



Floor Care & Janitorial Services

Team up with USM to build your business

Interior facility services can have a major impact on the success of your business, yet they certainly aren't a core focus of your operations. Why not turn to a partner with proven strength in this area? USM is an industry leader in helping businesses maintain the interiors of their buildings or stores to the highest standards. Whatever your size – from small shop to big box – let us take care of your national floor and janitorial needs while you take care of business.

▶ Floor care

Keeping your facility looking its best starts at the ground level. Whether your flooring is VCT, carpet, wood or ceramic tile, USM will custom design a maintenance program that makes your facility an inviting place to shop or do business.

▶ Floor installation, restoration and repair

When it's time to upgrade the look of your facility, USM can help. If your plans include minor restoration or major capital improvements, an experienced project team can work with you to decide on the best solution. We'll see the project through to its completion, and keep it looking new with an ongoing maintenance program.

▶ Janitorial

USM can enhance your customer experience by cleaning everything from the restrooms, to the fixtures, to the air ducts and vents. If you need a daily porter service during business hours or just a periodic cleaning of your entire facility, we can craft a program that makes your facilities shine.

▶ Disaster recovery

If disaster strikes, you need an immediate solution you can depend on. Whether you experience fire, flood or any other emergency situation, USM stands ready to help you with a complete recovery job. USM can quickly have you back in OSHA compliance with our comprehensive cleaning services (including soot and smoke removal, dehumidifying and deodorizing, mold remediation, and debris and water/sewage removal).

▶ Services

- ▶ Routine floor care programs
- ▶ Restorative floor care
- ▶ Specialty floor care
- ▶ Carpet maintenance
- ▶ Floor installation and repair
- ▶ Full service janitorial
- ▶ Repair and maintenance
- ▶ Disaster recovery
- ▶ Construction clean up.



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▶ The best people for the best service

Your USM floor care & janitorial team is dedicated to your success. We do more than simply clean floors and restrooms, we become thoroughly familiar with your overall objectives, expectations and culture. Through this attention to detail, we build a national program to make the most of your facilities and your budget.

Your team includes a main contact, dedicated account team, service crews and area managers. Each team member is carefully chosen based on your needs and their experience. To become part of USM, each USM employee, crew member and subcontractor must meet stringent selection criteria.

To ensure the highest quality for all of your services, USM keeps in close contact with crews in the field through our national network of over 170 highly trained area managers. These area managers:

- ▶ Perform ongoing customer site inspections
- ▶ Conduct continuous training for our service providers
- ▶ Design and implement customized interim maintenance programs that keep your sites looking their best between scheduled services

To enhance our service and its delivery, our teams are supported by state-of-the-art technology. An Integrated Voice Recognition System provides real-time monitoring and reporting of all account services.

USM is a large, experienced organization, but we're never very far away from any of your facilities. You benefit from the stability of a proven leader, while also receiving the hands-on approach your facilities management requires.



For more information please contact:

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▶ As a USM client, you can always count on:

- ▶ A single point of contact and a dedicated account team available around the clock
- ▶ Real-time Web access to your account information, including customized reports
- ▶ Comprehensive services to reduce the need to manage multiple partners
- ▶ The financial strength and resources only available through the industry leader in facility maintenance
- ▶ USM's proven ability to seamlessly implement large-scale, multi-site programs

For further information please visit www.usmservices.com

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