

BOOKS

Cleaning, Technical, Management, Specialties

This section of the catalog contains **over 100 books** of interest and value to professional cleaners and the self-employed. These books have been divided into the following categories:

Section	Subject	Page	Section	Subject	Page
A.	Technical/How To	1	E.	Self-Employment & Small Business Management	9
B.	Management, Supervision & Marketing	4	F.	Housecleaning/Maid Services	10
C.	Carpet, Upholstery & Drapery Cleaning	6	G.	Bidding & Estimating	11
D.	Inspections & Claims	7	H.	Other Books of Interest	12

A • TECHNICAL / HOW TO

THE COMPLETE CUSTODIAL HANDBOOK
 • **Wm R. Griffin**



Regardless of the cleaning task that lies ahead, this versatile handbook spells out the materials and methods that will speed and simplify the job. Detailed information is given in five large chapters which include step-by-step cleaning procedures for offices, restrooms, hard and resilient floors, rugs, carpets and upholstery, and such special areas as hospitals, schools, kitchens and computer rooms, plus how to supervise others effectively. With this 500-page, fully illustrated manual, you can do the job right the first time and eliminate wasted motion and complaints. Thousands have been sold throughout the world by Prentice Hall.

486 pages • ISBN : 0-1316252-09
 Product Code: CCH • Price: \$70.00

COMPREHENSIVE CUSTODIAL TRAINING MANUAL - (CTTM)
 • **Wm R. Griffin**



This manual contains over sixty illustrated procedural lessons divided into four chapters, each covering a specific area of study:

- #1 Basic Cleaning Procedures
- #2 Floor Care
- #3 Carpet and Rug Care
- #4 Special Area Cleaning

The four "chapters" can be used individually or together as a complete training program. (An Instructor's Guide is available for classroom and on-the-job training programs. see col 3, bottom) Includes all 4 Chapters, Bound separately
 Product Code: CCTM • Price: \$98.00
 In a 3-ring binder, 4 chapters
 Product Code: CCTB • Price: \$118.00

This manual may also be purchased by the chapter in quantity, with a custom imprinted cover (call for pricing information), or by individual chapters as shown below.

CHAPTER 1 - (CTTM) THE BASICS
 • **Wm R. Griffin**



An introduction to professional cleaning, Chapter One orients the student or employee and emphasizes the importance of the cleaning staff's contribution to the success of any business or department. It acquaints you with the philosophy that by working smarter, not necessarily harder, quality and production can be increased. Nineteen technical lessons cover such subjects as goals, values, objectives, office and restroom cleaning, window washing, care of tools, supplies, and motion economy. 128 pages
 Product Code: CCT1 • Price: \$25.00

CHAPTER 2 - (CTTM) HARD, RESILIENT AND WOOD FLOOR CARE
 • **Wm R. Griffin**



This chapter covers the problems and solutions of hard, resilient and wood floor care. It includes discussions of the basic principles of floor care, equipment, caring for different surfaces, and use of the automatic floor machines. Procedural lessons include stripping, scrubbing, burnishing, polishing, and refinishing. Over 200 pages • © 1978, 2000
 Product Code: CCT2 • Price: \$38.00

CHAPTER 3 - (CTTM) CARPET AND RUG CARE
 • **Wm R. Griffin, Carl Williams & Mike West**



Rugs and carpets require special care and training for proper maintenance and cleaning. This manual includes information on all aspects of rug and carpet care. It is the most complete reference and training manual ever pro-

duced on the subject. Ideal as a training manual, it was originally written as a preparatory guide for certification through the Institute of Inspection, Cleaning and Restoration Certification.
 Over 300 pages • © 1977,1984,1997
 Product Code: CCT3 • Price: \$48.00

CHAPTER 4 - (CTTM) SPECIAL AREAS
 • **Wm R. Griffin**



Each lesson in Chapter Four covers a special cleaning challenge or area. Contents include cleaning metal, draperies, elevators, kitchens, hotels and many other areas. Also includes a special appendix of terminology and useful information.
 Over 250 pages
 Product Code: CCT4 • Price: \$38.00

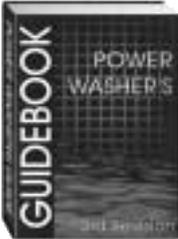
INSTRUCTOR'S GUIDE TO COMPREHENSIVE CUSTODIAL TRAINING PROGRAMS
 • **Wm R. Griffin**



This complete instructor's guide contains everything needed to conduct effective custodial training programs except supplies, equipment, and students. May be used as a supplement to pre-established training programs and for seminars, workshops, in-service and vocational classes in schools, businesses, institutions, and industry.
 Ideal for use in all types and sizes of facilities. Includes informative sections on orientation for instructors, equipment and supply sources, training aid and display sources, plus subject matter outlines for over 50 cleaning procedures such as floors, carpets, windows, offices, and restrooms.
 Over 500 pages in a 3-ring binder
 ISBN: 0-9601054-2-5 © 1983, 1992
 Product Code: IG • Price: \$130.00

POWER WASHER'S GUIDEBOOK

• *Edited by A. McGraw*



Each chapter of this informative and up-to-date book is written by an expert--technicians and owners of pressure washing companies. Thirty chapters cover: business aspects, auto detailing, airports, awning cleaning, graffiti removal, house washing, marine applications, window cleaning, decks, roofs and much more.

241 pages • Recently revised
Product Code: PWG • Price: \$30.00

MASONRY CLEANING AND HIGH PRESSURE WASHING

A Technical Reference Manual

• *Oscar Compton*



This informative book provides practical advice and the instructions you need to master masonry cleaning and pressure washing. The portable high-pressure washer allows for more thorough and less expensive cleaning of surfaces than ever before.

All types of surfaces, buildings, mobile homes, roofs, sidewalks, driveways, trucks, heavy equipment, and airplanes can be cleaned utilizing high pressure. Information is also included on the specialized techniques, equipment, procedures, and chemicals needed.

293 pages • ISBN: 0-944352-08-1

Product Code: HPW • Price: \$35.00

FIRE AND SMOKE DAMAGE REPAIR GUIDELINES

• *NIDR*



Examines restoration from the initial damage inspection through project completion and billing. Developed over two years by the Nat'l. Institute of Disaster Restoration, it addresses contracts, water damage, toxicity, deodorization, antique restoration, encapsulation and much more. With an extensive Glossary of terms.

107 pages

Product Code: NIDR • Price: \$59.00

AFTER THE SMOKE CLEARS:

A Fire and Smoke Damage Restoration Manual

• *L. J. and Steve S.*

Bishop



This technical guide is packed with information on disaster restoration concepts, definitions, and techniques. Covers soiling associated with fire and smoke, cleaning and deodorizing agents, and the specifics of

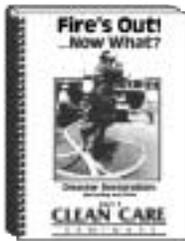
both structural and contents restoration. Easy to use, well illustrated, with an extensive index.

Over 200 pages

Product Code: ASC • Price: \$169.00

FIRE'S OUT! NOW WHAT? DISASTER RESTORATION

• *Clean Care Seminars*



This two-volume set of nearly 300 pages covers everything you need to know about disaster restoration organization, management, marketing, and sales. For the professional cleaner who wants to diversify or as a manual for the fire,

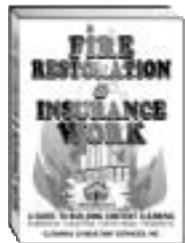
water, and smoke damage restoration cleaner, this covers everything from hiring employees to the equipment and chemicals needed to do the work. Includes many examples of actual business documents, reports, forms and bills.

