



# GUIDELINES FOR SERVICE

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The Verity Partners Group  
314.731.0071

[veritypartnersgroup.com](http://veritypartnersgroup.com)

# Guidelines For Service

At The Verity Partners Group, we strive to serve you to your complete satisfaction. We have designed our Guidelines for Service to help us achieve this goal; never to limit us. We are always available to discuss any requests not specifically addressed in these guidelines.

## General Cleaning

**DUSTING:** File cabinets, copy machines, office partitions and overheads, bookshelves, tables, and other furniture will be dusted with a treated cloth each week.

*Low dusting:* chair rails and legs, desk and table legs, baseboards, ledges, vents, etc. will be dusted monthly.

*High dusting:* ledges, picture frames, door frames, etc. will be done monthly.

**DESKS:** Desktops will be dusted with a treated cloth each week and polished or damp wiped as needed. *Papers left on desks will not be moved.* Desk accessories including computer monitors (if turned off), calculators, desk trays, etc. will be dusted weekly.

**TELEPHONES:** Telephones will be sanitized weekly.

**WINDOWSILLS & BLINDS:** Windowsills will be dusted weekly. Mini-Blinds will be dusted monthly.

**UPHOLSTERED FURNITURE:** All upholstered furniture will be vacuumed monthly.

**VINYL FURNITURE:** All vinyl furniture will be damp wiped and dried monthly.

**WATER FOUNTAINS:** Water fountains will be cleaned, sanitized, and polished each service.

**FINGER MARKS:** Finger marks and smudges will be removed from desks, partitions, doors, light switches, and woodwork weekly.

**CARPETS:** Carpets will be vacuumed each service with a commercial power vacuum in all open areas and traffic ways. All carpeting will be thoroughly vacuumed weekly including desk kneeholes, behind doors, under/ behind movable furniture and equipment. *(Does not include hand-picking staples from the carpet.)* Edges and corners will be thoroughly vacuumed monthly. Small spots will be removed weekly, *excessive spot removal excepted.*

**HARD FLOORS:** Tile floors will be thoroughly swept with a treated dust mop and spot mopped each service. Complete mopping will be done as needed.

**MATS & RUNNERS:** Mats and runners will be spot-cleaned each service and thoroughly vacuumed or damp mopped weekly.

**PLASTIC CHAIR MATS:** Plastic chair mats will be spot-cleaned weekly.

**GLASS PARTITIONS:** Partition glass will be spot-cleaned as needed and completely cleaned quarterly.

**WALLS:** Marks and smudges will be removed from walls as long as their removal does not spoil the general appearance of the walls.

**TRASH DISPOSAL:** Trash containers and shredders will be emptied at each service and trash taken to the designated area. Exteriors of containers will be spot-cleaned each service. Plastic liners from your stock will be installed as needed.

**COBWEBS:** Cobwebs will be removed from window frames and corners as needed.

## Entrance & Reception Areas

We will give special attention to this area to ensure a favorable impression is made on employees and visitors.

**ENTRANCE GLASS:** Glass in entrance doors and receptionist's partitions will be cleaned each service on both sides to remove smudges and fingerprints.

**FURNITURE:** The reception desk and table tops will be polished or damp wiped each week. Vinyl furniture will be damp wiped each month. Upholstered furniture will be vacuumed each month. Magazines will be stacked and arranged in an orderly manner.

**FLOORS:** Floors will be vacuumed or swept and damp mopped each service

## Rest Rooms

We realize that your restrooms are an area of special concern and attention to you and your employees. Our objective is to keep them clean, sanitized and fresh on a consistent basis.

**FIXTURES:** Toilet bowls, toilet seats, urinals and sinks will be cleaned and sanitized each service. Bright metal will be cleaned and polished each service.

**TRASH CONTAINERS:** Trash containers will be emptied each service and trash taken to the designated area. Exterior of containers will be spot-cleaned each Service. Plastic liners will be installed from your stock.

**GLASS:** Glass and mirrors will be cleaned and polished each service.

**WALLS:** Splash marks will be removed from walls around sinks and dispensers each service. Ceramic walls will be spot cleaned each service. Partition walls and doors will be spot cleaned each service, wiped down and sanitized monthly.

**DISPENSERS:** Dispensers will be cleaned and polished each service and supplies installed from your stock.

**FLOORS:** Floors will be swept, damp mopped and sanitized each service.

## **Lunchrooms, Kitchen & Break Areas**

In order to help you provide a pleasant, attractive atmosphere for your employees, these areas will be maintained in a clean, sanitary condition.

**FURNITURE:** Tables and counter tops will be damp wiped each service. Chairs will be spot cleaned each service.

**CABINETS & METAL WORK:** Cabinet exteriors will be spot-cleaned each service and thoroughly cleaned weekly. Bright metal will be cleaned and polished each service.

**VENDING MACHINES:** Machines will be spot-cleaned each service and damp wiped weekly if not included in the vendor's contract.

**TRASH CONTAINERS:** Trash containers will be emptied each service and trash removed to a designated area. The exterior of containers will be spot-cleaned each service. Plastic liners will be installed from your stock.

**FLOORS:** Floors will be vacuumed or swept, and damp mopped each service.

**MICROWAVES:** Microwaves will be spot cleaned inside and out each service and thoroughly damp wiped and sanitized each week.

## Specialized Services

- ✓ Carpet Cleaning
- ✓ Complete Hard Floor Care
- ✓ Anti-Viral Sanitation
- ✓ Day Porter Services
- ✓ Post Construction Cleanup

## **Insurance Protection**

Every person entering your facility as a representative of The Verity Partners Group is fully bonded and insured. To request a sample insurance Certificate of Insurance (COI) reflecting current limits, please call 314-731-0071, or visit [veritypartnersgroup.com/requestcoi](https://veritypartnersgroup.com/requestcoi)

## **Security**

Top priority will be given to ensuring the security of your building, and its contents. Your established security protocols will be followed at all times.

## **Equipment And Materials**

All equipment and cleaning materials necessary for the performance of these services will be furnished by The Verity Partners Group.

## **Consumable Supplies**

Toilet paper, hand towels, deodorants, hand soap, urinal blocks, plastic bags, feminine hygiene products, and trash liners, will be installed by The Verity Partners Group from your supply. If you prefer, The Verity Partners Group can order these items for your facility, at an additional cost.

## **Client Services**

Our focused, solution-driven client service includes: a dedicated account manager, regular on-site inspections, frequent communication through both phone and e-mail, a complimentary virtual logbook, and our after-hours emergency paging system, available 365 days a year, including weekends and holidays.



*Serving St. Louis Since 1992*

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