



Commercial Cleaning Professionals.

www.apexmanagement.biz



"Within the first few seconds, people pass judgment on you – looking for common surface clues. Once the first impression is made, it is virtually irreversible."

- Michelle T. Sterling, AICI, Founder of Global Image Group

Clean offices make a good impression on visitors and clients. You don't want your clients first, second or any other visit to be negative. Nothing says "professional" like a neat, clean office space. What's more, it's a fact that workers are most effective in a clean, orderly environment. Regular cleaning sends the right message to visitors and staff alike.

- APEX Management, Inc.

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Dear Prospective Customer,

Our goal is simple. It is to become the cleaning company that you have been looking for. Most companies come and go, but we plan on staying. We can say this because we have a proven track record in all the buildings we have been servicing over the past 20 years. We tailor the cleaning to meet your specifications. We have open lines of communication with your management- we listen and follow through. We believe in being "proactive" versus "reactive" with our cleaning. If we succeed in these areas, there will never be a reason to look for another cleaning company.

Please review our packet and website. We would love to have the opportunity to get on your bid list. Please don't hesitate to call Chuck Sassano at 412-758-0622 or Scott Rogers 412-377-9368 if you have any questions. Thank you again for your time.

Sincerely,

A handwritten signature in black ink that reads "Charles J. Sassano".

Charles J. Sassano
President & CEO APEX Management, Inc.



At APEX Management, we take a unique approach when working with our customers. That is to create a working partnership with you so that the service we offer you is tailored and adapted to meet the goals and expectations you have for your building. The way this is done is through honest and open communication between your facilities managers and our management team. Every building is different as far as its needs and its requirements.

Our goal is to tailor our service to be exactly what you need. We put into practice redundant checking procedures that ensure nothing gets overlooked. Each worker is taught to check their own work for quality and completion of all cleaning tasks. Each building has a working supervisor that is in charge of the crew and in the oversight of the work to be done in that building. This supervisor has a nightly detail list of all the particular cleaning and detailing tasks that are to be performed in the building for that night. They are responsible for checking that all the work is done up to our high cleaning standards. An on-site park supervisor is responsible for the coordination of all the building supervisors, and coordinates the overall cleaning time lines and tasks. An open communication line between the facilities manager, the tenants' reps in each building and our supervisors is of the utmost importance. Communication logs are kept in each tenant's space for tenant comments or special needs. This insures that all needs are met and taken care of the same night that they are requested. When all these steps are taken and implemented, there are no reasons to ever have any major complaints or issues.

As the facilities manager, your time is valuable. You don't want to waste time having to answer to unnecessary tenant complaints. Our job is to make your life easier... to make you look good. A "happy facilities manager" doesn't need to be an oxymoron. It can be a reality.

President/CEO... Charles J. Sassano

Chuck emerged his cleaning business more than 20 years ago with the majority of the PHARMOR buildings in the Tri-State area. He gained valuable experience with high traffic, high volume floor work that sets APEX Management apart in all aspects of commercial cleaning including servicing VCT, natural tile, and carpet. He has grown APEX into one of the largest locally owned cleaning businesses in the Tri-State area. One of Chuck's greatest qualities is his resolve to make your buildings the way you want them to be. "Whatever it takes to get it right" is a practice he lives by. Chuck is always in the buildings checking and helping the crews to make sure things are done correctly.

Senior Vice President... Charles M. Sassano Jr.

Mr. Sassano will be the one that visits your site every few weeks to walk the buildings with the facilities manager. He is a liaison between the two companies and is there to make sure any concerns are being taken care of in a timely manner.

Account Executive/ Union Coordinator... Scott D. Rogers

Scott has been working with Chuck since he established the company. His background is in construction management, architectural drafting and design, as well as 3D CAD drafting. Scott works with the facility manager making sure all concerns are being implemented by the cleaning crews. He is responsible for the building managers, and keeping them apprised on the situation in each building. Scott will also be in the buildings helping the managers, and checking the work at the end of the night.

