

Stacy Bee, Owner

5200 Troost

Kansas City, Missouri

816-busybee (816-287-

Busy

Bee

Cleaning

64110

9833)

Busy Bee Cleaning Service is a residential housecleaning business started in 1996 by Stacy Bee. All business is within the metropolitan Kansas City area. This would include the following cities in Missouri: Kansas City, Grandview, Lee's Summit, and Raytown; and the following cities in Kansas: Fairway, Leawood, Mission Hills, Overland Park, Prairie Village, and Shawnee. Busy Bee provides basic and special housecleaning services at varying rates depending on the size of the home and the type of cleaning services needed. The company caters to both scheduled housecleaning (weekly, biweekly, or monthly) as well as "special" one-time housecleaning jobs.

The business is licensed and has 15 employees, the owner/manager Stacy, the accountant Jill King, the customer service representative M. Contestant, and 12 domestic cleaning employees, all of which are bonded and insured. The accountant is part-time with daily responsibilities that include entering all customer payments and billing information into the accounting system. The full-time customer Service representative is responsible for making all appointments, addressing customer needs including billing questions, answering phones, sorting mail and all other basic receptionist duties.

Services are provided Monday through Friday starting at 8 a.m. and working until 5 p.m. On special occasions appointments are made on Saturday but there is an extra charge. No business is conducted on Sundays. All basic cleaning jobs are scheduled for 3 hours. Each special cleaning takes an estimated 30 minutes. All employees take a one-hour lunch break between morning and afternoon jobs.

New customers are given "estimated" quotes for services over the phone based on the Price Lists. If the lead employee in charge of the client's service believes the price needs to be adjusted for reasons such as the house has more rooms than client estimated or the client has extremely messy pets then the first cleaning will be based on the original quote and a new quote will be given to the client prior to the second job. The client can decide to continue or cancel at that time. A customer information Sheet is completed and kept on file for each new customer. The information is updated as needed.

Only cash or checks are accepted as payment. All special housecleaning jobs are expected on date of service. However, Scheduled jobs are billed on the day of service (a bill is left at the home) and payment is expected within 5 days of the day of service. Customers not making payments by the fifth day after the date of service are charged a \$5.00 late fee. If the payment is not received within 10 days of the day of service, the customer is sent a letter requesting payment plus \$10 late fee and no further service is provided until the bill is paid. If a customer's check is returned for insufficient funds (a bad check) the customer is charge a \$10 bad check fee. New customers and customers that have been more than 10 days late with payment or who have written a bad check are required to make payment on the day of service for the following 3 cleaning to demonstrate willingness to pay within a timely manner.

Anyone canceling service without 24 hours' notice is billed a cancellation fee of \$15 dollars. The customer is informed of this charge both at time of settling up scheduled services and when making an

appointment for special cleanings. If the customer calls to cancel within 24 hours of appointment the customer is once again informed of the cancellation fee and the bill is sent out immediately.

Busy Bee appreciates referrals from customers and offers a \$10 discount to current customers that refer new customers.

Interoffice Memo

Date: 6/25/12

To: M. Contestant, Customer Service Representative

From: Stacy Bee, Owner/Manager

RE: Schedule for today

I will be out of the office all day and will be unreachable by phone or page. Please try as much as you can use your own discretion. If there is something I need to address personal, take message. I will return all phone calls tomorrow.

Have a great day and Thanks!

Stacey

Busy Bee Cleaning Service

Directory		
Name	Position	Phone
Bee , Stacy	Owner/Manager	816-555-1231
Buckner, Karl	Cleaner	816-555-1240
Conner, Chris	Cleaner	816-555-1241
Contestant, M.	Customer Service	816-555-9833
Jackson, Mike	Cleaner	816-555-1242
Jewell, Sandy	Cleaner	816-555-1232
King, Jill	Accountant	816-555-1239
McKim, Charlotte	Cleaner	816-555-1235
Ripper, Jack	Cleaner	816-55-1243
Ruben, Kelly	Cleaner	816-555-1241
Smith, Cheryl	Lead (16 or more)	816-555-1234
Smith, Kim	Lead (Up to 10)	816-555-1238
Stone, Jon	Lead (11-15)	816-555-1237
Wolfe, Amy	Cleaner	816-555-1236

Busy Bee Cleaning Service

Customer Information

Name:						
Address:						
City State:						
Zip code:						
Home phone:						
Work phone:						
Cell phone:						
Date established service:						
Directions to home:						
Type of home:		Apartment		House		
Number of rooms to be cleaned including bathrooms:		10 or less rooms		11-15 rooms		
		16-20 rooms		Greater than 20 rooms		
Pets: type and number:						
Type of service:		Weekly		Biweekly		Monthly Other:
Special needs, concerns, wishes:						

Busy Bee Cleaning Service

5200 Troost
Kansas City, Missouri 64110
816-225-3257

Customer Receipt

Name: _____

Address: _____

Description of Service:

Task			Total Charges
Scheduled Basic Cleaning Charges:			
Special Cleaning Charges:			
Task	Charges	Quantity	Total Charges
Clean window inside only	\$1.50 per window		
Clean inside of oven	\$5.00		
Dust mini blinds	\$2.00 per blind		
Vacuum furniture	\$3.00 per piece		
Wax hardwood floor	\$50.00 per area (area size= 250 square feet)		
Subtotal			
Discount for referrals			
Total			

Payment is due within 5 days of the date of service. Please make check out Busy Bee Cleaning Services.

