



AMERICAN CLEANING SERVICE

4 WAYS TO INCREASE THE VALUE OF YOUR CONTRACTING OUTCOMES



How American Cleaning Services Creates A Higher Standard For An Improved Customer Experience In The Building Service And Maintenance Industry

WELCOME



When a job is complete what determines its worth is subjective to the purchasing party. How they perceive value in the service is what defines a successful outcome. In the cleaning industry value is most often based on the price.

The old saying "you get what you pay for" comes to mind.

Of course, buyers tend to review the usual list of criteria. Since every service provider must satisfy this list to be considered, it is difficult to distinguish actual value from service providers. Most likely you have encountered this when trying to choose a company during the bidding process.

If the typical building service contractor can get a building reasonably clean, and you did not pay a lot for the services, would that be the sole consideration for a successful outcome?

Consider the percentage of your time spent micromanaging their employees or coping with unforeseen problems. While completion of simple tasks that result in a clean building is straightforward, what happens behind the scenes is what adds the most value.

"STRIVE NOT TO BE A SUCCESS, BUT RATHER TO BE OF VALUE." -ALBERT EINSTEIN

This quote really hit home when we were defining service delivery. It should be at the heart of business differentiation for any service provider. A successful service outcome can be defined as the value that is generated from it. When evaluating services, you might ask, "How often do I feel as if I am micromanaging my contractors?"

Are you able to commit more time toward key responsibilities and focus on tasks that do not involve cleaning?

For this reason, we have identified 4 key tenants that are the cornerstone of our values and beliefs to provide an exceptional experience and improve customer satisfaction within our industry. Read on to find out how A-Co is creating a REAL Difference by delivering valuable contracting outcomes.



When people like working together, high-quality things happen. That is why A-Co builds and maintains excellent working relationships with our customers and employees.

RELATIONSHIPS

GROWING SOLID CONNECTIONS
WITH CLIENTS & EMPLOYEES

Over the past decade, our world has become increasingly obsessed with numbers, algorithms, metrics, data points, dashboards, robotics, AI, etc., in just about every area of our daily lives. Over that time, the personal side of doing business has been slowly disappearing.

Sadly, a personalized approach to service has taken a back seat to technology. That works just fine where technology is the central component. However, the contract building service industry remains, and will remain, a person-to-person relationship business.

Technology, processes, and metrics are all a necessary part of the process in today's world. But they are only as good as the people that use them. And the people using them produce better results and experiences when working with someone they know, like, and trust. That is why A-Co invests heavily in building the best working relationships possible with its customers and employees.

Maintaining a close relationship with our customers is imperative for a clear insight into the facility's needs beyond the specifications. It builds a better communication line that creates a faster response giving you service that generates more compliments than complaints!

We have the same imperative with our team members. By being close and listening to our employees, there is a better personal connection with their direct reports. The result is happier employees with a higher level of job engagement. The equation is an old one, but happy employees make happy customers. No news here; it is not rocket science. Take care of your team, and they will take care of your customers.

BUILDING STRONG WORKING RELATIONSHIPS WITH OUR CUSTOMERS AND EMPLOYEES TO:



- » Create transparency, trust, and confidence through our interactions.
- » Quickly respond and resolve complaints, concerns, and requests.
- » Drive continuous service improvements.
- » Minimize service breakdowns and service failure repetitions.
- » Make executives and managers easy to work with and readily available.

Looking clean does not mean that it is clean. A-Co will help you develop a scope of services that will make your building look good, be safe, and create hygienic confidence in your employees' and visitors' minds.

ENVIRONMENTAL HEALTH

PROVIDING A HEALTHY, SAFE, & CLEAN
APPEARANCE FOR EVERYONE EVERYDAY



2020 changed people's perception of disease and viruses. Therefore, a new and improved cleaning methodology is now necessary to provide a safe and trusted environment for everyone that enters your building.

The unexpected introduction of the COVID 19 virus into our world has flipped the cleaning script forever. Every building and public space must scrutinize viral and bacterial control, not just dirt control.

Over the past 20 years, cleaning in non-critical environments was done mostly on appearances. A-Co believes that all cleaning scopes must now include a healthy hygienic focused component to meet these new challenges.

Before this viral disruption in our thinking, contamination control cleaning was primarily for the critical environment industries. That is no longer the case. Retail, Commercial, Personal spaces require a more rigorous approach to defining clean.

Now particle, virus, and bacterial control are quickly becoming a fundamental concern and focus for every industry and the occupants that inhabit their buildings.