IT & Marketing Department... Nathaniel Rambo

Nathaniel incorporated his knowledge of Information Technology into APEX by improving the way we do business. Nathaniel over the years has gained valuable awareness on how important it is to incorporate the computer information highway within the service industry. Prompt answers are vital to a great working relationship with all of our clients, and is vital in maintaining Class-A office space. His knowledge is invaluable in developing overhead reductions that we will pass onto our customer's which is the difference between APEX Management, Inc. and the rest of the service companies located within the surrounding communities of Pittsburgh.

Commercial Cleaning Professionals.

We specialize in cleaning Class "A" office space. APEX Management, Inc. currently cleans in many large office parks in the area. Here are some of the accounts in the area we are proud to be associated with.

STEALTH Technologies



Accutronics USA, Inc.



Greentree Primary Care Center



Siemen's, Southpointe



(Air Force, Weatherford), 121 Hillpointe



... some other loyal customers:

Baltec, Canonsburg, PA

Aker Solutions, Canonsburg, PA

Nobles Energy, Canonsburg, PA

Mylan Corporation, Southpointe Office

American Cancer Society, Pittsburgh Branch Office

Buffers

We use high speed propane floor buffers that set us apart from any other commercial cleaning company. The reason is they don't have the experience in the floor business like APEX has, and the second is the cost factor in obtaining these machines. Normally a company wouldn't be able to place a cost effective bid by adding the cost of the buffers into the bid because of the high expense of the buffers. APEX not only already owns the machines, but we don't pass the cost of using them daily onto you. We will maintain your VCT in a mirror like state.



Battery Operated Floor Scrubbers

When dealing with natural stone and marble, mopping doesn't do nearly a good enough job in cleaning the grout and minor indentations the natural tiles may have. We keep on site a CLARKE automatic floor scrubber that deep cleans the tile and keeps the grout looking as white as possible.



VCT

By using the proper sealer and waxes, along with a regimen of high speed buffing, your VCT can look like its wet throughout the year. This floor below hasn't needed any wax in over 2 years. That passes on a savings to our customers, and keeps the labor costs down. Most companies can't even do this type of floor work, but if they even brought someone in to sub it out, they would spend thousands of dollars to get it stripped and waxed.



Wood Flooring

Wood flooring is very labor intensive...without proper care and knowledge, your floor can be ruined very fast. With solid wood flooring, or laminate wood flooring, the key is "less is better" as far as using harsh chemicals or wax. High speed buffing is what makes this type of floor really shine.



Uniforms

The uniforms are generally an APEX-embroidered t-shirt worn with pants. If more professional attire is required, a golf shirt or apron is worn. This is negotiable between companies.

Name Badges

Name badges can be worn around the neck every night to identify the person and their job title.

Employee Sign-in Sheets

A nightly sign in sheet is required by all employees to sign upon entering and exiting the building. Any notes by the employee or the managers can be written on this form and will be kept on file. See the attached sheet for a sample sign in sheet.

Background Checks

All employees have been in high security areas and have clearance to clean in the most secure of atmospheres. Proper security and emergency procedures need to be understood by all cleaners and managers.

On site supervisor

Every building will have an on site supervisor that will be responsible for running the crews in the building. They are responsible for the first level of quality control in the building. There is constant availability to upper management and owners in the case of any problems or emergencies.

Schedules

Daily Detail Lists
Nightly Schedules
Weekly Schedules
Monthly Schedules

This Task Sheet is what is offered by Apex Management, Inc. for all of our customers

Nightly-N Bi-weekly-B Weekly-W Monthly-M Other-O Quarterly- Q Bi-Yearly-BY On

	N	B	W	M	O
RESTROOMS					
Fixtures cleaned and sanitized	X				
Metal surfaces cleaned and polished	X				
Paper items and soap filled	X				
Floors mopped	X				
Toilets and sinks cleaned and sanitized	X				
Stalls and fixtures dusted			X		
Ceiling vents dusted				X	
FLOORS					
Vacuum all carpets and runners	X				
Sweep and mop all floor tile	X				
Buff floor tile with propane buffer					BY
Deep scrub and wax VCT					BY
Spot clean carpet				X	
Detail vacuum carpet edges and stairwells					BY
Vacuum and clean out elevator tracks				X	
OFFICES and CUBICLES					
Push all chairs in	X				
Dust pictures and horizontal surfaces.			X		
Detail clean desk					Q
Empty garbage cans and replace liners	X				
LOBBIES and COMMON AREAS					
Vacuum all carpets and runners	X				
Sweep and mop all floor tile	X				
Clean glass	X				
Dust ledges, fixtures and plants				X	
Sanitize drinking fountains	X				
Empty outside ashtrays	X				
High dust ledges and fixtures				X	
Elevators	X				

