



K & M

CLEANING AND MANAGEMENT RESOURCES, LLC

EXECUTIVE SUMMARY

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K & M Cleaning and Management Resources, LLC, located in San Antonio, Texas, is a distinguished professional cleaning company catering to a wide range of commercial and contract service facilities. With a strong commitment to excellence, we provide comprehensive janitorial solutions along with specialized cleaning services, including window cleaning, floor maintenance, upholstery cleaning, and carpet shampooing. Our unwavering dedication to delivering unparalleled quality sets us apart in the industry. Our skilled team members undergo rigorous technical training that encompasses cleaning techniques, safety protocols, and exceptional customer service, enabling them to adeptly meet the diverse needs of our clients.

FOUNDER'S VISION

The founder, Kelli Moorer, boasts an impressive 27-year tenure in the janitorial industry. From her experience with Fortune 500 Management Service Contract companies across diverse sectors, such as Technology, Software, Communication, and Food Production, as well as senior roles in Healthcare and training positions, Ms. Moorer embodies a wealth of expertise. Her leadership has encompassed overseeing sprawling 1.8 million square feet of facilities with budgets exceeding \$24 million. Rooted in her commitment to excellence, she and her team are dedicated to offering clients exceptional service, leveraging her unmatched knowledge to help clients achieve their goals.

SERVICE PORTFOLIO

K & M Cleaning and Management Resources offers a comprehensive array of services tailored to meet diverse needs:

- ▶ Daily and weekly janitorial services, including dusting, mopping, vacuuming, restroom sanitation, and more.
- ▶ Office cleaning solutions to maintain a pristine work environment.
- ▶ Upholstery cleaning to restore and refresh furniture.
- ▶ Standard window cleaning for enhanced aesthetics and visibility.



CUSTOMER-CENTRIC APPROACH

Our emphasis on building strong client partnerships underscores our commitment to understanding your distinct cleaning requirements. By harnessing our expertise and genuine desire to elevate your environment, we craft customized cleaning plans that resonate with your needs. We recognize the pivotal role of first impressions and channel our efforts to ensure that your workplace not only aligns with your company's values but also creates a lasting impact on your clientele.

ADEPT MANAGEMENT TEAM

As the proprietors of K & M Cleaning and Management Resources, we place paramount importance on assembling a resourceful team to support your organization. Our dedicated cadre encompasses skilled management professionals, diligent supervisors, proficient laborers, and competent back-office staff, all working in harmony to elevate your cleaning experience.

KEY SUCCESS FACTORS

K & M Cleaning and Management Resources is uniquely positioned for success, fortified by several strategic advantages:

- ▶ Provision of professional and amicable service at competitive rates.
- ▶ Direct engagement of the owner with each client on a regular basis, fostering client satisfaction and valuable feedback. This feedback loop facilitates continuous improvement strategies, bolstering client retention and referrals.
- ▶ A robust training program for employees to ensure their adeptness in upholding the highest cleaning standards across all types of businesses and households.

In conclusion, K & M Cleaning and Management Resources, LLC, stands as an embodiment of quality, expertise, and client-centricity. Led by a seasoned founder, our services encompass a broad spectrum of cleaning solutions tailored to your needs.

Through our commitment to excellence, personalized approach, and dynamic management team, we are poised to revolutionize your cleaning experience, setting new standards for cleanliness and customer satisfaction.



Executive Summary 2024

Introduction

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Customer-Centric Approach

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Service Portfolio

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Key Success Factors

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BUSINESS PROPOSAL



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When a Clean Environment Means Everything





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We specialize in Clean Environments

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