Customer Service = Resolution

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
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
Cleaning Material

Chemicals identified to consistently provide best results

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

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
Process

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
Process

- Cobwebs/walls
- Ceiling fans/lights
- Squeegee on windows
- Window tracks and sills
- Baseboards/corners
- Vacuum way out
Customer Service = Resolution

Safeguard Properties

Project Maid Service