



COMMERCIAL CLEANING SERVICES

A grayscale photograph of a woman with dark hair, wearing a striped shirt and a patterned vest, smiling as she reads a document. She is seated at a desk with a glass bottle of water and a laptop. The background is a bright, out-of-focus window.

Buyer's Guide: Small Business



GOT YOUR INFO – THANK YOU!

We received the details about your business and are ready to speed up the pricing process. Based on your selections it looks like you may qualify for small business pricing.

- ✓ **Less than 5,000 square feet of cleanable office space**
- ✓ **May have other areas, such as a warehouse, that do not need to be cleaned**
- ✓ **Standard business office space with Regular Service cleaning needs**

Choosing a commercial cleaning service should be a simple process, but sometimes it ends up becoming a chore for small businesses. Our goal is to put an end to the headaches and be the commercial cleaning system you keep long term. After all, you have more important things to focus on, right?

How Much Does Commercial Cleaning Cost?

Commercial cleaning pricing starts with square footage and then depends on your needs, expectations and requirements. The formula for pricing, established by ISSA – The Worldwide Cleaning Association, is based on production rates: how long it takes to complete various cleaning tasks. The most common, regular service cleaning tasks are Dusting and Wiping, Vacuuming, Mopping, Restroom Cleaning and Trash Removal.

The area used to calculate your price is the square footage to be cleaned. If there are areas that do not need to be cleaned, such as IT server rooms, unused areas, storage closets or warehouses, then those areas should not be used to calculate your price.

CONSIDERATIONS TABLE

↓ \$	How often (frequency) do you need cleaning?	\$ ↑
	Once a week	Every day
↓ \$	Additional cleaning services beyond the basics?	\$ ↑
	No extras	Floors, carpets, windows
↓ \$	# employees, customers and visitors each day	\$ ↑
	Light traffic	Heavy Traffic
↓ \$	Floor types and condition	\$ ↑
	Mostly carpet, good shape	Mostly hard floors, worn
↓ \$	Clutter and building layout	\$ ↑
	Open spaces, little clutter	Crowded areas, clutter
↓ \$	Infection control requirements	\$ ↑
	Low health risk	High health risk

HOW DOES FREQUENCY AFFECT PRICING

Frequency refers to the **number of days you need service**. While price increases with more days of service, your facility will generally stay cleaner with more frequent service so you may gain pricing benefits with more service days. For example, detailed vacuuming and dusting might be needed on a couple days each week, and light cleaning on the other days. Your price will reflect the mix of commercial cleaning services needed to keep your facility clean and healthy.

Think of it this way. If you clean your kitchen and do your dishes only once a week, it will probably be dirty and take a long time to clean. But, if you clean it and do the dishes every day, then it will take less time to keep your kitchen looking good. The same is true with professional commercial cleaning services.



Is this a problem with your current cleaning company?

My office seems dirty, even after my current service cleans. Is that possible?

Yes, you are absolutely correct. If your current janitorial company uses filthy rags and old equipment, all they are doing is spreading dirt and germs from one area to another (cross-contamination). And worse – what if they use the same rag to clean your desk after they just cleaned the toilet with it?



**Dirty rags and mops,
and dirty water
leave dirty results**



**Old, outdated equipment
and dollar-store chemicals
fail to clean properly**



**Inconsistent cleaning
schedules produce
inconsistent results**



WHY THE COVERALL® SYSTEM IS DIFFERENT

Coverall Franchised Businesses are certified to use the Coverall Core 4® Process **removing the maximum amount of soil and reducing the spread of germs**. EPA-registered, hospital-grade disinfectants kill germs and the Coverall Color-Coded for Health® System removes them without cross-contamination.

Is this a problem with your current cleaning company?

If I have a question or issue, no one calls me back

Poor communication is beyond frustrating, especially when you're the paying customer. You need solid ways to relay messages to your commercial cleaning company and get answers promptly.



No 24/7 customer support available



No local expert support and training



No process for customer service and communication



WHY THE COVERALL[®] SYSTEM IS DIFFERENT

Coverall Support Centers are located in 90 major markets to support our local Franchised Businesses as they deliver service to their customers. The **Coverall Customers for Life[®] Program** is an important part of Franchised Business Owner training and certification with the goal of creating happy customers (*that's you*).

Is this a problem with your current cleaning company?

I'm concerned about trusting people in my facility.

