

Research shows conclusively that restaurant cleanliness impacts guest satisfaction – and guest retention. Clean restaurants drive repeat business and boost sales; it can't be ignored. While routine cleaning and janitorial services can be handled by in-house staff, what about periodic specialized services that are critical for keeping your locations safe and attractive long term, but your employees can't or shouldn't do?



Why USM? An Overview.

- ▶ Supplemental to your current in-house cleaning
- ▶ Ensures a consistent brand image – and maximum level of clean
- ▶ Only one invoice – not hundreds
- ▶ USM's buying power means serious cost savings
- ▶ Standardized pricing across entire portfolio
- ▶ Risk mitigation – from the stability of a Fortune 500 company
- ▶ Site-level quality control & reporting
- ▶ Client Web Portal visibility
- ▶ All crews are fully trained, insured and compliant

▶ **Single-source solution for multi-site operators.**

With USM's Routine-Plus Services, restaurants save time and hassle by making a single phone call to handle inevitable restorative maintenance tasks. It's a smart solution, considering store employees don't have the training, skills or access to proper equipment and chemicals – not to mention the potential health and safety implications or the time required to perform the necessary work. USM can help.

▶ **More affordable. More manageable.**

Procuring locally might seem cost effective, but in reality the time spent managing hundreds of vendors makes for an expensive proposition. USM's collaborative approach to scope and service frequencies frees you of the need to schedule work – we'll know what needs to be done, and when. Plus, combine USM's buying power and standardized pricing across an entire portfolio of services, and the savings add up.

▶ **Maximum level of clean. Minimum level of spend.**

Keeping a consistent level of clean keeps your brand fresh and relevant – and our program provides centralized oversight to

ensure a consistent brand image across the portfolio. Keeping your locations clean is a wise investment, and provides a direct correlation to customer satisfaction and retention. Remember: Routine-Plus Services are a supplement – not a replacement – to your current in-house efforts.

▶ **Services**

- Deep cleaning floor surfaces and restoring grout lines
- Concrete polishing & refinishing
- Wood flooring restoration
- Deep restroom cleaning
- Sanitizing eating areas
- Steam/pressure cleaning of foodservice areas
- Construction clean-ups
- Bio-hazard & other emergency clean-up
- High dusting
- Window cleaning

▶ **Cost Savings**

Managing periodic services at the local level is time-consuming, and doesn't afford you the savings that USM can leverage. Our nationwide vendor network and buying power allow us to offer you serious cost savings – plus greater visibility and predictability of your cleaning and maintenance spend.

Low cost. High impact.

- ▶ Floors and restrooms are an important customer touch point. Keeping them clean and updated supports your brand image and keeps people coming back.

Fresh-Brewed Convenience.

One USM client, a well-known American specialty coffee chain, had its local store managers procuring restorative and emergency service by relying on a “Yellow Pages approach” to identify, evaluate and hire local vendors.

Over time, they recognized they were spending too much time and money managing maintenance services not handled by their employees. They turned to USM and implemented a regional-level Routine-Plus Services program that enabled them to make a single call to the USM Account Team for all their out-of-routine tasks like periodic strips and scrubs, carpet extractions, windows & high dusting, and emergency clean-ups.

Today, the company’s periodic maintenance program runs smooth as ever – as our client likes to say, “As smooth as a hazelnut macchiato.”

We Know Maintenance Inside and Out

