans, doorjams, other general areas.



409 Carpet Cleaner:
Used for cleaning small spots off of carpets.



Weiman Glass Cook Top Cleaner:
Use with blue scratch pad and razor to clean off glass top stoves
Rinse and wipe/polish with a dry orange or yellow microfiber.



Vinegar:
Natural degreaser-good for glass, stove tops, anything with lots of fingerprints.
Used for mopping floors.



Bar Keepers Friend:

Use with blue scratch pad in kitchen sink, be very careful not to touch the actual fixtures.
Rinse sink and wipe/polish with a dry orange or yellow microfiber.



Swiffer Dusters:

Great for dusting high places, lamp shades, ceiling fans, and general spaces. Can be used for 3-4 days before getting a new top.



Scotch Brite Non Scratch Pads:

Cut in half and use to clean glass shower doors sprayed with Typhoon, clean stove top and kitchen sink. Use four or five times before discarding.

Use one for bathroom and one for kitchen.



Straight Edge Scraper:

Use inside ovens and on stove tops

Keep in your cleaning bag, if it breaks or quits working bring in for a replacement. If you lose it, we charge \$1 to replace

We have replacement blades!! Do not throw it away.



Sharpie Pen:

Use to mark ALL laundry bags, we do not take dirty laundry out of a rental until the Laundry bag is marked with the unit it belongs too. Make sure you mark the bag on a table before you put laundry in it.

Also used to mark lost and found items with Date and Rental number. You are issued 1, when it dies bring it back to get another. \$.50 to replace if lost.



Typhoon: #73 Bathroom Cleaner

It has a small amount of acid in it so under NO circumstance do we spray it on floors or in the kitchen. Great for water spots on glass shower doors, toilets, trashcans, and bathroom counter tops.



Multi-Surface Disinfectant: General All-Purpose disinfectant.

Great for doors handles, kitchen, fridge. Non-acid so safe for all spaces.

KCS Stock Bag

1 Roll of Paper Towels
1 Kleenex Box
7 Dish Tabs
7 Laundry Tabs
1 Sponge
7 Dryer Sheets
3 Rolls of Toilet Paper per Bathroom
7 Kitchen Trash bags
3 Small Trash bags per bathroom
7-10 Sugar, Splenda, Sweet & Low
Hand Soap
Dish Soap
Stack of Coffee Filters
Bag of Regular coffee
Bag of Decaf Coffee
#1-3 Bath Soaps (1 of each per bathroom)

Mark's Stock Bag

1 Roll of Paper Towels

1 Kleenex

7 Dish Tabs

7 Laundry Tabs

1 Sponge

7 Dryer Sheets

3 Rolls of Toilet Paper per Bathroom

7 Kitchen Trash Bags

3 Small Trash Bags per Bathroom

7-10 Sugar, Splenda, and Sweet & Low

Hand Soap

Dish Soap

Stack of Coffee Filters

Bag of Regular Coffee

Bag of Decaf Coffee

12 Snacks (6 chips and 6 various others)

#1-5 Bath Soaps (1 of each per bathroom)

Triple Sheeting

STEP 1: BUILD YOUR FOUNDATION (BOTTOM SHEET)

Option 1: Lay a flat sheet on the mattress and tuck all the way around the bed. Option 2: Use a fitted sheet to cover the mattress.

STEP 2: ADD NEXT LAYER (MIDDLE SHEET)

Place the top hem of flat sheet so it is even with the top of the mattress. The sheet should be even on all sides and smooth.

STEP 3: ADD FILLING

Place a lightweight blanket on top of the middle sheet starting about six inches below the top of the mattress.

STEP 4: ADD DECORATIVE TOP SHEET

Place remaining flat sheet on top of the blanket. The top hem should be even with the top of the mattress.

STEP 5: FOLD

Fold 1: Take the top of both flat sheets and fold down together about six inches (blanket should not be included in this fold). Fold 2: Then fold down the two flat sheets and the blanket another six inches. The sheets should now be folded twice and the blanket folded once.

STEP 6: FINISHING TOUCHES

Tuck in both flat sheets along with the blanket beneath the foot of the mattress. The hanging fabric at the sides of the foot will have made a short U-shape.

Turn back the U-shape along the length of the bed then pull towards the headboard, parallel to the mattress. Tuck the hanging corners of the sheet and blanket together under the mattress





Day-to-Day Prevention

- ◆ Bed bugs are excellent hitchhikers, so be extra careful when traveling (see tips below).
- ◆ Change and wash bedding regularly.
- ◆ Do not bring second-hand furniture into your home unless you have thoroughly inspected and cleaned the items first.
- ◆ Reduce clutter.

