SUPREME'S
MAGIC CLEANING
Professional Cleaning - Insured and Licensed

HOW SUPREME´S MAGIC CLEANING

DELIVERS EXCELLENCE IN COMMERCIAL CLEANING

INITIAL PRESENTATION

Welcome to Supreme´s Magic Cleaning

At Supreme´s Magic Cleaning, we are committed to creating cleaner, healthier, and more productive environments. We deliver professional cleaning solutions designed to support businesses and their daily operations.

As an independently owned and operated company, Supreme´s Magic Cleaning is built on strong values, consistent quality standards, and a commitment to developing lasting business relationships.

We believe exceptional service begins with our people. Through professional training, proven cleaning systems, and clear accountability, our team delivers reliable solutions with meticulous attention to detail.

Our mission is simple: to provide cleaner, healthier facilities while maintaining the highest standards of quality and professionalism. We take pride in being a trusted partner for every business we serve.

Our
Commitment,
SUPREME´S MAGIC CLEANING

PROFESSIONAL COMMERCIAL CLEANING SOLUTIONS

QUALITY • RELIABILITY • PROFESSIONALISM



Consistency of a quality service must be a top priority

Lack of consistency is the number one complaint from users of cleaning services. It feels almost impossible to trust that you will not have surprises the next morning. It’s like a rollercoaster, but not the fun kind.

Are you familiar with this scenario? The cleaning company starts well, then slowly starts dropping the ball. You complain, and they fix the issues. Everything seems good for a while, but then they repeat the same mistakes and new ones arise. You complain again, and they fix it again.

The cycle seems never-ending. This happens because they are taking a reactive approach to managing the services, instead of being proactive and fixing the root of the problems.

This lack of consistency happens for a few reasons, but the most common are:

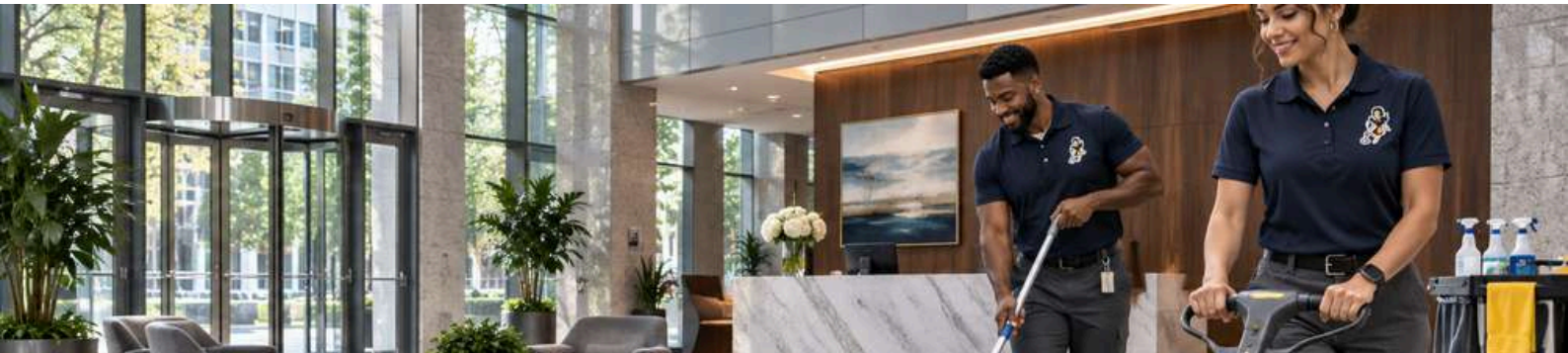


- **Subcontracting:** the subcontracted company becomes responsible for the service, and they are usually not familiar with the contracted scope of work.

- **Lack of training:** when the company does not take the time to train the employee, it is a matter of time until problems start to accumulate.

- **No timekeeping system:** the cleaning company does not track the hours of the employees, so they are allowed to cut corners and leave the building after removing the trash only.

- **No quality assurance system:** if the company does not perform their own inspections, the customer automatically becomes responsible for quality assurance. Seeing cobwebs and dust becomes your routine.