Busy Bee Cleaning Service

Price List

Special Cleaning

Task	Charges
Clean window inside only	\$1.50 per window
Clean inside of oven	\$5.00
Dust mini blinds	\$2.00 per blind
Vacuum furniture	\$3.00 per piece
Was hardwood floor	\$50.00 per room (room size 250 square feet)
Saturday Charges	\$30.00 for 10 or less room \$50.00 for 11-16 rooms \$70.00 for more than 16 rooms

Busy Bee Cleaning

Customer Accounts

Busy Bee Cleaning Service

INVOICE

<p>Gary and Joyce Kimball 78951 Grandview Road Lee's Summit, Missouri 64212 816-498-2356</p>	<ul style="list-style-type: none"> • Schedule weekly service for 25 room home \$125 per week, vary particular about kitchen • Customer since 2000 • Payments are charged to Debit card each week –approve by Stacy Bee
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Date of Service	Description of Service	Amount Billed	Late Charge	Amount Paid	Payment Method	Date paid	Balance Due
5/24/12	Basic Weekly	\$125.00	-	\$125.00	Charge	5/27/01	\$0.00
5/31/12	Basic Weekly	\$125.00	-	\$125.00	Charge	6/03/01	\$0.00
6/7/12	Basic Weekly	\$125.00	-	\$125.00	Charge	6/10/01	\$0.00
6/13/12	Basic Weekly	\$125.00	-	\$125.00	Charge	6/16/01	\$0.00
6/20/12	Basic Weekly	\$125.00	-	\$125.00	Charge	6/23/01	\$0.00
6/28/12	Basic Weekly	\$125.00		\$0.00			\$125.00

<p>5200 Troost Kansas City, Missouri 64110 816-225-3267</p>

Busy Bee Cleaning Service

INVOICE

<p>Mr. and Mrs. D. Rogers 5600 Roe Mission, Ks 66220 913-521-4242</p>	<ul style="list-style-type: none"> • Scheduled weekly service for 12 room house \$75 per visit • Two dogs • Informed her on May 1st that the dog hair from her two sheep dogs was excessive and we would have to charge an extra \$5.00 per week starting in June. • Customer since 1999
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Date of Service	Description of Service	Amount Billed	Late Charge	Amount Paid	Payment Method	Date Paid	Balance Due
5/01/12	Letter sent concerning excessive pet hair.						
5/03/12	Basic biweekly	\$75.00	-	-	-	-	\$75.00
5/9/12	Late payment fee		\$5.00	-	-	-	\$80.00
5/13/12	Late charge removed due to customer forgiveness (one-time only). Customer advised out of town forgot to send notice.		-\$5.00	\$75.00	Check	5/13/01	\$0.00
5/17/12	Basic biweekly	\$75.00	-	\$75.00	Check	5/20/01	\$0.00
5/31/12	Basic biweekly	\$75.00	-	\$75.00	Check	6/3/01	\$0.00
6/14/12	Basic biweekly	\$80.00	-	\$75.00	Check	6/13/01	\$5.00

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Busy Bee Cleaning Service

INVOICE

<p>Mr. Chuck McNally 10321 Mission, Apt B Mission, Kansas 66224 913-445-7586</p>	<ul style="list-style-type: none"> • Scheduled monthly service for 5 room apartment for \$55.00 per week. • Very particular about having cleaning on last Thursday of the month. • Two cats • Customer since 2001
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Date of Service	Description of Service	Amount Billed	Late Charge	Amount Paid	Payment Method	Date paid	Balance Due
1/26/12	Basic monthly	\$55.00	-	\$55.00	Cash	1/26/12	\$0.00
2/23/12	Basic monthly	\$55.00	-	\$55.00	Cash	2/23/12	\$0.00
3/30/12	Basic monthly	\$55.00	-	\$55.00	Cash	3/30/12	\$0.00
4/27/12	Basic monthly	\$55.00	-	\$55.00	Cash	4/27/12	\$0.00
5/25/12	Basic monthly	\$55.00	-	\$55.00	Cash	5/25/12	\$0.00

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Busy Bee Cleaning Service

INVOICE

Mr. and Mrs. C. Pruitt 7800 Washington Kansas City, Mo 64144 818-501-4200	<ul style="list-style-type: none"> Scheduled weekly service for 8 house \$55 per week. No pets Customer since 1996
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Date of Service	Description of Service	Amount Paid	Late Charge	Amount Paid	Payment Method	Date paid	Balance Due
5/02/12	Basic weekly	\$55.00	-	\$55.00	Cash	5/5/12	\$0.00
5/09/12	Basic weekly	\$55.00	-	\$55.00	Check	5/12/12	\$0.00
5/16/12	Basic weekly +10 windows	\$70.00	-	\$70.00	Check	5/20/12	\$0.00
5/23/12	Basic weekly +10 mini blind	\$75.00	-				\$75.00
5/28/12	Late payment		\$5.00				\$80.00
5/30/12	Basic weekly	\$55.00	-	\$135.00	Check	6/3/12	\$0.00
6/6/12	Basic weekly +vacuum furniture (7 pcs)	\$76.00	-	\$76.00	Check	6/6/12	\$0.00
6/13/12	Basic weekly	\$55.00	-	\$55.00	Check	6/13/12	\$0.00
6/20/12	Basic weekly	\$55.00	-	\$55.00	Check	6/20/12	\$0.00
6/27/12	Basic weekly	\$55.00	-	\$55.00	Check	6/27/12	\$0.00