	N	B	W	M	O
CAFETERIA or KITCHENS					
Clean table tops and counters	X				
Clean sinks and fixtures	X				
Paper items and soap filled	X				
Sweep and mop floors	X				
Wipe down cabinet and appliance fronts			X		
High dust ceiling vents and fixtures					Q
Wipe down walls around counters				X	
GENERAL DUSTING					
Cubicle tops and shelves			X		
Pictures and windows ledges				X	
Blinds					Q
High dusting					Q
Stairwells			X		
Bottoms of chairs					Q
Detail desk tops (all items to be removed)					Q
EXITING BUILDING					
All doors appropriately locked	X				
All lights shut off	X				
Log books checked and signed	X				
All alarms set	X				
MISC.					
Telephones cleaned and sanitized				X	
Vacuum fabric on furniture					BY
Dust legs of chairs and tables					BY
Empty outside ashtrays and garbage cans	X				
Wipe down elevators					NA
Clean door handles and light switches			X		
Clean janitorial closets					NA
Clean white Boards					NA

Our services may include some or all of the following items depending on what maybe contractually agreed upon:

- Dust and clean all fixtures and office furniture, file cabinets, desks, credenzas, counter tops, display units, and window ledges/ seals.
- Properly position furniture in offices.
- Spot clean doors, door frames, light switches, and walls.
- Empty and transport all trash from waste baskets/ trash cans to designated waste area.
- All internal glass partitions and entrance glass to be dusted; smudges and fingerprints to be removed.
- Clean and sanitize drinking fountains.
- Damp wipe and/ or polish all high and low shelves, surfaces, etc..
- Dust all Venetian blinds.
- Dust light fixtures and ceiling vents.
- Clean and sanitize all surfaces.

Floors, carpet, and tile:

- Vacuum and treat spots from all carpeted areas.
- All Ceramic/ VCT floor areas dust mopped.
- All Ceramic/ VCT floor areas damp mopped.
- VCT Tile will be deep scrubbed and waxed quarterly.

Kitchens, cafeterias, and lunch rooms:

- All kitchen counters, tables and sinks cleaned with a disinfectant.
- Disinfect the exterior of all appliances.
- Restock all paper and soap products.

Restrooms:

- Clean and polish all dispensers and fixtures.
- Clean and disinfect sinks, toilets and urinals.
- Spot clean tile walls and toilet partitions.
- Wash all restroom floors with a germicidal solution.
- All restroom partitions washed and cleaned with a disinfectant.
- Polish all metal and mirrors.

“References available upon request.”

APEX Management, Inc. specializes in servicing from small to large scale Class 'A' office space.

We're proud to say we service over 2 million square feet of Class 'A' office space per evening, employing 85 bonded and insured, as well as background checked full and part time personnel.



A Green-Clean Company.

SERVICE CONTRACT AGREEMENT

COMPANY	LENGTH OF CONTRACT	JOB ADDRESS
	START DATE	
	END DATE	

ALL WORK TO BE DONE BY:**APEX MANAGEMENT, INC.**

124 Oak Drive
Beaver Falls, PA 15010
412-758-0622 / 412-377-9368
chuck@apexmanagement.biz

Contract Terms: (Determined upon meeting)**CUSTOMER APPROVAL****APEX ACCEPTANCE**_____
CUSTOMER Rep Signature_____
APEX Rep Signature



Customer Log

Prospective Customer

For 24hour customer service call 412-758-0622 day, or 412-377-9368 after 6:00pm

chuck@apexmanagement.biz

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