



GET YOU HOUSEKEEPING

CLIENT FIRST SESSION GUIDE



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First session guide

We want you to hit the ground running with your housekeeper.

The best way to do that is to be very clear during your initial session.

Remember, everyone has their own idea of normal. By explaining yours, your housekeeper can achieve their best results.

NATALIE, DIRECTOR OF GYH

WE DON'T GUARANTEE THIS GUIDE WILL BE AMAZING (BUT YEAH WE KIND OF DO).

Consultation Time

KEY POINTS TO COVER

ENTRY

How will your housekeeper get into your home?

PRIORITIES

What are your key priorities for them to achieve?

SUPPLIES

Where are your products & equipment?

CONTACT

Who is the best contact person for your home?

MONEY

Where should your housekeeper put money they find?

PETS

Chat about your pets and where they should be during sessions.

Remember, being very specific helps.

Kitchen

KEY POINTS TO COVER

BENCHES

What do you want to stay on the bench?

MAIL

Is there somewhere to put mail or paperwork?

HANDWASHING

What items do you want handwashed?

DISHWASHER

Do you use one? What cycle?

TEA TOWELS

Where are your tea towels?

CLOTHS

Do you have enough cloths for wiping?

Don't forget to show them your bin or bin chute.

Common Areas

KEY POINTS TO COVER

CLUTTER

What needs to go away? Is this a priority?

CUSHIONS

Do you have a particular way of arranging them?

TOYS

Should they stay in common areas?

PET TOYS

Is there a home for them?

AS IS

Should anything be left "as is"?

FURNITURE

Will you help your housekeeper to move heavy items?

Being specific makes their job easier.

Bedrooms

KEY POINTS TO COVER

LINEN

How often to change it all? (sheets, doonas, etc)

BED MAKING

Do you have a style you prefer? Cushion arranging?

NIGHTSTAND

How would you like it arranged?

DISCARDED CLOTHES

Are they usually clean?
What do you want done with them?

JEWELLERY

Where should important items be put?

WARDROBE

Explain your system to your housekeeper thoroughly.

You can't be too specific when it comes to clothes!

Bathrooms & Laundry

KEY POINTS TO COVER

TOWELS

How often to change them?

TOILET PAPER

Where are spare rolls?

LINEN CUPBOARD

How would you like it arranged?

WHAT ITEMS

What items do you want them to wash?

MACHINES

Show them the cycle you prefer and products.

HANDWASHING

What should be left or handwashed only?

We have a policy of "when in doubt, leave it out"

Tidying & Folding

KEY POINTS TO COVER

TIDYING

*Is it a priority for you?
What should be tidied?
How often?*

FOLDING

*Are they folding and
leaving in a basket or
putting away?*

KIDS

*How can they tell
differences between
kids clothes?*

DRYING

*How do you dry your
laundry? Being very
specific is helpful.*

IRONING

*Are they to iron
anything? If so, where
is your iron?*

KIDS ROOMS

*Are they to be tidied or
not? Is this a priority
for you?*

*laundry is serious business.
Take time here.*



You're Done

*Thank you for taking the time to
read through this guide.*

*If you have covered this guide in
person, you will be well placed to
achieve a successful placement.*

*We always ask that you give your
housekeeper a week or two to settle
into their routine.*

NATALIE, DIRECTOR OF GYH

PLEASE REACH OUT IF YOU HAVE ANY
QUESTIONS.