300 pages

Product Code: FONW • Price: \$249.00

FIRE RESTORATION AND INSURANCE WORK

• *Roy Moore and F. T. Smith*



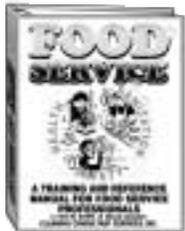
Designed for business owners who operate or are considering starting their own damage restoration business and need to know the basics. Targeted for commercial, industrial, institutional and residential restoration work. Features include: A background on insurance work, an outline of the steps to take after a loss occurs and how to reach the insurance market.

52 pages • ISBN: 0-96010546-8

Product Code: FR • Price: \$25.00

FOOD SERVICE: HEALTH, SANITATION AND SAFETY

• *Wm R. Griffin and Bruce Jackson*



Sanitation and proper cleaning are necessary for the health of customers and ultimately the profitability of all food service establishments. The authors present in detail all aspects of cleaning and maintaining food

service operations, with chapters on bacteria and infection control, equipment and chemicals, cleaning techniques, kitchen equipment, management procedures, and safety guidelines. This book will enable you to meet or exceed all cleaning-related health department standards effectively, smoothly, and within budget. This book provides detailed and illustrated cleaning procedures for all equipment and surfaces found in commercial kitchens, restaurants and food preparation facilities.

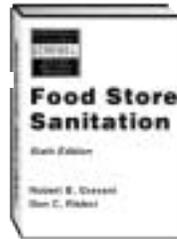
315 pages • ISBN: 0-9601054-4-1 • © 1998

Product Code: FS • Price: \$78.00

**The Harder I Work,
The Luckier I Get.**

FOOD STORE SANITATION

• *Robert B. Gravani and Don C. Rishoi*



Today's food store has grown considerably from the neighborhood grocery store of the 1960s: with innovations in food marketing and food processing, the supermarket has also taken on the role of caterer, fast-food

restaurant, food processor, and Euro-style gourmet food marketer. These innovations have brought about new food-safety problems and concerns.

This book is meant to address the new food store and to present up-to-date methods for assuring the quality, integrity, and safety of all food products sold in the supermarket.

281 pages • ISBN: 0-86730-716-1 • © 1998

Product Code: FSS • Price: \$67.00

SYSTEMATIC CLEANING MADE SIMPLE

• *Allen C. Wegener*



This book is a simple, straightforward look at the day to day tasks of a cleaning professional. The author outlines simple procedures and processes to keep in mind while cleaning specific areas. This is a great introductory guide for anyone considering a career in the

cleaning industry.

40 pages • © 2000

Product Code: SCMS • Price: \$25.00

HOUSEKEEPING HANDBOOK FOR INSTITUTIONS, BUSINESS AND INDUSTRY

• *Edwin B. Feldman*



Valuable for housekeeping managers and supervisors in any type of facility! The author's vast experience ranges from industrial and chemical engineering to managing the maintenance of several facilities. This is truly one of the finest books available on professional cleaning management.

423 pages • ISBN: 0-8119-0072-X

Product Code: HH • Price: \$59.00

CERAMIC TILE REPAIR AND REGROUTING: TUBS, SHOWER STALLS AND COUNTERS

• *Erminio De Angelis*



There is a growing demand for tile restoration. Based on his 10 years experience, the owner of De Angelis Tile explains how to start and operate a profitable ceramic tile and repair regrouting business, examining: business and office considerations,

tools, sales and pricing, and a thorough explanation of regrouting and tile repair techniques. Book and fifty minute step-by-step video set.

43 pages

Product Code: VTRC • Price: \$139.00

PROFESSIONAL CLEANING AND BUILDING MAINTENANCE



• **Bill Clark**

This one-of-a-kind handbook provides information on organizing a cleaning department or service. Tips on time studies, work analysis and documentation, plus useful forms, charts and diagrams are included in this industry classic.

344 pages • ISBN: 0-944352-04-9
Product Code: PCBM • Price: \$25.00

SCHOOL CUSTODIAN'S HANDBOOK



• **Renton School District, #403**

Covers such topics as safety, health, physical plant maintenance, and cleaning techniques for common areas found in schools, universities, and colleges.

An easy to use and understand, illustrated training manual with eight sections in a three-ring binder. We can customize this manual for a school district (Call for price).

90 pages
Product Code: SCH • Price: \$43.00

THE NEW GOOD SCHOOL MAINTENANCE



• **Illinois School Board Association**

A comprehensive manual of programs and procedures developed for physical plant maintenance managers and supervisors. This expanded edition illustrates how to succeed economically and efficiently through the effective use of program planning, staff development and management controls. Includes detailed information on custodial service, general building maintenance, roofing, and landscaping. Additional chapters cover heating, ventilation and air conditioning systems, sanitary fixtures, sewer systems, sewage treatment plants, electrical systems and food service equipment. The Appendix contains more than 35 forms, checklists, schedules and reports.

236 pages • ©1996
Product Code: GSM • Price: \$45.00

COMPREHENSIVE DEODORIZATION



• **L. J. Bishop Jr.**

This manual provides the in-depth information required to solve odor problems. Beginning with general discussions on types of odors and the basic deodorization process, it continues by providing step by step directions for deodorizing specific situations from smoke to skunk.

189 pages
Product Code: CD • Price: \$110.00

RESTORATIVE DRYING

A Complete Technical Guide to Water Damage Restoration



• **Claude Blackburn**

An excellent step-by-step, how to, illustrated guide for all types of water damage restoration work. This book has the answers to solving water problems, from sewage backups to broken sprinkler pipes, leaking water heaters or

flooded basements.

This well-written book includes an introduction to the equipment, a complete review of the restoration process, and a section on working with insurance companies and customers. By far the best manual available on the subject, by a professional who has done the work as well as invented new processes, equipment, and procedures.

Over 450 pages • © 1985, 1992, 1996
Product Code: RD • Price: \$145.00

CLASSROOMS, RESTROOMS AND QUALITY CONTROL

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 1



• **Wm R. Griffin and Perry Shimanoff**

This manual, from our six-hour workshop for school custodians, contains the proper procedures needed to provide quality service when cleaning classrooms, restrooms, and other key areas. New developments in equipment, chemicals, procedures and surfaces are reviewed along with how to get better cooperation from teachers, students, and administrators.

105 pages • ISBN: 0-94352-26-x
Product Code: CS001 • Price: \$25.00

COMMERCIAL KITCHEN EXHAUST SYSTEMS CLEANING MANUAL



• **Phil Ackland**

A step-by-step, how-to guide for professional cleaners, pressure washers, restaurant owners, fire inspectors, and insurance adjusters. This illustrated manual details how kitchen exhaust systems should be inspected, cleaned, and maintained. Increases fire safety by eliminating oil, grease, and cooking by-products in hoods and duct exhaust systems. Demonstrates how to safely and efficiently clean and maintain various components.

Includes the newly revised marketing supplement. Complements the previous volume by expanding into the areas of sales, marketing, and customer service. This manual shows how to establish attainable goals, telemarket, price a job, sell service contracts, overcome common objections, and develop long-term business relationships with your customers.

Over 500 pages • ISBN: 0-9681760-3-8 • ©1996,1999
Product Code: CKE • Price: \$229.00

KNOW-HOW



• **Gury Alland, Miron Waskiw and Tony His**

A fix-it book covering the basics of carpentry, plumbing and electrical maintenance. Its easy to follow format is ideal for entry level training courses in residential, commercial, and apartment building maintenance. Six illustrated chapters provide step-by-step procedures for basic repair and maintenance duties including tools, wood-working, painting, plumbing and electricity. Fun to read and easy to follow guidelines for the aspiring do-it-yourselfer and handyman. Excellent for use in job training programs in high schools, colleges, and public works projects.

