Dear Service Professional:

Here is a sample *“Pre-communication”* Cleaning Checklist we sent out to our client’s. (A great way to get their email!) I’d appreciate your ideas on how to improve this letter. Just email your thoughts (or questions!) to [steve@homefrontsuccess.com](mailto:steve@homefrontsuccess.com)

Want to transform your business? Then check out our [HFS online training](https://homefrontsuccess.com/training). I appreciate your interest!

[*Steve Toburen*](https://homefrontsuccess.com/about)

Dear *(Customer Name)*

Thank you for trusting us with your fine furnishings. When we’re finished, your home will be sparkling, fresh and beautiful — guaranteed! Here are some suggestions to help both of us:

1. Please advise your Service Specialist upon arrival about any special requirements to follow on moving your furniture, weak legs, loose tops, etc. Or contact our office before hand at *(Your phone #)*

2. Please thoroughly vacuum your high-traffic areas before we arrive.

3. Please pin up any full length draperies so that they will be at least 6 inches from the carpet.

4. Also, please pin up any skirts on upholstered furniture which may be touching the carpet.

5. Remove all breakable items from furniture which will have to be temporarily moved to clean your carpet. (We call this *“clearing the decks for action”*!)

6. Any small pieces of furniture such as dining room chairs, magazine racks, etc. that you can remove from the carpet will shorten processing time and return the carpet to use sooner.

7. Heavy furniture (china hutches, entertainment centers, etc.) can’t be moved unless completely emptied of all breakables. However, the carpet underneath these items can be hand cleaned where there is sufficient space or we can edge right up to the base.

8. Please call to your Cleaning Specialist’s attention any spots or stains which may require special techniques and identify the staining agent if possible. We have specialized spot removal agents.

9. For your pet’s peace of mind (and ours!) please put them in a safe place where our cleaning won’t disturb them.

10. If possible, please have an outside water faucet available for us to turn on.

11. A special note about odors:

We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable. Also, for several days after cleaning you may notice an elevated odor due to higher humidity levels. We do offer advanced optional levels of odor removal! Please ask your Cleaning Specialist for more information.

NOTE: HERE is our online menu of other services you may want done while we are at your home. Thank you for working with us. We look forward to serving you.

*Your Contact Information*

P.S. Please be sure to send in your customer comment card. Remember, you have our 100% no-questions-asked guarantee that you will be delighted!

NOTE: IF you are delighted with our service we would appreciate you commenting online. HERE are a few links of review sites popular in our area and THANKS IN ADVANCE!

P.P.S. Special after-care information:

1) Please leave your plastic “tabs” and blocks under your furniture for 24 hours after cleaning. If it is physically difficult for you to remove the tabs, please call us and we’ll help.

2) For your children’s and pet’s safety please do not let them crawl or lay on the carpets until they are completely dry.

3) Some deep-set oily and protein stains will be removed during cleaning, but over a period of time they may “resurface” from your carpet backing and pad. If this happens, just give us a call. We have a special reduced spotting rate for these pesky “re-occurring stains”.