



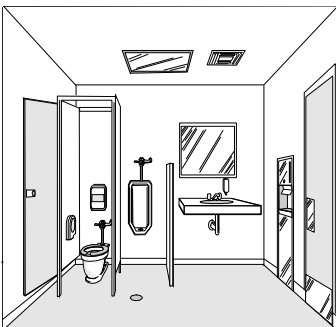
# MAINTAINING A CLEAN IMAGE

BUGAJEWSKI FACILITY SERVICES

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Michael Duke is the president and CEO of Walmart, which has more than 8000 stores and 2.1 million employees around the world. He made the following comments during a interview with a leading business magazine.

**Yours is one of only two companies whose stock price rose on the Dow**



**Jones Industrial Average last year. What are you doing differently from everybody else?**

***“It goes back to Sam Walton, our founder, who built this company and created a culture based on saving people money. We also have cleaner stores, better service, and a better assortment than our competitors. That combination is leading to new customers whom we’ll keep when the economy improves.”***

Focus in on the cleaner stores. They realize the importance of maintaining

clean restrooms for their customers. Over seventy percent of consumers will never return to a retail store when they encounter soiled restrooms.

Every growing successful organization realizes that their employees value a clean restroom and by maintaining a clean environment they have more motivated employees.

Restrooms may account for only five percent of total building space, but they carry nearly 40 percent of the soil load and receive almost 50 percent of the buildings service complaints.

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## Special points of interest:

- *BFS is the expert restroom cleaning company.*
- *BFS teams look for soil and remove it.*
- *BFS walks the talk and provides us with detailed cleaning results.*
- *Our go to company.*
- *Results—Results—Provides us with a cleaner image.*

## What is a definition of a clean restroom, scientifically speaking?

A clean restroom is a neat, orderly and healthy environment where harmful microorganisms are under control and the room is free of unwanted substances, pollutants, residues and odors.

Cleaning is an activity, a

process and a form of management. For instance, cleaning a restroom includes the **activity** of trash removal, the **process** of orderly filling dispensers and **management** of the cleaning process including the sequence of tasks.

Clean restrooms don't just happen by accident. It takes good planning and management to provide safe, clean and healthy restroom facilities.

## What are the ten most frequently neglected surfaces or fixtures when cleaning the restrooms?

1. Inside the door to the toilet stall.
2. Under the lid of the toilet and urinal.
3. Ceiling vents.
4. Floor drains.
5. High ledges.
6. Light fixtures
7. Door knobs and handles.
8. Plumbing fixtures to sinks, toilets and urinals.
9. Underneath the faucet
10. Difficult to reach corners of floors and walls.



## Correct cleaning improves your image

If you look at the picture of the urinal in the above article it is hard to believe that this surface was being cleaned seven days per week by an outside professional cleaning crew and spot cleaned several times per day by the inside in house cleaning team.

How did the mineral levels accumulate to leave that large build up in the urinal basin? By not using correct cleaning chemicals and cleaning correctly.

Here is a picture of a sink in the same restroom pre and post cleaning.



## BSCAI AWARD

The Building Service Contractors Association International recently awarded Bugajewski Facility Services their national award for the most educational and professional website dealing with cleaning and specialty cleaning of the restroom environment.

We encourage you to visit [www.bugajewski.com](http://www.bugajewski.com) and visit the question and answer section of the web-

site where we provide you with valuable cleaning information on how to clean a restroom and surfaces that get missed and you hear complaints from your employees and customers.

We also show you step by step tasks that can be modified to provide you with clean detail results.

We will be glad to show you detailed

cleaning results and elimination of soil and reduction of bacteria from your restrooms. One large health care facility who awarded us the contract to clean their large health club now receives daily messages from their customers on how clean the facility is. In the past they received complaints and cancellations due to odor and soil conditions. Details, Details, Details.

## RESTROOM CLEANING HOW IMPORTANT IS IT TO YOUR BOTTOM LINE

One of the number one complaints from customers is the appearance level of the restrooms. Ken Blanchard and Sheldon Bowles wrote a book with the title of **Raving Fans**. The book is a revolutionary approach to customer service. Page 18 of this book has the following wording.

