

12 tips to assess which cleaning service is right for you

Replacing or simply hiring for the 1st time your outsourced cleaning service provider can be painful –a hard decision when you have at least 3 or 4 options...vendors come into your space, they need your time, you have to show them around and then the quote comes in and you have low bidders, competitive pricing and probably a high price –what does this all mean? It’s hard to go based on just the price –that’s a dangerous choice and we recommend you review each proposal / quote / bid very well. But before getting the contractors to visit with you review the tips below to help you clear your mind and make the right choice.

1.) Understanding The Fundamental Purpose Your Space Provides

We suggest that if you are in the market for a new cleaning or janitorial service, make sure that each of your prospective companies have had ample experience in maintaining spaces similar to yours. *This helps to ensure that the quote provided to you is in fact what you will receive.*



No amount of specialized equipment or fancy vacuums can match the value that experience brings to the table when choosing a quality janitorial

service. **Buyers beware:** always check a prospective company's portfolio first!

2.) Understanding Your Janitorial Needs

As you determine which janitorial service is most capable of maintaining your space, also be cognizant of your specific clean up needs. If the space you are looking to keep clean doesn't have windows, for instance, don't hire a company that will charge you for window care (this is obvious but sometimes overlooked by buyers). Our recommendation is that before you begin your search create a laundry list of janitorial needs specific to your space. When building your list take into account the aspects of your space that are most prone to becoming dirty, or that are the toughest to clean and keep clean. For many spaces these can include areas like doorways or entrances, places of high traffic during the day that often attract dirt and outside material. Regardless, take note of these areas and make sure your prospective janitorial service is fully capable of keeping them cleaned.



3.) Look To the Reviews

Review sites allow users to survey the opinions of real customers, from all of the major janitorial services in your area, and are therefore excellent research tools. Before accepting a



contract from any janitorial service, we suggest you check out their review on any of the various sites listed below:

- Angie's List
- Yelp!
- GlassDoor
- BBB: Better Business Bureau
- Customer Lobby
- Dun and Bradstreet

Keep in mind, however, that these review sites can often serve as a platform for bad former clients looking to gain retribution against a janitorial service due to a misunderstandings. Superficial reviews that barely comment on the featured janitorial company's actual performance may not be the most reliable. Therefore, we recommend you focus on those reviews that cite specific instances where the featured janitorial service did well, and where performance was poor.

4.) Reviewing Client Testimonial

In addition to review sites, many reputable commercial janitorial companies also provide client testimonial on their websites. Client testimonials are accounts written by a company's former or current clients, often praising the company for a job well done. Some client testimonials will go into great detail regarding their experience with the company, describing the areas where the company excels most. These can be extremely helpful, especially if you can find a testimonial from a business similar to your own.

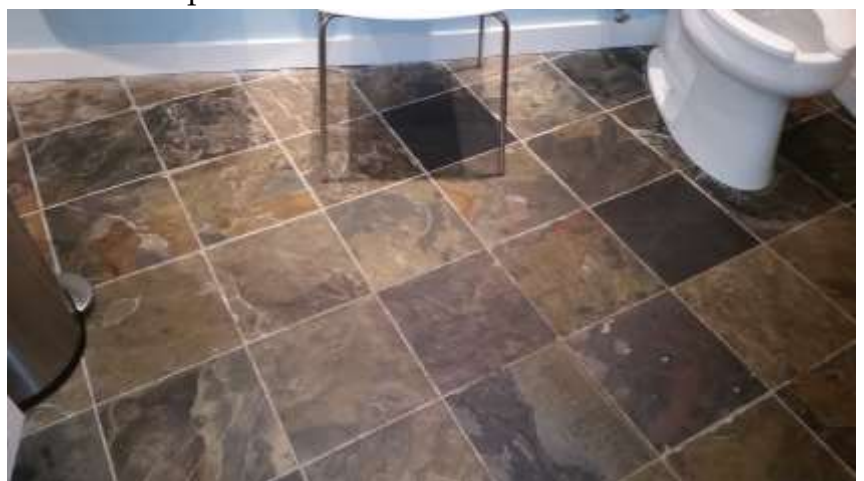
When reviewing a company's testimonials, however, it is very important that you make sure said testimonials aren't fabricated by the prospective company. In today's competitive marketplace, it can be tempting to forge one's client testimonials in order to achieve a better reputation. Always do your homework, and research the businesses or people associated with each client testimonial before making a decision.

