

OUR CLIENT

Intake Form



TD FRESH IMPRESSION

CONTACT INFORMATION

Client Name

Phone Number:

Email Address:

Alternative Contact Name and Phone Number:

COMMUNICATION PREFERENCES

Preferred Contact Method : ☐ Text ☐ Phone ☐ Email

Preferred Reminder Method : ☐ Text ☐ Phone ☐ Email

FEEDBACK ON SERVICE PROVIDED

Post Cleaning Survey: Clients are kindly requested to complete the post-service feedback survey sent via email after each visit. Your insights allow TD Fresh Impression to recognize exceptional service, maintain our elevated standards, and ensure we continue employing only the most distinguished cleaning professionals. As a gesture of appreciation, each completed survey will count as one entry into our exclusive quarterly drawing for complimentary luxury enhancements.

Client Satisfaction:

The client agrees to email info@tdfreshimpression.com within 24 hours of the completed service to report any unsatisfactory results or potential damages. Any requests submitted after this 24-hour period may be challenging to verify as service-related issues due to the impact of standard living conditions.

Post Cleaning Photos & Video:

Client agrees to receive a completion-of-service email from TD Fresh Impression. This email will include a brief, unedited video along with notes and other photos detailing the service provided. These photos and video are exclusively for the client's reference and will not be shared on any of our marketing or social media platforms without permission. The photos and video will be provided via a link attached to the client's final invoice.

PROPERTY DETAILS

Street Address :

City, State, Zipcode :

Access Instructions e.g. gate code, lockbox, alarm instructions :

TD Fresh Impression Placed lock box: ☐ Yes ☐ No

Additional Notes:

SERVICE PREFERENCES

Start Date :

Time :

Service Frequency (Select One)

☐ One-Time Cleaning

☐ Weekly

☐ Bi-Weekly

☐ Monthly

Preferred Service Day during the week:

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Walk-through options:

Would you like a walkthrough post-cleaning to review and discuss any details?

☐ Yes ☐ No

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PROPERTY SIZE & DETAILS

Square Footage:

Number of Bedrooms:

Number of Bathrooms

Additional rooms/Areas: (Office, Gym, etc.):

Pets in the home: ☐ Yes ☐ No

Type(s) of pets and specific areas they frequent:

Specific Areas of Focus or Concern (e.g., high-traffic areas such as the Kitchen and bathrooms):

Any Areas/items we should avoid in the home:

Other Custom Cleaning Preferences (Specific techniques, Product Requests, etc.).

PRODUCT USAGE & SPECIAL REQUESTS

Eco-Friendly Product Options:

At TD Fresh Impression, we strive to be mostly eco-friendly, prioritizing the use of eco-friendly and low-VOC products whenever possible. However, for certain tasks in high-use areas like toilets, showers, and sinks, we may need to use non-eco-friendly products to ensure the level of cleanliness we guarantee.

Product Approval:

☐ I approve the use of all products provided by TD Fresh Impression as part of my cleaning service.

Scent Preference:

☐ Lemon ☐ Eucalyptus ☐ Lavender

Allergies or Special Requirements:

Allergies to Cleaning Products (if any):

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PRODUCT DETAIL CONTINUED

I acknowledge that TD Fresh Impression has provided information on accessing product sheets for the cleaning products currently in use. By agreeing to the use of TD Fresh Impression products, I give permission for the home service team to apply these products as directed.

☐ I agree

*****If you agree, please skip the next question on the form. *****

Client has requested to use their own products for scheduled cleaning:

The client has opted to use their own cleaning products and equipment for services provided by TD Fresh Impression. The client agrees to the following terms:

Equipment Condition: The client acknowledges that TD Fresh Impression is not responsible for any pre-existing conditions of the equipment provided.

Product Suitability: The client is responsible for ensuring that the selected products are suitable for the surfaces and materials in their home.

Instructions for Use: If specific instructions are required for any product, the client agrees to communicate these clearly in writing before the service.

Assumption of Risk: The client assumes any risk associated with the use of their personal cleaning products and equipment.

The client agrees not to hold TD Fresh Impression responsible for any repairs or replacement of tools resulting from standard use. Additionally, the client waives liability for any outcomes related to the use of the products specified below.

All-purpose cleaner:

Floors:

Stainless Steel:

Bathroom:

Leather:

Additional products:

☐ I agree – Initials: _____

Property Condition:

Current Condition of the Property:

☐ Clean ☐ Moderate ☐ Needs deep cleaning

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PRICING & PAYMENTS

Pricing and Payment:

Payment Method (select one): Please note a credit card is required for recurring services and will be charged if payment is not made the same day as the completed service.

☐ Credit Card/Debit ☐ ACH Payment ☐ Venmo/Apple Pay

Agreement to Service Scope and Pricing:

☐ I agree to the pricing and understand that any additional charges may apply for certain tasks.

INTERNAL CHECK LIST FOR TD FRESH IMPRESSION ASSOCIATE

- ☐ Client & Representative walk-through of property:
- ☐ Preferred date/time/day of the week **Not guaranteed, but we will do our best to accommodate their preferred schedule.
- ☐ Online booking system- Client portal
- ☐ Onboarding process - Jobber - ONLINE quote provided same day - Quote must be approved to schedule job
- ☐ 25% Deposit paid to schedule and will be applied to final bill
- ☐ Product Information
- ☐ Service Exclusions
- ☐ Engagement Agreement
- ☐ Additional Terms & Conditions
- ☐ Any additional questions by the client