

## In Her Own Words: Moylam Wong's You've Got Maids Franchise Cleans Up

By Ellen Sherberg | April 15, 2021



*As our communities reopen, women across America see their lives becoming more complicated as they juggle responsibilities at home and at work (which is often still at home). Moylam Wong faced major personal and professional challenges before Covid-19 upended her business model.*

"Reflecting on my experiences, a common theme throughout my life has been accepting fate and pivoting. Whether it was the decision to leave my home country of Venezuela to move to the United States, or transitioning from my previous job as an executive at an oil company to opening my own business, being receptive to these transitions has helped me not only as an entrepreneur but as a mentor.

Three years ago, I chose to become a business owner with You've Got Maids, a home cleaning company, allowing me to find a new use for my business skills while serving my community. You've Got Maids has always had a strong following in our community of Central Houston, but like many businesses, Covid-19 changed our world and industry at large.

Many of our clients were hesitant last March to have us come into their homes as so much was unknown about the virus. This challenge, however, offered us a great opportunity to pivot and serve our neighbors in a new way.

Our team rolled up our sleeves and got to work strategically planning new services we could offer. Our former cleaning staff became dog-walkers, grocery and medicine delivery providers, helping to support the more vulnerable members of our community. We also helped our friends in the restaurant industry by cleaning and sanitizing their locations and providing them with certificates, helping them once again build a rapport with their regular customers.

By expanding our breadth of services, our full team was able to successfully meet the new needs of the Central Houston community. Sometimes you simply have to accept and adapt to the pivot that fate offers."