

# Simple Step-by-Step Evaluation Program

Never be disappointed again by choosing the wrong cleaning service.

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Have you bid out your janitorial services and received a great “sales pitch” only to find that the **“RESULTS” obtained** were unacceptable?



Use this Simple Evaluation Program to Ensure that You Obtain the very Best Service and Unbeatable Long-Term Value!

## Step 1 - Request “The Right” Proposals

Contact a few very reputable and professional companies that you feel will be able to accomplish **ALL** of the janitorial needs that you have. Tell the company that you would like them to evaluate your building and design a detailed proposal that will **keep your building looking its very best**. If you have an allotted budget, let them know what that budget is so that they have the ability to design the best possible **“complete janitorial program”** within your budget pricing. Let them know that you do not want a daily, weekly, and monthly cleaning task list on the proposal but instead, you are going to **REQUIRE** that the program developed by them, **“ensures that every needed janitorial task is accounted for after EVERY service”**. Also, don’t forget to tell them, **“I do not have time to listen to a sales pitch!”**

Think about this, not every type and size of facility needs the same cleaning program or cleaning frequencies. Things happen on a daily basis that require different needs each day. Someone may spill a coffee on the carpet, marks or scuffs on the wall may be created by moving furniture, an open window or door causing debris and dust may occur, or numerous other things happen. So, why do you keep getting proposals stating specific tasks that will occur on either a daily, weekly, or monthly basis? **How can a company or cleaner be held accountable for a “weekly” or “monthly” task?**

It is important to have a program designed specifically for your building that holds **full accountability and transparency for ALL janitorial requirements**. Getting a company that can create the very best program will help you to quit wasting money on cleaning tasks that are either not needed and/or completed, but instead will **ensure that your building is in its very best possible condition (for health and appearance purposes) after EVERY service**. It just takes someone “knowledgeable” and “experienced” to be able to develop that **“customized” program / proposal**.

## Step 2 - Observe “Important Details”

When the “cleaning expert” arrives to evaluate your building, reiterate your previous request to have them design the very best janitorial program based upon the deficiencies seen. As you walk through the building, there are several things you should observe and take note of. It is also very important that you **recognize the differences in knowledge base and experience of each person evaluating your facility.**



**Make sure that cleaning deficiencies are properly diagnosed and that possible solutions are discussed during the evaluation.**



You will want to watch to make sure that detailed measurements of the building size and different types of flooring are taken. Each area of your building, including your restrooms / break areas, and the different flooring types, etc. will require a specific allocation of time and appropriate cleaning products, equipment, and processes in order to be able to clean them effectively and efficiently.

If the “cleaning expert” completing the evaluation of your building is not gathering detailed information about the building, does not provide you with information about the cleaning products, equipment, and/or processes needed, then you should take note of this as this will greatly help you as you move forward in making the decision of what company is truly capable of “delivering results”.

## Step 3 - Obtain “Important Information”



After observing the “cleaning expert” during the evaluation, you can obtain additional information about the individual and about the company by asking a few specific questions listed below along with other questions that you may also have. You will want to take notes on each of the answers as most cleaning problems will be avoided from the start if there is “**complete transparency**” and “**full accountability**” in how your building is serviced and how communication is handled.

### Communication

It is important to obtain details regarding the communication of concerns and complaints. **Your potential vendor should have in-place an efficient system including a communications log for both their cleaning crew and management.** This system should demonstrate the capability for a fast response time. Can the prospective contractor ensure their system guarantees a prompt and thorough resolution of all cleaning concerns?

### Accountability

Make sure the potential contractor provides **detailed methods for accountability** for all the cleaning results that will be provided. Is there accountability for the successful completion of every janitorial task? Is there a system to schedule project work on a timely basis? Is there a thorough and regular quality control inspection to ensure all cleaning tasks produce immaculate results?



