

Customer Service = Resolution



Safeguard
Properties

Project Maid Service



Project Maid Service

Safeguard Properties conducted a deep study on Janitorial Practices

- 13 Vendors across the country
- All delivering consistent high services
- All experiencing profits, on time %, growth
- Different metro areas



Project Maid Service

Safeguard Properties conducted a deep study on Janitorial Practices

- Motions tracked by the second
- Materials tracked by cost/amounts
- Practices and procedures tracked and compared





Project Maid Service

Then we took it to the field

- Trained Crews in *PROCEDURE*
- Followed their actions
- Tracked the results

Crew size



The most cost effective crew size is 3

- 2 person crew
 - Did save minimal cost which was negated by loss of quality
 - Crew got tired and slowed down
 - Due to getting tired, items were missed upon QC

The most cost effective crew size is 3

- 4 person crew
 - Increased cost by .07 per person per sf (ie. 1000sf property cost an additional \$70 dollars in labor per additional person)
 - Property done quick in “time” but not in “man minutes”

The most cost effective crew size is 3

- 3 person crew
 - Produced most consistent results
 - Most work completed per dollar
 - Results varied from 280-319 “Man Minutes” total to complete
 - Minimal extra time needed for a distressed property (see process)

Cleaning Material



Chemicals identified that consistently provided the best results

- Purple cleaners for pre-soaking
 - Fabuloso
 - Purple Power
 - Janitorial Concentrate



Chemicals identified to consistently provide the best results

- Bleach and water
 - Used as general cleaner
 - No brand identified as best, worst or more cost effective



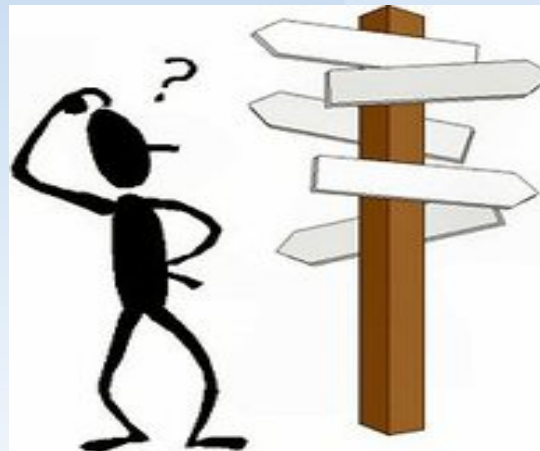
Chemicals identified to consistently provide best results

- Industrial strength oven cleaner
 - No brand identified as a clear cut above the rest



Process

Crews that were trained and followed up on in following a process with no deviation provided the most consistent quality as well as time and cost savings.

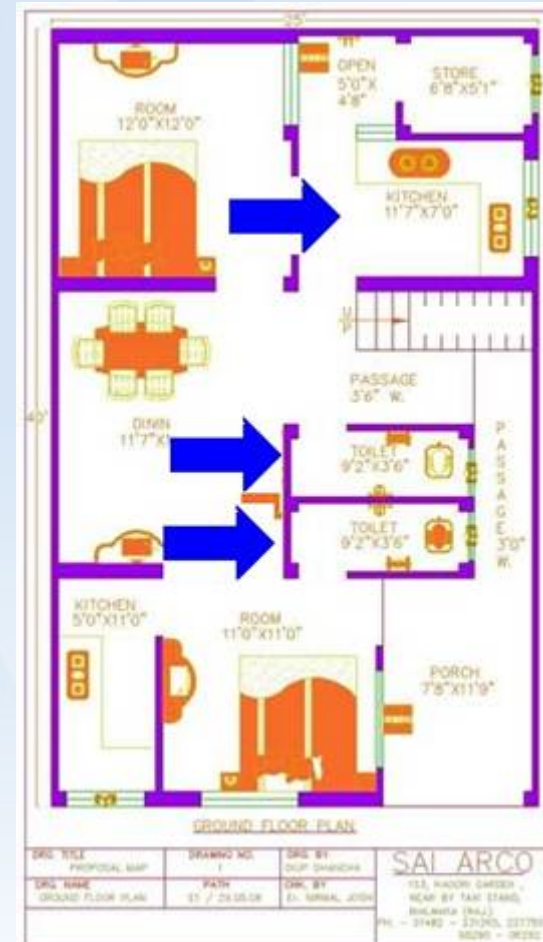


Adopt a divide and conquer, top down approach

- One Team Member starts in Kitchen
- Two others start in bathrooms then to common areas
- Kitchen will take 80-90% of the time that the rest of the property takes

