



...because Success and Happiness begins at Home

**Be careful who you let into your home!
You owe it to yourself to review this 10 point checklist.**

Checkpoint	Above and Beyond Home Services	Individual "Cleaning People"
1. Bonding, Insurance and Licensing?	<input checked="" type="checkbox"/> "A&B" Licensing is current and legal. All A&B staff are bonded and insured up to \$2,000,000.00.	<input type="checkbox"/> Usually none. It would be your responsibility to investigate any insurance or licensing.
2. Legal Residents of United States?	<input checked="" type="checkbox"/> Every single person on staff is legal, every time.	<input type="checkbox"/> Huge possibility - NO - and, if not, you could face criminal charges and/or legal problems for hiring them and paying them.
3. Quality Control and Supervision of Staff?	<input checked="" type="checkbox"/> All clients' homes are carefully monitored and supervised EVERY visit. Random Quality Assurance visits made regularly by regional QA Director. Constant communication with clients.	<input type="checkbox"/> These individuals are completely independent and are accountable to no one but themselves.
4. Continuing Service Training?	<input checked="" type="checkbox"/> All of our Domestic Service Providers receive a full month of initial training and education, and then participate indefinitely in company-mandated classes in technical skills and customer loyalty throughout their employment.	<input type="checkbox"/> These individuals may, or may not, build upon any knowledge or skills.
5. Payroll, Taxes and the IRS?	<input checked="" type="checkbox"/> Above and Beyond is fully responsible.	<input type="checkbox"/> YOU are responsible for reporting and remitting state, federal and FICA taxes and you are AT RISK if you don't.
6. Criminal Background Check?	<input checked="" type="checkbox"/> All A&B Domestic Service Providers are screened at 3 levels: Federal, State and County.	<input type="checkbox"/> You are responsible to do the check which could cost between \$50-\$100 per person...plus your time to do it.
7. Worker's Compensation and Liability?	<input checked="" type="checkbox"/> Every A&B Domestic Service Provider is covered by Workman's Compensation and liability insurance.	<input type="checkbox"/> These individuals almost NEVER have coverage for themselves. This puts you at a very high RISK to be sued for accidents, or even STAGED accidents in the future!
8. Experience?	<input checked="" type="checkbox"/> A&B Domestic Service Providers consistently deliver the highest level of service due to the 'Enlightened Hospitality' system created by A&B's founders/leaders who personally have over 30 years of expertise in the residential cleaning industry.	<input type="checkbox"/> Widely variable and markedly inconsistent.
9. Availability?	<input checked="" type="checkbox"/> A&B always has another totally qualified and enthusiastic Domestic Service Provider ready to take the place of someone who might call in sick or have an emergency.	<input type="checkbox"/> If this person calls in sick or is unavailable, then tough luck for you. You go without your service
10. English Speaking?	<input checked="" type="checkbox"/> It's company policy that every Team Leader speaks English. A language barrier is never an issue.	<input type="checkbox"/> More often than not – NO. Again, tough luck for you