The secret to fixing inconsistent services

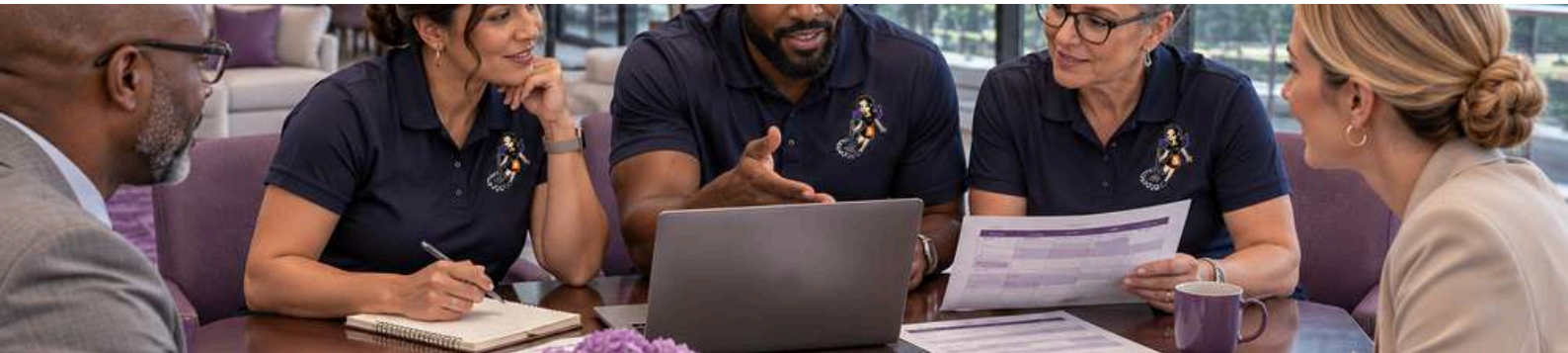
By understanding the reasons of Inconsistency, fixing the problem gets easy. This is what we do:

We do not subcontract our labor

That's right, we DO NOT subcontract the service. Inconsistency happens in this scenario because these companies lose control of who is coming to your facility. How can you have consistent cleaning if somebody new is coming to your facility on a regular basis? Different people come to your facility with no uniforms and practices that differ from the ones you were promised. That is why we work strictly with employees who were carefully selected and trained by our own company. We understand that our team members are the backbone of our success.

We invest in training

We take our time to train our team members, since we understand that lack of training is also a source of future problems. Our Cleaning Specialists are only allowed to clean the buildings by themselves until our Area Supervisor completes the training process with them, and feels that they are confident while performing the routine. No detail is irrelevant. They must understand every process, such as entering the building, clocking in, organizing the material, diluting the cleaning chemicals, cleaning tasks and others.



We control the time our employees spend at your facility:
We use a solid timekeeping system to make sure our team is always on time and accounted for. When they arrive at your facility, they clock in using our company app. And when it's time to finish up, they use the same app to clock out.

Why is it important?

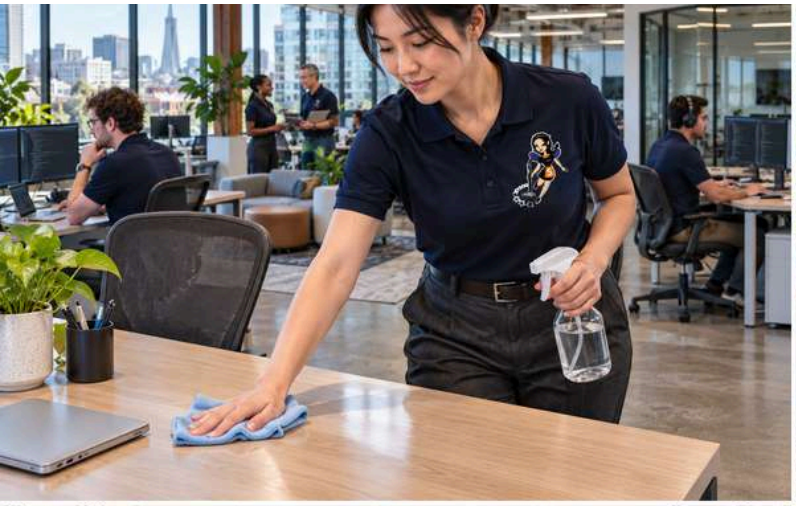
Time spent is equal to quality: Since we know how many hours we need to clean your building, if our employees spend less time, it means some areas of your building were not done properly. Our clock-in/out system ensures we take corrective measures to keep the consistency of your services.

You will never find a situation where nobody showed up to clean your facility: If someone is late by more than 10 minutes, our Area Supervisor gets a notification. They'll check in with the cleaning specialist to see what's going on and make sure everything is okay. If there's an emergency or someone can't make it, the supervisor steps in to make sure everything runs smoothly.



We conduct regular inspections: regular inspection visits are performed to evaluate the quality of service provided by our cleaning specialists. We design unique inspections for each customer, tailored to their specific areas, demands, and SOPs. These inspections are comprehensive and cover every area and task within your facility.

By conducting regular inspections, we can identify any deficiencies before they become significant issues. This proactive approach allows us to address any concerns promptly and ensure that your facility maintains a consistently high level of cleanliness and hygiene.