220 pages • ISBN: 0-316011-4-1
Product Code: KH • Price: \$24.00

HIGH RISE WINDOW CLEANING EQUIPMENT AND TECHNIQUES



• **Craig S. Caulkins, P.E.**

High rise window cleaning is a specialty demanding complex skills, extreme safety considerations and special tools and equipment. Contents include OSHA and ANSI standards, fall protection, wind restraint techniques, operational procedures, and maintenance of all common equipment. Specifically written for experienced high rise window cleaners who are interested in accurate technical information and increased profits.

167 pages • © 1993
Product Code: HRWC • Price: \$38.00

EUROPEAN LEGISLATION FOR THE CLEANING AND MAINTENANCE INDUSTRY



• **Compiled by the SWBC**

A guide to European market compliance, this unique reference book discusses all aspects of Cleaning & Maintenance in the European Union (EU). The manual is an indispensable tool that can be used as navigation through the maze of all the European rules, regulations and legislation in the various member states of the EU. Includes a discussion of mechanical cleaning equipment (type and use); an examination of European environmental laws; resource addresses for government institutions, trade & customer associations, standard bodies, trade fairs & expositions; and all essential and relevant equipment directives to the cleaning industry.

256 pages • ISBN: 90 76245 07 X • © 2000
Product Code: ELCM • Price: \$80.00

**Success is Failure
Turned Inside Out.**

FREQUENTLY ASKED QUESTIONS IN THE CLEANING INDUSTRY

• **Cor van der Velden & Patrick Stoffer**



This user-friendly reference book is written for all people employed in the professional cleaning industry. The focus is on management of organizations, both European and non-European, but the answers are important for anyone in the cleaning industry. The handbook summarizes one hundred of the most Frequently Asked Questions, covering: Workers Health & Safety Regulations; Environment & waste; Certification; HACCP; Production standards; Contracts based on Results and Marketing of Facilities; and more!

136 pages • ISBN: 90 76245 08 8 • ©2000
Product Code: FAQ • Price: \$25.00

INTRODUCTION TO INDOOR AIR QUALITY

• **U.S. Environmental Protection Agency**



With over 400 pages, this two-book set by the EPA is your one-stop resource for scientific facts about regulatory requirements and procedures for dealing with indoor air contamination in commercial and residential properties.

Contents include risk assessment, health effects of contaminants, control protocols, measurement and remediation procedures, as well as investigative techniques.

2 book set • Over 400 pages
Product Code: IIAQ • Price: \$73.00

INDOOR AIR QUALITY SERVICE A MARKETING MANUAL

• **David W. Lowry**



A complete textbook on how to market indoor air quality improvement services of all kinds. Included with text are ready-to-use graphics in prepared, sample print ads to illustrate the principles explained in each chapter. This book provides a detailed program

for marketing all such procedures.

50 pages • © 1993
Product Code: IAM • Price: \$88.00

INFECTION CONTROL FOR LODGING AND FOOD SERVICE ESTABLISHMENTS

• **John J. Dykstra**



Infectious disease is an ever present threat to the well-being and profitability of food and lodging businesses. This book explains effective sanitation and disinfection procedures to keep diseases at bay.

Contents provide a simple, cost-effective program of infection control for the house-keeping and hospitality industry.

178 pages • ISBN: 0-471-62317-2 • © 1998
Product Code: ILF • Price: \$26.00

B • MANAGEMENT, SUPERVISION AND MARKETING

MANAGING HOUSEKEEPING AND CUSTODIAL OPERATIONS

• **Edwin B. Feldman**



Edwin B. Feldman puts over 30 years experience in custodial and maintenance management at your fingertips to assist you in producing high quality results in facilities as diverse as hospitals, schools, factories, and office buildings.

This practical problem solving resource helps you make sure every custodial task is done properly, efficiently, and within budget.

This book provides hundreds of proven procedures, shortcuts, checklists, ready-to-use forms, model reports, and other working tools that can save you time, effort, and money.

492 pages • ISBN: 013-378159-3 • ©2000
Product Code: MHO • Price: \$80.00

SUPERVISOR'S GUIDE TO SUCCESSFUL TRAINING

• **Wm R. Griffin**

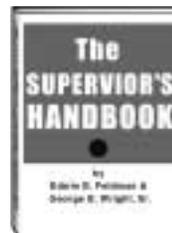


Efficient and effective training are essential in developing personnel, raising employee morale, increasing production and preventing on-the-job accidents. This manual takes an in-depth look at the fundamentals of effective supervision and training for new employees and enhancing the skills of existing staff with on-the-job techniques you can put to use immediately. The Supervisor's Guide to Successful Training serves as a versatile guide for anyone who works with others to get the job done properly, profitably and on time.

220 pages • ISBN: 0-9601054-3-3
Product Code: SG • Price: \$23.00

THE SUPERVISOR'S HANDBOOK

• **Edwin B. Feldman and George B. Wright, Sr.**



This book is directed to all supervisors, forepersons, and leaders – women and men alike. To serve a need, Service Engineering Associates began a series of supervisory development sessions, in which one or two of their professional staff members would conduct a two-day session on the client's premises. This book is a representation of the different sessions conducted. Each chapter focuses on a specific subject area such as: Improving Supervisory Skills, Psychology of Supervision, Self-Improvement, Communication, Motivation and many more.

400 pages • ISBN: 0-944352-42-1 • © 1982
Product Code: SH • Price: \$25.00

CUSTODIAL STAFFING GUIDELINES FOR EDUCATIONAL FACILITIES

• **APPA**



APPA's popular guide to custodial staffing has been completely revised and expanded. This new edition expands on the original concepts of the five levels of clean and includes information on specialized areas such as dormitories, healthcare facilities, and more. 33 room categories in all.

262 pages • ISBN: 1-890956-06-6 • © 1998
Product Code: CSG • Price: \$125.00

MANAGEMENT AND SUPERVISION

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 4

• **Wm R. Griffin**



This manual, from our Clean Schools in 2000 and Beyond series, discusses what every school custodial manager needs to know. Proper management and supervision procedures and practices are covered.

100 pages • ISBN: 0-94352-29-4
Product Code: CS004 • Price: \$25.00

PROTECTING THE BUILT ENVIRONMENT: CLEANING FOR HEALTH

• **Michael A. Berry, Ph.D.**

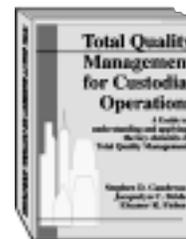


This well-researched book deals with the cleaning issues of the future and is a valuable resource for all custodians, contract cleaners, building managers and restoration specialists who are concerned with and in a position to affect the health and safety of indoor environments.

275 pages • ISBN: 0-9635715-0-8
Product Code: PBE • Price: \$68.00

TOTAL QUALITY MANAGEMENT FOR CUSTODIAL OPERATIONS

• **Steve Gaudreau**



This book will provide you with a step-by-step plan to empower your custodial employees and engage your customers to work with you to improve the quality of your service. You will save time, money and frustration by using a proven "road map" for implementing TQM in your department or business. It speaks to every level of skill, from novice to the most sophisticated expert on TQM.

113 pages
Product Code: TQM • Price: \$69.00

Success is 90% Persistence
and 10% Perspiration.

IT DOESN'T PAY TO WORK TOO HARD

• **Frank Smith**



This book explains how to achieve success without killing yourself in the process, a helpful and enlightening guide for all who aspire to do better on the job or in business. It contains advice on creativity, problem solving, perseverance, focused work, honest business practices, and salesmanship from seven successful and retired business owners.

197 pages

Product Code: IDP • Price: \$25.00

SELLING PROFESSIONALLY

• **Jack Harding**



This book discusses everything from techniques to organization, from sales territory to demonstrations. It is helpful to any cleaning-related salesperson; even the sales manager will find it a handy source of topics for training and motivational meetings. An industry classic.

