



Dear Prospective Customer:

It is our pleasure to provide you with the enclosed information about Second Chances Commercial Cleaning Services.

Second Chances is in its eighth year of providing outstanding janitorial services. We are a very unique janitorial service in that we have a proven success rate in individuals getting not only a second chance but providing a higher quality, more consistent service than the industry norm.

Wouldn't you love to know that you provided an opportunity for a second chance at life?

We are **fully bonded and insured** and know that your facility will be treated with the **highest respect and integrity**.

We would welcome the opportunity to add your facility to our list of very satisfied customers.

Please call for a free bid.

Sincerely,

Dianne Sager
Executive Director



GUIDELINES FOR SERVICE

Our goal is complete satisfaction while providing job training and life skills for single mothers and women in transition. These guidelines are our standard guidelines and can be adjusted as per your specific needs.

ENTRANCE AND RECEPTION AREAS

ENTRANCE GLASS	Glass entry doors and receptionist's partitions cleaned each service inside & out to remove smudges and fingerprints.
FURNITURE	Reception desk and tabletops polished or damp wiped each service. Upholstered furniture vacuumed or brushed weekly. Vinyl furniture damp wiped weekly. Magazines stacked or arranged in an orderly fashion.
FLOORS	Flooring vacuumed or swept and damp mopped each service.

GENERAL OFFICE AREAS

DUSTING	Tables, file cabinets, bookshelves, copy machines and other furniture dusted with a treated or damp cloth weekly. High dusting of ledges, vents, doorframes, picture frames, etc. dusted monthly. Cobwebs removed from corners (high and low) as needed. Low dusting of desk and table legs, chair rails and legs, vents, baseboards, etc. dusted monthly.
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Vertical dusting of sides of cabinets, desks, bookshelves, etc. dusted monthly.

DESKS

Desk tops dusted each service and polished or damp wiped as needed. Desk accessories such as calculators, paper trays, computer screens (if turned off) dusted weekly. Papers on desks will not be disturbed.

FINGER MARKS

Finger marks and smudges damp wiped from desks, doors, light switches and woodwork weekly.

TELEPHONES

Telephones will be sanitized weekly

WINDOW SILLS BLINDS

Window sills will be dusted weekly. Remove cobwebs as as needed. All blinds will be dusted monthly. If require washing, this can be done at an additional cost.

WATER FOUNTAINS

Water fountains will be cleaned/sanitized and polished each service.

VINYL FURNITURE

All vinyl furniture will be damp wiped weekly.

UPHOLSTERED FURNITURE

All upholstered furniture will be vacuumed monthly.

CARPETING

Carpets in open or common areas will be vacuumed each service. All carpeting will be thoroughly vacuumed weekly (including desk knee-holes, behind doors, under and behind movable furniture and equipment). This does not include hand picking of staples from carpets. Edges and corners will be vacuumed monthly or as needed. Small spots will be removed weekly, excessive spot removal excluded. (Carpet Cleaning Services available upon request at an additional cost.) Mats and runners will be cleaned each service and detail vacuumed or damp mopped weekly.



TILE FLOORING	Resilient flooring will be thoroughly swept with a treated dust mop and spot mopped where needed. Thorough wet mopping will be done as needed.
PLASTIC CHAIR MATS	Plastic chair mats will be spot cleaned weekly.
GLASS PARTITIONS	Partition glass will be spot cleaned as needed and thoroughly cleaned quarterly.
WALLS	Smudges and marks will be removed as needed from walls as long as removal does not damage the general appearance of the walls.
TRASH DISPOSAL	Trash containers will be emptied each service and taken to dumpster. Plastic liners (provided by customer) will be replaced if soiled. Trash containers will be cleaned as needed, excessive washing excepted.

RESTROOMS

Restrooms will be thoroughly cleaned and sanitized each service

FIXTURES	Toilet bowls/seats, urinals and sinks cleaned and sanitized each service. Bright metal cleaned and polished each service.
MIRRORS	Mirrors and Glass cleaned each service.
DISPENSERS	Dispensers cleaned and polished each service and refilled from customer stock.
TRASH	Trash cans emptied each service and trash removed to dumpster.



