



## How to... ensure you choose the right commercial cleaner that will go above and beyond

Too often, individuals without specialist training are given the task of cleaning. Boardroom carpets, reception area hard floors and upholstered sofas should be regularly and professionally cleaned to reflect a positive message about the quality of your company.



Choosing the right cleaning provider makes economic sense, as appropriate care and treatment will lengthen the serviceable life of these surfaces. So what issues need to be considered when sourcing a reliable and professional commercial cleaner? These five key steps will help you get the right results at the right price.

### STEP ONE: Trusted track record

Always look at the contractor's experience, particularly with similar sized contracts and sectors. To make sure your supplier is competent to deliver the service, request references and check out testimonials. Other things to check are that they have professional accreditation and are members of key industry bodies. A reputable company will bring all their own equipment and consumables, which should meet required health and safety standards. Make sure the selected service provider carries adequate insurance to cover any damage or other potential liability. Risk assessments, method statements and permits should be provided.

### STEP TWO: Set a clear spec

Clients should be as clear as possible about their needs and be realistic when budgeting for your company's cleaning requirements. Remember, cheapest isn't always best, and can lead to inconsistent or shoddy standards. However, a reputable company will work with you to provide value for money on your cleaning contract without compromising on hygiene and standards. Improvements in floor covering manufacturing and materials mean that they should last longer and look better than ever if treated properly. As experts in both cleaning and restoration, ServiceMaster Clean know what can and cannot be restored effectively and economically. We'll always advise our customers as to the best methods, procedures and appropriate products required to maintain or restore their flooring to a condition 'like new,' rather than having to throw out damaged floors or upholstery unnecessarily.



### STEP THREE: Clear two-way communication

On-going communication between you and your commercial cleaning professionals is essential for a successful working relationship. Make sure the company provides regular audits and performance reports to ensure you are always kept in the picture and let them know swiftly if you think there is room for improvement.



#### **STEP FOUR: Approach to the cleaning schedule**

Every business has different requirements. Your cleaning provider should take time to understand the company they are working for and approach each task with enthusiasm. Some points for discussion include the regularity of cleaning and how much time is to be allotted to complete the work. The type and amount of traffic in an area will have a bearing on the cleaning schedule and the recommended type of machinery and equipment to be used. Does the work need to be undertaken outside of the usual periods of occupation of the building or is daytime cleaning preferred, which can help reduce energy and security costs.

#### **STEP FIVE: If disaster strikes**

Trying to sort out premises that have been damaged after fire or flood is an unappealing task. A professional commercial cleaning company which is trained in property restoration can help. For instance, if there is a great deal of flood water, you may need professional pumping equipment or a suitably powered water extraction machines. Make sure the company is a member of the British Damage Management Association. This will indicate the provider adheres to professional standards of care and codes of practice.

ServiceMaster Clean provides a specialist restoration service for businesses, Restoration Response™, which guarantees fast response to a wide range of commercial organisations within a few hours of an emergency, to start putting the property back to pre-damage condition. Registration is free, so that if an unexpected disaster occurs businesses can be guaranteed a quick response within 2-4 hours of an emergency.



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