Divide and Conquer

- One person Kitchen
- Second in Bath
- Third in Bath 2

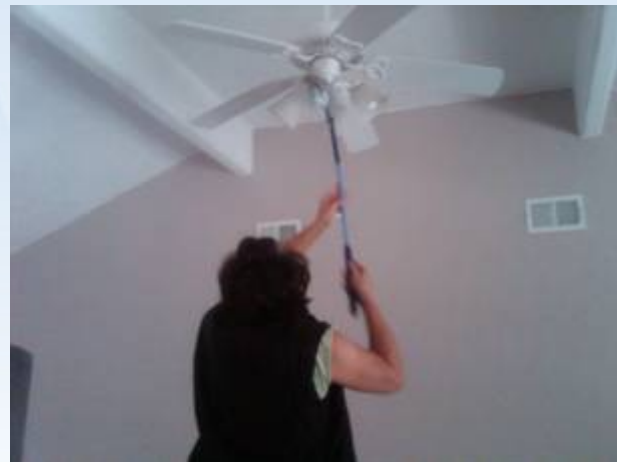


Adopt a divide and conquer, top down approach

- Always start with a presoak spray down
 - Cabinets, sinks, appliances
 - Tile walls, toilets, tubs
 - Flooring “tough” areas

Top Down Approach

- Once presoaking is completed:
- Start with Cobwebs, ceiling lights, vents
- Work way down the wall
- Baseboards, then flooring last



Pre-soak

- **Work smarter, not harder.**
- **Let the chemicals do their Job**
- **Cut labor time and material cost**
- **Raise quality with little effort**



Pre-soak

- Spray down grease covered walls, cabinets, baseboards
- Spray down appliances in and out, sinks
- Spray down tub surrounds, glass doors, toilets
- Spray down tough flooring locations
- Start top down cleaning while chemicals are doing their job

Kitchen

- Presoak appliances, tile and greasy walls, tough floor spots, sinks and baseboards
- Cobwebs, crown moldings, ceiling lights and fans
- Tops of cabinets
- Insides of upper cabinets, faces of uppers
- Windows and tile walls
- Counter tops and sinks
- Appliances in and out
- Inside of base cabinets and drawers, then faces
- Baseboards
- Set air fresheners
- Clean, sweep and mop flooring out

Kitchen



Top of cabinets



Under cabinets



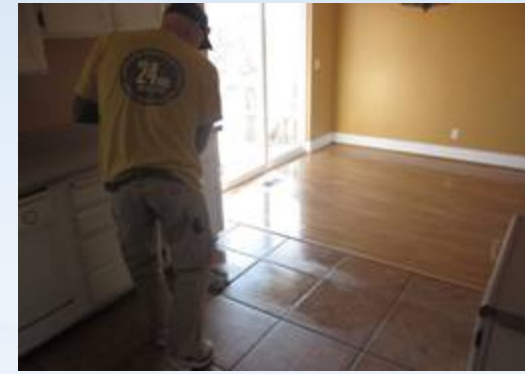
Appliances after presoak



Base cabinets



Sweep and baseboards



Moping self out

Bathroom

- Presoak tub, surround, toilet, glass doors
- Cobwebs, crown moldings, ceilings lights, exhaust fans
- Light bars, mirrors, medicine cabinets inside then out
- Sink and countertop
- Tub, surround and glass
- Toilet
- Vanity inside, then out
- Baseboards
- Set air freshener
- Clean, sweep and mop flooring out

Bathrooms



Top down clean after pre soak



Light bars



Sinks and vanity



Toilets



Tub and surround

Common areas (living and bedrooms, dining, halls)

- Cobwebs, crown moldings, ceilings lights, vents
- Closets, shelving, any room horizontal surfaces
- Squeegee windows, avoid towels and spray bottles
- Walls and baseboards
- Vacuum way out of room



Cobwebs/walls



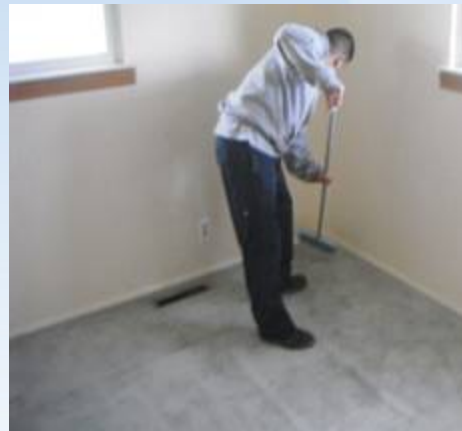
Ceiling fans/lights



Squeegee on windows



Window tracks and sills



Baseboards/corners



Vacuum way out

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