



Business & Boundaries

IN PROFESSIONAL CLEANING™



Professional Client Management System
FOR RESIDENTIAL CLEANERS



HANDLE
EVERY
CONFLICT
PROFESSIONALLY



CATEGORIZE

Identify the type
of situation.



EVALUATE

Assess the facts
and level of risk.



RESPOND

Choose a professional
response with confidence.



RCA

RESIDENTIAL CLEANING ACADEMY

Welcome, Residential Cleaners!!

Congratulations on taking the next step toward building a more professional, confident, and protected cleaning business.

The Business & Boundaries System was created to help residential solo cleaners and small cleaning teams confidently manage the business side of their services—not just the cleaning itself.

As you already have learnt by now, cleaning homes is only part of running a successful business. Every day, cleaners make decisions about pricing, scheduling, customer service, professional standards, difficult client situations, complaints, payments, and unexpected incidents.

Unfortunately, most cleaners are never taught how to handle these situations professionally. Instead, they learn through trial and error, stressful experiences, or costly mistakes.

This system was designed to change that!

Instead of reacting emotionally, panicking at the moment or trying to solve every problem differently, you'll learn a consistent professional process for evaluating situations, protecting your business, and responding with confidence.

What You'll Learn Inside this system, you'll discover how to:

- ✓ **Protect your business boundaries.**
- ✓ **Handle difficult client situations professionally.**
- ✓ **Manage service scope and appointments with confidence.**
- ✓ **Protect your pricing and payments.**
- ✓ **Respond appropriately when mistakes or incidents occur.**
- ✓ **Replace panic with clear business decisions.**

This Is a Folder-Based Operational System and not a Course !

There is no shortage of cleaning videos available today. You probably have already spent hours watching videos, taking notes, saving screenshots, bookmarking posts, and collecting advice from different sources.

The challenge is rarely a lack of information. It lies in turning information into a system that can actually be used during a busy work week.

That is why “Business & Boundaries: The Professional Client Management System” was intentionally designed as a folder-based implementation system rather than a traditional video course.

As a residential solo cleaner, your time is valuable. After a long day of cleaning homes, driving between appointments, managing clients, and handling business tasks, the last thing many cleaners want is another several hours of videos to watch.

Instead of requiring you to sit through lessons to find one useful resource, this system has been carefully organized into folders that build upon one another. For the best results, simply work through the resources in the order they appear. Each folder introduces the knowledge you'll need before moving on to the next step, creating a complete business management system that is easy to understand and immediately apply.

Whenever you're facing a specific challenge, simply locate the appropriate playbook and find the Professional Response Card that best matches your situation. Each card walks you through the thinking process, helping you understand the problem, protect your business, and respond professionally. It's basically your Crisis Handling Operational Guide; you can immediately implement into your client communication protocols. By the end of the system, you'll have more than a collection of

documents—you'll have a practical business framework that you can continue using every day as your cleaning business grows.

The resource is already organized and ready to implement.

I want you to create more action for your business and get the results you need instantly. Think of this system as your Crisis Handling Operational Guide rather than a course.

Because a resource that gets implemented is far more valuable than a lesson that is only watched.

My hope is that these systems help you spend less time reacting to problems and more time running a stable, organized, and sustainable cleaning business. Welcome to the RCA Business & Boundaries System.

Let's get started!



Lana Conlon

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