

How to *Succeed*



Five things to check before every job. Glance, don't study.

01

Get Paid

- Before & after photos uploaded in FieldD
- App status updated properly
- Walkthrough completed & signed off if client is home

Photos and app updates are required for payout.

02

Do Great Work

- Follow the checklist & job notes
- Quality over speed

● THE 90-MINUTE RULE

If a job may run over, **report it within the first 90 minutes** — include the reason, photos, and estimated extra time.

Late reports may not be approved for extra pay.

03

Communicate Early

- Locked out or can't reach the client? Call right away.
- Something feels off? Contact the office.

OFFICE PHONE

9 AM – 5 PM

AFTER HOURS

rohan@altitudecleaningcrew.com

04

Stay Safe

Do not clean unsafe conditions:

Mold

Infestations

Biohazards

Unsafe conditions

Take photos. Call the office.

05

Protect Your Schedule

 Three strikes within 90 days may remove you from future jobs.

- No-shows
- Arriving 30+ minutes late without notice
- Calling out with less than 24 hours' notice
- Verified quality complaints

Late call-out? The **\$50 swap fee** goes to the cleaner who covers your job.

Reliable cleaners get priority scheduling.

● GOLDEN RULE

When in doubt, *call or text the office.*