ENCLOSED WITH YOUR PROPOSAL

Read the Cleaning Code

Ten questions to ask before you let anyone work a room full of goods.

VENDOR SPEC	10 QUESTIONS · 90 SECONDS OF MATH
CONTENT	Ten verification questions. Every one is answerable on the spot by a company that actually works the way it says it does.
CLEANING CODE	There is no cleaning code printed on a cleaning company. Two quotes describing the same showroom may not cover the same work — and any claim a vendor won't put in writing is not in the price.

Every upholstery-grade textile in this building carries a code. W, S, WS, X. You read it before you specify, because that tag is the difference between a cleanable fabric and a claim.

Cleaning companies don't carry a tag. Nothing on a proposal tells you what a crew is actually rated for, what they'll reach for near an open wing, or what they'll put on a hand-knotted rug at eleven at night.

So here's the tag nobody printed. Ask these of every company you're weighing, *ours included.* If it helps you hire someone else and hire them well, it did its job.

The ten questions

ASK · WRITE DOWN THE ANSWER · COMPARE ANSWERS BEFORE PRICE

01 "Will the same crew clean this showroom every visit — and who covers when they're out?"
An assigned team that has been walked through the floor and knows how it's merchandised, plus a named backup trained on your site. **Listen for:** "we rotate." Your displays are arranged to the inch. A stranger cannot put back what they never learned.

02 "What vacuum comes in here — and what happens when it reaches the rugs?"
HEPA filtration, and the beater bar off or a suction-only head on anything hand-knotted. Never driven over fringe. **Listen for:** one upright for the whole floor. A rotating brush chews fringe and pulls silk pile, and it does it in one pass.

03 "How do you dust textiles, sample wings, and open goods?"
Dry and low-lint, worked top down, never damp on fabric. Knows that dust settles into fiber and does not simply wipe off later. **Listen for:** a damp rag on textiles. Water rings on natural fiber are permanent and they show under your lights.

04 "What's your rule about spraying anything near fabric or wallcovering?"
Nothing sprayed into open air. Product goes onto the cloth, never onto the surface, when there are goods within reach. **Listen for:** spraying glass directly beside an open wing. Overspray spots silk and wallcovering, and nobody sees it until morning.

05 "Do your crews move or handle merchandise — and who resets the display?"
They clean around it. If something must move, it's photographed first and returned exactly, and nothing gets leaned on or set down on goods. **Listen for:** expecting the floor cleared for them, or a shrug about who puts it back.

06 "Stone, wood, and rugs in the same room — what goes on each?"
A different product per surface, neutral pH on stone, and minimal moisture on wood. Knows acidic cleaners etch marble and limestone permanently. **Listen for:** one floor cleaner for the whole showroom. That is how a honed stone floor gets a dull path down the middle.

07 "At nine in the morning, what does this room smell like — and is the floor dry?"
Fragrance-free products, ventilated, everything dry well before the doors open. **Listen for:** a chemical smell. Your clients sit in this room for two hours deciding on goods they smell and touch.

08 "Where do discarded cuttings, memos, and client paperwork go?"
Nothing leaves a bin without confirming. Project paperwork and cuttings are treated as confidential, not as trash. **Listen for:** "whatever's in the can." Some of what's in those bins is a client's name attached to a client's project.

09 "Who inspects the work, how often, and do I get the written score?"
Scheduled inspections, scored, sent to you unprompted. **Listen for:** "we inspect regularly." A score you never see isn't a score.

10 "Show me the written scope with frequencies — and what's excluded."
Each task against nightly, weekly, monthly, quarterly, with exclusions named out loud. **Listen for:** "general cleaning," or a scope where everything reads "as needed." As needed means as remembered.

Code X

X means vacuum only. No water, no solvent, no exceptions — because the thing in front of you cannot be corrected once it's wrong. You already treat those goods differently without thinking about it.

Most of this room is Code X. The rugs, the open wings, the wallcovering, the honed stone. A crew that doesn't know which is which will find out on your inventory, on a night nobody is watching, and you'll read the answer in the morning light.

FIRST — DIVIDE THE QUOTE. THIS TELLS YOU WHAT YOU'RE ACTUALLY BUYING

A $1,200 / month quote, five nights a week: $1,200 ÷ 21.67 visits = **$55.38 per visit** → × 0.60 to labor = **$33.23**
÷ $20 all-in per hour = **about 1 hour 40 minutes in your showroom per night**

THEN — PRICE ONE MISTAKE

Saving $250 a month on cleaning = **$3,000 per year**
One hand-knotted 9×12 with shredded fringe = **$12,000**
Break-even on that single night = **four years of the savings**

And that assumes it's replaceable, that the dye lot still exists, and that there's no gap on your floor the morning a designer walks a client through. You are not buying a monthly price. You are buying who gets to be alone with the inventory.

What to do next

1
Ask all ten of every bid
Same questions, same order, written answers. Compare answers side by side before you look at a single number.

2
Walk them past the rugs
Stop at your most delicate goods and ask what they'd do here. The answer takes ten seconds and tells you everything.

3
Call us with anything that doesn't add up
Including on someone else's proposal. We'll walk through it with you. No invoice, no pitch.

We'd rather earn this on answers than on a number. Ask us all ten — we'll answer them in writing.

ELEVATE COMMERCIAL CLEANING
INFO@ELEVATECLEANINGFL.COM
(754) 714-5262

General guidance for evaluating vendors — not legal, insurance, or regulatory advice. Cost figures are illustrative; substitute your own inventory values and current local rates. Confirm anything material with your own counsel and insurance agent.