129 pages

Product Code: SP • Price: \$22.00

BUILDING SERVICES MANAGEMENT

• **William K. Phillips & Edward J. Gendei**



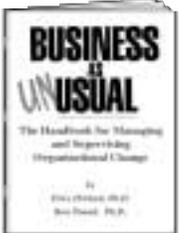
A valuable reference tool for the established business or the beginning entrepreneur, by a true professional in the cleaning industry. The author started his successful contract cleaning business in 1959 and wrote this book to help beginning entrepreneurs avoid the common hassles, problems and errors most start-up cleaning enterprises encounter.

147 pages

Product Code: BSM • Price: \$25.00

BUSINESS AS UNUSUAL

• **Price Pritchett and Ron Pound**



Contents deal with restructuring, acquiring, merging, downsizing, belt-tightening, streamlining, and redirecting a business or department. Use this book to boost productivity, reduce job stress, improve operating effectiveness, and protect profits as things continue to change in the future.

27 pages • ISBN: 0-941002-01-3

Product Code: BAU • Price: \$9.00

CLEANING MAKES CENTS

• **BOMA**



This detailed and authoritative book provides nationwide pricing and production information on cleaning commercial buildings. The nine chapters examine every aspect of the cleaning operation including staffing, service contracting, scheduling and supplies, costs, management, cleaning and the environment, recycling, and current trends in the industry. The extensive appendix includes surveys and demographics, cost indexes, reference materials, and sample forms.

157 pages

Product Code: CMC Price: \$140.00

EMPLOYEE HANDBOOK FOR ORGANIZATIONAL CHANGE

• **Price Pritchett and Ron Pound**



Today's competitive environment demands ongoing change and improvement for a business to survive and prosper. The authors provide a no-nonsense approach for personally managing organizational change in these turbulent and challenging times.

In this book, you will learn to strengthen productivity, enhance morale, decrease resistance and guide employees in dealing with the many problems and pressures encountered when change takes place in a business or department.

40 pages • ISBN: 0-944002-07-2

Product Code: EHC • Price: \$9.00

CUSTODIAL EXCELLENCE

The Progressive Method For Cost Control and Quality Improvement

• **Anne-Marie Sorensen**



A handbook for improving cleaning management, ideal for facilities directors, custodial managers, supervisors and consultants. Demonstrates how to effectively manage resources and maintain the highest standards of cleaning, safety, health and sanitation. The "progressive method" enables you to compare your facility with industry standards, evaluate labor requirements, and develop your own quality assurance program. Perform your own custodial audits. Great for internal and for-hire consulting.

99 pages • ©1997

Product Code: CE • Price: \$48.00

BUILDING DESIGN FOR MAINTAINABILITY

• **Edwin B. Feldman**



This book examines effective design strategies and the materials used in the construction of building interiors, exteriors, and surrounding landscapes. It examines the design of such basics as floors and walls, and details safe and effective design of elevators, plumbing, furniture, fixtures and waste disposal. Over eighty illustrations and photos.

232 pages • ISBN: 0-07-020385-7

Product Code: BDM • Price: \$30.00

CUSTODIAL SKILLS FOR ADULTS WITH SPECIAL NEEDS

• **Portland Habilitation Center**



A complete training manual for individuals with severe disabilities. Nearly 300 pages with illustrations which cover professionalism and ethics, safety, tools and equipment, and procedures.

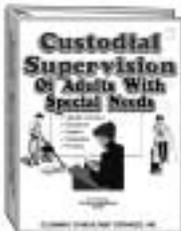
Represents the culmination of years of training by the Portland Habilitation Center's rehabilitation workshop in their efforts to help adults with special needs become productive and self-supporting employees.

279 page

Product Code: CSSN • Price: \$36.00

CUSTODIAL SUPERVISION OF ADULTS WITH SPECIAL NEEDS

• **Portland Habilitation Center**



Written to help supervisors and leads learn how to become accomplished supervisors of adult employees with special needs. This 230 plus page manual covers the full range of supervisory duties and techniques.

Discusses training, ethics, organizational needs, employee discipline, safety, equipment and supplies, budget issues, and such up to date subjects as total quality management philosophy and quality assurance principles.

279 pages

Product Code: CSA • Price: \$46.00

CARPET, UPHOLSTERY AND DRAPERY CLEANING

COMPREHENSIVE CARPET AND RUG CLEANING

• **Wm R. Griffin, Carl Williams and Mike West**



Rugs and carpets require special care and training for proper maintenance and cleaning. This manual includes information on all aspects of rug and carpet care. One of the most complete reference and training manuals ever produced on this interesting and rapidly changing subject. Ideal as a training and reference manual. Originally written as a preparatory guide for certification through the Institute of Inspection, Cleaning and Restoration Certification (IICRC). This book is also sold as part 3 of the CCTM on page 1 of this catalog.

Over 300 pages • © 1997

Product Code: CCT3 • Price: \$48.00

THE U.S. CARPET CLEANING INDUSTRY

• **Marketdata Enterprises, Inc.**



What's the short and long-term prognosis for small and mid-sized companies? How much do carpet cleaners gross per year? What are their profit margins? Which are the top franchises? How does this business hold up in recessions? These questions and many more are answered by this groundbreaking new study by Marketdata. It examines the nature of the carpet cleaning business, national receipts/growth from 1986 to 2003, average revenues and expenses per carpet cleaning service, operating ratios, factors & consumer demographics affecting demand, franchising, major trends and more.

85 pages • © 2000
Product Code: MDCA • Price: \$995.00

ORIENTAL RUG REPAIR

• **Peter F. Stone**



This book is a complete, amply illustrated and detailed book of instruction. This expanded 2nd edition shows you how to: reknit and reconstruct foundation, selvages and ends; repair kelims and soumaks; repair for non-collectable rugs such as patching and shortening; wash and remove stains; and estimate repair time. ORIENTAL RUG REPAIR also features an extensive glossary and supply sources for yarns and materials.

184 pages • ISBN: 0940582-03-1 • © 2000
Product Code: ORR • Price: \$59.00

CARE AND REPAIR OF RUGS AND CARPET

• **David Benardout**



This book shows how to repair fringes and kelim ends, how to reple, reweave, patch and mend tears and splits, and even how to deal with a rug that has been damaged beyond normal repair. A final section covers stain removal cleaning and daily maintenance.

Clear and concise instructions, photographs and step-by-step drawings make the sometimes daunting task of mending a valuable rug not only possible but also enjoyable.

76 pages • © 1995
Product Code: CRRC • Price: \$25.00

CARPET CARE AND SPOTTING

CLEAN SCHOOLS IN 2000 AND BEYOND PART 2

• **Wm R. Griffin and Perry Shimanoff**



This manual, from our six-hour workshop for school custodians, reviews the key points from part 1, then goes on to deal specifically with the proper procedures that should be followed when cleaning and spotting carpets. This book

contains information about carpet fibers, styles, construction methods, and a variety of commercial cleaning methods used to clean carpets.

200 pages • © ISBN: 0-94352-27-8
Product Code: CS002 • Price: \$25.00

FLOOR COVERINGS: THE ONLY COMPLETE INSTALLATION GUIDE

• **Jerry E. Gray**



Knowing how to install and repair a variety of floor coverings are invaluable skills to have when performing cleaning, inspections or the restoration of flooring surfaces. Previously to acquire this information, you had to study from a number of different manuals: one for carpet installation, one for hardwood and one for resilient flooring. Now this information is available in one, easy-to-use reference manual.

Chapters deal with installation of carpeting, sheet goods, resilient tile, cove base, plus stairwork, floor preparation, repairs, and pre-finished hardwoods. This book offers practical how-to procedures and methods with clear illustrations and is written in an easy to understand style.

Over 150 pages • ISBN: 9610814-0-6
Product Code: FCI • Price: \$35.00

HOW-TO HANDBOOK OF CARPETS

• **Abe Garstein**



This book provides authoritative information on the installation of all types of carpeting. Chapters provide facts on construction, identification, measuring, estimating, and installation. Learn the how's and why's of hundreds of recommended procedures written in a clear, step-by-step procedural format. A valuable resource for carpet installers, retailers, buyers, architects, cleaning crews and inspectors. An industry classic.

