

Milton Success Stories

Made to order with Maid Brigade



In April 2003, Paul and Lynda Blayney opened a Maid Brigade franchise. Paul wanted to open a business that allowed him the ability to train staff, work Monday through Friday with room for growth and expansion. After a very successful career in the life insurance industry Paul Blayney and his wife Lynda decided it was time for a career change. They worked with a broker group and Maid Brigade was the perfect fit. Maid Brigade is a residential cleaning service offering one-time, weekly, bi-weekly or monthly service. Paul says, "One of the advantages of hiring Maid Brigade as opposed to an independent, all employees are screened, insured and bonded cleaning professionals." Only exceptionally trained professionals are sent into your home, promising a quality supervised clean. Following each cleaning a quality response card is left, which allows the client to share any compliments or criticisms. Maid Brigade takes all comments to heart. Should a client ever need to discuss their cleaning or account they may call the office Monday through Friday to speak to

Paul or access the 24/7 on-line account management.

Maid Brigade has developed an efficient system of cleaning a home, which makes each cleaning thorough and averages less than 2 hours explains Paul. "The team arrives in Maid Brigade logo white vehicles. They are uniformed residential cleaners. Each room is cleaned in a systematic approach. To avoid missing any areas the maids work top to bottom and around the room, moving to the right. The teams are equipped with their own supplies." Maid Brigade prefers using Zep cleaning products for its professional strength products. Maid Brigade uses a state-of-the-art HEPA (High-Efficiency Particulate Arrestor) Filter vacuum to prevent dust and allergens from becoming airborne. The HEPA vacuum improves indoor quality by collecting nearly 30% more embedded soil from carpet and removing over 95% more dirt than the traditional vacuum cleaner. The teams will also use the customers own supplies if they so choose.

When a client calls the Maid Brigade office for the first time they will speak with a qualified account manager who can answer questions and provide an estimate. Maid Brigade prefers setting up an in-home visit to discuss exact cleaning areas and to also establish accurate pricing based on the size of the home. This allows the client to interview someone in person and in turn

the Maid Brigade representative may provide an accurate estimate on time and cost.

Giving someone the key to your house requires a trusting relationship. There is the getting to know you stage and establishing a comfort level. Maid Brigade is a company that understands the importance of a relationship, which is one of the reasons the Blayney's decided to open a Maid Brigade franchise. "I believe and stand for superior customer service. One of the things that distinguishes Maid Brigade from our competition is the service and quality of work a customer is always going to receive. Another reason we have continued to see growth is because we strive to continue treating our customers with a straightforward, honest, fair-minded approach. We don't become complacent we only become better." With Maid Brigade, clients get more than what other cleaning companies are willing to deliver. Clients can depend on the expertise, stability, and backing of an international organization coupled with the personal

The Maid Brigade Team
L-R Front Ashley, Donna
& Paul, Devina



attention and customer service delivered by a local owner. "Establishing positive lasting relationships is what keeps Maid Brigade successful in our industry. We make life easier for our clients. If you contact Maid Brigade rest assured, we'll get back to you promptly." Paul and his team are looking forward to serving you.



Give Paul a call at 866.327.5522
or 905.792.6226
or visit Maid Brigade at
<http://brampton.maidbrigade.com>

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