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- Standard Operating Procedure
 - Employee Onboarding Handbook
 - Restaurant Training Manual
 - Coaching Playbook



Pristine Clean Co.

Standard Operating Procedures —
Residential Cleaning Services

CONTENTS

1. Company Standards & Expectations
Appearance · Conduct · Client Relations
2. Pre-Job Arrival Procedures
Vehicle Check · Supply Kit · Client Communication
3. Room-by-Room Cleaning Sequence
Kitchen · Bathrooms · Bedrooms · Common Areas
4. Chemical Safety & Product Usage
5. Client Property & Damage Protocol
6. Post-Job Closeout & Quality Check

SECTION 3

Room-by-Room Cleaning Sequence

Every job follows the same sequence regardless of home size or client preference. Consistency ensures nothing is missed and allows team leads to inspect efficiently. Always work top-to-bottom and clean-to-dirty within each room.

KITCHEN PROCEDURE

1. **Clear and wipe all countertops** — remove small appliances, spray surface, wipe in one direction. Replace items exactly as found.
2. **Clean stovetop and range hood** — use degreaser on burner grates. Polish stainless with grain, never against it.
3. **Wipe cabinet faces and handles** — use all-purpose spray. Pay attention to handles; these are high-touch and high-visibility areas.
4. **Clean sink and faucet** — scrub basin, shine faucet with microfiber, check drain for debris.

BATHROOM PROCEDURE

- **Apply bowl cleaner first** and let it sit while you clean other surfaces — never skip the dwell time
- **Wipe mirror top-to-bottom** with glass cleaner and a lint-free cloth. No streaks.
- **Scrub tub and shower walls** — use scrub brush on tile grout. Rinse thoroughly and dry chrome fixtures.

QUALITY STANDARD

Before leaving any room, perform a visual sweep from the doorway. If something catches your eye, fix it. Clients notice the details we almost missed.



The Harbor House

Front of House Training Manual — Service Team

CONTENTS

1. The Harbor House Hospitality Standard
Culture · Guest Philosophy · Non-Negotiables
2. Uniform & Appearance Standards
3. Steps of Service
Greeting · Ordering · Timing · Closing
4. Menu Knowledge & Upselling
5. Guest Complaint Resolution
6. Opening & Closing Procedures
7. POS System & Checkout Procedures

SECTION 3

Steps of Service

Every guest interaction at The Harbor House follows the same service sequence. The steps exist not to make service feel scripted, but to ensure that no guest feels forgotten, rushed, or unattended. Consistency is what earns loyalty.

THE GREETING

Guests must be acknowledged within 60 seconds of being seated — even if you cannot take their order yet. Eye contact, a genuine smile, and a brief verbal acknowledgment ("I'll be right with you") is enough. Never let a table feel invisible.

1. **Approach with presence** — stop at the table fully, not while walking past. Make it feel intentional.
2. **Welcome and introduce yourself** — "Welcome to The Harbor House, I'm [name] and I'll be taking care of you tonight."
3. **Offer the drink menu** — suggest one cocktail or wine by name. "Our Aperol spritz has been very popular tonight."

GUEST COMPLAINT RESOLUTION

- **Listen without interrupting.** Let the guest finish before you respond. Never argue or get defensive.
- **Apologize sincerely** — not "I'm sorry you feel that way." Say "I'm sorry, that's not the experience we want you to have."
- **Involve a manager for any comp, refund, or repeat complaint** — you are not authorized to comp meals independently.

THE HARBOR STANDARD

A guest who leaves unhappy and comes back is more loyal than one who never had a problem. How you handle a complaint defines us more than how you handle a perfect night.

SECTION 4

Patient Communication Standards

Every patient interaction at Meridian — whether by phone, in person, or via text — reflects our practice's reputation for warmth and professionalism. Many of our patients experience dental anxiety; your tone and attentiveness can set the entire visit.

PHONE ANSWERING PROTOCOL

- 1. Answer by the third ring** — "Thank you for calling Meridian Dental, this is [name], how can I help you today?"
- 2. Smile while you talk** — patients hear it. It changes your tone in a way that translates even on the phone.
- 3. Verify patient identity before discussing any records** — name, date of birth, and last four of SSN for insurance inquiries.

APPOINTMENT REMINDERS

- **Automated texts go out 48 hours before** — confirm the patient confirmed. Flag any that did not respond for a manual call.
- **High-value appointments (crowns, implants, new patients)** — always follow up with a personal call in addition to the automated text.
- **No-show policy** — log in Dentrix immediately. A second no-show requires prepayment to rebook per office policy.

HIPAA REMINDER

Never discuss a patient's care, insurance, or account balance where other patients can overhear. Step to the private window or lower your voice. This is not just policy — it is law.



Meridian Dental Group

New Employee Onboarding Handbook —
Front Desk & Patient Services

CONTENTS

- 1. Welcome & Practice Overview**
Mission · Providers · Office Locations
- 2. Your First Week — Day by Day**
- 3. Front Desk Systems & Software**
Dentrix · Phone System · Insurance Verification
- 4. Patient Communication Standards**
- 5. HIPAA Compliance & Confidentiality**
- 6. Benefits, Scheduling & HR Policies**



Westlake FC Academy

Head Coach Playbook — U12 & U14 Youth Development Program

CONTENTS

1. Program Philosophy & Coaching Values
Player Development · Winning vs. Growing
2. Season Structure & Practice Planning
3. Formations & Tactical Framework
4-3-3 · Pressing Shape · Set Pieces
4. Player Evaluation & Feedback
5. Parent Communication Guidelines
6. Game Day Protocols & Logistics

SECTION 5

Parent Communication Guidelines

Parent relationships can make or break a youth program. Done well, they become your biggest advocates. Done poorly, they become a distraction that undermines player development and team cohesion. These guidelines are non-negotiable for all Westlake FC Academy coaches.

THE 24-HOUR RULE

No game-related conversations with parents during or immediately after a match. Direct any parent who approaches you to reach out via email the following day. This protects your decision-making from being influenced by emotion and gives everyone time to process.

PRE-SEASON PARENT MEETING AGENDA

1. **Program philosophy** — explain the development-first approach. Playing time is earned but distributed with development in mind, not winning.
2. **Communication expectations** — all questions go through email. Response time is 48 hours. No sideline coaching from parents during matches.
3. **Schedule and commitment** — review practice days, tournament dates, and cancellation policy. Attendance expectations are communicated clearly now, not mid-season.

COACHING PRINCIPLE

When a parent questions a decision, listen fully. Then explain your reasoning once, clearly. You do not owe repeated justifications. Your job is to develop their child — and that requires your authority to remain intact.