Over 250 pages
Product Code: HTHC • Price: \$54.00

RESIDENTIAL CARPET INSTALLATION STANDARD - CRI -105

• **Carpet and Rug Institute (CRI)**



The nationally accepted carpet installation standard for residential properties, this book details techniques, principles, and workmanship standards for the installation of carpeting in residential locations. Information includes such topics as tools, materials, floor preparation, installation in special areas, diagrams and charts. This book is of particular value to carpet installers, cleaners, retailers, inspectors, architects, interior designers, owners and property managers.

56 pages • ISBN: 0-89275-030-8 • © 1990
Product Code: C105 • Price: \$15.00

COMMERCIAL CARPET INSTALLATION STANDARD - CRI -104

• **Carpet and Rug Institute (CRI)**



The nationally accepted carpet installation standard for commercial buildings, this book is a detailed outline of techniques, procedures, and terminology used in specification writing, planning, layout, and installation. Information includes topics such as tools, materials, floor preparation and installation procedures for use in special areas, plus diagrams and charts.

30 pages • ISBN: 0-89275-010-3 • © 1992
Product Code: C104 • Price: \$15.00

CARPET CLEANERS GUIDE TO INCREASED SALES AND PROFIT

• **Roy Moore and F. T. Smith**



This is an essential guide for any professional carpet cleaner or service contractor who wants to generate more business and profit. Step-by-step instructions are provided on pre-planning, referrals, phone usage, plus options for marketing, advertising, brochures and follow-up calls. Learn how to establish repeat business, handle estimates and objections. This book is full of ideas that will bring you more customers, money and profit.

42 pages • ISBN: 0-944352-01-4
Product Code: CCG • Price: \$25.00

UPHOLSTERY CLEANING ON-SITE

• **Roy Moore and F. T. Smith**



This book provides step-by-step how-to procedures and the practical information you need to take advantage of the many profitable opportunities available in the on-site upholstery cleaning industry.

57 page • ISBN: 0-944352-00-6 • © 1993
Product Code: UCO • Price: \$25.00

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• **Barry Hacken**



Until now, home owners, property managers, cleaning services and renters desiring clean draperies had to take them down and have them cleaned in-plant. Disassembly, cleaning, and reinstallation is time consuming, potentially damaging, difficult and expensive.

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122 pages • ISBN: 0-944352-02-2 • © 1995
Product Code: DCO • Price: \$25.00

COMPREHENSIVE UPHOLSTERY AND DRAPERY CLEANING



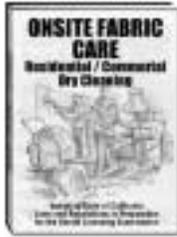
• **Wally Weber**

This detailed how-to manual will help you recognize different fabrics, dye systems, methods of construction, and provide safe cleaning procedures for all common fabrics. This is the most comprehensive book available on the subject of upholstery and drapery cleaning.

350 pages

Product Code: PUC • Price: \$140.00

ON-SITE FABRIC CARE



• **Mike West and Carl Williams**

The first comprehensive manual for on-site dry-cleaning. Defines the laws and regulations, operator and consumer safety, cleaning procedures and includes a glossary of cleaning terminology.

199 pages

Product Code: OFC • Price: \$25.00

IICRC S300 STANDARD AND REFERENCE GUIDE FOR PROFESSIONAL UPHOLSTERY CLEANING



• **IICRC**

The development of this guide has been an industry consensus effort, utilizing the talents and abilities of leaders in the fabric and furniture manufacturing industries, leather processing industry and the professional upholstery cleaning industry.

This, the first written standard for the safe and successful cleaning of upholstery fabric, was developed as a result of their combined diverse backgrounds and broad range of knowledge.

60 pages • © 2000

Product Code: S300 • Price: \$25.00

CARPET CLEANING STANDARD S001



• **IICRC**

This book is the internationally accepted standard reference guide for carpet cleaning in residential and commercial locations. It covers the principles, techniques and procedures for dry powder, bonnet, shampoo, dry foam and hot water extraction. Also included are inspection checklists, temperature conversion charts and a glossary of terms.

40 pages

Product Code: CS01 • Price: \$15.00

**Success is Spelled
Hard Work.**

MEASURING AND ESTIMATING FLOOR COVERINGS



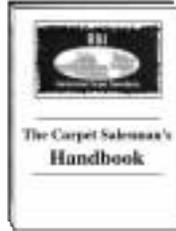
• **Buzz & Lorraine Thayer**

Discusses both carpet and vinyl floor coverings and the differences between them. Describes the tools needed and the step-by-step procedures for planning and measuring, as well as matching pre-existing patterns. Gives the rules for figuring yardage like a true professional. Includes illustrations, charts, and floor plans.

74 pages

Product Code: MEFC • Price: \$48.00

THE CARPET SALESMAN'S HANDBOOK



• **RBI International Carpet Consultants**

This training manual goes beyond the basics of carpet salesmanship to discuss the structure and construction of carpet, including fiber facts, yarn processing, tufting, dyeing, finishing and carpet styles. Each chapter concludes with review questions and answers for self-testing.

128 pages

Product Code: CSH • Price: \$55.00

HARD AND RESILIENT FLOOR CARE

CLEAN SCHOOLS IN 2000 AND BEYOND, PART 3



• **Wm R. Griffin**

This manual, from our Clean Schools in 2000 and Beyond series, covers Resilient, Masonry and Stone, Specialty Stone, Wood and Woodlike floor coverings. General maintenance procedures for each category and floor covering – including do's and don't's – are discussed to prepare the reader in the art of floor maintenance.

240 Pages • ISBN: 0-94352-28-6

Product code: CS003 • Price: \$25.00

D. INSPECTIONS AND CLAIMS



• **Carpet Inspector's Handbook**

• **Terry and Kevin Weinheimer**

This comprehensive manual contains a lifetime of information that will provide a strong educational foundation for any carpet and floorcovering inspector. The authors cover every aspect of professional inspections. This detailed yet easy to understand and use handbook is ideal for inspectors, manufacturers, retailers, dealers, installers, cleaners and textile labs.

Some of the important topics covered include: the

inspector's role, marketing your services, dealing with consumers, legal issues, fibers, backings, construction methods, cushion, warranties, installation, cleaning, concrete, manufacturing defects, tools and testing, corrections, report writing, forms and resources.

429 pages • © 1998

Product Code: CIH • Price: \$110.00

DIAGNOSTIC TECHNIQUES FOR THE INVESTIGATION OF CARPET COMPLAINTS



• **Eric M. Brown**

Your income as a carpet inspector depends on your ability to investigate carpet complaints and determine who is at fault and if the problem can be corrected on-site. This book was prepared as a field manual for the investigation of carpet complaints. This book provides a series of fault-finding charts, test methods, and a number of sample reports.

68 pages • ISBN: 0-9508446-7-5 • © 1992

Product Code: DTCF • Price: \$60.00

FLOORCOVERING DICTIONARY



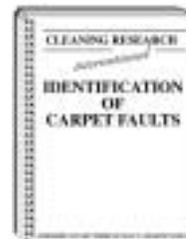
• **Mike West and Carl Williams**

A 300 page terminology reference manual for the carpet, resilient, and hard floor covering industry. Ideal for cleaners, manufacturers, supervisors, inspectors and installers. This well-researched and documented guide should be in every cleaning professional's reference library.

300 pages • © 1998

Product Code: FCD • Price: \$89.00

THE IDENTIFICATION OF CARPET FAULTS



• **Eric M. Brown**

A manual to help you identify common carpet defects related to soiling, yellowing, spillage, installation and manufacturing.

