



## 5 INSIDER SECRETS FOR SELECTING THE RIGHT CLEANING COMPANY FOR YOU

Are you sick and tired of being sick and tired and have decided it's time to replace your janitorial cleaning service?

As you start to look online for possible replacements, keep in mind that what you learn about a cleaning service during the sales process is an excellent indicator of what you can expect from customer service after the sale.

The following tips can be very revealing and help you settle on the right choice for your offices!

- How reachable are they when you contact them? Many businesses allocate resources for new sales first and foremost so if you can't reach them to GIVE them money, how hard will it be when they HAVE your money?
- **BONUS TIP:** When you called for a quote, did a live person answer the phone? If so you may have a real gem. If you left a message or sent an email quote request, did they respond within 24 hours or less?
- **BONUS TIP #2:** Was a sales professional available to arrange a visit on the same day?
- Once you have an appointment scheduled, does the representative arrive on time? How are they dressed? Like hiring employees, you usually see them at their best at the "interview".
- **BONUS TIP:** Did they physically measure your square footage? A big part of your price quote will be determined by the size of your facility. Sloppiness on this issue will result in a price too high or possibly worse, an underbid price that will result in poor service to you. We obtained a new client recently where we were unsuccessful on the initial bid process. The low price they selected didn't last 60 days due to generating constant complaints from patients.
- Did they get the proposal to you by the promised time or do you have to follow up to ask for it? If you are tired of poor service, you want to receive it no later than the next business day.

No one wants to be going through this process again in 30 days and by using this guide you can take this task off your plate for good!