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You Never Get a Second Chance to Make a First Impression

With Bugajewski Facility Services, “You Will Have Them at Hello”

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Great news! After months and months of constant pursuit, your company’s best prospect calls and is ready to sign on the bottom line. The President, however, has never been to your facility and feels that a quick tour is an important last step in the process. So he is coming by for a visit....*in the next five minutes*. For a half-second, you are doing a victory dance and picturing that cold bottle of bubbly. Then, your hips stop swinging and pure fear sets in. *Was that cracked paint on the front door ever fixed? Have the windows been cleaned in the past year? What about those coffee stains that run down the hallway from the kitchen – did they ever get removed? How about the restroom? The last time you looked the faucet was leaking and the toilets....well, let’s not even mention those! Now the only thing you can envision is all of your hard work being literally “flushed away.”*

A Clean & Well-Maintained Facility Matters

Headquartered in Warrington, Pennsylvania, Bugajewski Facility Services understands that businesses may never get a second chance to make a first impression. With its expert team and full range of cleaning and maintenance services, the company ensures that all of its customers, from manufacturing companies to healthcare and retail facilities to commercial office buildings, are always seen in the best possible light. It is a big responsibility – *Bugajewski Facility Services takes it very seriously.*

According to a recent report by MARC Research, 64% of retail customers leave a store immediately without purchasing anything if they visit a soiled restroom. *Chain Store Age* magazine indicates that cleanliness was rated as the most important element to a potential customer’s satisfaction. If retaining a customer costs ten percent of the cost of obtaining a new one, then keeping your facility clean and well-maintained is a sound investment in your business and will have a positive impact on your bottom line.

The same theory applies to your employees whose comfort, health, satisfaction and retention are also highly linked to the condition of their working environment. A recent study conducted by The Clorox Company, a leading manufacturer of germ-conquering products, showed that telephones and desktops harbor at least 21,000 germs per square inch on average, compared to just 49 on toilets. (There’s something to consider the next time you’re enjoying lunch at your desk!) The *Silicon Valley/San Jose Business Journal* recently wrote that keeping a clean environment significantly reduces employees’ chances of catching a virus. That translates into fewer sick days, higher productivity and increased profits.

A One-Stop Shop for Facility Services

With over 30 years of experience in the specialized cleaning industry, CEO Ben Bugajewski passionately believes that a clean, well-maintained facility signals a well-run, professional company that cares about its people and customers. He founded the company in 2004 with one goal in mind: being able to help customers feel secure and comfortable in their environment. Bugajewski Facility Services meets this goal by designing and implementing customized programs which can include: janitorial; handyman services; wood floor repairs; carpet repairs and installation; floor screening and sanding; comprehensive restroom cleaning; high dusting; painting and wallpaper installation; window and awning cleaning and power washing.

A new cleaning process is just what M & S Centerless Grinding had in mind when it turned to Bugajewski Facility Services for its new facility in Hatboro. According to John Shedga, the company’s President, “We hired Bugajewski to create an environment of comfort for our employees and peace of mind for our clients. We believe that the cleanliness of our facility creates a trust within our clients that we can deliver a quality product.” When the manufacturing process at M & S required a customized floor cleaning solution, Bugajewski Facility Services rose to the challenge. Says Shedga, “Bugajewski not only took care of our needs, but it also helped provide the education we needed to maintain our facility between cleanings.”

M & S Centerless Grinding is just one of many Bugajewski Facility Services’ satisfied customers. In fact, more than 99% of its clients rate their services as excellent. Bugajewski is proud of the fact that the company has never lost a customer due to poor

quality of service. Bugajewski advocates, "Words to live by are just words, unless you live by them. You have to walk the talk. When you make a promise, you have to deliver... we deliver."

Says Ted Benke, Owner of Elizabeth Benke Salon in Doylestown, "Ben is always easy to reach, and responds effectively and in a timely manner. Our previous cleaning company simply couldn't get the job done." Bugajewski Facility Services also keeps the facilities of some other well-known Bucks County companies sparkling clean and well-maintained, including: Doylestown Hospital Children's Village, Worth & Company and Byer's Choice Ltd.

In Case of Emergency

In addition to routine facility cleaning and maintenance programs, Bugajewski Facility Services also offers a 24-hour hotline to its clients in case of an emergency. Elliot Hesselson, Chief Financial and Development Officer explains, "When your neck is on the line, a cleaning service needs to become the 'go-to' person. You have to come through in a

crisis." That's just what Bugajewski did in a recent emergency situation involving one of its largest national clients, Chico's. Its retail store in Peddler's Village experienced severe water damage caused by its sprinkler system. Within an hour, Ben Bugajewski was on the scene; personally taking pictures, moving merchandise, and assessing and documenting the damage. Bugajewski stayed on-site to assist with the restoration until the store re-opened only three weeks later.

Take a Look Around

Next time you walk through your facility, take a look around. Put yourself in your employees' and customers' shoes and ask yourself, "Does the condition of this space reflect the quality and professionalism of the products and services that we offer?" While your best prospect probably won't stop by within the next five minutes, just remember - *you never get a second chance to make a first impression*. For further information, contact Elliot Hesselson at 215.491.3092 or elliott@bugajewski.com or visit the company Web site at www.bugajewski.com.



The management team is comprised of, from left, Anne Bugajewski; Elliot Hesselson; Gus Hoffman; and Ben Bugajewski