## Training / Insurance

Does the contractor provide a **comprehensive training system** for all cleaners? What does the company do to ensure the safety of the cleaners and our building? The safekeeping of confidential information? OSHA requirements? Blood Borne Pathogens? How are the cleaners easily identified?

## Equipment / Products / Processes

Exactly what equipment and products will be used by the contractor? What benefits do they have in comparison to others? What makes them more effective and efficient in obtaining “Results”? Are there any **innovative / high tech products, equipment, or processes** your company uses to improve efficiencies and effectiveness? Tell me about them.

Please note that there are tons of new and innovative products, equipment, and processes that will save time, money, and ultimately keep a much healthier and attractive workspace. For example, **restrooms should now be hygienically cleaned and disinfected in every nook and cranny through a quick and effective electronic pump / spray process**



## Specialty Services

Do you provide janitorial specialty services or complete other maintenance tasks? Window Cleaning? Carpet Cleaning? Hard Surface Floor Restoration? Striping and Refinishing? What products, equipment, and processes are used?

Most complaints for janitorial services will be from dirty restrooms, unsightly floors, unclean walls, and detailed work such as high and low dusting of all furniture and fixtures, etc. Take special notes when discussing these areas and know that the most important thing in selecting a service company is to **determine where accountability is held for “THE RESULTS” of the cleanliness of your building.**

## **Step 4 – Carefully Review “The Cleaning Program / Proposal”**

Once you receive the cleaning program / proposal designed by the service provider, carefully review everything discussed in the previous steps to make sure the company representative listened to “ALL” of your specific needs, addressed every concern seen during the evaluation, and has developed and designed a plan that holds the company and the cleaners accountable for the **RESULTS** of that proposal.



## **Step 5 – Make “The Right Choice”**

### **Don't Wait Any Longer!**

The Janitorial industry is using antiquated methods, processes, and tools that will only cost you time and money. You deserve and should demand **RESULTS!**

When can we help you evaluate your building, design an effective janitorial program that meets your allotted budget, and be interviewed by your company?

Whether or not our paid services are ever utilized, we can definitely help you get the services that you deserve! "We really do care"!

We offer **FREE evaluations, FREE education, FREE training** for you and your staff, and **FREE demonstrations** of Advanced products and equipment that are guaranteed to save you time and money!

**SCHEDULE NOW**

Call or Email for your Free demonstration. We will clean your dirtiest restroom at **no charge**.

**Consider these critical issues regarding the cleanliness of your facility:**

**Consequences of retaining an inferior cleaning program include:**

1. Higher levels of employee illness and absenteeism
2. Increased repercussions and wasted time to resolve cleaning issues
3. Poor motivation from employees uncomfortable with substandard working conditions
4. Higher replacement costs for fixtures and floors due to premature wear
5. Lower client satisfaction levels and reduced revenues

**Effective Results Cleaning (ERC) requires an adequate labor budget while also utilizing advanced technologies in order to drastically increase productivity.**

**In turn, ERC results in:**

1. Reduced workplace illness from implementation of sanitary cleaning processes
2. Increased employee motivation and sense of well-being from occupants enjoying a high level of cleanliness
3. Extension of the life cycle for the facility and fixtures; reducing replacement costs
4. Increased level of client satisfaction and repeat business
5. Improved building appearance and cleanliness can become a client or customer magnet.  
Cleanliness can draw and retain upper scale clientele; customers that may have a greater level of disposable income.

**Before you select your next cleaning service, be sure and fill out the FREE Contractor Evaluation Checklist for every prospective contractor.**



**801-294-2663**

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# Contractor Evaluation Checklist

It is important to make sure the cleaning contractor you select measures up to high standards. Here are some necessary points to evaluate, so you can choose the best provider and ensure they can deliver everything they promise.



Be sure and evaluate every proposal and determine if all of the critical criteria rates are Poor, Fair, or Good. Place a check mark in the appropriate area below.

