

The Clean Boss logo, featuring the word "CLEAN" in blue and "BOSS" in white, set against a background of two cleaners working in a modern home.

CLEAN BOSS

OUTSOURCED HOUSEKEEPING & AIRBNB CLEANING



airbnb



SOFITEL
HOTELS & RESORTS

CLEAN BOSS

Auckland: Level 2/110 Symonds Street, CBD, Auckland 1010

Matamata: 28 Arawa Street, Matamata, 2400

e: hello@cleanboss.co.nz | p: 0800 890 134 | w: www.cleanboss.co.nz



FINDING THE RIGHT PARTNER IN CLEANING...

So, you're exploring options for outsourced housekeeping or Airbnb cleaning services, aren't you? Whether it's your first venture into professional cleaning services or you've had less-than-stellar experiences in the past, we're here to support you with this comprehensive guide to help you make an informed choice.

Choosing the right cleaning partner is crucial for maintaining the impeccable standards required for your home or Airbnb property, enhancing guest satisfaction, and ensuring repeat business. We understand that navigating through the myriad of service providers and varying quality levels can be daunting.

That's why we've crafted these pivotal tips and considerations to simplify your decision-making process. Our aim is to assist you in discovering a trustworthy service that aligns with your specific needs and exceeds expectations. Whether you need regular upkeep or a more detailed cleaning approach, our guide will lead you towards a solution that offers both tranquility and a spotlessly maintained property.



WHO IS CLEAN BOSS AND HOW CAN YOU HELP ME?

Clean Boss is a full-range cleaning company operating across Auckland, Waikato, and the Bay of Plenty, with future plans to grow into a nationwide service provider. We specialise in offering tailored Airbnb and Outsourced Housekeeping solutions, working with some of the top names in the hospitality industry. Our expertise spans from performing deep specialty cleans to efficiently managing quick turnovers of guest rooms and Airbnb properties, always prioritising the best quality on every job we do.

We fully understand the heartache that negative reviews and poor guest experiences can have on your business and its online listings. That's why our mission is to take on all the burdens and inconveniences associated with managing these aspects yourself. Our goal is clear: to ensure your guests are so impressed by the cleanliness that they're raving about you online.

Clean Boss is not your typical, stuffy corporate. We pride ourselves on being nimble and efficient, maintaining a local feel and friendly service that makes collaborating with us not just necessary, but a pleasure. Our company ethos, prominently displayed as a "How We Work" statement in our office, is centred on being straightforward and easy to do business with.

So, if you're looking to delegate the complete spectrum of cleaning responsibilities—from deep cleaning to stocking and supplying amenities, from washing and providing fresh, crisp linen—Clean Boss is just a call away. We're fully prepared and eager to handle everything, allowing you to focus more on your guests and less on the backend of operations.



OUR PEOPLE

Our strength lies in our people—this is our “secret sauce.” Typically operating in small, efficient teams, our workforce includes both employee-operated units and franchise units, often comprising husband and wife teams.

We meticulously select the finest talent available and expedite their training and integration into our team. Each operator undergoes 60 hours of practical training and a thorough pre-vetting process to ensure their reliability and integrity. Our team members are hard-working individuals committed to building a future for themselves and their families within the cleaning industry.

By choosing Clean Boss, you partner with a company that holds strong values concerning the ethical and fair treatment of everyone who wears our uniform.

Cheap isn't always best. In fact, hardly ever...

Opting for a cheap cleaning service might seem financially appealing initially, but it's essential to consider broader implications, especially regarding fair labour practices. Our company pays well above the award wages, and our franchise owners receive the majority of profits, ensuring a motivated and reliable team. We believe in upholding human rights in the workplace, so it's important to choose a provider that treats its staff fairly.

In New Zealand, the true cost of employing someone reaches around \$27 per hour when you factor in KiwiSaver, holiday pay, and other entitlements, along with expenses like cleaning products and insurance. If a cleaning service quote seems unusually low, it likely indicates compromised standards. Always verify that the cleaning company pays fair wages and operates ethically.

BENEFITS OF OUTSOURCING THE CLEANING..



You're here reading this guide because you've already seen the benefit of outsourcing your housekeeping or Airbnb cleaning, so what really are the key reasons why you should outsource it all to us?

One-Stop Shop

Why juggle multiple service providers when we can handle everything for you? From routine cleaning tasks to supplying all necessary amenities like toilet paper and soaps, we've got you covered. We also offer a full linen and laundry service, meaning you don't have to lift a finger. Our team is equipped to provide real-time reports and recommend services when needed—whether it's time for a carpet clean or a professional oven clean, we handle it all efficiently.

Stay Legal and Compliant

Navigating health and safety legislation and ensuring compliance with employment laws can be overwhelming. Outsourcing to Clean Boss means you can trust that we have the systems, expertise, and training in place to ensure everything is handled correctly and above board.

Trust the Professionals

At Clean Boss, we are not just cleaning experts; we are professionals in service and support. A simple phone call or email is all it takes, and we're on the case. We exist to serve our clients, so you can trust us to take care of everything with precision and dedication.

WHY WORK WITH US?