That is why A-Co concentrates on designing a scope of services which will provide a building that not only looks good but has improved cleaning processes focused around new hygienic requirements, reducing viral and bacterial contamination in your building.

CREATING A HEALTHY TRUSTED WORK ENVIRONMENT BY:



- » Reviewing your Scope of Work to be hygienically useful and budget friendly.
- » Introducing applicable new methods and technologies in labor, chemicals, and software.
- » Providing an environment that everyone can feel secure and safe in.
- » Approaching cleaning services from a Hygienic as well as an appearance aspect.
- » Training and Certifying staff for critical specialized service areas.



ACCOUNTABILITY

DOING WHAT WE SAY WE'LL DO, WHEN WE SAY WE'LL DO IT. "NO-EXCUSES."

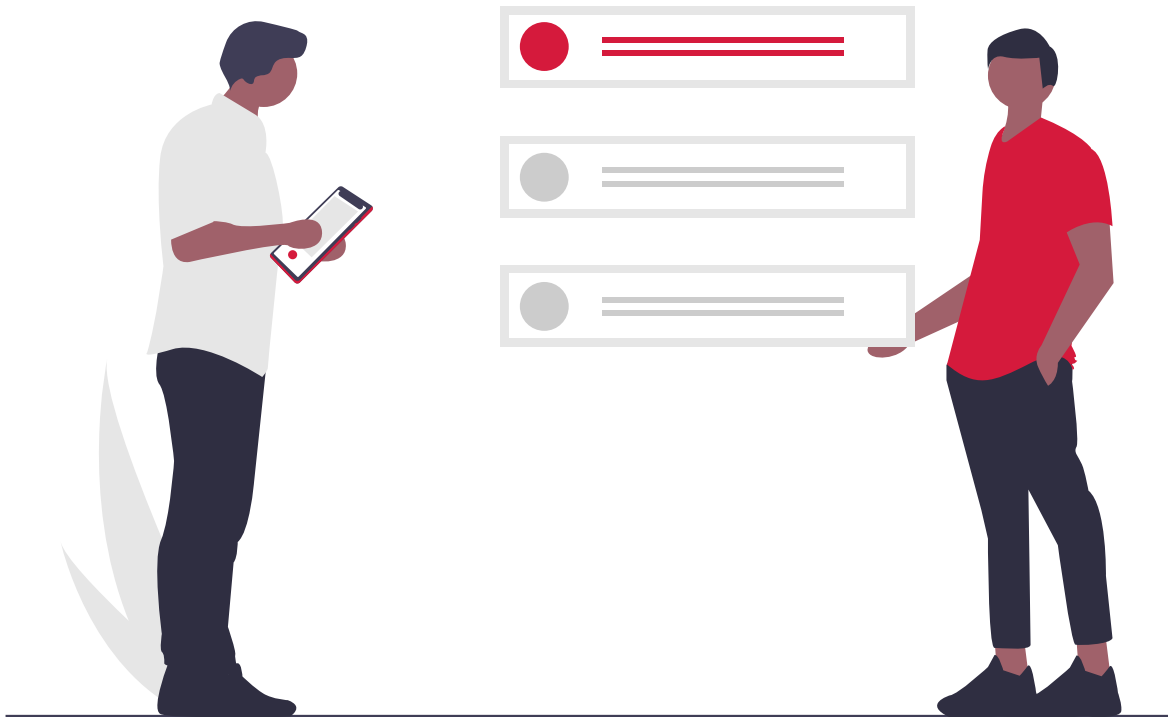
At A-Co, we say what we mean, mean what we say, and do what we agree to do. We build trust and confidence by consistently meeting our customers' and employees' commitments.

The words transparency and accountability echo everywhere today. There is more talking about it than doing something about it. It seems like when the stuff hits the fan, far too many people look for ways to avoid it. We don't. We are step-up, listen up, and follow up.

Our perspective of being accountable simply means taking ownership of our promises, decisions, actions, and the results that come from them. In business, as in life, holding yourself accountable is foundational to building good working relationships and being a credible leader that everyone involved can bank on.

When working with A-Co, you have a company that holds keeping commitments to customers and employees as an essential service standard. Being accountable is the grease that keeps the wheels turning in our relationships, gets faster results, and enhances the customer service experience.

WE HOLD OURSELVES ACCOUNTABLE FOR:



- » Delivering what we promised.
- » Establishing clear expectations.
- » Fixing problems quickly.
- » Making service problems the exception, not the expected.
- » Providing reliable service leadership that you can count on.
- » Finding innovative ways and processes to care for your facility.
- » Creating reports that accurately communicate our performance status.



