

Research has proven that the cleanliness of stores, banks, restaurants and other retail locations directly impacts a customer's decision to return. 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, multi-site operators 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 solution. 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
- Deep restroom cleaning
- Sanitizing customer touchpoint 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.

▶ Markets Served

- Banking
- Communications
- Education
- Convenience
- Healthcare
- Hospitality
- Logistics
- Retail
- Restaurants

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.

Delivering on the promise.

With more than 1,800 locations and 15,000 employees, one client – a high-profile office print delivery and shipping retailer – was confident that their own store associates could perform routine cleaning of each location. Before long, it was clear that the job – and the inevitable special cleaning needs that came up – were a bit too much to handle. They called USM.

Today, USM handles their full range of routine-plus interior and exterior services, including landscaping, snow removal, even parking lot maintenance.

With a customized Routine-Plus Services program, USM delivers standardized periodic deep-cleaning services across the entire portfolio to ensure a consistent level of clean at all store locations. All of which makes it easier for this client to keep on truckin'...

We Know Maintenance Inside and Out

