

Welcome to Happy Homes Cleaning Company! We're delighted to have you on our team. This training will help you understand our values, standards and what's expected of you. By working together, we can deliver outstanding cleaning and amazing customer experiences.

01 ABOUT US



- We are a professional cleaning company providing domestic and commercial cleaning services.
- We provide regular cleans, one-off cleans and specialist deep cleans.
- We care about our clients, their properties and each other.
- We aim to make every space sparkle and every client smile.

02 OUR VALUES



- Be Safe** – we look after ourselves and others.
- Work Smart** – we work efficiently and use the right methods.
- Respect** – we treat everyone with kindness and consideration.
- Deliver Quality** – we take pride in our work and always do our best.

03 OUR PROMISE



- We are reliable, trustworthy and professional.
- We listen, we care and we go the extra mile.
- We treat every space as if it were our own.
- We are committed to continuous improvement.

04 OUR STANDARDS



- We follow our cleaning checklists every time.
- We use the correct products, equipment and techniques.
- We pay attention to detail.
- We leave every space clean, tidy and welcoming.

05 YOUR ROLE



- Follow our training and procedures.
- Take pride in your work.
- Communicate with your team and manager.
- Ask questions if you're unsure.
- Help us deliver amazing experiences.

06 TOGETHER WE SUCCEED



- Teamwork makes everything better.
- We support each other.
- We celebrate our successes.
- Together, we build happy spaces and a great company.

WHERE WE CLEAN

We provide cleaning services across many different environments:

- Domestic Homes
- Offices & Commercial Spaces
- Dental Practices
- Schools & Nurseries
- Museums & Galleries
- Manufacturing & Industrial Units
- Hotels
- Restaurants & Hospitality

Different places, same high standards.



BEFORE YOU START



KNOWLEDGE CHECK

Circle the correct answer or write your response.

- What are our company values?
- Why is it important to follow our standards?
- How should we treat our clients and their spaces?
- What should you do if you're unsure about a task?
- How can you help create happy spaces?

TRAINING RECORD

I confirm that I have received, read and understood the content of Module 1 – Welcome to Happy Homes Cleaning Company.

Employee Name: _____ Date: _____

Employee Signature: _____ Date: _____

Trainer Name: _____ Date: _____

Trainer Signature: _____ Date: _____

 This training does not replace site specific instructions or risk assessments. Always follow the rules and use your equipment as directed.