

## CASE STUDY

### Delivering Consistent Results and Expanded Service to Private College

An initial engagement of custodial work solely in academic and administrative locations expanded as our partnership strengthened and the needs of the client grew.



#### GAINING TRUST

By providing clean results day after day, month after month, our work on campus expanded from the educational facilities to the residence halls, the President's living quarters, and the senior staff residences. This expansion of services brought added satisfaction to the college President who, at the initiation of our work, was heard saying "No contractor will ever get my residence halls." Our steady approach and outstanding results helped change his mind and earned us the privilege of additional responsibility on campus.

#### INTRODUCING GREEN

On every campus, student health and dedication to the environment are paramount. With CleanCampus™, we introduced Green Cleaning solutions to the campus. The goal was to ensure that optimum "clean" would be achieved without any compromise, while eliminating the use of toxic and harmful processes and chemicals that could negatively impact the students and faculty. Our combination of products and solutions helped the client meet every objective in achieving a green and clean campus environment.

**LOCATION** Franklin, MA

**CLIENT SINCE** 1999

**SCOPE OF WORK** 20+ Buildings, 635,000 SF

#### BACKGROUND

The client was looking for a company they could trust to take over their custodial services long-term

#### EFFECTIVE COMMUNICATION

We worked with administration to understand their current approach and introduce some process improvements. Separating the labor force into groups and staggering start times allowed us to reduce overtime and cut shift time below 8 hours, delivering significant savings. Our close communications with the administrative team delivered measurable results.

#### STANDARDIZED TRAINING

In addition to standardized training, we were faced with the challenge of on-campus communications between the custodial staff and the campus community. To help bridge the communication gap and ensure that all custodial staff members were proficient in English, we provided ESL classes to all custodial staff members who needed improvement. A win-win for everyone involved.