

# 21 Point Checklist

*What your cleaning company should be doing...and how to check.*

## QUALITY

- Are all work areas, surfaces and fixtures dusted, and flat surfaces cleaned and polished?
- Are carpets adequately and properly vacuumed?
- Restrooms should be spotless and sanitized, floors and fixtures should sparkle, and restrooms smell and look fresh. Do they?
- Are recycling materials disposed of as you have instructed?
- Does your janitorial service equal or exceed your contract requirements overall?

## CONDUCT

- Are work schedules observed? Crews should arrive and leave on time ... not when they decide to.
- Are there ever unauthorized visitors? Guests, pets and children are a distraction and possible liability.
- Is your property respected? Janitors should never use phones or personal items, and any item moved for cleaning or vacuuming furniture should be put back as originally placed.
- Is property missing or damaged? Theft or pilferage cannot be tolerated. Anything damaged during cleaning should be promptly reported.
- Are janitors courteous and respectful of your work environment? Loud talk and music are not appropriate.

## SECURITY

- Is your security system used as you have instructed?
- Does janitor maintain your security perimeter during cleaning? Unlocked doors or windows must never be left unattended.
- Has there been an accidental set-off of your security system? Was this immediately and properly reported?
- Is your security system correctly reset at departure?
- Does your janitor manage security issues according to your pre-established rules?

## RESPONSIVENESS

- Is your janitor attentive to your incidental needs?
- Are your requests attended to promptly?
- Are your calls and emails promptly returned?
- Do complaints receive immediate attention?
- Do you have access to a janitorial manager with authority to take action to correct a problem?

## OVERALL

- Are you entirely delighted with your janitorial service?

# Are you completely happy with your commercial janitorial service?

*Is your janitor's quality and consistency everything that you expect? Does your current janitor go above and beyond your expectations? Do you feel as though everything is as good as it can be...or could it be better?*

Hi, I'm Steve Gowdy, owner and president of Santa Barbara Building Maintenance. We've served Santa Barbara for over 25 years. We're not a typical janitorial service. Our customers expect and deserve more – and we do everything we can to deliver it.

I've developed a system for commercial janitorial services that delivers better results with greater consistency than either the big franchised cleaning companies or the little janitorial operators. Best of all, I know my system works: low employee turnover, high customer satisfaction, consistent customer retention.

Take a look at our *21 Point Checklist*. Is your cleaning company doing everything they should be doing for you? If not, give us a call. I'll be happy to give you a free evaluation and estimate.

Sincerely

Steve Gowdy  
Owner & President



**Steve Gowdy, Owner & President**

Steve has owned and operated SBBM since 1997. Prior to SBBM, Steve operated a similar commercial cleaning service in San Diego for over 10 years. His early career was in accounting and Steve assembled all the additional education and experience requirements for certification as a CPA, a designation he still holds today. He prefers the fun of building and running a business and believes his professional background instilled a certain approach to management and operations that has served SBBM's customers very well. Steve is active in youth sports as coach and involved parent, and also serves on the boards of several local charitable organizations.

## Jose Motolinia, Director of Operations

Jose Motolinia is the driving force behind SBBM's commitment to quality. Jose's position as overall manager of SBBM cleaning crews is your assurance of quality. For over 18 years, Jose worked for the world famous El Encanto Hotel, one of Santa Barbara's premier hotel properties. At the El Encanto, Jose was director of housekeeping, overseeing a large crew of housekeepers and maintenance staff. His technical knowledge of the business is unsurpassed, but even more important are his outstanding people skills.

Our crews love him and our customers do too.



## Customer list (partial)

- AMEC
- Authoria
- Anacapa Medical Building
- Blockbuster
- Boone Graphics & Printing
- Century 21 A Hart Realty
- Commission Junction
- Community West Bank
- D2 Technologies
- Dorais & McFarland
- Fell Marking Abkin
- Fielding Institute
- Freitas Building
- Fremont Investment & Loan
- Gulfstream Capital
- Hatch & Parent
- Hill & Trager
- Kadri & Associates
- Liberty Mutual
- Make It Work
- McGowan Gunterman
- Meridian Group
- Pacific Technology Center
- Pacifica Real Estate Group
- Price Postel & Parma
- ProHealth, Inc.
- PR Store
- Reetz Fox & Bartlett
- Reicker Clough Pfau & Pyle
- Rogers, Sheffield & Campbell
- Santa Barbara Symphony
- SB Bank & Trust
- SB Technology Group
- Smith Barney
- State Farm Insurance
- US Bankruptcy Court
- Valueclick
- Vons Shopping Center
- 3916 State Street Bldg.
- 1187 Coast Village Rd. Bldg



### About SBBM

The largest privately owned, non-franchised commercial cleaning company in Santa Barbara County, Santa Barbara Building Maintenance delivers the highest level of service to professionals, commercial buildings and corporate enterprises.

We clean and maintain some of Santa Barbara's best known buildings and corporate offices.

Ask about our testimonial customers, or visit our website at [www.sbbm.com](http://www.sbbm.com) to see just a few of our customer locations. Experience the difference that is "consistently complete commercial cleaning."

**Your banker?**

**Your attorney?**

**Your CPA?**

***(Hint: it's your janitor)***

#### Contact:

Steve Gowdy, President  
office: 805-455-1381  
email: [clean@sbbm.com](mailto:clean@sbbm.com)

Jose Motolinia, Director of Operations  
office: 805-899-4028  
cell: 805-455-1382  
email: [service@sbbm.com](mailto:service@sbbm.com)

#### For correspondence and inquiries:

Santa Barbara Building Maintenance  
P.O. Box 1293  
Santa Barbara, CA 93102  
[www.sbbm.com](http://www.sbbm.com)

**Who has  
the keys  
to *your*  
office  
tonight?**