A useful guide for anyone involved with the investigation of carpet complaints. Written by an internationally recognized

expert in carpet inspection services.

78 pages • ISBN: 0-9508446-4-0 • © 1989

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GUIDE FOR THE INSPECTION OF TEXTILE FLOOR COVERINGS

• **IICRC**



This book provides certified carpet inspectors with specific guidelines to follow when investigating common types of claims. Contents cover recommended report formats, field worksheets, a glossary of terms and a description of carpet defects that include delamination, staining, soiling, yellowing, shedding, pilling, watermarking and pattern match.

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THE CLAIMS ADVISOR: CARPET

• **The Claims Advisor, Inc.**



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• **The Claims Advisor, Inc.**



Does for vinyl, wood, laminates and tile what its companion piece does for carpet. This collection of real claims will educate your inspectors, cleaners or installers and will resolve customer concerns fairly, reduce claims losses, and improve sales. In a three-ring binder, with claims labeled by number and problem for easy cross reference.

604 pages

Product Code: CAHS • Price: \$299.00

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• **Carpet and Rug Institute (CRI)**



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Membership includes the prominent manufacturers who produce over 95% of all carpet and fibers manufactured in the United States.

64 pages • © 1992

Product Code: CRID • Price: \$18.00

CARPET SPOT COLOR REPAIR MANUAL AND VIDEO

• **Prism, a Von Schrader Co.**



A more than 200 page manual and a 30 minute video set which examine the potentially lucrative niche market of carpet color repair. Packed with illustrations, the book discusses carpet fibers, the nature of color, pH, the history of dyes, marketing tips and pricing guidelines, while the video further demonstrates the step-by-step procedures.

215 pages

Product Code: VPCD • Price: \$168.00

CARPET REDYEING TRAINING MANUAL AND COLOR GUIDE

• **Prism, a Von Schrader Co.**



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SELF-EMPLOYMENT AND SMALL BUSINESS MANAGEMENT

HOW TO START AND OPERATE A SUCCESSFUL CLEANING BUSINESS

• **Wm R. Griffin**



A guide for new or diversifying businesses and a valuable reference tool for managers and owners of established operations. The author gives facts, examples, and current information on how small service businesses can be started and operated in a profitable man-

ner. Over twenty different cleaning related services are reviewed, from office, home, and industrial cleaning to high-pressure washing and carpet cleaning. This book is packed full of practical advice and information on such management subjects as marketing, supervision, employee training and bidding. It is the official training manual for the Association of Cleaning Technicians (ACT) and the Professional Carpet and Upholstery Cleaners Association (PCUCA).

278 pages • ISBN: 0-960154-05-X

Product Code: HT • Price: \$25.00

EARN \$50,000 A YEAR: START YOUR OWN CLEANING BUSINESS!

• **Gary Clipperton**



This how-to manual and 5 audio cassette training program covers every aspect of developing a successful cleaning business. Contents deal with planning, marketing, bidding, administration, production, getting started, prospecting, sales literature, the

bidding process, time and pricing guidelines, personnel management, quality control, and procedures for a variety of cleaning tasks performed in most commercial buildings.

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5 audio cassettes in a 3-ring binder

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• **Mary Johnson**



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232 pages • ISBN: 0-9601054-09
Product Code: EV • Price: \$38.00

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100 pages • ISBN: 0-944352-05-7 • © 1998
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128 pages • ISBN: 0-910899-09-6
Product Code: HE • Price: \$21.00



Audio Cassettes
See page 23

PLATEAUS OF GROWTH FOR BUILDING SERVICE CONTRACTORS

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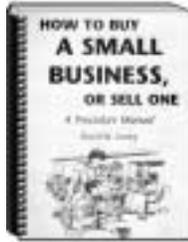


Shows you how to effectively achieve and move through the six "plateaus" of growth to success, efficiency, and profitability. Uses the concept of the "seven hats" the business owner must wear in dealing with management, purchasing, personnel, deliveries, sales, public relations and other diverse responsibilities. Helps to answer the question, "Why isn't my company growing in size and profit?"

64 pages
Product Code: POG • Price: \$25.00

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• **David W. Lowry**



This book presents a comprehensive, detailed eleven step procedure for buying or selling a service business. Purchasers learn how to identify legitimate, profit-making enterprises with potential and how to avoid being duped by an unscrupulous operator's tactics and tricks. Sellers are shown how to present their business in the best possible light and sell for the maximum value and return on their investment of time and money.

56 pages
Product Code: HBS • Price: \$67.00

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• **Katy Danco**



This book is written by, for and about women in family-owned businesses. The author, Kathy Danco, is the wife of Leon A. Danco, Ph.D, one of the nation's leading authorities on family business. She has drawn on conversations with hundreds of women over the past 25 years to provide a realistic view of this previously unexplored "other half" of business ownership.

180 pages • ISBN: 0-9603614-2-1
Product Code: OSB • Price: \$26.00

INSIDE THE FAMILY BUSINESS

• **Leon A. Danco**

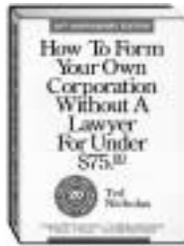


This book's subject is the core and substance of the successful family business and the family in that business, far beyond questions of management technique. This book is useful and fascinating reading for members of business owning families, their employees, advisors and directors. A useful book for anyone who works with or within a family owned business.

250 pages • ISBN: 0-9603614-1-3
Product Code: IFB • Price: \$33.00

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• **Ted Nicholas**



This book shows how you can start your own corporation in any state without expensive legal fees or leaving your home. Included are important step-by-step instructions plus all the forms needed to set up and keep the business legal.

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All small service shops, including automobile garages, beauty parlors, carpenters, repair shops, nurseries and other professional service companies, must maintain careful control of their labor costs and other expenses if they are to survive and prosper.

This book explains the nuts and bolts of an accounting system specifically tailored to the needs of successful service shops.

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THE U.S. COMMERCIAL & RESIDENTIAL CLEANING SERVICES INDUSTRY

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170 Pages • © 2000
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• **Mary Johnson**



A house cleaning or maid service is an ideal full or part time business for students, single parents, the retired and others wanting a flexible schedule and an income of \$15 to \$35 per hour. Author Mary Johnson began her business, Dial-A-Mop, with a thirty-five dollar investment and built it into an operation generating over \$170,000 a year and employing twelve people. Johnson shares the secrets of her success as she explains how to avoid unnecessary hassles and setbacks on the road to profit and professional service. Included are sample forms for recording financial and employee data, estimates, schedules and bids. Important tips are given on advertising, bidding, accounting, insurance, competitors, vacations, safety, products, supplies, equipment and employees.

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• **Don Aslett**



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83 pages • ISBN: 0-89879-094-8

Product Code: DID • Price: \$15.00

NO TIME TO CLEAN

• **Don Aslett**



We want the peace and comfort of a clean, neat home more than ever in these fast-paced days of 9 to 5 life. But the time for accomplishing the goal of a tidy house seems ever elusive. What's the answer? A new approach to cleaning.

This book presents many helpful solutions to cutting your cleaning time through prevention: hints on time management, reducing clutter, speed cleaning, getting help with the housework and finding the desire to clean are just a few of the useful tips the book bestows.

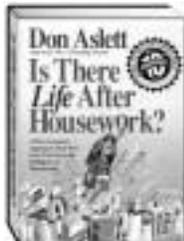
Includes pull-out stain removal guide, illustrations and index.

200 Pages • ISBN: 0-937750-22-0 • © 2000

Product Code: NT • Price: \$13.00

IS THERE LIFE AFTER HOUSEWORK?

