

Presented By: **Stephannie Cetoute**

June 2023



Healthy Living Through Healthy Spaces

ABOUT US

History



Stephannie Cetoute
Managing Director

1998

Founded in 1998 by “Lee” Cetoute

2004

In 2004 changed the name to Amer-Plus Janitorial & Maintenance and expanded operations to provide full commercial cleaning services throughout South Florida.

2018

In 2018 Stephannie Cetoute, joins company as Managing Director.

Today

Amer Plus continues to expand its market and distinguish itself as a company that promotes healthy living through healthy spaces.



Lumodeste “Lee” Cetoute
Director of Operations

WHO WE ARE

At the core



Purpose

We will bring forth the best version of the people we serve by creating a conducive physical environment through cleanliness.



Mission

To bring out the best version of our clients, employees, owners and our community by promoting healthy living through a healthy space.



Vision

In the next 5 years we want to be one of the top 5 cleaning companies in the Southeast Region servicing businesses and organizations who are people centric.



Values

Mindful: How does this action/product impact myself and those I serve?

Authentic: Is this action aligned with our company principles and who we are?

Integral: Would I be okay performing or disclosing this act in front of those I serve?

Altruistic: Does this task help anyone besides myself?



Staffing and Standard Operating Procedures

1- Hiring Process

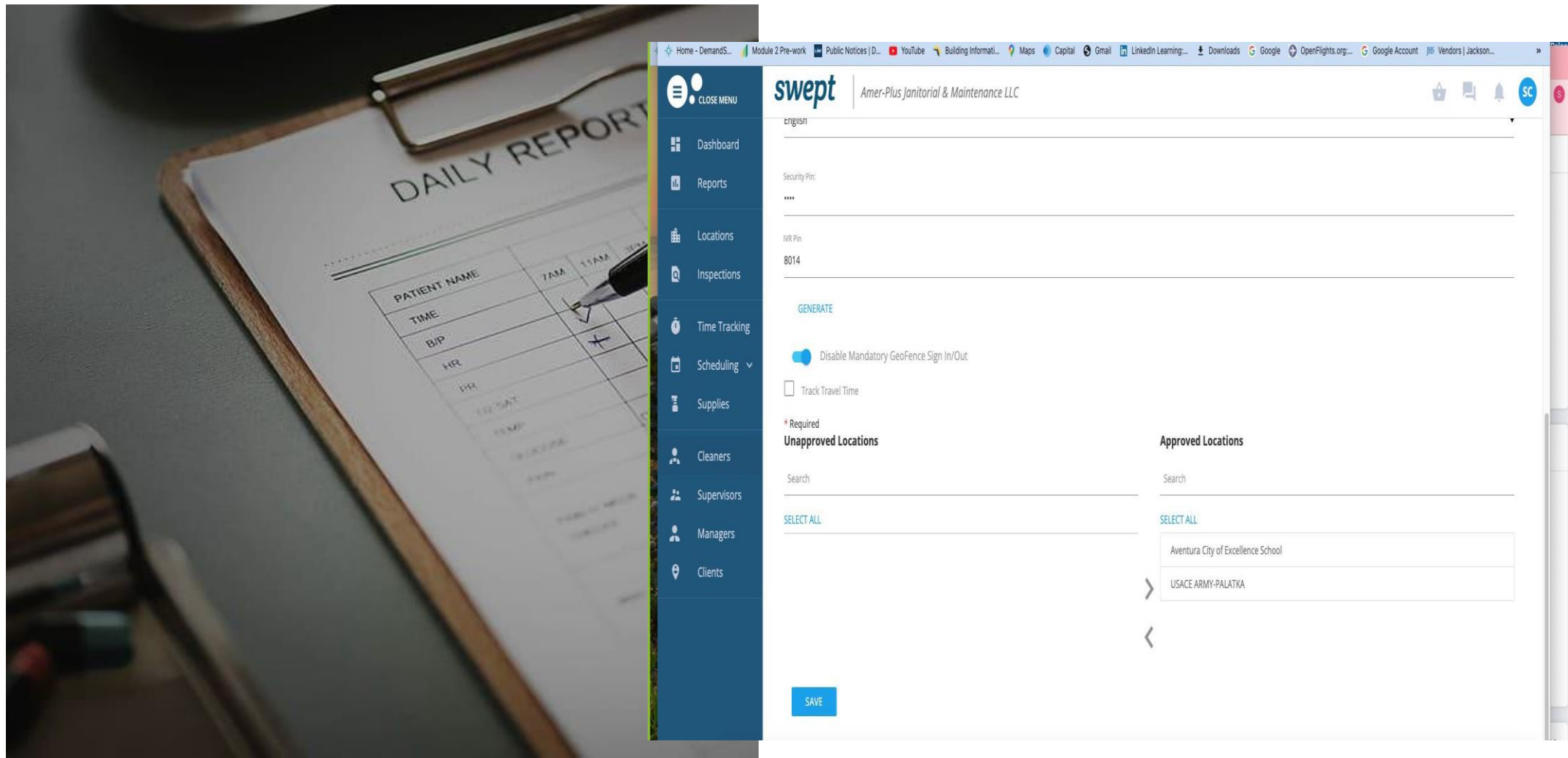
2- Training

**3- Standard Operating Procedures
for cleaning various types of
facilities**

Onsite Supervision and How it's managed

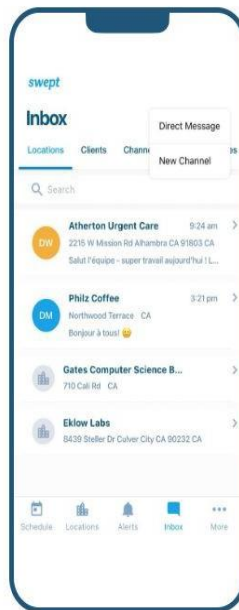
- 1- Attendance Management**
- 2- Inventory Management**
- 3- Effective Communication**

Attendance Management / Inventory Management



Effective Communication

Janitorial Software Features



Robust Messaging Software

Centralize client and janitor communications. With messaging, your team can quickly communicate with all janitors, supervisors and managers approved to a set location. With 1:1 messaging and custom channels, your team will start to solve problems on their own.



Robust Messaging Software



Seamless Scheduling



Clear Instructions