Traveling Tips

- ◆ Inspect mattress and headboard with flashlight.
- ◆ Keep bags, luggage, and backpacks off the bed. Inspect and then use a luggage rack.
- ◆ Never place clothes, or jackets, on bed or couch. Do not store clothes in dresser.
- ◆ If you are concerned about exposure, after travel, seal all items in plastic bags until time for washing or treatment.
- ◆ Unpack clothes directly into washer / dryer.
- ◆ Inspect luggage closely with flashlight and magnifying glass for bed bugs upon returning home.

Bites and Disease

Bed bugs are not known to transmit disease. Bites are often painless and occur at night while you are sleeping. Some people suffer allergic reactions and develop painful swelling.

The important thing is to act fast — before they have time to multiply.

Pesticide Safety First!
Read the Label.

How to Hire a Pest Control Operator

- ◆ **Call several licensed and insured companies, compare services and get written estimates.**
- ◆ **Insist on and check references.**
- ◆ **Look for companies that:**
 - offer an IPM solution
 - offer both chemical and non-chemical treatment options
 - give a pre-treatment check-list
 - perform pre-treatment inspection
 - recommend both interceptors and encasements
 - offer two or more service visits and follow-up



Before Using Pesticides

- ◆ Some pesticides are considered minimum risk. EPA does not register and check for effectiveness of these products. These products do not have EPA registration numbers on the label.
- ◆ Never use outdoor pesticides indoors.
- ◆ Some pesticides and total release foggers are highly flammable. Improper use may cause a fire.
- ◆ Never overuse pesticides. More is not better!
- ◆ Read, understand, and follow the label-use directions.

For more information on bed bugs and IPM go to:
www.epa.gov/bedbugs
Pesticide Poisoning: Call 1-800-222-1222

Bed Bug

Prevention, Detection and Control

Bed bugs are parasites that seek out sleeping people or animals for a blood meal. After feeding, they hide. It is challenging, but not impossible, to prevent, detect and control bed bugs due to their small size and ability to squeeze into cracks and crevices, where they are often unnoticed.

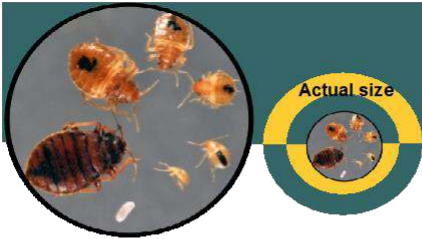
Pesticides alone generally will not eliminate bed bugs. Effective bed bug control requires Integrated Pest Management (IPM). IPM is an environmentally sensitive approach to pest management that relies on knowledge of the pest, plus common sense practices, such as inspection, monitoring, reducing clutter, the use of physical barriers, and the judicious use of pesticides.



Be Alert, Be Aware,
Bed Bugs Could be Anywhere!



735F12013



Early detection and prompt response will avoid larger problems.

Bed Bug Identification

- ◆ Eggs: tiny, white, and glued to surfaces.
- ◆ Nymphs are light colored, from 1/16th".
- ◆ Adults are rusty red, apple seed sized, 3/8".
- ◆ Six legs, oval, flattened from top to bottom.
- ◆ Do not jump or fly, but are good runners.
- ◆ They tend to congregate together.
- ◆ They can live several months without a blood meal.
- ◆ **Important:** Capture several examples of the pest and have them identified by a qualified expert before taking any further actions.

Signs of Bed Bugs

- ◆ Small, whitish shed skins and rusty spots on bed linens which are droppings and blood stains from crushed bugs.
- ◆ Live bed bugs of any size.
- ◆ Eggs and casings among droppings or in crevices where adults hide.
- ◆ An offensive, sweet, musty odor from the bed bugs when infestations are severe.
- ◆ You may have red, itchy welts or rashes from bites; however, bite marks are not a reliable indication of a bed bug infestation.

Where do Bed Bugs Hide?

- ◆ Mattresses, box springs, bed frames and head boards (along seams and piping, under handles and labels).
- ◆ Under the thin dust cloth on bottom of box spring.
- ◆ Seams and fabric folds in curtains and under furniture, including chairs and sofas.
- ◆ Under wall-to-wall carpeting and padding.
- ◆ Anywhere there are cracks, crevices or nail holes in walls, and under wood moldings and baseboards.
- ◆ Under loose wallpaper and seams, and where ceiling and wall meet.
- ◆ In and behind picture frames and mirrors.
- ◆ Clothing and clutter stored in closets, under beds and elsewhere.
- ◆ Inside switch plates, electrical outlets, clocks, computers, phones, televisions and smoke detectors.
- ◆ On and in recently used luggage, backpacks and bags.



