

FIND AND KEEP ROCKSTAR EMPLOYEES

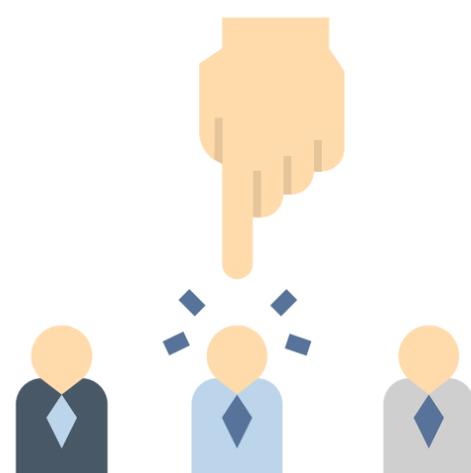
A **Task Away**  **GUIDE**

BE PICKY, NOT DESPERATE

It's okay to be picky! Your company is worthy of excellence - don't hire out of desperation.

OVERSTAFFED > UNDERSTAFFED

It's okay to be overstaffed - this will force you to grow! **Set your hiring goals based on where you want your business to go.**



TRAINING BUILDS CONFIDENCE

Appropriate training will give your employee the confidence to do their best work and give you the ability to evaluate whether you have a rockstar on your team! Also, your clients will feel at ease knowing they are going to receive the same quality no matter the cleaner.



CRITIQUES - THE SANDWICH METHOD

All employees want to feel appreciated and will be thrilled to know you value their work - but don't be afraid to bring up mistakes. If they don't know what's wrong how can they correct themselves? Sandwich the problem between *two* positives and be amazed how easy it is to take criticism.



COMPLIMENT + CRITIQUE + COMPLIMENT = CHANGE IS COMING!

TEAM MEETINGS

These are great for building team morale and keeping the energy fresh and exciting! One meeting a month is recommended and make sure to pay them for their time. Have an agenda, show praise, refresh on training, and resolve any issues.



BE THE LEADER

Be confident in yourself and your policies - employees don't want to work for someone who doesn't lead in a successful direction.

Lead your employees, they want stability and the feeling of security. Having an employee handbook will also aid in your employee's confidence.