*Just then Charlie announced, "There's the escalator. The washrooms are on the second floor. That's our second stop.*

*He obediently followed Charlie and soon found that inspection was the point of the visit. "Washrooms will always tell you if a company cares about customers," Charlie proclaimed.*

*Entering the men's washroom, the Area Man-*

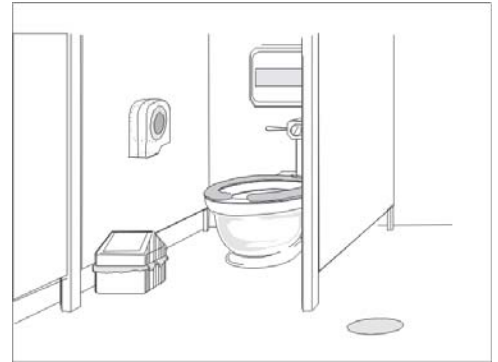
*ager came to a sudden halt, astonished by what he saw. The washroom was nicer than the locker room at his private club. Soft lighting, rich wood paneling, and real marble counters left no doubt that at Varley's Department Store making customers feel comfortable was important. Besides each basin was a stack of white cloth hand towels and on each shelf under the mirrors were bottles of every grooming aid imaginable. A man wearing a white coat was polishing the mirrors. **The washrooms were spotless.***

**"They want their customers to know that they care about them"**

A retailer needs to partner with a facility service company who has experience setting up cleaning programs that produce clean results. They should make sure that their trained crews and your store team member's know the importance of customer service and keeping your restrooms clean and spotless. Detail cleaning will make

the difference.

It is not an easy task, many people like to use the restrooms but few like to clean them. (27% of the general population in the USA stated they would never accept a job if they had to clean the restrooms in a retail store environment during a recent survey)



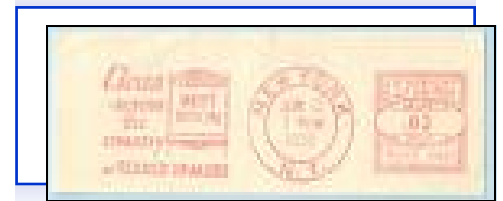
## A BUSINESS OWNERS GOAL CLEAN RESTROOMS

**"They want their customers and employees to know that they care about them"**

**How can you make sure that YOUR customers and employees are satisfied with the level of cleanliness when they open a restroom door?**

By partnering with Bugajewski Facility Services who has over 30 years of experience setting up cleaning programs for leading retailers and commercial facilities. We make sure that our trained crews and your team member's know the importance of customer service and keeping your restrooms clean and spotless. Detail cleaning of all surfaces will make the difference.

It is not an easy task, many people like to use the restrooms but few like to clean them. It takes a lot of training and reinforcement of the training to get "clean results".



**Bugajewski Facility Services** has a spotless reputation of cleaning results. We would like to become your cleaning partner and set and exceed realistic cleaning goals. We have the industry knowledge and staffing to make sure that your facility maintenance department maximizes their restroom-cleaning budget by giving your facilities clean restrooms with minimum costs.

## One of our secrets is the usage of Brulin Maxima 128

One of the primary products that our crews use to clean and disinfect the restrooms that we maintain is Maxima 128, a hospital grade germicidal detergent that is used at one ounce per gallon of water on all surfaces in the restroom.

The advantage of the product is a in use pH of 4.15 and great wetting agents. Maxima 128 greatly assists our clean-

ers by removing hard water deposits and preventing hard water build up from returning. We use it to disinfect urinals and toilets and it greatly assists us in maintaining a cleaner environment.

When we apply the diluted product to the grout lines and let it sit for several minutes it emulsifies the soil and is removed easily after being brushed.



The quart concentrate pour container permits us to mix fresh germicidal detergent at the correct dilution rate.

## BFS

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*Bugajewski spelled backwards  
doesn't mean anything, but is  
"A Name You Know and Trust"*



Ben Bugajewski, CEO of Bugajewski Facility Services, received the Professional Retail Store Maintenance 2009 President's Award from Mario Vega Board President. Mario presented the award to Bugajewski for his commitment, dedication, and guidance to the association. Said Vega, "Ben is an outstanding individual and a well-respected colleague who has selflessly guided and advised the association's board members during each of PRSM's board meetings. He is respected immensely and we feel he deserves all of our gratitude for what he has given to the association with his time and counsel."



## Bugajewski Facility Services Mission

**Bugajewski Facility Services enhances the business of our customers by offering the highest quality of cleaning, repairs and rapid emergency services based on our strong local expertise combined with our extensive vendor network.**

## Corporate Values

We are a compassionate group of people who care about our employee and customer needs. We take personal ownership of our results.

1. To deliver excellent quality
2. To make our customers successful
3. To act with integrity internally and externally
4. To foster openness
5. To be a leader in extreme customer service
6. To act according to clear priorities
7. We are committed to goals that generate benefits for the communities where we work
8. We promote our employee social commitment