

How do you compare cleaning companies? **Ask hard questions.**

		CD Building Services	Company B
Leadership	How many years has the president of the company been in the industry?	22 years	
	Is the owner or president the person who responds to customer concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Service	Do they provide LIVE customer service 24/7?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Do they provide a monthly maintenance and cleaning report to keep my building manager informed on any areas needing attention?		
Convenience	Do they stock/warehouse and deliver all of my paper products, soaps, trash bags and other necessary office items (such as trash cans, cigarette butt containers, etc.)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Do they offer an easy-transition program so I can make an effortless switch to a new cleaning company?		
Legitimacy	Are they a member of Building Service Contractors Association International (BSCAI), Inspection Cleaning and Restoration, International Sanitary Supply Association (ISSA), the Professional Cleaning Association (PCA), and the local Chamber of Commerce?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Assurance	Are all of their cleaning chemicals EPA registered and OSHA approved? Am I protected on the janitorial categories in the event of OSHA or EPA inspections?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Responsibility	Do their cleaning chemicals hold Green Seal Certifications? Are they trained in LEED certification and able to help my building qualify? Do they use microfiber cloths to stop cross-contamination and remove dust, bacteria, and germs up to 5 times better than traditional cleaning cloths? Do they use vacuums that have HEPA filters to control and cut down dust particles by 90%?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Safety	Do they do extensive background searches to ensure I have honest, dependable people cleaning my building?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Are their employees bonded and insured?		
	Do they demand a safe working environment by strictly adhering to up-to-date OSHA and EPA regulations?		
	Are all of their employees required to have a clean and professional appearance, including easily-identifiable uniforms?		
Reliability	What is their employee turnover rate? (The industry average employee turnover rate is 200 %)	Less than 10 %	
	Do they pay their employees more than the industry average to help ensure I have a satisfied and dependable crew – the same crew day after day?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Quality	Do they require a supervisor on site and regular quality inspections?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training - All New Employees	Do they provide classroom instruction, on-the-job, OSHA, and do they provide specialty training for specific industries, such as daycare or medical/surgical, to new employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training - Specialty & Ongoing	Do they instruct employees on how to properly clean all common touch points to reduce disease transfer? Do they provide specialty training for specific industries, such as medical, to all employees? Do they provide regular continuing education training?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No