## Contractor Criteria and Demonstration of Qualifications

*Poor*  
*Fair*  
*Good*

1.	Detailed information and square footage is collected for an accurate proposal that will arrive at proper time allocations, and utilization of necessary automated equipment. A professional building survey avoids oversights and errors.			
2.	Floor types and space categories are separated so special cleaning needs in all of those areas will be accounted for and properly staffed and equipped.			
3.	All cleaning deficiencies and needs are identified by a knowledgeable cleaning expert with the ability to provide workable solutions. Proper documentation eliminates overlooked assignments and lack of detail work later.			
4.	The cleaning proposal addresses all required areas and is customized to meet current needs.			
5.	Efficient communication system is employed to report concerns to cleaning staff and company operations management.			
6.	Efficient follow-up system in place to promptly resolve all cleaning issues.			
7.	Accountability system in place to guarantee all cleaning tasks are being performed.			
8.	Proactive management prevents cleaning complaints and promptly resolves any quality concerns, avoiding repeat issues.			
9.	Contractor has a proven track record in maintaining high customer satisfaction levels.			
10.	Only the best cleaning employees are interviewed and vetted to ensure high levels of integrity and performance.			
11.	Contractor can provide examples of success and failures in company responding to cleaning complaints with current customers.			
12.	In-depth training programs and industry approved training videos are required for all cleaning tasks, including testing and certification. Highly trained staff is more efficient.			
13.	Employees are trained to maintain strict confidentiality with all client information.			
14.	Employee training for building safety eliminates slip-and-fall accidents and conforms to OSHA and appropriate industry standards.			
15.	Employee training for security ensures high levels of professionalism and eliminates workplace theft and unsecured doors.			
16.	Company uniforms properly identify cleaning staff and promote a safe workplace.			
17.	Employee training includes business relationship and courtesy skills.			
18.	Use of exclusive and advanced cleaning equipment and chemicals enhance productivity and ensures quality results. High-tech solutions ensure immaculate cleaning results.			
19.	Safe and industry approved cleaning products are used for everyone's protection.			
20.	Crews trained to handle operational challenges, QC issues, and customer interactions.			
21.	Comprehensive sanitary program implemented to eliminate cross-contamination.			

22.	Detail work is accomplished before dust buildup, smudges, smears, restroom odors, and general cleaning defects become noticeable.			
23.	Internal accountability and tracking ensures high levels of cleaning performance.			
24.	Contractor demonstrates specialized cleaning knowledge and utilizes state-of-the-art cleaning processes.			
25.	High levels of motivation are maintained to avoid worker burn-out.			
26.	Detail work is accomplished before dust buildup, smudges, smears, restroom odors, and general cleaning defects become noticeable.			
27.	Each time the building is "cleaned for inspection".			
28.	Internal accountability and tracking ensures high levels of cleaning performance.			
29.	Provides full cleaning services including carpet and floor care along with timely service.			
30.	Customer satisfaction surveys with ongoing communications to stay proactive.			
31.	Contractor is fully insured and bonded for your protection.			
32.	Proven systems in place for managing all phases of the business, which ensures efficiency.			
33.	Contractor can be counted on to fulfill promises and display integrity as a service provider.			
34.	Billing and invoicing is only for services promised or ordered. Extra amounts are never billed to the customer.			
35.	Crews trained to handle operational challenges, QC issues, and customer interactions.			
36.	Company offers guaranteed results.			
37.	Company representative is professional, accommodating and easy to work with.			

**Scoring instructions** for Contractor (name) \_\_\_\_\_

Count the number of fair selections for the entire list \_\_\_\_\_ and multiply times 5. This score = \_\_\_\_\_

Count the number of good selections for the entire list \_\_\_\_\_ and multiply times 10. This score = \_\_\_\_\_

Grand total of score for this particular contractor \_\_\_\_\_ = \_\_\_\_\_

## The Perfect Fit is a Janitorial Service with the Best Score!

**Please call us today if we can be of service in any area.**



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