



# Commercial Service Manual

P.O. Box 1180  
Greenbelt, MD 20768-1180

(877)-ECO-CLEAN  
(877)-326-2532

[www.GreenCleanUSA.org](http://www.GreenCleanUSA.org)

Serving the DC Metropolitan Area

*Your Environmentally Friendly Cleaning Alternative*



Dear Valued Customer:

Daily each of us has an impact on the environment all around us. The choices that we make today influence the future that we will all share tomorrow. Green Clean has deviated from the pack in its decisions and business practices. The direction Green Clean is going reflects its commitment to making choices appropriate for our environment and our future.

We are proud to bring you an environmentally friendly company that is price competitive with companies that are using more traditional methods.

Thank you,

Loren LaVoy  
President, Green Clean, LLC

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## **Mission Statement**

Green Clean understands the needs of today's companies to provide a clean, non-toxic environment for their customers and employees. We are committed to helping companies provide that environment. We will accomplish this by offering a professional cleaning service utilizing products that are nontoxic, biodegradable, and environmentally friendly.



## **Advantages**

Green Clean is not your standard commercial janitorial service. Many janitorial companies both large and small focus only on cleaning but not on the long term effects of the using harsh chemicals has on the environment or on the welfare of humans.

Your company will benefit from the truly environmentally friendly cleaning, green product expertise, and elbow grease scrubbing methods used by Green Clean. Our experience in providing janitorial services will significantly improve the overall appearance and cleanliness of the office or building as well as providing a safe non-toxic environment for your customers and employees.

## **Our services**

Using only non-toxic, biodegradable, and environmentally friendly cleaning materials Green Clean can provide Daily, Weekly, and Extensive Quarterly Cleaning.

We have the availability to provide the following:

### **Entryway/Reception Area**

- Dust Furniture
- Vacuum carpets
- Dust light fixtures, lamp shades and artwork
- Dust exposed heat registers and baseboards
- Dust windowsills
- Wipe down entry doors inside & out

### **Hallways**

- Vacuum carpets
- Dust light fixtures, lamp shades and artwork
- Dust exposed heat registers and baseboards
- Dust windowsills
- Wipe down doors inside & out
- Dust exposed baseboard

### **Office (s)**

- Vacuum carpets
- Dust light fixtures, lamp shades and artwork
- Dust exposed heat registers and baseboards
- Dust windowsills

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- Wipe down doors inside & out
- Dust exposed baseboard
- Dust furniture (will not move items on top of furniture)

## **Break/Kitchen/Laundry Rooms**

- Clean countertops
- Clean small kitchen appliances
- Microwave inside and out
- Stove exterior & inside oven window
- Refrigerator exterior, rubber seals & air vents
- Cabinet exteriors
- Dishwasher & trash compactor exteriors
- Sink, faucet & drain
- Inside window over sink
- Dust window sills
- Vacuum and mop floors
- Dust exposed heat registers & baseboards
- Washer & dryer exteriors; inside washer lid

## **Restrooms**

- Commode inside & out
- Lights, mirror & counter
- Clean cabinet exteriors
- Paper holder/towel racks
- Vacuum & mop floors & rugs
- Dust exposed heat registers & baseboards

## **Extra Task Assignments**

The following services may be available with prior advance notice and at an additional charge. These items are not considered every time cleaning tasks.

- Wash windows inside
- Wash walls & ceilings
- Empty, wipe, and replace books and items on shelves
- Empty, wipe, and replace items inside cabinets and/or hutches
- Vacuum drapes
- Clean ornate chandeliers
- Remove ashes from fireplace
- Strip, remove and replace floor wax
- Clean inside refrigerator



## **Hours of operation**

The administration office is typically open between the hours of 07:30 am and 05:00 pm Monday through Friday. We can be contacted any time via email and voice mail.

## **Inclement weather**

During inclement weather we will make every attempt to get a crew to your home, but from time to time this may not be possible. In the event that we are unable to get a crew to your home on a scheduled day we will contact you.

## **Scheduling**

We advise all clients that will be utilizing our service to schedule these services on a recurring basis, if this is not possible we request that you contact us by 10:00 Friday for the following week. Please note that all services are scheduled on a first come first serve bases, and every attempt will be made to accommodate your request.

We can at times accommodate unplanned requests if we have a cancellation. However, we can rarely do so with less that twenty –four hours' notice.

## **Cancellations**

We request that if you need to cancel that you notify us at least 48 hours prior to your scheduled appointment. Cancellations with less than 24 hour notice will be charged \$50.

## **Payment**

Invoices are issued the last day of the month, and are due upon receipt.

### **Late Payments/Returned Check Charges**

If payment is not received within 30 days it is considered late and subject to a \$25 late payment fee, plus 2% interest on the balance every 30 days until payment is made.

We will charge a \$35 fee on all returned checks.



## **Security**

Unless a person remains in the office or building to allow the cleaning crew access a key will need to be kept at our office. We take extreme measures to protect each key. We assign every customer key a security code and store it in a fireproof key safe. Crew leaders will be issued your key the day of your scheduled cleaning, and then return it to the safe by the end of the day. No identifying information is ever put on any key. Also for your safety, we do not return keys by mail. All keys will be returned in person, and only turned over to the contact person.