CONTAINERS	Exterior of cans spot cleaned/polished each service. Plastic liners to be replaced from customer stock.
WALLS	Splash marks around sinks and dispensers wiped clean each service. Partition walls and doors spot cleaned each service and wiped/sanitized each month.
FLOORS	Floors swept/dust mopped and damp mopped each service.

LUNCHROOM, KITCHEN AND COFFEE AREA

FURNITURE	Tables and counter tops wiped/sanitized each service. Chairs spot wiped each service.
MICROWAVE OVENS	Microwave ovens will be wiped exterior as needed.
CABINETS & BRIGHT METALS	Cabinet exteriors spot cleaned each week and thoroughly cleaned monthly. Bright metal sanitized and polished each service.
TRASH CONTAINERS	Trash cans emptied each service and taken out to dumpster. Exterior of cans spot cleaned as needed. Plastic liners to be replaced from customer stock.
FLOORS	Floors vacuumed or swept and damp mopped each service. Edges and corners of flooring scrubbed and maintained as needed to prevent build-up.



CHURCHES

**We will meet the specific needs of an individual church
and adjust the general guidelines as needed.**

SANCTUARY

CHAIRS- BENCHES

Chairs whisked off as needed and vacuumed quarterly. Vinyl and hard surface chairs spot cleaned as needed. Chair rungs dusted as needed or monthly. Benches checked each service to assure all trash is removed. Polishing of wood benches will be done on as needed basis.

STAGE

Floors dust mopped or vacuumed each service with care around the audio wiring. Podiums dusted and polished each service.

CRY service. ROOMS

Cry Rooms vacuumed each service. Glass wiped clean on both sides each service. Chairs whisked off as needed and vacuumed monthly.

TRASH CONTAINERS

Trash cans emptied each service and taken to dumpster. Exterior of cans spot cleaned as needed. Plastic liners to be replaced from customer stock.

FLOORS

Carpets vacuumed each service. Spots on carpets to be cleaned as needed with exception of excessive spot removal. Tile flooring dust mopped and damp mopped each service.

CLASSROOMS

Detail cleaning and sanitizing performed on classrooms each service to include: tables wiped and sanitized, counters and sinks cleaned and sanitized, floors vacuumed each service, hard service floors dust mopped and wet mopped each service, equipment wiped down and sanitized each service, white boards or chalk boards cleaned each service. All trash receptacles emptied and wiped down each service. Rest rooms inside of



classrooms cleaned as per our general guidelines which includes detail cleaning and sanitizing each service.

NURSERY

Special care and sanitizing performed in nursery areas to avoid the spread of germs. All equipment wiped down and sanitized, all counters and sinks cleaned and sanitized, all carpeted areas thoroughly vacuumed each service, all hard surface floors dust mopped and wet mopped each service. All trash, including diaper pails emptied and sanitized each service. Restrooms as per general guidelines, complete clean and sanitizing.



ADDITIONAL SERVICES OFFERED

*The following services are available whenever they are needed at your facility.
We offer all these services at a very competitive rate*

- Stripping and Waxing of Floors
- Carpet Cleaning
- Construction Clean-Ups
- Window Cleaning
- Blind Washing
- Wall Washing
- Initial Clean-Up If Needed

SECURITY

*Top Priority will be given to assure the security of your building
and its contents. The customer's security procedures
will be followed at all times.*



CUSTOMER SERVICE

On-site inspections will be done to ensure customer satisfaction. Management staff is available 24 hours each day. Cleaning services will not be performed on holidays that are observed by you the customer.

SUPPLIES

Toilet Paper, Hand Towels, Hand Soap, Plastic Liners, etc. will be installed by our cleaning staff but provided by the customer.

EQUIPMENT AND MATERIALS

All cleaning equipment and cleaning supplies are to be provided by customer unless other arrangements are made.