

# **Fourteen Questions You Absolutely Need To Ask Before Choosing A Cleaning Company.**

## **Ask Them And Get More For Your Money.**

**Do they take the time to do criminal background checks and drug testing before they hire a new employee?**

A cleaning company's employees will often times be in your building after hours – alone. Drug testing and a criminal background checks are essential to the security of your people and your facility.

**Ask to see their policy and procedure handbooks.**

Well organized companies document their policies and procedures so that they are consistent with their customers and employees. A company that can show this level of organization is the kind of company that you want by your side.

**Ask them to describe their orientation and training program for new employees.**

There is no substitute for the orientation and training of new employees as it relates to the quality and consistency of their work. Great training is also a considerable factor for employee retention.

**How will their employees be supervised?**

Even the best employees, without supervision, will eventually fall into bad habits. There needs to be a plan that is followed with regards to supervision.

**How much experience do their supervisors have?**

Seasoned supervisors develop an eye for the details and can be critical to the maintenance of your facility.

**How will they make sure that your facility will be cleaned every night and will never be “missed”?**

For lots of reasons, “no shows” happen. Your cleaning company needs to have a foolproof system that catches “no shows” before their customers do, a system that makes sure that every building is cleaned every night.

**Will their employees wear I.D. badges or uniforms when they are in your facility?**

Because the security of your facility and staff are so important, make sure your cleaning company has a good way for you to identify the unfamiliar faces that may be in your facility.

**Will they have new people every night or will the same person be cleaning your facility each night?**

In the commercial cleaning industry, employee turnover is a challenge that we all face. A contract cleaning company must be proactive to have good employee retention.

**Will they keep the proper Material Safety Data Sheets in your facility so that you remain compliant with OSHA and the federal Right to Know Act.**

Compliance is important because often times the liability may also rest on the customers shoulders.

**Do they use quality equipment that's in good condition and quality chemicals that are environmentally safe?**

Everyone knows that to do the job right you need the proper tools. Professional grade equipment and chemicals used by trained personnel will help to ensure that your standards are met.

**What systems do they use to deal with complaints, and to make sure they don't happen again?**

Inevitably mistakes will happen, more important is how a company deals with those mistakes and what systems they use to make sure that they never make the same mistake twice.

**If you have an emergency after hours how will you get a hold of your cleaning company?**

It seems that emergencies always happen at the most inopportune time. Make sure that you choose a company that has decision makers available to you anytime, day or night.

**What are the terms of their contract?**

A company's confidence is usually spoken clearly through the terms of their contract. Be sure to check on the length of the contract, and the "out-clause," should you ever need it.

**Ask how long their bid price will be in effect?**

As the saying goes, "Get it in writing" and avoid disappointment later.

**Do they offer a guarantee?**

Look for a written, money back guarantee, it will provide you with some assurance that the company has the ability and confidence to provide you with world class service.

**And, while you're at it, we hope you will give Guaranteed Clean Maintenance the opportunity to answer these tough questions, and any others you can think of. Call us at 651.644.9919 and put us to the test!**