

## QUALITY IS OUR MAIN CLEANING INGREDIENT.

To ensure our clients' satisfaction, Michael's has developed a quality assurance program that provides feedback to both the customer and the staff performing the work. This is a unique approach in the industry. One that we adhere to strictly. It has proven, time and again, to be an exceptional program to facilitate clear communication and more efficient performance with clients and staff.



[MICHAELSJANITORIAL.COM](http://MICHAELSJANITORIAL.COM)

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**Michael's**  
JANITORIAL

# WE DO MORE THAN CLEAN. WE HELP YOUR BOTTOM LINE

## PUT A SHINE ON YOUR BUSINESS.

A clean, professional, aesthetically pleasing work environment leads to new business and growth, while a negative impression can mean disaster. How we look is often as important as what we do—at least in the minds of customers, co-workers and competitors.

We deliver the personalized, responsive services of a small business with the resources and expertise of a large corporation.

**AT MICHAEL'S JANITORIAL,  
IT'S OUR JOB TO MAKE SURE  
YOU LOOK YOUR BEST.**

- ✓ Excellent Account Retention
- ✓ Customized Service Plans
- ✓ Quality Assurance Program
- ✓ Employee Safety and Operational Training
- ✓ Uniformed Employees
- ✓ Nationwide Background Checks
- ✓ Ability to Help with LEED Certifications
- ✓ Green Cleaning Products and Procedures
- ✓ Quality Equipment and Supplies
- ✓ Fully Bonded and Insured



Detailed Cleaning

Routine Cleaning

Post-Construction  
Clean Up

Window & Mini-Blind  
Cleaning

Green Cleaning



Stripping & Waxing  
for Tile Flooring

Scrubbing & Refinishing

High-Speed Buffing

Concrete Floor  
Cleaning & Sealing

Steam Cleaning of  
Carpet & Upholstery

## WE STARTED OUT WHERE YOU ARE NOW: A BUSINESS IN NEED OF CLEANING SOLUTIONS WE COULD TRUST.

**Michael Ratcliff** spent three decades in the healthcare industry, the majority of those years as the Director of six outpatient facilities. One of his major frustrations was finding a dependable, high-quality janitorial service. "More than most industries, the medical industry demands cleanliness—it's 'a must' to ensure a healthy environment for patients."

**Determined to make a difference** in the medical industry and beyond, Michael opened his own janitorial company in 1997, to provide comprehensive cleaning solutions for a wide range of industries and facilities—including large "business campuses" with multi-story office buildings.

### QUALITY ASSURANCE PROGRAM

To ensure our clients' satisfaction, Michael's has developed a quality assurance program that provides feedback to both the customer and the staff performing the work. Site inspections are performed by trained supervisors—and customized to coincide with your site's task schedule. This is a unique approach in the industry. One that we adhere to strictly. It has proven, time and again, to be an exceptional program to facilitate clear communication and more efficient performance with clients and staff.

### WE PRIDE OURSELVES ON A SPOTLESS REPUTATION

A good reputation is earned: It takes years to earn, but only seconds to lose. We train and supervise our staff to ensure that proper standards and best practices for cleaning are followed consistently.

### WE BELIEVE IN PROMOTING WHOLISTIC WELLNESS BY:

**1**

Deep-cleaning dirt, grime and germs on floors and surfaces.

**2**

Alleviating dust and allergens in the air.

**3**

Properly sanitizing your entire facility.

