

DOING THE RIGHT THING, EVEN WHEN NO ONE IS WATCHING

DEEP CLEANING



CUSTOMER *handbook*

SAN DIEGO, CALIFORNIA
A&G Cleaning
Professional Services
CALIFORNIA LICENCE NUMBER: B2021017799

(619) 628-7153 / (619) 547-2253
www.agcleaningsd.com

ABOUT US

Established in 2017, A&G Cleaning Professional Services is a **High-End** Cleaning Company, created with a dream to improve work-life balance by freeing up more time and efficiently using our gifts and talents.

We identified a gap in the Cleaning Industry and decided to fulfill it, we were determined to transform the common misconception about Cleaning being a low status job into an **admirable** career niche.

At A&G Cleaning, we treat our customers' homes with the highest **respect**, all of our crews are trained to always be wearing their uniform so you can easily identify them; we don't play loud music or speak foreign languages in front of you.

We recognize that we are guests in your space. **Trust** is key to us, and we strive to show our **excellence** and **attention to detail** with every job.

We believe in the power of those seemingly minor details to make a difference in **encouraging** families to seek professional cleaning services and enjoy the many benefits of a clean home such as promoting **mental health**, avoiding allergies, having more time, relieving stress, improving sleep quality, etc.

One of our founders is a visually-oriented individual who has strongly shared the significance of not only keeping things tidy but also considering the **aesthetics** of a space, as it adds to the overall ambiance.

Our aspirations have only grown over time. We are focused on supporting San Diegans to find **peace of mind** at home and, like us, regain time to engage in activities they enjoy, instead of worrying about their house maintenance. As well, we want to be a reliable **Partner** for Realtors, Contractors and Residential Developers around our County, and last but not least, Our ultimate goal is to become a **Best Place to Work**, with ample opportunities for career advancement, high paid jobs and great work environment.

Thank You for your support!

Adriana & Gabriela



WHAT IS A DEEP CLEANING?

There are three groups of people who may require Deep Cleaning Services:

1. A&G's New customers (1st Time Service)
2. Individuals who are Moving In or Out of a property
3. Property Managers, Realtors

As Deep Cleaning Specialists, our role involves removing all dust and spider webs from the designated cleaning areas, cleaning the inside of windows, vacuuming carpets, and brooming and mopping floors. This will entail cleaning the apartment from top to bottom, covering all areas including but not limited to the following:

- Dampers
- Baseboards
- Fans
- Air vents
- Moldings
- Windows
- Screens
- Lamps
- Rails
- Closet
- Cabinets
- Doors

Our Deep Cleaning Service includes moving furniture and appliances to clean hard-to-reach areas thoroughly. We are committed to leaving your space spotless, whether it's visible or not.



BATHROOM

CLEANING CHECKLIST

- ✓ Toilet, Shower Walls And Bathtub: Thoroughly Washed and Disinfected
- ✓ Shower Handles: Washed And Polished
- ✓ Glass Doors And Faucets: Hard Water Build-Up Removed (Calcium)
- ✓ Drawers And Counters: Vacuumed, Disinfected Both Inside and Out
- ✓ Mirrors, Light Bulbs and Lamps: Dust and Disinfected
- ✓ Stainless Steel: Polished
- ✓ Baseboards, Doors And Door Frames (On Both Sides Washed)
- ✓ Floor: Vacuumed And Mopped



KITCHEN

CLEANING CHECKLIST

- ✓ Stove: Thoroughly Washed And Degreased
- ✓ Oven: Inside And Outside Cleaned And Degreased
- ✓ Air Fan Filters: Removed And Degreased
- ✓ Refrigerator: All Compartments Washed And Sanitized Individually
- ✓ Dishwasher: Inside Washed, Calcium Removal Treatment Applied, And Filter Cleaned
- ✓ Microwave: Washed And Sanitized
- ✓ Drawers And Counters: Inside And Outside Vacuumed, Degreased, And Disinfected
- ✓ All Stainless Steel: Polished
- ✓ Faucets: Hard Water Build-Up Removed (Calcium)
- ✓ Sink: Washed And Polished

1 **We Reserve The Right To Refuse Service To Properties With Pests**

To prevent cross-contamination, A&G Cleaning has established a policy of declining service to properties with any type of pest infestation. In the event that a client neglects to notify us of the presence of such pests (alive or dead), a fee will be incurred, and our team will be unable to proceed with the cleaning service.

2 **Property Must Have Water Running**

Water access is imperative for cleaning bathrooms, sinks, floors, and other related activities. It is recommended that A&G Crews be provided with easy access to water to facilitate their work.

