

Cleaning Things up!



THE CLEAN SWEEP TEAM IS
NOW HIRING
QUALIFIED TEAMS OF
PROFESSIONAL
COMMERCIAL
CLEANERS
SUBMIT A RESUME AND COMPLETE OUR
SURVEY TODAY
thecleansweepteam3@gmail.com
443.859.1175

Welcome!

Welcome to the first issue of The Clean Sweep Team Newsletter. One main resource we rely on is communication. In our approach to streamline team communication, this monthly newsletter will provide relevant information, and is designed to benefit:

- The Team
- The outcome of the service we provide
- Our clientele, partners and colleagues

The Clean Sweep Team has cleaned up many operational practices. Our ultimate goal is to provide a **source of transparency and trust**. A place to share our "wins," support each other as a team and provide tips and coaching for success. We also want to keep clients and partners informed of our service and operational updates.



With over **4000** cleans in 2023, we look forward to **Teamwork** making the **Dreamwork** in 2024!

Inside the clean

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Clean Sweeps

- *New vision
- *New policies
- *New standards
- *New practices
- *Incentives



Ann L. Parsons
(1960-2019)

“Do it right the first time and you won’t here from me” - Ann L. Parsons

Our founder Ann L. Parsons began The Clean Sweep Team in 1998 with a vision. Initially cleaning just four properties in the Century 1 building, a reputation was born. That reputation produced a larger clientele which comes with a greater expectation. Keeping our founders' vision in mind and innovative operations, The Clean Sweep Team is dedicated to exceeding those expectations.

Ann’s son Brandon, has worked alongside her since the age of ten. Picking up when it was time for her to take rest, Brandon has grown the company into what we know for sure, Ann is proud of. Ann demonstrated the benefit of owning her own School Bus, and being in business for herself. Brandon has mirrored his mother’s success, by following her footsteps.

I speak for the team when I say we love and miss Team Dad and our biggest supporter, Richard, “Ricky” J. Parsons. Although they were legally separated, he remained Ann’s biggest supporter, always there to help when needed. Mr. Ricky was a leader on the team, available to teach, assist or put a smile on our face. We miss him and Brandon talking business and his jokes. Truly one of a kind. We all agree that things just have not been the same without him. However, we are eternally grateful for his example.



Richard J. Parsons (1961-2023)

What's New In 2024:



Clean Sweeper #13 and #16 are gassed up and ready to go!

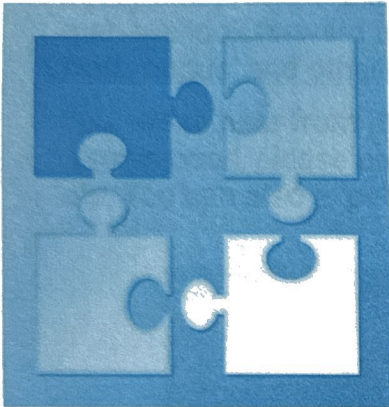
Re-writing The Standard: The Clean Sweep Team has re-written the “standard of quality,” we relied upon in the past. The more we learn, the more we grow. Experience is a great teacher, highlighting areas needing attention. We are streamlining operations from start to finish. You will see reform in the following areas and more.

Operations	Communication
Team Checklist	Jobber
Supplies Used	Scheduling
Documentation	Time Off
End of work day	Feedback
Policies	Reporting

Jobber=Job Security, and is your best resource. Check it frequently like it was TikTok! Jobber will give you information regarding the property you are cleaning. From entry codes to things to look out for. Jobber will eliminate the need for teams to make phone calls. We will empower you with all you need to be successful. It is necessary to become familiar with Jobber and any required application, as documentation will be submitted through them. ***This policy effective 2024***

Highlights

- **Some clients and partners have implemented new policies regarding complaints.**
- **Adherence to updated policies, aide in lowering rates of complaint.**
- **Incentives to be given teams avoiding com-**



Keeping things Consistently Clean

Cleaning Supplies/

Tools: will be Key! An effort to lower the complaint-rate, maintain consistency and honor our quality of service, we are establishing pre-determined products for teams to use. Listening to our client/partner feedback is key, both positive and negative. Our teams will successfully rectify any negative, while continuing the positive, by adapting to a uniformed process. Simply put, all teams use the same cleaning products.

This policy effective 2024



Check the Checklist ✓



The Team Checklist has been updated to reflect ways to avoid complaints. As a result of the high number of overall, relevant complaints to cleanliness, complaints will not be tolerated. ***Please see the complaint/recall policy*** Many of our clients are now operating on a scoring system, and their business is determined by the score. We encourage teams to follow The Clean

Cover Your Work

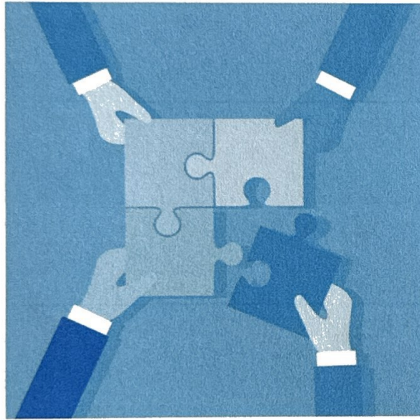


Documentation, because if it's not documented, it didn't happen! Many of our clientele have requested photos of our finished work. This is a result of a high complaint-rate as well as for their own proof against guest-claims. It will be necessary to check Jobber to see if the property you are cleaning has a photo requirement. It is always good practice to submit photos of your work to Jobber. ***This policy effective 2024*** If you see anything that causes concern, Jobber is also a great place to input it and "CYA." Job Forms of completion will also be added to your Jobber application.

2- What to expect from an Operational standpoint:

Expect 110% from us, as we are expecting the same from you. Be on the lookout for updates to standards of service, policy and procedure adherence, teamwork and a fun summer. We look forward to rewarding teams through incentives, bonus' and other campaigns.

We love to hear from the team. The lines of communication remain open, please provide as much feedback as possible. You can also expect clear communication in return.



**Proper bed-making
and linen placement**

"small enough to care, LARGE ENOUGH TO SERVE YOU"

Our commitment to teams and partners

We are contractually and morally committed, to providing a high-level quality of service, to our clients and partners. Through training and other materials, we strive to create a "do it best the first time," team environment. We want you to be and feel successful at all you do with The Clean Sweep Team.

Thank you,

Latif M. Schofield

COD/CEO

The Clean Sweep Team/TCST Linen & Laundry Services
2200 Northwood Drive. Suite 1



5- Our commitment