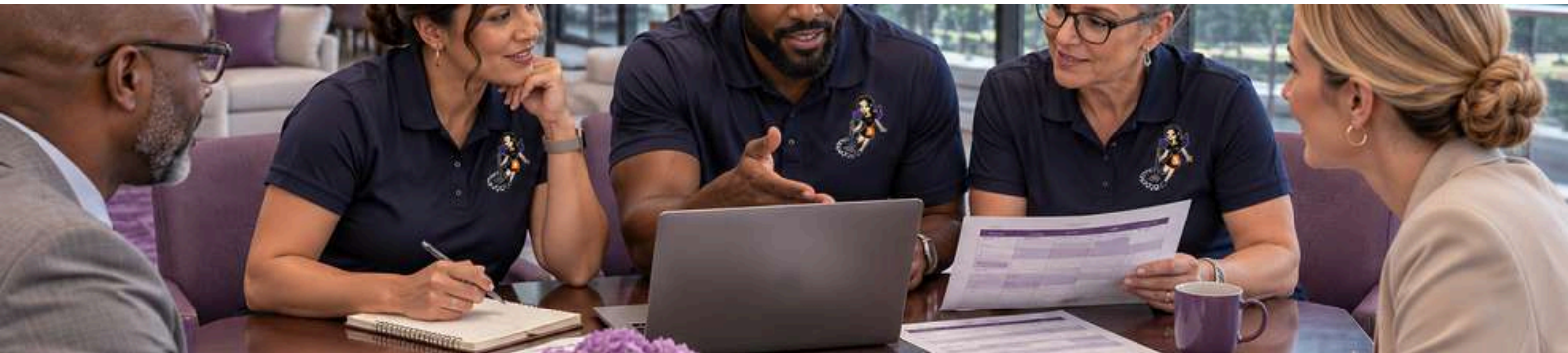

Some of our systems that you will probably appreciate

BACKGROUND CHECKS

Who will be entering your facility? This is a crucial question. Since we employ our own staff, we have control over who is assigned to your location. That's why we perform both county and national background checks before any team member sets foot in your building.

CLEANING SCHEDULE

Believe it or not, the key to extinguishing dust and cobwebs from your workplace is actually simple. What sometimes feels like an unsolvable problem can actually be solved by following a detailed Cleaning Schedule. The SOP created during the partnership process is translated into a doable and simplified Cleaning Schedule including all the tasks that will be performed in the building. It starts detailing the correct way to enter the building, details all the major tasks such as trash duties, vacuuming, damp mopping and others, and ends by clocking out and closing the building. It is used to train the cleaning specialist step by step, guaranteeing optimal performance. There’s no room for guesses since all the details our employees might run into are already answered in the schedule.



COLOR-CODED SYSTEM: a powerful tool against cross contamination

We utilize a comprehensive color-coded system for our microfiber cloths and mop heads to prevent cross-contamination and ensure a hygienic environment for our clients. Each color corresponds to a specific area or surface type, helping our cleaning specialists identify the appropriate tools for each task.

DAMP MOP

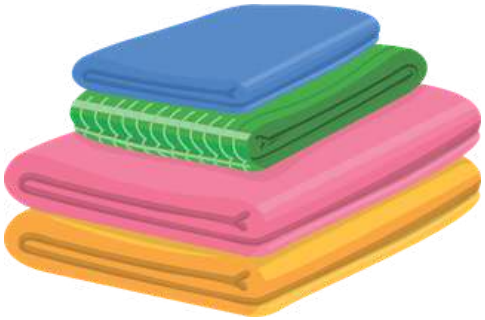
Blue: restrooms
Green: other areas

It goes without saying, but just in case: we do not reutilize the water used to mop your floors from one day to another.



MICROFIBER CLOTHS

Blue: glass surfaces
Green: general surfaces
Yellow: cafeteria or food preparation areas
Pink: sinks, countertops and dispensers
White: toilets and urinals



The Partnership Process

We are delighted to offer you comprehensive and outstanding service right from the beginning. Allow me to explain our process:

1. Initial Conversation
Our initial discussion will provide a brief introduction to our company and gather essential details about your cleaning needs.

2. Walkthrough
We will tour your facility, focusing on cleanable square footage, surface materials, various areas, task and frequency requirements, and most importantly, your feedback.

3. Proposal Presentation
This is our chance to show you how we will manage your facility's needs.

We will present:
- All the data collected during our collaboration.
- Our tailored methodology and the unique Operations Plan developed for your facility.
- How our systems and processes ensure excellent results.
- Practical details of our daily operations.

We will provide:
- A comprehensive book about our company, ensuring you know who is maintaining your facility.
- Insurance information, service agreement, and estimate.
- A thorough Standard Operating Procedure (SOP).

4. Installation
A meeting with our Operations Team to plan the start date action plan.

5. Start Date
The exciting day when we begin delivering exceptional results!

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Thank You

Once you approve, we´ll be ready to proceed.

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