TERMS AND CONDITIONS

PLEASE READ

3 **Property Must Have Electrical Power**

As our services rely on certain tools like the vacuum that require electricity to function, the unavailability of electrical access could potentially compromise the quality of our work.

4 **Payment Terms**

- a) Payment for the project must be completed by the service's conclusion (Via Zelle, Check or Cash).
- b) Late fees will be imposed on customers who miss the payment deadline beyond 7 days from the service's completion.
- c) **f you intend to mail a check, please ensure it is dispatched promptly to ensure delivery within the 7-day payment window.**



PRICE GUIDE

2 People crew	\$100/hr
3 People crew	\$120/hr
Spiff And Light Cleans starting rate	\$120
ADDITIONAL FEES	
Pet Fee (Excessive dog/cat hair)	\$50
Blinds	\$10/ea
Windows (Both sides)	\$20/ea
Oven	\$60
Refrigerator	\$85
Dishes	\$40
Only 1 Bathroom (Regular Cleaning)	\$100
Only Kitchen (Regular Cleaning)	\$140
Heavy Cleaning	\$120
Cancellation Fee	\$45 - \$60
Distance Fee	\$60
Late Fee	\$45 - \$60

*Bid includes all cleaning supplies

DESCRIPTION	AVERAGE TIME	HEAVY	SPIFF
1 Studio - 1 Bathroom.....	2-3 Hr	+ \$80	\$120
1 Bedroom - 1 Bathroom	3 Hr	+ \$80	\$130
2 Bedrooms - 2 Bathrooms.....	4-6 Hr	+ \$80	\$140
3 Bedrooms - 2.5 Bathrooms.....	5-7 Hr	+ \$120	\$150
4 Bedrooms - 3 Bathrooms	6-8 Hr	+\$140	\$160

Please note that the chart provided is for reference purposes only. Each project is unique and has its own complexities, therefore, the final price will only be determined once the team is on-site.

PAYMENT

ZELLE

BANK: WELLS FARGO

REGISTERED AS: A&G Cleaning Professional Services

UNDER: agcleaning.sd@gmail.com

CHECK

PAY TO: A&G Cleaning Professional Services

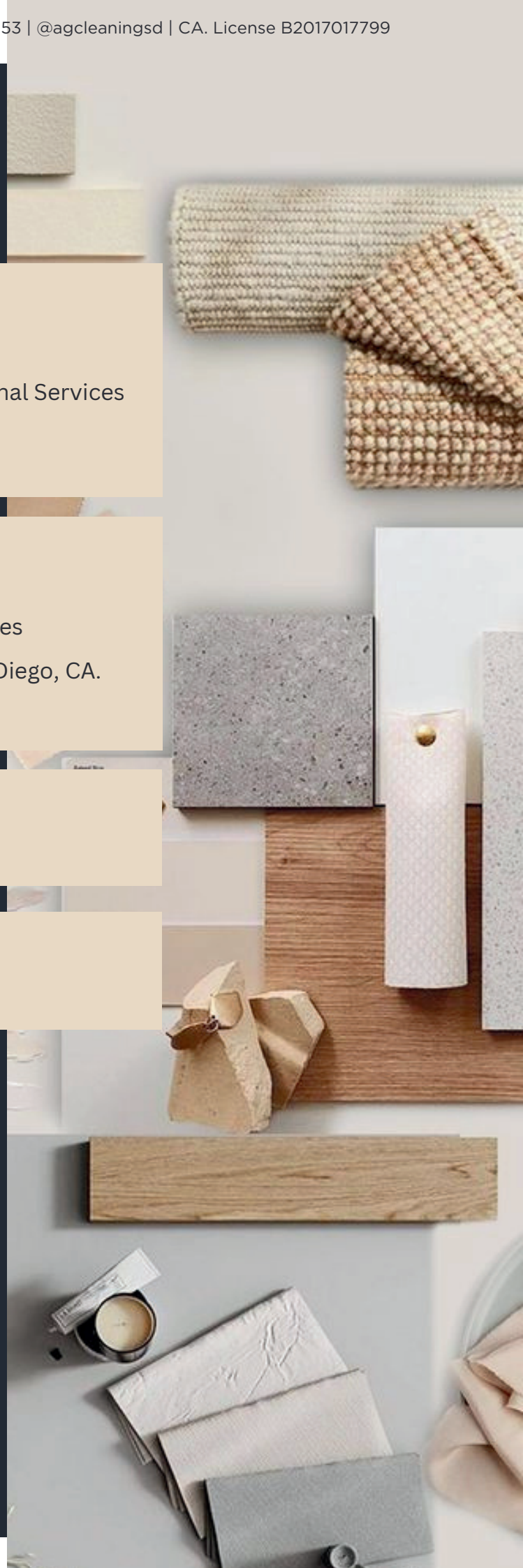
ADDRESS: 9775 Marconi Dr. Suite A., San Diego, CA.

