



A Comprehensive FAQs Guide

By **Jay Brown**, CEO of Team Steam Clean

At **Team Steam Clean**, we understand that maintaining a clean and healthy home is more than just a task — it's an integral part of living well. Our clients often have questions about the intricacies of professional cleaning and the specific challenges they face in their unique spaces. That's why we've compiled this detailed FAQ guide.



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Frequently Asked Questions



01

Do I have to stay home for the entire cleaning? I have a busy schedule.

No, you do not have to stay home. Many of our customers, especially realtors, leave the keys in a certain location for our tech and give them lock up instructions. If they can't be home during the cleaning, it is definitely preferred if you can be available for a walk through at the end. Our technician can show his work at the end of the job, if possible.

02

How long will the drying process take?

For both cleanings, the carpet should be dry no later than the following morning. Carpets that are not extremely heavily soiled can use less moisture and may dry even faster, sometimes in as little as under six hours. You can feel free to walk on the carpet with bare feet as soon as we're finished with the job. It will be damp, but you'll also notice that some areas may have already started to dry completely by the time we're done.

Please note: You should leave fans on and windows open to aid in the drying process, or use fans and turn the AC up with the windows closed.

03

Can you guarantee stain removal?

For most pet, liquid, and colorful stains, we have an 80% success rate. We use the same powerful equipment employed in movie theaters and restaurants. However, we cannot guarantee a brand-new appearance for your carpet. There are numerous factors that may cause a substance to bond with the carpet fibers, including the length of time the stain has been present, exposure to sunlight, other products previously used on the spot, heat, etc.

04

What is the pet clean fee for? Is it really necessary?

The pet cleaning service includes the removal of hair, dander, and allergens. This process demands additional time for our technicians to thoroughly flush the carpets, the use of more detergent solution, and entails extra cleaning and maintenance of our machines following the service.

05

Will cleaning my rugs damage the wood floors underneath?

No, we place a protective base under your rug prior to cleaning, and we take extra measures to expedite drying with air movers, ensuring minimal moisture remains by the time we finish.

What is your typical process for working with a new customer or client?

We first assess all our clients' needs and provide exact flat-rate quotes based on the information we collect. We focus on answering and informing our clients thoroughly, ensuring they feel confident in making a decision about which cleaning service options to choose.

What can customers expect regarding your pricing structure, including any potential discounts or additional fees?

When it comes to our pricing, including any discounts or fees, customers should be aware that our focus is on quality, not competing with lower-priced companies. Such companies often have to compromise on their service offerings, as they cannot afford to provide the BEST. Our reputation is built on the quality of our services. We ensure our cleaners are well-compensated, and we continually invest in education and the latest equipment to guarantee a 5-star service. Our clients choose to stay with us because they value an exceptional service experience and the peace of mind it brings.

What education and/or training do you have that relates to your work?

We were trained by a 19-year certified IICRC Carpet Upholstery Restoration Technician and received the Green Cleaning Certification in 2016 from the Carpet and Rug Institute (CRI). We have studied and received education from the Inner Circle International Business Group.

I, CEO of Team Steam Clean, consistently pursue ongoing education and regularly consults with industry leaders in our field. Additionally, we have maintained memberships in the Hawaii and Arizona BNI (Business Network International) Groups for several years.

How did you get started doing this type of work?

Our first client was the Mililani Consolidated movie theater. My mother owned a maid service when I was a child. I chose to focus our business on commercial and residential carpet cleaning because I had a mentor, a friend who had been in the industry for nearly 20 years, teach me all the processes on a one-on-one basis at a mastery level. He also collaborated with us as a consultant during our first year in business.

What types of customers have you worked with?

Our client portfolio includes a diverse range of businesses and establishments: Consolidated Movie Theaters, Lexus Honolulu, Jen Construction, Tyler's Corner Home Staging, Zippy's, various massage therapy offices, medical offices, veterinary clinics, military offices and residential areas, Buca Di Beppo, Yogur Story, Fun Factory locations, several malls, hotels, The Hawaii Prince Hotel, and The Ilikai Hotel.

Describe a recent project you are fond of. How long did it take?

We have cleaned all of the carpets, rugs, drapes/curtains, couches and chairs in 140 rooms in the Ilikai Hotel every year for the past 3 years.

What advice would you give a customer looking to hire a provider in your area of work?

When selecting a cleaning service provider, it's crucial to be aware of the practices of less reputable companies. Here are some key points to consider:

- 1 **Avoid 'Bait and Switch' Pricing.** Be cautious of companies offering unusually low prices. Often, these are tactics to secure a booking, and the actual price may significantly increase once they are in your home, particularly when you're under time pressure. A low price can often mean compromises in service quality or hidden fees.
- 2 **Understand the Depth of Cleaning.** Be wary of 'surface-only' cleaning services. While they might seem sufficient, they often don't provide the thorough cleaning necessary for maintaining a healthy environment. Our standard is comprehensive cleaning, which is considered one of the highest in the industry.
- 3 **Check for Modern Equipment.** Ensure that the company uses up-to-date and modern equipment. Not only does this result in more efficient cleaning, but it also conserves water and energy. Modern equipment can significantly reduce drying times for carpets and furniture, offering convenience and environmental benefits.

What questions should customers think through before talking to professionals about their project?

When you're planning to hire a professional cleaning service, it's important to ask the right questions to ensure you're choosing the best provider for your needs. Here are some crucial queries to consider:

- 1 **Communication and Scheduling:**
 - Does the company maintain regular communication about service times and updates?
 - Is their service scheduling system organized and do they provide timely information about your cleaning schedule?
- 2 **Expertise and Process Transparency:**
 - Can the company clearly explain the cleaning processes they use?
 - What level of experience do their employees and technicians have?
- 3 **Service Guarantee:**
 - Does the company offer a 100% service guarantee for their work?
- 4 **Professionalism and Training of Staff:**
 - How well-trained and compensated are the technicians or maids who will be working in your home?
 - Observe their professionalism in communication, appearance, and how informatively they interact with you.

Considering these questions will help you in making a well-informed decision and ensure that the cleaning service you choose aligns with your expectations and requirements.



Expert Insights into Pet Urine Stain Removal and Odor Control

The "Urine Stain Iceberg Example"

Don't worry, this is our area of expertise! I want to inform you in advance that in some cases, pets may have repeatedly soiled the same area, and if it's a wet substance like urine, the situation is similar to an iceberg. You see the stain on the surface, but the urine has likely penetrated the floor beneath the padding and spread at the base layer.

Urine "Blooming Smell"

Think of carpet layers like skin layers – dermal, sub-dermal, etc. What you see on the surface isn't all there is. The degree of urine penetration can vary. After we extract the urine and it rehydrates, enzymes may create a "blooming" smell. This means the odor, previously dried and less noticeable, intensifies as it's being removed and needs to evaporate as the carpet dries. We refer to this as blooming. It's a sign that the cleaning is effective. However, the smell may get worse before it gets better. To expedite the drying and odor elimination process, please keep your home well-ventilated, with windows open and fans on, if available.

Baking Soda Tip

After cleaning, consider sprinkling baking soda over the freshly cleaned areas affected by pet soil. This can help remove odors more quickly. It's an environmentally friendly and non-toxic approach. Simply vacuum it up the next morning.

