



Ten Factors in Choosing a Professional Cleaning Company and Why Mrs. Clean Pittsburgh is the Perfect Choice

Are you looking for a new cleaning service? Is your current service too expensive, unreliable or have they lost their sparkle? Here are some things to take into consideration when selecting a cleaning service.

1. **The company has a proven track record.** The cleaning service industry is highly competitive and many companies appear and disappear. It is important that the company you select has been in business for a substantial length of time and has a solid customer base.

Mrs. Clean Pittsburgh is locally owned and operated. We have been in business since 1998 and currently serve five counties in Greater Pittsburgh from our two offices.

2. **The company provides references as requested.** A professional cleaning service is willing to provide quality references from previous customers, which you can then use to make your decision. A great way to see if the cleaning company will be able to deliver on their promises is to call some of their present customers.

Ask your friends about Mrs. Clean Pittsburgh, or ask us for references. Referrals from friends are most often the best recommendations. We are also more than happy to provide you with names of references you may contact with specific questions about our service.

3. **The cleaning service is highly rated.** Check the Better Business Bureau for company reviews. The Better Business Bureau also provides any customer complaints or legal filings against the company and includes how the company has responded to them. Angie's List is another source to see how clients have rated a company's service and staff.

We make our high quality service convenient for YOU. In addition to superior quality service, we offer an experience that is convenient for you. Our cleaning professionals bring their own products and tools, and we do our best to schedule a time that fits your busy schedule. If you have a special cleaning request, we are happy to oblige!

4. **The company is insured and bonded.** An insured and bonded company will take full responsibility if any accidents happen during the cleaning process or any theft occurs while the service is there. Smaller cleaning companies may not carry insurance. Choosing a service without insurance leaves you responsible for any damage. Do not be shy about asking the company for proof of coverage. The service should have no problem sending you a Certificate of Liability Insurance with all pertinent information.

We know that accidents happen. When they do, Mrs. Clean Pittsburgh is ready to accept full responsibility for any damage. Our cleaning service is bonded and insured, and we cover payment for our mistakes so you don't have to worry.

5. **The company provides cleaning products and trains their staff to use them efficiently.** It is important that employees are able to use the cleaning chemicals properly in order to provide effective cleaning and avoid damage to your personal effects. To ensure consistency in cleaning, products - including those that are environmentally safe - should always be provided by the company.

We take our cleaning seriously! Our cleaning professionals are completely trained on how to clean your home and are updated on the best way to use each cleaning product. We will utilize ecofriendly tools and products upon your request. We strive for sparkle every time!

6. The company conducts background checks on its employees. Trust is a priority when allowing a professional cleaning company in your home or office. Confirm with the cleaning service that background checks are performed on each employee. Completion of this type of screening will result in a higher caliber set of employees.

7. The cleaning staff has longevity with the company. Reliable service and continuity is very important to clients. Long standing employees offer better service and client satisfaction.

We believe in our cleaning professionals. Many of Mrs. Clean Pittsburgh's cleaning professionals have been with us for years. We value our cleaning professionals and reward them for their excellent work. We perform background and reference checks on any new employees when they are hired to ensure that we are adding only the highest quality people to the Mrs. Clean Pittsburgh family.

8. The company conducts periodic on-site supervision. Having a supervisor available at the site periodically to help coordinate the cleaners will ensure that they are following proper procedures and instructions. The supervisor will be the point of contact if you have any concerns or issues.

Quality, quality, quality . . . Mrs. Clean Pittsburgh performs periodic onsite inspections of our work to make sure that our service is always the best. If you would like to request an onsite inspection of your home, please contact the office manager. If you have any comments about our cleaning service, good or bad, we want to hear from you! We rely on your feedback to keep us at the top of our game.

9. The cleaning service will provide free in-home consultation. Reputable cleaning companies don't charge for an initial consultation. It provides an opportunity to meet with the manager of the company to determine if they will be able to meet your cleaning requirements. This is the time a customized plan can be developed if necessary.

10. A professional cleaning service will provide a satisfaction guarantee. Respectable companies want the job done right the first time. If circumstances arise, however, those same companies will rectify the situation and provide a subsequent cleaning at no charge.

SATISFACTION IS GUARANTEED! Need we say more? If you aren't happy please call us and we'll return to complete the job within 24 hours – no charge! We will never take your business for granted and guarantee you will be satisfied with the work we perform.

If you aren't happy with our service for any reason, we will resolve any issues you may have.

Invite us for a free in-home consultation and estimate today. We would welcome an opportunity to provide you with a consultation and estimate at no cost to you. We believe in the value of our service and invite you to compare our service to others – we are that confident that we are the best!

Have more questions? Just contact us and we will be happy to answer them for you.

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