We work hard to keep our clients happy with an average of 5 stars for all of our Airbnb cleans that we perform. Clean Boss operates in multiple location and you can check out our reviews by searching for us online, i.e. Clean Boss "Auckland"

There you will get to read through some of our more popular reviews on the platform and get some insight into what our clients really think about us.

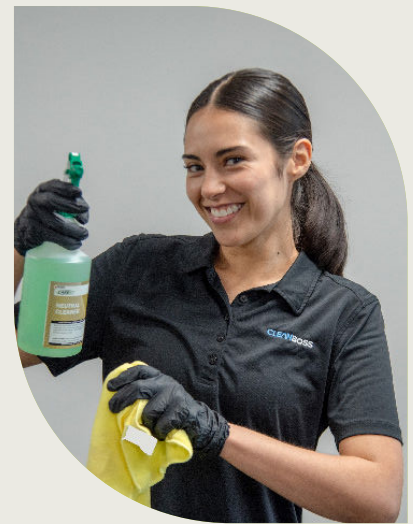
We're also happy to provide contact references so that you can do your own due-dilligence and



CONTRACT: SHORT-TERM, VERSUS LONG-TERM

Be cautious about signing long-term contracts unless there is a significant investment in equipment or specialised work. For example, Clean Boss provides a standard 12-month agreement with a 30-day cancellation period, allowing you to cancel with just 30 days' notice for any reason.

Avoid companies that lock you into long-term contracts with complicated exit terms. Some contracts include roll-over clauses that automatically renew your agreement if you don't provide notice to cancel. These can make it difficult to switch providers if you're unhappy with the service.



KEEPING IT GREEN & KEEPING IT CLEAN!

Most companies claim to use eco-friendly products, but few ensure they actually do. At Clean Boss, we back-up this commitment rigorously. Our franchisees access wholesale pre-negotiated cleaning product pricing, passing on savings and ensuring they use our recommended eco-friendly products.

Using eco-friendly cleaning products reduces the need for harmful chemicals, creating a safer and healthier environment. Traditional cleaners often contain harsh chemicals that impact indoor air quality and pose health risks, such as headaches and respiratory issues. Green products, free from toxic chemicals, improve air quality and reduce health problems, leading to fewer sick days and higher productivity.

Green cleaning products are biodegradable and made from natural ingredients like plant-based surfactants making them safer for to use and the environment. Traditional cleaning chemicals contribute to water pollution, whereas eco-friendly alternatives break down more easily, reducing environmental harm.

Ensuring a company uses necessary disinfectants to eliminate viruses and bacteria is crucial. At Clean Boss, we use high-quality, environmentally friendly disinfectants to keep your workplace clean and safe without compromising health or the planet.

When choosing a cleaning company, ask detailed questions about their green practices. Transparency is key; a reputable company will provide evidence of their eco-friendly methods. Clean Boss prides itself on transparency and dedication to green cleaning, training franchisees to use eco-friendly products and maintaining strict guidelines.

FREQUENTLY ASKED QUESTIONS

Is your team fully insured, just incase?

Yes, all of our cleaning professionals are fully insured and bonded. This means that in the unlikely event of an accident or damage during the cleaning process, you are fully protected. Our goal is to provide you with peace of mind along with a sparkling clean

Are you flexible in terms of short-notice bookings?

We understand the dynamic nature of Airbnb bookings and provide a flexible scheduling system to accommodate this. Whether you have regular bookings or need last-minute cleaning services, we can adapt our schedule to meet your needs.

What software does Clean Boss use for bookings?

Our preferred platform is Breezeway however, we can work in with your chosen platform in most instances to help facilitate and manage bookings and communication. Let us know what your preference is and we can organise this for you.

What if my guests are not happy with the cleaning?

Customer satisfaction is our top priority. If a guest isn't satisfied with the cleanliness of the property, we urge you to contact us immediately. We'll address the issue promptly, which could involve a re-cleaning of the property at no additional charge or a partial refund, depending on the situation.

What kind of reporting can I expect to see from you?

We can provide simple cleaning inspections post cleaning on request or even set up regular maintenance reports and annual cleaning programmes to take care of everything for you all under one Clean Boss.

What are your rates and how do you charge?

Our pricing is transparent and competitive, with no hidden costs. We typically charge a flat fee per property, with the exact cost depending on the size and specific needs of your property. Any additional services, such as deep cleaning or laundry service,

Who supplies the cleaning products and equipment?

We provide all the necessary professional-grade cleaning supplies and equipment. If you have specific products you'd like us to use, we're flexible and can accommodate this, but generally, you won't need to worry about supplying anything.

Do you provide laundry services and supply amenities too?

Yes of course, we can do everything from your linen and laundry to supplying amenities for your Airbnb or hotel too. Our rates are competitive and this takes away the hassle of managing this yourself. Our linen is also available to hire in select locations.

CLEANBOSS



FIND OUT MORE..

EMAIL:

hello@cleanboss.co.nz

PHONE:

0800 890 134

WEBSITE:

www.cleanboss.co.nz

ADDRESS:

2/110 Symonds Street,
CBD, Auckland

28 Arawa Street, Matamata
3400, Waikato