Your commercial cleaning company probably provides service after business hours and are tasked with managing your keys and security codes. Can you depend on them to operate their business with integrity and respect? You should.



**Not sure who
is providing
the cleaning service**



**Expect commercial
cleaning service to be
bonded and insured**



**Safety, security
and OSHA regulations
are important**



WHY THE COVERALL[®] SYSTEM IS DIFFERENT

Coverall Franchised Business Owners are **bonded and insured**, trained on **general Safety** and Security procedures, and are **Bloodborne and Airborne Pathogens certified**. They are local business people in your community who represent the Coverall brand and want you to be their happy customer.

Sample Coverall Service Plan

Dusting and Disinfecting

Included Tasks	Frequency
Detail Dust and Clean	3x per week
High Touch Points	1x per week
Spot Clean Internal Glass	3x per week
High and Low Dusting	1x per month

Carpet and Floor Care

Included Tasks	Frequency
Wall-to-Wall Vacuum	1x per week
Spot Vacuum High Traffic Areas	2x per week
Damp Mop Hard Surface Floors	3x per week

Restrooms

Included Tasks	Frequency
Clean and Disinfect Restrooms	3x per week

Trash and Miscellaneous

Included Tasks	Frequency
Empty Cans and Remove Trash	3x per week
Clean and Disinfect Telephones	1x per week

With the Coverall® Program you will get:



A HEALTHY CLEAN

Unique cleaning program helps reduce the spread of illness, germs and odors



HOSPITAL-GRADE DISINFECTANTS

EPA-registered cleaning chemistries are safe and proven to kill germs



RELIABLE SERVICE

Communication, fast response and consistent cleaning are important



BACKGROUND CHECKS

Coverall Franchised Business Owners meet strict System requirements



ATTENTION TO DETAIL

Locally owned and operated independent Coverall Franchised Businesses follow a detailed service plan of cleaning tasks



BONDED AND INSURED

Commercial General Liability and Surety Bond



COMPETITIVE PRICING

We show you exactly how your pricing is determined based on industry standards



ONE-STOP SHOP FOR SPECIAL SERVICES

Floor and carpet care programs, plus other services to keep your facility looking great



Get Services Started

Your Coverall Service can start when needed. We follow a detailed start-up process to begin your relationship with the Coverall System and our Customers for Life® program, designed to help our Franchised Businesses create happy customers. *3 steps to get service started:*

1

CONFIRM YOUR NEEDS:

A Coverall consultant will schedule time to see your facility, confirm your square footage and discuss your requirements. Be wary of companies that give you a price without seeing your facility and talking with you about your needs.

2

SIGN PROPOSAL:

In most cases we will give you a price proposal on the spot for your review and signature. If your needs require additional special services, or your facility has unique cleaning requirements, then we may need to customize your Coverall Service Plan further and will get a proposal to you ASAP.

3

WALK-THROUGH:

A Coverall consultant and a local Coverall Franchised Business Owner will walk-through your facility, review your Coverall Service Plan and meet you to begin a business relationship based on your needs and facility.





Evaluate Your Facility's Cleanliness

How clean is your facility today? Use this checklist to identify key indicators that you need a better cleaning program. Show these areas to the Coverall consultant when you meet.

Lobby and reception area:	Great	Good	Dirty
Floor is clean and attractive, no yellowing, scratches, dirt or streaks			
Carpets are clean and smell good, no dirt, spots or stains			
Windows are free of smudges and streaks, window sills are clean			
Baseboards and corners are clean without dirt buildup			
Desks, vents, shelves and surfaces are free of dust and cobwebs			
Other:			

Office areas:	Great	Good	Dirty
Carpets are clean and smell good, no dirt, spots or stains			
Windows are free of smudges and streaks, window sills are clean			
Baseboards, corners and behind doors are clean without dirt buildup			
Desks, vents, window sills and surfaces are free of dust and cobwebs			
Other:			

Kitchen and break areas:	Great	Good	Dirty
Floor is clean and attractive, no yellowing, scratches, dirt or streaks			
Baseboards and corners are clean without dirt buildup			
Outside of refrigerator, microwaves and appliances are clean			
Tables, chairs, cabinets and countertops are clean			
Other:			

Restrooms:	Great	Good	Dirty
Floor, baseboards, grout and areas behind toilets/urinals are clean			
No odors that persist even after cleaning			
Toilet, urinals, stalls, dispensers and handles are clean			
Sink area, backsplash and mirrors are clean and free of streaks			
Other:			