

## **How to Choose a Cleaning Company Top Ten Tips**

It can be a daunting task selecting a company to clean your facility; however, researching potential companies saves time and money. Before speaking with any cleaning company, first assess your company's needs. Determine what type of cleaning you need, how often you need it, and if you require any special services. Make sure you have realistic expectations. Also, get a sense for how soon you would like the cleaning service to start - some cleaning companies can get started the same day you agree on a contract; others take several weeks and several follow-up meetings before your first scheduled cleaning.

You should meet with several companies at your facility to learn what they offer. Each company should do a complete, complimentary walk-through to provide their proposals. Make a list of questions you want each company to answer. This will help you compare one company with another. Each proposal will outline any services and their costs.

The following are additional guidelines to consider when selecting a company:

1. Request proof of insurance and bond certification. A reputable cleaning service sets aside funds for failing to deliver services or damaging your property.
2. Contact the Better Business Bureau to determine if the company is in good standing without complaints.
3. Try to speak with a person at each company to evaluate how customer service is delivered. Does the company respond to your requests with a sense of urgency? Ensure that the company operates flexibly to meet your needs.
4. Review the cleaning contract thoroughly to ensure that it meets your needs and any work to be performed is outlined clearly. Many companies require a legal, one year contract for services.
5. Consider how professional the proposal looks and reads. The quality of the presentation often speaks to the quality of the company itself.
6. Determine if the company offers an array of services other than janitorial such as specialty cleaning and restoration services. If your facility has multiple locations, can the company service them all under one umbrella contract?
7. Evaluate the company's reputation by speaking with at least 3 references. Ask specific questions to learn more about the experiences of each customer.

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8. Avoid a cleaning company that underbids its competitors or severely cuts costs to gain your business. Often, these situations occur due to inexperience or a lack of insurance coverage.
9. Compare franchise cleaning services as you would any other cleaning company. Franchises offer a familiar brand name, but they operate independently. Many franchisees do not have extensive experience in the cleaning industry. However, franchises offer advice and other resources to enable success for their franchisees.
10. Ask if the company offers a quality control program to resolve issues for you. What is the turnaround time to complete requests and how is feedback acquired?