LEADERSHIP

GUIDING CUSTOMERS & EMPLOYEES
FOR EXCEPTIONAL SERVICE EXPERIENCES

We listen to our clients, identify the right paths, and guide our service team to achieve the desired results consistently.

Recent surveys show one of the top complaints from customers about outsourced cleaning services was a lack of effective leadership.

Company executives were not actively involved with them. Resulting in managers, supervisors, and employees did not have the necessary support and direction to consistently deliver the expected level of service.

Reliable executive leadership reinforces strong working relationships, delivering a healthy environment, and being accountable to customers and employees—the first three parts of our REAL difference.

A building's needs, expectations, and unforeseen problems are anything but static. They are more like a moving target at a traveling carnival. That is why we keep our team flexible and adaptable, so we can quickly prioritize and alter our services when needed to meet the changing demands.

We take the lead for our customers by getting and staying aligned with their cleaning vision for the building. That vision becomes a reality by regularly communicating the cleaning priorities to our managers, supervisors, and employees. Ensuring each customer receives the service levels they want their employees, visitors, and vendors to experience.

Good leadership at A-Co means our customers considered us trustworthy. When they communicate, they are confident it will get handled. When mistakes occur, they will be corrected quickly and not frequently repeated. They count us as a valued member of their team rather than an outside contractor.

YOU WILL HAVE LEADERSHIP THAT IS COMMITTED TO:



- » Active listening and asking the right questions for better understanding.
- » Scheduling regular touchpoints to get input on our service performance levels.
- » Anticipating your changing needs and demands.
- » Communicating your expectations to our service team.
- » Exploring ways to stay cost-effective.
- » Developing people with ordinary skills and giving them training and systems to achieve extraordinary results.
- » Creating a working environment that satisfies and engages our employees.
- » Providing the most current tools, equipment, and chemicals to our employees.

THE REAL DIFFERENCE INSIDE YOUR FACILITY

This is a time in business when technology has leveled the playing field. Every credible cleaning contractor uses quality software programs, cloud training programs, rapid communication channels, and tracking systems. It goes without saying that they all source their employees from the same local labor pool. So, it is easy to see how the buyer comes to the decision that it all boils down to the price.

For cleaning contractors to make a difference they must go deeper than what is visible on the surface. It is the people, culture, and beliefs they operate by that deliver superior outcomes and an incomparable customer experience. The experience that is created is how contractors in the cleaning industry can increase value while still delivering a successful cleaning outcome.

At A-Co we bring extraordinary value to all our clients, no matter the size, and believe this should be the industry standard. This means going beyond cleaning for appearance to create a valuable contracting experience

through Relationships, Environmental Health, Accountability, and Leadership. Given the current state of the cleaning industry we believe it is ideal to have a contractor that is a service partner rather than just another vendor to manage.

Our clients are not just another customer. We become a service partner with them. One who delivers an exceptional experience by having the right people doing the right things. The outcome from this is a facility that is healthy, clean, and worry free. This allows our clients to increase efficiencies and have more time to concentrate on other responsibilities.

When you are ready to experience the REAL Difference inside your facility, we would love to demonstrate what a working relationship would look like.



HOW YOU CAN TAKE THE RISK OUT OF CHANGING CLEANING COMPANIES &

EXPERIENCE THE A-CO REAL DIFFERENCE

Nobody really embraces change. However, it is necessary to move forward. Changing or even considering changing your cleaning services is a huge undertaking. One that comes with a considerable number of risks. The biggest of which is will you chose the company that will deliver the service as promised.

The A-Co service protection guarantee puts us on the spot to do as promised right from day one. It distinguishes us from the competition. No one else, that we are aware of, in the Boise area backs up their service promises with anything like it.

A-Co is putting our money where our mouth is. We are so confident that your change to us will be seamless, you will see immediate improvement, and get what we promised that we offer a six-month money backed service protection guarantee.

This is not one of those so-called guarantees that says if you are not happy, we will fix it. Our guarantee goes way beyond that. At the end of each guaranteed month if our service is not all you think we promised you we will return a fair chunk of your total invoice to you.

If you are considering shopping the market for any reason, then you owe it to yourself to see how we reduce your risk by backing up our promises with the A-Co service protection guarantee.

EXPERIENCE A REAL DIFFERENCE IN YOUR FACILITY →