• **Don Aslett**



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183 pages • ISBN: 0-89879-094-8

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• **Jeff Campbell**



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194 pages • ISBN: 0440-58015-3 • © 1997

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• **Monte and Majorie Florman**



This completely revised book gives you the most efficient, cost-effective and practical ways to clean all kinds of household and personal items. It provides practical tips for eliminating germs and grime, guidance on how to handle, store and dispose of cleaning products safely, and a chart to help you identify and remove 54 common stains. Contents also include how to use procedures for cleaning appliances and descriptions of common household cleansers.

290 pages • ISBN: 0-89043-532-4 • © 1992

Product Code: HCE • Price: \$18.00

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• **Patti Barrett**



This book contains over 500 useful tips and techniques to help make housecleaning easier and more effective. Written with humor and understanding, Barrett shows harried housekeepers how to evaluate and maintain realistic standards with a minimum of time and effort. Along with a wealth of practical advice and procedural shortcuts, this book provides organizational strategies for establishing workable routines that will save time and energy.

122 pages • ISBN: 0-88266-598-7 • © 1990

Product Code: TBC • Price: \$18.00

THE "I HATE TO CLEAN" GUIDE TO HOME CARE

• **Wm R. Griffin**



This informative book gives tips and suggestions for cleaning everything found in homes and apartments. A helpful reference manual for those involved with residential or institutional cleaning such as hospitals, hotels, resorts, dormitories and condominiums.

243 pages

Product Code: IH • Price: \$18.00

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• **Liora M. Cohen**



This book is a simple and effective learning aid for mastering the type of conversational Spanish/English used in common household and occupational situations.

Contents include the Spanish and English versions of thousands of common names, questions, answers, and phrases used in hundreds of workplace and household circumstances.

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204 pages • ISBN: 0-9623559-0-9

Product Code: THB • Price: \$17.00

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• **Belinda Wojtowicz**



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49 pages

Product Code: ETC • Price: \$25.00

CLEAN IT FAST, CLEAN IT RIGHT

• **Edited by Jeff Gredenberg**



More than 250 experts explain how to clean 300 common household items from countertops to carpets -- plus toys, shoes, cameras, paintings, bicycles and more -- in record time.

A special bonus section on buying and using 60-plus scouring tools and chemicals adds shine to this sparkling home-cleaning resource.

544 Pages • ISBN: 1-57954-019-8 • © 1999

Product code: CFCR • Price: \$20.00

G BIDDING & ESTIMATING

HOW TO SELL AND PRICE CONTRACT CLEANING



• **Wm R. Griffin and John Davis**

This 900-page reference manual is packed full of sound business advice to help you put together a winning proposal and a competitive bid for cleaning services. This book includes bid estimate sheets, time and production standards, supply usage charts, blank forms, job specifications, legal contracts, and markup tables for labor, products and supplies. This nuts-and-bolts guide is ideal for building owners, property managers and contract cleaners dealing with all types and sizes of properties.

900 pages • ISBN: 0-944352-030
Product Code: HTSP • Price: \$87.00

CLEANING BID DOCUMENTS



• **Wm R. Griffin**

Realistic, competitive bidding may be the difference between profit and loss for a cleaning contractor or whether a project stays within budget for a building manager. This is one area where guesswork can be an extremely costly mistake. For success, you need the most current information available to accurately estimate your costs, prepare your proposal, and maintain your budget or profit margin.

This report contains cleaning bid documents, service contracts, specifications and request for proposal documents. Ideal for all types and sizes of buildings and facilities. Includes both paper copies in a 3-ring binder and DOS/Windows 95 compatible computer disks.

Over 300 pages • ISBN: 0-944352-19-7 • © 1998
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• **Gary Clipperton**

This how-to manual and 5 audio cassette training program covers every aspect of developing a successful cleaning business. Contents deal with planning, marketing, bidding, administration, and production. The author discusses getting started, prospecting, sales literature, the bidding process, time and pricing guidelines, personnel management, quality control and procedures for a variety of cleaning tasks performed in most commercial buildings.

80 pages • ©1993
Book and 5 audio cassettes in a 3-ring binder
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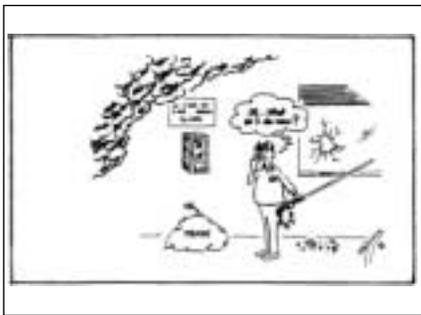
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by Wm R. Griffin

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by Wm R. Griffin

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by Wm R. Griffin

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**SCHOOLS, COLLEGES, AND
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The educational market has special needs. Learn what you need to know to service this growing market.

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**GROCERY STORES AND COMMISSARIES:
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by CCS Staff

All the details you need to know on this special niche market.

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**CARPET CLEANING AND INSPECTION
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Wm R. Griffin

Includes tips and procedures for today's carpet cleaner and explains how to diversify your business into the area of inspection services.

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**TAVERNS, COCKTAIL LOUNGES, BARS,
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AND CLEAN THEM**

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**FUNERAL PARLORS, MORGUES,
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HOW TO BID AND CLEAN THEM**

By CCS Staff

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**HOTELS, MOTELS, CAMPS,
CAMPGROUNDS, RESORTS AND HOSTELS:
HOW TO BID AND CLEAN THEM**

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**MOVIE THEATERS: HOW TO BID AND
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By CCS Staff

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By CCS Staff

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**BOWLING ALLEYS AND VIDEO ARCADES:
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By CCS Staff

Outlines all the necessities for these contract cleaning jobs: equipment needed, staffing and bidding guidelines, time estimations and step-by-step cleaning procedures for specific areas of bowling alleys and video arcades.

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**MEDICAL RESEARCH, MANUFACTURING
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By CCS Staff

Outlines all the necessities for these contract cleaning jobs: equipment needed, staffing and bidding guidelines, time estimations and step-by-step cleaning procedures for specific areas of medical research, manufacturing and laboratory facilities.

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**MEAT PACKING PLANTS: HOW TO BID
AND CLEAN THEM**

By CCS Staff

Outlines all the necessities for these contract cleaning jobs: equipment needed, staffing and bidding guidelines, time estimations and step-by-step cleaning procedures for specific area of meat packing plants.

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**RESTAURANTS/CAFES AND COMMERCIAL
KITCHENS: HOW TO BID AND CLEAN
THEM**

By CCS Staff

Outlines all the necessities for these contract cleaning jobs: equipment needed, staffing and bidding guidelines, time estimations and step-by-step cleaning procedures for specific areas of restaurants, cafes and commercial kitchens.

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**RETAIL CARPET AND FURNITURE STORES:
EXPANSION AND PROFIT OPPORTUNITIES
IN THE CLEANING INDUSTRY**

By CCS Staff

This report details the opportunities available in the cleaning industry to those already established in the retail carpet and furniture stores.

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All software programs are WINDOWS/DOS compatible. Demo disks for most programs are available for a nominal fee of \$25.00.

COMPUTER SERVICES

Computerizing your business or department is no longer just a wave of the future. It is quickly becoming a necessity for survival in today's fast-changing and competitive environment. With proper implementation, computerization provides immediate access to accurate information that helps in making decisions, increasing efficiency, improving profitability and controlling costs.

Computerization of your scheduling, organizing, marketing, accounting and other management functions must be carefully planned and implemented to be useful and effective.

If you need assistance in analyzing your specific needs or in selecting the appropriate software or hardware, then Mr. Griffin can assist you. He is familiar with the fine points of each program and is available to answer your questions.

All software programs are Windows/ DOS compatible. Demo disks for most programs are available for a nominal fee of \$25.00.