Checklists

Hey there! How can I help you today?

[See all Features in a Demo](#)



Call



Email



Text

Quality Control

1- Quality Assurance

Quality Assurance

Amer-Plus Janitorial & Maintenance LLC

[Reports](#) >> [Inspections Report](#) >> Inspection Details

Inspection Details (CRC CLEANING INSPECTION)

CANCEL
MANAGE

1.85%
Exceeds
Standards

87.03%
Meets
Standards

3.70%
Below
Standards

7.42%
Not Inspected

Inspection Details

LOCATION
Aventura Community Recreation Center

DATE
Tue Feb 22, 2022

COMPLETED BY
Lee Cetoute

Note to Client

SENT TO CLIENT

Front Entrance:

Inspection Point	Exceeds	Meets	Below	N/A
Vacuum Carpet				
Clean doors (inside/outside)				
Wipe handles				
Dust (High/Low)				

Lobby:

CUSTODIAL INSPECTION SAMPLE CHECKLIST

Inspections of building locations, trucks, equipment, and janitor closets will be conducted on a regular basis, as often as once per week if warranted. During the annual review period, each employee receives a thorough assessment of acceptable job performance. However, if warranted, there may be several inspections considered for an employee during each review period. Truck, equipment and janitor closet inspections will be applied to the organization, care and cleanliness of equipment portion of the review. Building inspections will be applied to the "Performing Basic Skills" and "Detail Cleaning" portions of the review.

Account: _____ Employee: _____ Date: _____

Ratings:
P = Poor - Performance is Unacceptable
F = Fair - Below Standard - Performance is below the Town of Palm Beach standards for Specifications at this location.
G = Good - To Standard - Performance meets Town of Palm Beach standards for Specifications at this location.
E = Excellent - Performance exceeds and never falls short of Standards for specifications at this location.

Entrance

P	F	G	E	
				Door Glass
				Door Frame
				Sweeping
				Cobwebs
				Mats Vacuumed
				Trash Empty
				Ash Trays Empty, Fresh Sand or Cat Litter
				Trash, Cigarette Butts picked up off ground

Lobby

P	F	G	E	
				Magazines, Chairs Straightened
				Receptionist Desk Wiped
				Mats Vacuumed

Trash

P	F	G	E	
				Trash Missed
				Linens Changed, Extra Liners in bottom of cans
				Cans Wiped Down

Thank You!