

Professional Commercial Cleaning

With Careful Attention To Details



Our Company

The Clean Team is a full-service, professional contract cleaning service company serving the Boston North Shore since its founding in 1986. The company is headquartered in Peabody, Massachusetts with satellite facilities throughout our North Shore operating area.

The company is family owned with top ownership active in its day-to-day operations. The mission of the company is to provide the highest quality cleaning services to its customers for the best possible value. This corporate philosophy has enabled The Clean Team to grow into one of the largest janitorial service companies on the Boston North Shore.

The key to the company's success is a genuine concern for the professional appearance and safety of each client property. This is accomplished through a carefully designed and managed program for each client with active follow-up by company management and ownership.

Services Offered

The Clean Team offers a complete range of cleaning services and supplies:

- **Commercial Janitorial Services**
- **Floor Stripping**
- **Floor Waxing**
- **Floor Buffing**
- **Carpet Cleaning**
- **Restroom Sanitation**
- **Day Porter Service**
- **High Tech Clean Room Cleaning**

Who We serve

The organizations and firms we serve include:

- **Building Management Companies**
- **Banking Institutions**
- **Vehicle Dealerships**
- **Manufacturers**
- **Clean Rooms**
- **Medical Facilities**
- **Government Agencies**
- **Educational Institutions**
- **Nonprofit Organizations**

Green Cleaning

Green Cleaning can be defined as "cleaning that protects health without harming the environment." The federal government has defined Green or Eco Friendly as "...products and services that have a lesser or reduced effect on human health and the environment when compared with competing products and services that serve the same purpose".



We have already started integrating Green Cleaning into our work for our customers. We use only chemicals that are "Green Seal Certified" and do not sacrifice effectiveness. We use HEPA vacuum cleaners to help improve air quality. We use microfiber cloths and mops that are hypo-allergenic, non-electrostatic, and environmentally friendly. They are also super absorbent and can be dried out and used again. And lastly, we maintain your paper recycling for you - no more mixing paper with trash!

The Clean Team is committed to making sure cleaning has a positive impact on human health and the environment.

Personnel & Training

Our people are our greatest asset. The Clean Team utilizes a comprehensive Human Resource



Program to assure that we have the most professional and highly trained staff in the industry.

The process starts with a comprehensive recruit

recruits constantly to assure an uninterrupted pool of high quality employees is always available to serve our client needs. Only those whose job history, reference checks and personal references have proved satisfactory are considered for employment. Each potential employee undergoes an extensive interview, screening and background check process. All new hires must be approved by top management.

Our people are matched to fit our client's needs. They're trained and supervised to maintain the highest standards. Contract-specific training for all staff is conducted by management and assigned supervisor(s) during the first week of employment.

In addition, The Clean Team is extremely thorough in its efforts to ensure that all employees are in full compliance with all local, state and federal labor laws.

Management and Supervision

Customer satisfaction is the number one priority at The Clean Team. The key to assuring customer satisfaction is our Client Management and Supervision Program. The Program focuses management attention and company resources on assuring the highest level of work quality for each client.

The Client Management Program consists of the following elements after cleaners and supervisors are selected and assigned to each client's job:

- A preliminary tour of the facility will be conducted during the week preceding start-up to facilitate work loading for scheduling. During the first month of installation, our most experienced managers and supervisors, who have been made familiar with The Clean Team standards will be on duty to start up the program.
- Experienced Clean Team crew leaders are assigned to your facility to train, under the direction of top management, the balance of the required personnel hired to serve your needs.
- An experienced, attentive Supervisor is assigned to manage the day-to-day operation of our Program. The Supervisor will have an excellent supervisory background and will be qualified to train cleaning personnel and to manage workload and scheduling.

- Regular walk-through visits through your premises are conducted by The Clean Team management to assure that the Program is functioning to your satisfaction and to our standards. These visits will provide consistent, periodic quality inspections, work method analysis and supervisory training.
- Periodic follow up visits are made by The Clean Team President for Program evaluation and communication with your people.

It is The Clean Team's conviction that consistent supervision and clear communication are the keys to the success or failure of any cleaning program. Our company emphasizes customer



communication, supervisory training, employee motivation and communication, and a close-knit team operation. All The Clean Team's clients benefit from the experience and success of our company's dedication to these performance-enhancing goals.

Communications

All Clean Team personnel at the supervisory level or higher are equipped with cellular phones. This ensures our customers receive rapid response to any emergency situation at all times. One quick call will initiate immediate action. Because top management is involved in the operation of our cleaning programs on a daily basis, you can be assured that an unexpected emergency call will receive the attention of our top people.

Security Control

Every supervisor, team leader and employee is trained to be responsible for this important client concern. We adhere to all security requirements of our clients, and in addition, maintain the

following guidelines and procedures:

- Entrance to each client property takes place at an agreed upon time and location for all The Clean Team's personnel. The Clean Team's management is trained to assign all new employees to areas that are frequently supervised and monitored. Newly hired employees will not be assigned to sensitive areas or allowed to work alone until management at The Clean Team is reasonably confident of their trustworthiness.
- When it is necessary to work unscheduled hours, The Clean Team management will communicate in advance to all involved so that proper security procedures are followed.

Our Clients

We have served a wide variety of businesses, associations and nonprofit organizations in many segments including office buildings, banks, manufacturers, vehicle dealerships, schools, medical facilities, doctor and dentist offices, high technology facilities including clean rooms, social and country clubs, charities and many others.

Here are some excerpts from the many praises we have received over the years:

"The Clean Team has cleaned our office building for over five years. We have been extremely happy with their service and would recommend them without reservation."

**Facilities Manager
Office Building**

"We have tried many janitorial service companies over the years but none have come close to The Clean Team. In addition to great cleaning we appreciate management's regular follow-up and communications."

**Maintenance Manager
Manufacturer**

"We have been very happy with the job The Clean Team has done for us. The supervisor keeps us regularly informed on results."

**Branch Manager
Bank Branch Office**

"The Clean Team makes my job very easy. Our facility is always spotless and we have embraced their Green Program."

**Facilities Manager
Tennis Club**

"The wide range of services offered by The Clean Team makes it easier to managing our facility. In addition to cleaning, we have taken advantage of carpet cleaning, floor polishing and day porters."

**Principal
Public High School**

Customer References

We are proud of the high level of customer satisfaction we have earned and are happy to share with you the names and contact information of happy customers in your industry or nonprofit organization segment.

**Call us today at
978-531-9696**

**for a free, no obligation,
on-site estimate**

***The Clean Team is fully Insured,
Bonded, and Licensed in the
Commonwealth of Massachusetts.***

The Clean Team
Professional Cleaning Services