

WHAT IS NORMAL AND WHAT IS NOT?



Hi! I noticed the guest bathroom mirror still has streaks. Could you take a look next visit?

9:15 AM



Hey! Could we please reschedule for next Tuesday instead?

10:30 AM



Thanks for your work today! One quick thing—the back gate was left open.

11:47 AM



I'm not paying unless you come back and clean the blinds, garage, and windows for free.

8:47 AM



This isn't good enough. Redo everything or I'll leave you a bad review.

9:02 AM



You missed a spot, so the next clean should be free.

9:18 AM

EVERY COMPLAINT CAN FEEL NEGATIVE.
JUDGE BY THE **FACTS**, NOT BY YOUR **EMOTIONS**.

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PROFESSIONAL STANDARDS KNOWLEDGE BASE

WHAT IS NORMAL & WHAT IS NOT?

Purpose Many cleaners panic because they don't know whether a situation is:

- normal
- unusual
- unacceptable

This resource helps you make that distinction before you react.

Why This Matters

Every cleaning business experiences client concerns, questions, requests, complaints, and misunderstandings.

But not every difficult situation is a problem. And Not every problem is a bad client.

Before responding, a professional cleaner **must first determine** whether the situation is a normal part of doing business or a true conflict that requires action.

HOW TO USE THIS CHART

This chart is designed to help you evaluate client situations objectively before responding. Normal business situations are a natural part of running a cleaning business and can usually be handled through communication, clarification, or service adjustments. Warning signs do not automatically mean you have a bad client. They indicate situations that require closer evaluation, stronger boundaries, or additional action.

RCA Reminder: A situation that feels uncomfortable is not automatically unreasonable. Judge the situation by the facts, not by your emotions.

Before reacting, compare the situation to the professional standards below.

RESOURCE #1

WHAT IS NORMAL & WHAT IS NOT?

PAGE 2: NORMAL VS NOT NORMAL

	NORMAL BUSINESS SITUATIONS	VS 	NOT NORMAL BUSINESS SITUATIONS
	Client asks questions		 Repeated disrespect
	Client requests clarification		 Verbal abuse
	Client points out something missed		 Refusal to pay
	Client occasionally reschedules		 Repeated policy violations
	Client requests estimate revision		 Demanding unpaid work
	Client expresses concerns respectfully		 Harassment or intimidation
	Client compares prices		 Dishonesty or manipulation
	Client requests additional services		 Threats or aggressive behavior

COMMON CLEANER MISTAKES

Many cleaners treat normal situations as personal attacks.

Examples:

1. **✗ Client found some dust behind a lamp.**

This is not automatically criticism. **It is a quality feedback.**

2. **✗ Client asks why your prices have increased.**

This is not automatically a complaint. **It is a business question.**

3. **✗ Client requests a schedule change.**

This is not automatically a disrespect. **It is a scheduling request.**

RCA reminder: Professional cleaners evaluate situations **before reacting.**

A QUICK JUDGMENT/THE NORMAL SITUATION TEST™

Before responding, ask:

1. Is the client being reasonable?

YES / NO

2. Has a policy actually been broken?

YES / NO

3. Is anyone acted disrespectfully ?

YES / NO

4. Is this a one-time issue or a pattern?

One-Time (it's ok) / **Pattern** (indicates an underline problem)

5. Does this situation threaten the business relationship?

YES / NO

A situation is usually normal when:	A situation needs evaluation when:	A situation is likely not normal when:
The issue is factual, connected to the agreed service, communicated respectfully, and does not show a harmful pattern.	The facts are unclear, the service responsibility is uncertain, the tone is uncomfortable, or the issue keeps repeating.	The issue is not factual, not part of the agreed service, communicated disrespectfully, or part of a repeated pattern of pressure, manipulation, or boundary violations.

The 4-Part Normal Situation Test™

Use this before you react.

Evaluate the situation professionally, not emotionally.



★ Your goal is not to win every disagreement. Your goal is to **evaluate accurately and respond professionally.** ★

RCA REMINDER: A normal business situation does not require an emotional response.

A professional response ALWAYS begins with an accurate judgment.