

THIS DOCUMENT CONTAINS AN OVERVIEW OF SERVICES AS THEY RELATE TO INITIAL STARTUP AND ACCOUNT RESOLUTIONS FOR CRITICAL FACILITIES.



JANITORIAL RELATED SERVICES

1. INITIAL STARTUP

- EXTENSION OF CLIENTS STAFF
- SENSE OF OWNERSHIP APPROACH
- SINGLE POINT OF RESPONSIBILITY
- SMOOTH TRANSITION OF OPERATION
- PROACTIVE RESULTS APPROACH
- 2 PHASE TRANSITION PLAN

PHASE 1

1. SCHEDULE ALL REQUIRED TRAINING NEEDED TO GAIN ACCESS TO THE LOCATION.
2. ESTABLISH STAFFING AND ROLES AND RESPONSIBILITIES.
3. ESTABLISH SERVICE STANDARDS BY CONDUCTING AN ASSESSMENT OF EACH BUILDING INDIVIDUALLY AND CREATING A DAILY CHECKLIST ACCORDING TO THE DEFINED SCOPE OF WORK.
4. INVENTORY EQUIPMENT AND SUPPLIES TO ESTABLISH QUANTITY, CONDITION, AND TYPE OF SUPPLIES BEING ISSUED BY THE CUSTOMER.
5. COMMUNICATE SERVICE OBJECTIVES TO THE MANAGEMENT TEAM.
6. SCHEDULE ORIENTATION FOR NEW AND RETAINED EMPLOYEES.

PHASE II • JANITORIAL RELATED SERVICES

1. HOLD ORIENTATION FOR ALL STAFF TO PRESENT SAFETY AWARENESS AND SERVICE OBJECTIVES.
2. FAMILIARIZE EVERYONE THAT IS NEW WITH OUR PHILOSOPHY AS IT RELATES TO CUSTOMER SERVICE, AND HAVING A PROACTIVE APPROACH.
3. ESTABLISH TRANSITION TEAM THAT WILL ASSIST ON START DATE, AND COMMUNICATE ALL CURRENT FACILITY HIGH PRIORITY ITEMS.
4. INSURE ALL QUALITY CONTROL DOCUMENTS ARE IN PLACE.
5. HOLD FINAL START UP MEETING WITH DESIGNATED CUSTOMER TEAM MANAGEMENT.

2. ACCOUNT RESOLUTION & QUALITY SERVICE (CRITICAL FACILITIES).

- **FACILITY INSPECTION AND AUDIT**
- **COMMUNICATE SERVICE OBJECTIVES TO TEAM**
- **TRAINING IN CLIENT PROCEDURES**
- **DEFINE THE CLIENT'S CURRENT NEED**
- **ESTABLISH SERVICE STANDARDS**
- **IDENTIFY SOURCES OF NON-PERFORMANCE**
- **TRAIN AND EDUCATE STAFF**
- **IMPLEMENT IMPROVEMENTS**
- **MONITOR PROGRESS, INSPECTIONS/AUDITS**

770-683-3213

CONTACT US TODAY FOR YOUR JANITORIAL NEEDS

WWW.UBIQUITYRESOURCESGROUP.COM