



FACILITY SPECIALISTS, LLC

Maintenance and restoration to improve the condition of your building or residence

15 COMMON PROBLEMS WE CAN HELP YOU OVERCOME

At Facility Specialists, our solutions are specifically designed to overcome the following costly problems commonly associated with traditional commercial cleaning and maintenance companies. In order to assist you in the most accurate and efficient manner, we ask that you take a moment to review the list below and identify the areas that you believe are negatively impacting your ability to both maintain your physical space and manage your own, and your staff's, time effectively and efficiently. We **recognize** the need to implement front-end routines to insure success and eliminate back-end inefficiencies that ultimately cost companies time and money!

How many of the following problems have cost you time and money?

- 1 Poor Communication - Cleaning staff does not let you know of safety, health and other problems as they occur or before they occur.
- 2 Poor immediate communication between cleaners and your office staff to resolve problems and take care of immediate concerns and requests.
- 3 Lack of regular oversight, including an objective eye for detail and adequate customer feedback.
- 4 Lack of monitoring, late or irregular delivery of supplies and lack of preparation for extraordinary events.
- 5 Daily staff lacks ability to provide specialized cleaning and maintenance services such as carpet extractions, tile stripping and waxing, professional window cleaning, snow removal and landscaping, on a "one-call" basis.
- 6 Cleaning staff doesn't handle or is saddled with constant absenteeism or "down" staff members.
- 7 Cleaning staff is unable to keep a stable crew in place.
- 8 Cleaning crew does not present itself in a neat and unified manner.
- 9 Cleaning crew does not seem to use adequate materials and proper machinery to handle daily cleaning in the most efficient and effective manner.
- 10 Cleaning staff does not recommend specialized solutions nor has equipment handle immediate problems such as staining and other extreme conditions.
- 11 Cleaning Crew does not have experience with larger facilities.
- 12 Cleaning Company cannot handle multiple facilities under one supervisor, thus necessitating more time and money spent by Client to coordinate efforts.
- 13 Cleaning Company does not have a professional bookkeeping or administrative function that will allow Client to resolve bookkeeping issues in a timely manner.
- 14 Cleaning Company is following a maintenance specification that is not tailored to the Client's specific building.
- 15 The owners or top managers of the cleaning service are not in touch on a regular basis with, or are inaccessible to Client.

Has your current or prospective cleaning service identified how they would handle any of these issues in their bid/proposal?