

# Class Act Personal Services™

House and Office Cleaning • Organizing • House-Sitting

Bonded, Insured, Licensed

949-350-6916

Monthly Newsletter

January 2016



*Ask  
Virginia...*

*Many of you in the CAPS Community ask excellent questions. I answered a client's question below...*

**Question:**

What creates a good working relationship between a client and a professional cleaner?

**Virginia's Answer:**

A good working relationship between a client and a service provider is the foundation for a long-term relationship that will benefit both. Clients and cleaning professionals might reverse roles mentally, and be aware of how it would feel to be in the other person's position.

A house or office cleaner should respect your personal and professional space, and not snoop around. They should consider the client's house and workplace as if it were their own, containing confidential, private and fragile belongings and items.

And a client might keep in mind that a cleaning company's long-term health depends on providing quality cleaning standards at a profit. For instance, extra little tasks can create a problem unless a price adjustment is made. Having reasonable expectations can be key.

*Happy New Year 2016!*



As we ring in the New Year for 2016, let's remember that we can't take life and each other for granted. Be your own best friend, even as you reach out to those around you. Everyone has a history/story, and you can make a lasting impact on someone's life, even when you are not thinking about doing that.

When I meet each new client, I am meeting someone with a different story. Often, I get a glimpse into their world, as they share a part of their life with me. They touch me, as I hope that I also reach out and touch them. Life is a living document to be lived, felt, shared and/or written. I appreciate the relationships that I have with my clients. To all of you, I want to say Thank you!

*A quick reminder... In addition to regularly-scheduled cleaning services during the recent Winter Holidays, CAPS provided various clients with special cleanings before and after holiday parties, and even assisted clients with decorating home interiors for holiday parties. Let us know how we can help you get off to a great start around your home or office in 2016!*

**Call Virginia today at 949-350-6916.**

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*"There are three types of people in this world:  
those who make things happen, those who watch  
things happen and those who wonder what  
happened."* ~ *Mary Kay Ash* ~

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*From Virginia's Kitchen...*

**Recipe: Virginia's "IRA COOKA" Chewy Crêpe/Pancake**

When I was about 10 years old, I was visiting my parents' family friends for a couple of days. The woman of the house, Adeline, was a mother of three children, a nurse and a good cook. I watched her make thin pancakes from scratch that were so good. Years later, I tried to remember how she made them. Yes, I remembered it very well... these taste just like the ones she made when I was visiting her family. I have a feeling that most of you will really like this recipe. You can serve this for breakfast, brunch, or dessert. Enjoy!

*A special note... These pancakes are lower in carbs, as I use a lot less flour than the standard thick pancakes have. These pancakes will be thin and will resemble a crêpe.*

Ingredients:

3/4 cup milk (2% milk)	1/4 tsp. vanilla extract	1 Tbsp. of sugar
1 whole egg	2 pinches of sea salt	4 "HEAPING" Tbsps. white all-purpose flour

Preparation:

- 1) Blend the above ingredients in a small blender... *but only blend for about five seconds.* This puts some air into the batter, which will make the pancake texture a bit lighter and more chewy/spongy.
- 2) Melt a little butter in a non-stick 11-inch skillet. Make sure that the melted butter coats the inside bottom and sides to prevent the batter from sticking.
- 3) Pour half of the batter into the pan to make one 11-inch crêpe/pancake.
- 4) Cook on both sides until a light golden brown.

Serve on a large dinner plate. Top with melted butter, warm jam, maple syrup, fruit glaze, fresh fruit, sautéed apple slices with cinnamon and brown sugar, or custard fillings, and roll them up for a nice presentation.

Servings: Two 11-inch crêpes/pancakes.

Find other recipes "From Virginia's Kitchen" at [ClassActPersonalServices.com/community.htm](http://ClassActPersonalServices.com/community.htm).

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**CAPS Services...**

**Class Act Personal Services provides House and Office Cleaning, Organizing and House-Sitting services.**

**House and Office Cleaning** – The CAPS Team is polite, punctual and focused on your particular house and office cleaning needs. We use soft micro-fiber cloths and high-quality vacuums with filter bags that trap fine dust. A variety of high-quality cleaning products is used. And we use both environmentally-friendly and traditional products.

**Important:** Everyone on the CAPS Team speaks **English**, which greatly enhances the services that we provide to all of our house and office cleaning clients.

For details regarding our **House-Sitting** and **Organizing** services... [ClassActPersonalServices.com/services.htm](http://ClassActPersonalServices.com/services.htm).

**Call Virginia today at 949-350-6916 for a free estimate.**

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