

# The NEW Insider's Guide

To Hiring a Commercial Cleaning Company



Joseph Imbrogno & John Simpson

JDI Cleaning Systems™

**The NEW Insider's Guide**  
To Hiring a Commercial Cleaning Company

By

Joseph Imbrogno & John Simpson  
JDI Cleaning Systems™  
Canada

**The NEW Insider's Guide** To Hiring a Commercial  
Cleaning Company © 2018 JDI Cleaning Systems  
Inc.

Published by JDI Press / [www.jdicleaning.com](http://www.jdicleaning.com)

Book design and production by:

[www.singlesource.media](http://www.singlesource.media)

Assembly by Terrance Straker

Cover Photo by Andrey Popov

Author Photographs by Jacqueline Jonathan

All rights reserved. No portion of this book may be reproduced in any form without permission from the publisher, except as permitted by Canadian copyright law. For permissions contact: [info@jdicleaning.com](mailto:info@jdicleaning.com)

Although the authors and publisher have made every effort to ensure that the information in this book was correct at press time, the authors and publisher do not assume and hereby disclaim any liability to any party for any loss, damage, or disruption caused by errors or omissions, whether such errors or omissions result from negligence, accident, or any other cause.

Some identifying details have been changed to protect the privacy of individuals.

---

## Dedication Page

---

This book is dedicated to all those business operators who have struggled with the never ending parade of cleaning service contractors that make promises that never get fulfilled.

We understand the unique nature of letting a stranger into your building night after night to clean and sanitize your workspace, and that there is more to this process than just price alone. It involves trust and a strong sense of relationship building to make sure the job gets done.

This book is dedicated to the franchise owners of JDI Cleaning Systems™ and their staff members who work endlessly every night to provide clean facilities to our customers. We also recognize our JDI Home office staff who work tirelessly in our efforts to deliver superior customer service.

Our goal in this book is to show customers that finding a good cleaning service contractor is not impossible. With a little bit of time and effort, and with the help of our tips, you will go a long way to making sure your final choice in contractors is your last choice. It's 11 p.m. Do you know who has the keys to your business?

*I can tell you that you were not the lowest price,  
but your history of great service at the site  
prompted our decision to stay with JDI.  
David P. / Heavy Manufacturing Company*

*We thank you for the service and looking after our  
facilities so well.*

*Terry D.*

*CEO*

*National chain of Hardware Stores*

*You staff are very friendly and approachable, and  
you do an excellent job of managing your team.*

*Paul M.*

*Financial Advisor*

*I have worked in several offices, and I have never  
been impressed with the cleaning staff to the extent  
that I am impressed with your staff.*

*A.J.F.*

*Reservation Software Company*

*Your staff are punctual, dedicated and reliable.  
They will take on extra duties when brought to their  
attention.*

*Scot R.*

*Property Management Corporation*

# The NEW Insider's Guide To Hiring a Commercial Cleaning Company

History	1
How to Assess your Cleaning Company	6
Who are they?	11
Casual vs. Professional Cleaning Companies	15
Selecting the Right Partner	19
Training and Safety	26
Getting Good Value	31
Enviro Cleaning	36

# History

Your first question is probably; “Who are these guys, and why should I listen to what they have to say? Aren’t they just looking for my cleaning business? Well, yes, we are always looking to add to our long and growing list of satisfied customers, but this book was written for a bigger reason.

First, let us give you some background information. Both of us have been providing cleaning services commercially for over 25 years. We also manage a network of franchise cleaning operators and meet people that have cleaning challenges on a daily basis.

Almost every week, someone asks us; “How do I select a good commercial cleaning company? Where do I start the process? How do I know I am getting good value for my money? Why is this so hard to do? To help make this sometimes confusing process a bit easier, we decided to put down in writing everything you will need to know to be successful in selecting a trusted and professional cleaning company.

In the next few short chapters, we are going to give you all the information you require to find the right cleaning company for your business. Throughout this guide, we will also highlight some ‘Super

Clean Tips' that we have picked up over the years to help you not only get better value, but also become a better buyer of cleaning services.

One of the big problems in our industry, is that anyone with a mop and bucket can call themselves a commercial cleaning company. When you start an online search, one of the first things you will notice is that almost all cleaning company websites look professional.

Impressive pictures and customer testimonials are presented in what is most often an excellent design and pleasing layout. When you are looking at these sites, remember that creating a great website is a lot easier than providing reliable cleaning services.

That impressive website might be promoting a one person operation. Our insider information will help you uncover the proficiency of any commercial company you are thinking of awarding your cleaning business.

Sometimes, when a company is looking for an accountant or a corporate lawyer, they may ask a business associate or acquaintance for a referral. You might take the same path in a search for your new cleaning contractor.

But, how do you really know that this person is the right cleaning 'fit' for your business? Maybe they



are medical office specialists, or do mostly restaurants or multinational companies. Regardless of your company size and requirements, the information in this book will also help you easily and confidently choose the right cleaning company to handle your needs.

One of our franchisees told us that they usually pick up a major clue when interviewing prospective employees for cleaning positions. The job seeker's appearance and personal grooming make a pretty big statement on how important presentation is to them, and whether or not neatness counts.

In some cases, this is the 'best' the job applicant will look. It sounds simple, but small actions occasionally convey a much bigger picture. Of course the franchisee is also acutely aware of the time the candidate arrived, and if they seemed interested in the position.

These concerns also come in handy when evaluating your new cleaning company.

When choosing a cleaning company, your first impressions should count for a lot. Don't your customers notice your entrance, retail store washrooms, or office cleanliness right away? Don't they go away with a first impression? When someone is casually late to an interview

appointment, how can you count on them to respond quickly to a real problem?

A good cleaner should not just be taking away refuse and dusting your rooms so they look presentable. They have a more important role, and that is to focus on protecting your investment in your workspace, while safeguarding the overall health of your employees, and ultimately improving your surroundings and employee morale.

We would also like to make a comment to the person who is hiring a commercial cleaning company for the first time.

It doesn't make sense to burden valuable staff members to clean your office. Hire a good reputable cleaning contractor.

<p>Super Clean Tip: Keep an open box of baking soda in your office refrigerator to absorb smells and change this box monthly.</p>
---

Your staff members will be happier, more productive and feel even more professional when you start with a professional cleaning service. It makes a statement to them that you care about their working environment, and see them as unique contributing professionals as well. They will appreciate it.

Once you finish reading this book, you will have all the knowledge you need to engage a commercial cleaning company for what will hopefully be a long term trusting relationship. Let's get started.

---