

**On our watch, all floors, glass, mirrors, upholstery, air ducts, restrooms and fixtures will sparkle.** All vendor crews managed by USM understand that it's your brand image we're really polishing – not just your interior surfaces. USM continues to be a preferred Janitorial/Floor Care partner for retail clients of all types. Here's why...



### Why USM? An Overview.

- ▶ "Customer experience" approach to janitorial
- ▶ Expertise on all floors, all geographies
- ▶ Complete hard-surface and carpet care
- ▶ Crews are known for speed & reliability
- ▶ The EMCOR connection for special projects
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not several

#### ▶ A different janitorial approach

It's all about the customer experience – how the condition of your facilities impacts the satisfaction of your customers. Fact is, a sparkling restroom and immaculate floors DO make a lasting impression. We never forget that. *Our basic janitorial services include:*

- Restroom cleaning
- Door glass/window cleaning
- Vacuuming
- Dusting
- Emptying trash
- Disaster recover
- Construction clean-up

#### ▶ Floor Care – customized to your needs and geography

Snowy climate? Florida floors? USM has expertise in all environments and will consider your unique store needs to customize a floor program. *YOUR cleaning frequency will depend on a few key factors:*

- Geography: weather conditions, moisture content within wood
- Floor Type: concrete, carpet, wood, linoleum, vinyl, marble, terrazzo
- Foot Traffic: higher volume locations require more care
- Brand Image: higher image requires higher maintenance

#### Hard-surface floor care: Carpet maintenance services:

- Routine floor care
- Restorative floor care
- Specialty floor care
- Preventive floor care
- Dry shampoo
- Wet shampoo
- New carpet installation
- Old carpet repairs
- Carpet extractions
- Bonneting
- Truck mounts

#### ▶ 95% satisfaction rating – for good reason

Our crews are known for speed and reliability. They're well-trained in the latest flooring materials and construction, and also trained in the safe and effective use of proper chemicals. They can even provide eco-friendly and LEED treatments when required.

#### ▶ Special projects – beyond floor care

Because of our connection to EMCOR and its Fortune 500®-quality mechanical, construction, electrical and facilities maintenance resources, we're qualified to bring new thinking and new engineering to the table for:

- HVAC refurbishings
- Lighting retrofits
- Energy-efficiency projects
- Exterior programs
- Lease-end inspections – another USM first
- One need, or entire program for nationwide prototypes

#### The dirt on dirt.

- ▶ According to the International Sanitary Supply Association (ISSA), 24 pounds of soil can be tracked into a facility by 1,000 people over a 20-day period. Time for a floor care program?

## Chemical-free floor care?

One USM retail client has asked us to incorporate chemical-free scrubber technology into their floor care program, and also eco-friendly finishes for their floors. "We need green floors, can you help?"

A bold move for the industry, we were eager to help them identify auto scrubber technology that provides a sustainable solution, test the equipment for effectiveness, fully understand "Best Practices" for sustainable floor care models, and determine cost analysis.

To their joy and amazement, our testing proved that the floors could in fact be cleaned consistently and effectively – without chemicals. There's more: gloss actually improved an average of 31% so the floors are visually brighter.

Sure to grow in popularity and usage, this new eco-friendly scrubber is now being used by USM crews for more and more retailers. It is the envy of the maintenance world today.

# We Know Maintenance Inside and Out