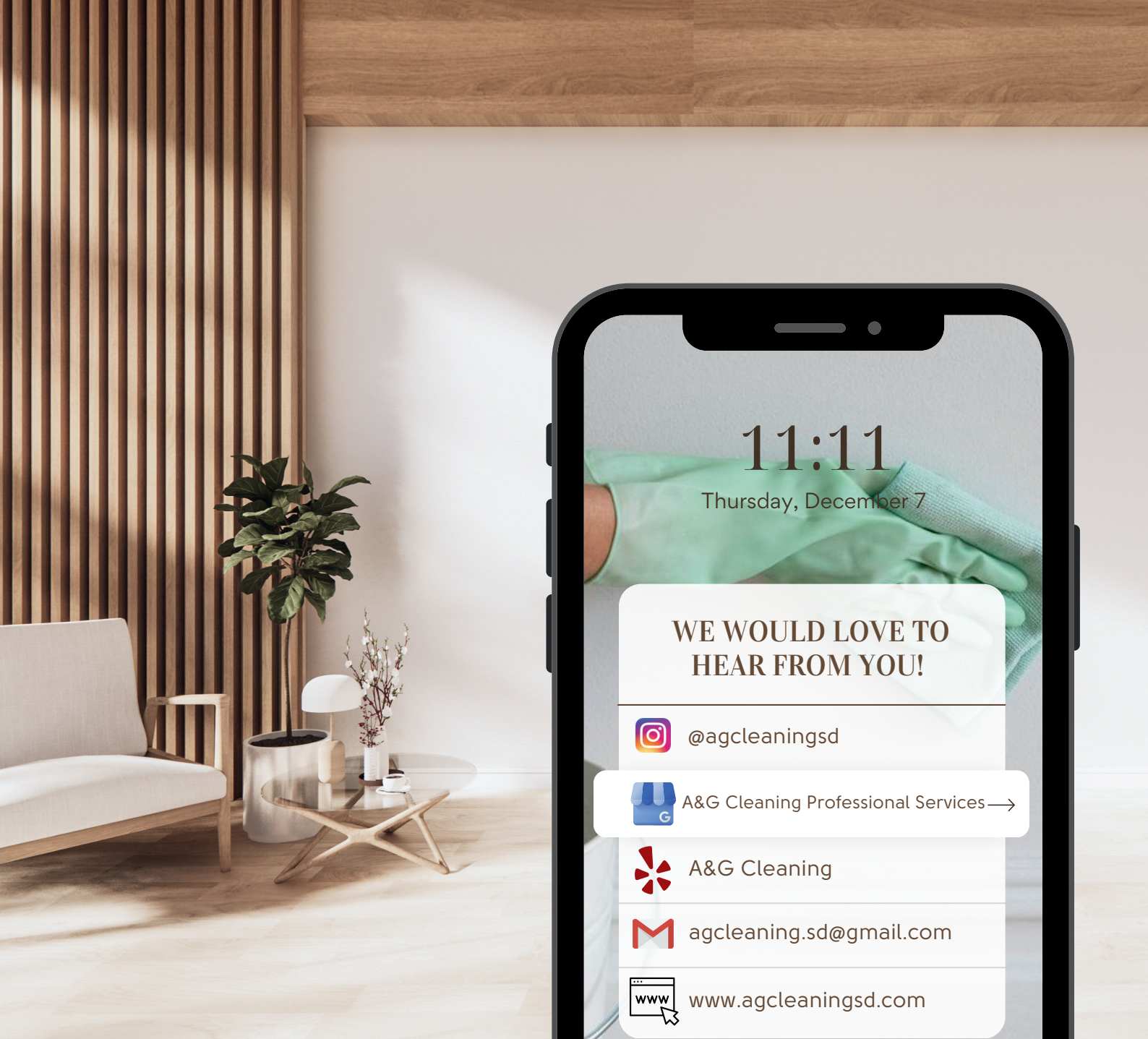
CASH

ACH

Kindly take note of the following actions:

- Payment for the project must be completed by the service's conclusion.
- **Late fees** will be imposed on customers who miss the payment deadline beyond 7 days from the service's completion.
- If you intend to mail a check, please ensure it is dispatched promptly to ensure delivery within the 7-day payment window.





11:11

Thursday, December 7

WE WOULD LOVE TO
HEAR FROM YOU!



@agcleaningsd



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A&G Cleaning
PROFESSIONAL SERVICES

Serving San Diego, CA. since 2017
(619) 628-7153 | Gabriela Vazquez
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Insured
Teams Background Checked
CA. Licensed
Woman Owned
Family Owned
Small Business