If you have an alarm system at your office or building and it is simple to operate, you will need to give instructions on its operation to the office.

We do a complete background check on all of our crew members.



Maryland



# Western Surety Company

## JANITORIAL SERVICE BOND

Bond No. 69845955

In consideration of an agreed premium, Western Surety Company, a South Dakota corporation, hereby agrees to indemnify Green Clean, LLC of 8609 60th Ave., Berwyn Heights, MD 20740

(the "Obligee"), against loss of money or other property, real or personal, belonging to any and all subscribers (the "Subscriber") to its services, or in which the Subscriber has a pecuniary interest, or for which the Subscriber is legally liable, which the Subscriber shall sustain as the result of any fraudulent or dishonest act, as hereinafter defined, of an Employee or Employees of the Obligee acting alone or in collusion with others, and for which the Obligee is liable, the amount of indemnity on each of such Employees being TEN THOUSAND AND NO/100 DOLLARS (\$ 10,000.00).

THE FOREGOING AGREEMENT IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS:

**TERM OF BOND:**

SECTION 1. The term of this bond begins with the 21 day of January, 2005, at 12:00 o'clock night, standard time, at the address of the Obligee above given, and ends at 12:00 o'clock night, standard time, on the effective date of the cancellation of this bond in its entirety.

**DISCOVERY PERIOD:**

SECTION 2. Loss is covered under this bond only (a) if sustained through any act or acts committed by any Employee of Obligee while this bond is in force as to such Employee, and (b) if discovered prior to the expiration or sooner cancellation of this bond in its entirety as provided in Section 11, or from its cancellation or termination in its entirety in any other manner, whichever shall first happen.

**DEFINITION OF EMPLOYEE:**

SECTION 3. The word Employee or Employees, as used in this bond, shall be deemed to mean, respectively, one or more of the natural persons (except directors or trustees of the Obligee, if a corporation, who are not also officers or employees thereof in some other capacity) while in the regular service of the Obligee in the ordinary course of the Obligee's business during the term of this bond, and whom the Obligee compensates by salary or wages and has the right to govern and direct in the performance of such service, for whom a premium has been paid, and who are engaged in such service within any of the States of the United States of America, or within the District of Columbia, Puerto Rico, the Virgin Islands, or elsewhere for a limited period, but not to mean brokers, factors, commission merchants, consignees, contractors, or other agents or representatives of the same general character.

**FRAUDULENT OR DISHONEST ACT:**

SECTION 4. A FRAUDULENT OR DISHONEST ACT OF AN EMPLOYEE OF THE OBLIGEE SHALL MEAN AN ACT WHICH IS PUNISHABLE UNDER THE CRIMINAL CODE IN THE JURISDICTION WITHIN WHICH ACT OCCURRED, FOR WHICH SAID EMPLOYEE IS TRIED AND CONVICTED BY A COURT OF PROPER JURISDICTION.

**MERGER OR CONSOLIDATION:**

SECTION 5. If any natural persons shall be taken into the regular service of the Obligee through merger or consolidation with some other concern, the Obligee shall give the Surety written notice thereof and shall pay an additional premium on any increase in the number of Employees covered under this bond as a result of such merger or consolidation computed pro rata from the date of such merger or consolidation to the end of the current premium period.

**NON-ACCUMULATION OF LIABILITY:**

SECTION 6. Regardless of the number of years this bond shall continue in force and the number of premiums which shall be payable or paid, the liability of the Surety under this bond shall not be cumulative in amounts from year to year or from period to period.

**LIMIT OF LIABILITY UNDER THIS BOND AND PRIOR INSURANCE:**

SECTION 7. With respect to loss or losses caused by an Employee or which are chargeable to such Employee as provided in Section 4 and which occur partly under this bond and partly under other bonds or policies issued by the Surety to the Obligee or to any predecessor in interest of the Obligee and terminated or cancelled or allowed to expire and in which the period for discovery has not expired at the time any such loss or losses thereunder are discovered, the total liability of the Surety under this bond and under such other bonds or policies shall not exceed, in the aggregate, the amount carried under this bond on such loss or losses or the amount available to the Obligee under such other bonds or policies, as limited by the terms and conditions thereof, for any such loss or losses, if the latter amount be the larger.

**DEDUCTIBLE:**

SECTION 8. The Surety shall not be liable under this bond on account of any loss or losses through fraudulent or dishonest acts committed by any Employee of Obligee, unless the amount of such loss or losses, after deducting the net amount of all reimbursement and/or recovery, including any cash deposit taken by the Obligee, obtained or made by the Obligee or the Surety on account thereof, prior to payment by the Surety of such loss or losses, shall be in excess of ONE HUNDRED DOLLARS (\$100.00), and then for such excess only, but in no event for more than the amount of insurance carried on such Employee under this bond. If more than one Employee commits the fraudulent or dishonest act resulting in such loss or losses, said deductible amount shall apply to each Employee so involved.

Form 1375-MD-5-2002

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## General Information

Greenbelt Office  
PO Box 1180  
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General Information  
[info@greencleanusa.org](mailto:info@greencleanusa.org)  
877-ECO-CLEAN (877-326-2532)

Customer Service  
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