5.) Environmentally Conscious



Global climate change is no doubt one of the most pressing environmental, and social issues of the 21st century. While the international science community has been touting the legitimacy of the impending effects of global warming for years, the public has only recently begun to show significant interest in preserving our planet. As a janitorial service that is always conscious of our net impact, we use sustainable products, and cleaning methods as often as we can when working with our clients. When looking for the right janitorial service for your company, we suggest you find one committed to using only sustainable maintenance methods and products.

Note: It's not only the right thing to do but green chemicals increase the life time of your surfaces too!



Stone Floors Cleaning

6.) Better Off Safe, Than Sorry

One of the most important qualities every great commercial janitorial service possesses is a commitment to employee and client safety. Above everything else, a janitorial service that you can trust; a janitorial service that you can allow into your office or facility, without worrying about the safety of your employees or your stuff, is absolutely paramount. It is our recommendation that when looking for a janitorial service, you invest some time into researching exactly what each company's security and safety policies are. Nothing is worth risking the safety of your employees, or your company's assets. Make sure the company you choose to clean your facility is committed to playing it safe. As the saying goes: it's better to be safe, than sorry.

7.) Insurance ensures peace of mind. We're sure of it!

In the event that something does go wrong, as things sometimes do even under the most promising circumstances, you should make sure that you and your business are fully insured. Requesting a proof of liability is a simple task that will spare you additional pain and agony in the event of an accident. At best, failure to request a proof of liability early on may cause you to waste your time pursuing a company that doesn't offer insurance. At worst, however, you could accept a contract without proof of liability and end up spending a fortune in damages to your property. The bottom line: always make sure you're insured. Request a proof of liability early on.

8.) Ask to Meet With A Prospective Company More Than Once.

At times the process of finding the perfect janitorial service for your business can prove to be overwhelming. If you find yourself stuck between two proposals, and can't seem to make a decision, don't hesitate to schedule a few more meetings to iron out every detail. These janitorial companies want your business, and should be more than happy to meet with you more than once, if it means there's an opportunity for them to take you on as a client. Communicating your situation, and identifying areas within proposed contracts where things just don't mesh, will often prompt some cleaning company's to adjust their proposals to meet your needs.

9.) Focus On Quality

If you're reading this, chances are you have already made the decision that your business is in need of some sort of janitorial service. While cheap offers are often the most attractive, trust your business with a quality janitorial service; even if it means expanding the budget. It's much better to invest in a quality, potentially pricier, service than one that is cheaper and of lower quality and service.



Carpet Cleaning

With a quality janitorial service, you'll have better control and more direct service. You'll have the ability to engage directly with your account's supervisor, and build a friendly rapport where each party knows what's expected. Furthermore, a janitorial service of quality is typically more willing to accommodate their clients, and will frequently make sure that customers are completely satisfied. Don't regret this decision; invest in a quality janitorial service.

10.) Don't Forget Your Company's Mission

When shopping for a janitorial service, never sacrifice your company's goals or mission for any reason. If you're a successful business with a loyal clientele, chances are your clients love you for more than just the product or service you provide. They love you for you; the intangible essentials embedded within your mission. Protect those important pieces of your business at all costs.

So if your business boasts a commitment to the environment, hire a janitorial service that shares your values. If you're a nonprofit, grant special consideration to a janitorial service that offers programming for its employees, or engages in philanthropy. Either way, choose a janitorial service that aligns with your company's mission and goals.

11.) Testing Long-Term Compatibility

From your first meeting, to the first clean, the experience, and relationship you have with your janitorial service should feel healthy and comfortable. While a janitorial company may look good on paper, it's not worth hiring a company that doesn't know how to properly interact with its customers.

Make sure to develop a good rapport with your cleaning service early on. A good relationship with your janitorial service often helps when the time comes to revise your contract, or when something goes wrong.

12.) Don't Hesitate to Speak Up!

When starting up a dialogue with any janitorial service regarding a contract or request for proposal, make sure both sides are being heard equally. If you find that the janitorial service that you're negotiating with tends to take over the conversation, speak up and make sure that you're being heard. If you find that whatever you do during negotiation, you just can't seem to get your point across, it's probably not worth pursuing that particular company. Remember: this entire process is about finding the janitorial service right for you, not the other way around.

I hope these tips have been helpful. If you want to reach me directly here is my contact info: Victoria@BostonsBestCommercialCleaning.com



*Victoria Amador, CEO Boston's
Best Commercial Cleaning*



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