Don't pass bed bugs onto others!

Caulk cracks and spaces Interceptor under leg



Integrated Pest Management

1. Physical Control Methods

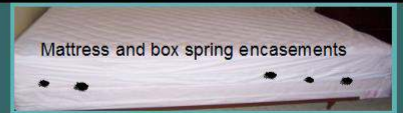
- ◆ Vacuuming reduces bed bug populations. Clean and vacuum bed bug prone areas daily. Immediately seal and dispose of vacuum bag.
- ◆ Install encasements on mattress and box spring.
- ◆ Install bed bug interceptors under bed and furniture legs.
- ◆ Make the bed an island: Keep bed away from wall and do not let bedding touch the floor.
- ◆ Remove clutter where bed bugs can hide.
- ◆ Isolate infested items in sealed plastic bags or containers. Treat items in hot dryer for 30 min.
- ◆ Clean and scrub seams / folds with detergent.
- ◆ Seal cracks where bed bugs can hide.
- ◆ If you live in an apartment or other multi-family dwelling, and you see a bed bug, contact your landlord immediately.

2. Non-chemical Controls

Items that cannot be washed or dried may be steamed, heated or frozen using specialized equipment. Raising the indoor temperature with a thermostat or space heaters will not work, nor will placing items in the home freezer. Contact a bed bug management professional for advice.

3. Pesticide Controls

Pesticides are an important part of the IPM toolbox. Please view cautions listed — over.



Bed bugs are no one's fault. They don't discriminate - anyone can have them.

FAQs

Q: What happens if the guest is not gone at check-out time?

A: Wait 15 minutes and then call the office or Ethan so we can verify with owner that they did not extend their check out time. After that, you knock on the door and politely explain there is a \$50 fee for each 15 minutes they are late.

Q: What if a guest shows up while I am cleaning and wants to leave their things in the condo?

A: For insurance reasons we do not allow people to leave their things in the condo while we are cleaning. The only exception is in the instance of a missed clean.

Q: What do I do with lost and found items?

A: Lost and found items from condos **MUST** be labeled with the date and unit number that it was found. Take a picture with the item and share with the owner in the MHD app and type the unit number with the photo. Place lost and found items in the locked closet. If no locked closet is on site bring to the shop and place in lost and found.

Q: Where do I put my trash from the unit?

A: In the dumpster at the complex. If everyone brings trash back to the shop, it is going to get filled up quickly.

Q: When is payday?

A: On Friday

Q: What are the office hours?

A: Monday- Friday 8:30-4:30

Q: What do I get paid?

A: Unit Pay Structure

Studio	\$20
1 Bedroom	\$30
2 Bedroom	\$40
3 Bedroom	\$50
4 Bedroom	\$85
5 Bedroom	\$95
6 Bedroom	\$105
8 Bedroom	\$170
Touch Ups	\$10

Alcohol -Tobacco-Firearms

Alcohol:

If you are under the age of 21 and find opened alcohol please post it in the thread and contact helpline so we can send someone out to have it removed from the unit for you.

UNDER NO CIRCUMSTANCES is it ok to drink any alcohol while you are on the clock.

Tobacco:

We cannot dictate what you do in your personal vehicle but we ask that you please refrain from smoking while you are moving linens from clean to clean.

No smoking within 50 feet from the front door of your clean.

Never throw your cigarette butts onto the ground when you are out cleaning or at the shop. You are wearing a KCS shirt and represent our company while you are in public.

Firearms:

If you find a gun in a unit, DO NOT TOUCH IT, call the helpline immediately. We will dispatch a police officer out to remove it from the property.

If we find a gun in a drawer or under the bed doing inspections after you have left the clean, it is an automatic dismissal from the company.



WE DO THE DIRTY WORK FOR YOU

I, _____, will read this training manual and my handbook (both are located in your employee portal) in their entirety and understand that we are to follow these directions and protocols to achieve the best KCS clean possible.

I understand that contacting a client of KCS with the Phone number provided by the MhelpDesk app without permission will result in an automatic termination.

I understand that KCS reserves the right to do random drug testing looking for methamphetamines, heroin, or other drugs.

I understand that I need a working cellphone with data and a car to stay employed by KCS.

I understand that I am not allowed to take linens home with me and that I need to start and end my day by clocking in and out at the KCS Headquarters.

I understand that failure to comply with KCS standards can result in disciplinary actions including, but not limited to, write-up, suspension, or termination.

Signature

Date