SERVICE BUREAU

Our Service Bureau allows you the benefits of computerization without the cost of staff, training, or software & hardware purchases. This service is an excellent way to begin the computerization process with limited risk and cost. For a reasonable fee, we will take your data, enter it into the appropriate program on our computers and generate the reports, records, schedules, calendars or mailing lists that you need. We guarantee in writing that your data will be maintained in strict confidence. If you wish to purchase software later, your information is already entered, up-to-date and can easily be transferred to your computer programs.

ON-SITE SERVICES

Program structure and set-up are important aspects of computerization. Decisions need to be made regarding how all of the information about your organization needs to be organized and input into a software program. If you want to computerize your cleaning department or company but don't have or want to develop the staff or expertise at this time, our Service Bureau can assist you on-site to gather and input the required information about your staff and facilities. This can range from helping you identify which software package is most appropriate to gathering, inputting and managing data. This service will assure that the reports generated are accurate and provide useful information that can be used to monitor various aspects of the department and as a basis for decision-making and change.

Our services can include training one or more members of your staff on how to gather & input data, operate the program and update information so that, in the future, you can get the reports that you desire. Our goal is to provide you with a service package that fits your needs and your budget. We will provide whatever level of service that you would find most useful for a long or short-term basis.

Budget Analysis

Are your costs too high, too low or in-line with industry standards? Our Budget Analysis Service can answer those questions with facts and figures. This service can also provide guidance on how to cut costs, improve quality and organize staffing schedules in the most efficient manner possible.

You fill out the forms, our analysts input the data and provide you with detailed reports showing your actual production rates and costs. The Budget Analysis will also provide an executive summary showing how you compare with industry standards for your type and size of facility. Budget analysis is available for the following services:

- General Cleaning
- Restroom Cleaning
- Hard & Resilient Floor Care
- Special Areas & Services
- Carpet Care
- Periodic Duties

Other Software Services Include:

- Preparing bids & estimates from your square footage measurements and cleaning specifications
- Creating work schedules and assignments based on your personnel records and job requirements
- Developing mailing lists, standardized letters and marketing profiles from your client and prospect lists
- Performing quality assurance audit inspections to verify that services are performed/ meeting written specifications and occupant expectations
- Building accounting reports from your financial records

These are only a few examples of the many reports that our service bureau can provide to assist you in improving your operation. We prepare all reports according to your requirements. Thus, you get the information that you need in a form you can understand and use.

Bidding and Estimating Software

BidPro

- Walk-Through Worksheets
- Sample Cover Letters
- Easy to use Bid Forms
- Four Bid Methods to Choose From



Product Code: SBP Price \$249.00

If You Have Questions, Call Me at 206-682-9748; I Have the Answers. 17

SOFTWARE

CONTRACTOR'S COMPANION

This Windows-based software program is easy to use, yet powerful enough to deliver results. Baselines tasks and time required to clean buildings by day, month and year. Reports cost per square foot, employee productivity and staffing requirements.

Prints area floor plans. Estimates labor costs. Prints all reports to screen or printer. Utilizes a calendar that compensates non-work days, estimates labor costs for building and generates customer fiscal periods.

Product Code: SCI • Price: \$395.00

CLEANING BUSINESS MANAGER

Become more organized and profitable. If you're not using the correct computer software designed for the cleaning industry, then you're wasting time and money. Originally designed for carpet cleaning companies, Cleaning Business Manager is perfect for any cleaning company that works on a regularly scheduled basis: window washing, pressure washing, house cleaning, contract janitorial, etc. Performs: scheduling, tracking invoices, room size calculations, restoration estimating, expense and equipment tracking and automatically prints letters and mailing labels.

Product Code: SPM • Price: \$597.00

EXECUTIVE TOOLKIT

With Rimrock Technologies, you get the power of a software system designed specifically for the building service executive at an affordable price! Executive ToolKit is a suite of five modular applications designed to add a new level of productivity to any building service operation. Developed for Microsoft Windows 3.1 and Windows 95 operating systems, all applications offer an easy-to-use graphic interface and extensive on-line help features.

1) SCHEDULE PRO:

Full-featured workloading and scheduling application for cleaning companies to determine how much time should be budgeted by using daily and periodic schedules.

Product Code: SSPR • Price: \$249.00

2) SAFETY PRO:

A tool to train employees and to implement and maintain safety and health programs. Includes a sample Hazard Communication Program and a Bloodborne Pathogens Program. These programs can be modified to ensure compliance with both state and local laws. MSDS information can be entered, stored and printed for spray bottles.

Product Code: SSP • Price: \$249.00

3) WORK ORDER PRO:

The premiere work order and complaint tracking software system for the building service industry.

Product Code: SWOP • Price: \$249.00

4) INVENTORY PRO:

A great tool to track general supplies, building supplies and equipment. Inventory Pro knows. With this program, you know when you're understocked and when you have overstock.

Product Code: SIP • Price: \$249.00

5) BID PRO:

A step-by-step guide through the bidding and estimating process. Prints easy to use data forms for the walk-through, then uses the data to prepare a bid based on price per square foot, per hour, or any combination. Can also factor in overhead, flat dollar amounts or percentages and other considerations.

Product Code: SBP • Price: \$249.00

TELEPHONE TIME KEEPING:

Now you can keep track of all your employees' time charged to a job. Comes with real voice messaging, caller ID tracking, remote time clock interfacing, multilingual caller interfacing, and industry standard voice mail.

Product Code: SATM • Price: \$2895.00

CUSTODIAL MANAGER'S COMPANION

This is the most versatile and powerful program on the market today for the custodial manager. It is ideal for in-house cleaning departments of all sizes in hospitals, schools, factories and for contract cleaners as well. You can scan in photos of equipment, employees, buildings and floor plans. The program tracks the cost of labor and supplies, production rates, cost per sq. ft., scheduling, and detailed employee training information.

Product Code: SCA • Price: \$4,450.00

SUPER ACE

Ideal for schools, hospitals and institutional settings. Determine precisely how many custodians are required daily, weekly, and for periodic cleaning routes. Document custodial performance. Print cleaning schedules for posting. Compute how long it should take to clean. Generate inspection checklists to document performance. Produce a professional cleaning manual. Establish preferred work methods and quality control standards. Analyze "what if" scenarios and the impact on staffing or levels of service. Adjust a time standard and globally update all routes. Establish preferred work methods and quality standards.

Comes with 12 months of free phone support.

Product Code: SACE • Price: \$1,995.00

WINDOW WORKS

Window Works is a DOS-based program designed to help a window washing company ranging from 1-12 work crews manage its customers, time, and resources. It will allow you to take control of your customer's information and your scheduling. Operate at maximum efficiency with these time saving tasks.

Product Code: SWW • Price: \$185.00

Inspector's Companion

Inspect your facilities in the simplest way possible- Use a Palm-connected Organizer. This Windows-based software lets you download inspections to a Palm Handheld and walk your facility collecting inspection data. Then, simply upload Inspections back to your desktop and print results.

Product Code: SIC • Price: \$750.00

INSPECTOR PRO

This professional report writing software is specifically designed for carpet and floor-covering inspectors. Inspectors are looked upon as investigators in their field. An easy-to-use, fill in the blank type format makes it fast and accurate. Comes with standard letters, phrases, definitions, spell check and the names and numbers to all major mills. To be successful, your reports must be professional. Computerizing will cut your time in half from traditional report writing.

Product Code: SIPP • Price: \$639.00

TRACK ON...

"Track on..." is a document tracking tool that can be used for electronic catalogs, material safety data sheets, literature sheets, technical bulletins, price lists, parts list and much, much more.

Product Code: STO • Price: \$50.00

SPEAK CLEANING IN SPANISH

Language barriers on a cleaning worksite are not just frustrating; they can be costly or even deadly. Speak Cleaning in Spanish software for your PC can help. The program features eight audio/ visual lessons that allow you to hear correct pronunciations of English/ Spanish words and phrases that are specific to the cleaning industry; interactive tests to measure your progress; and printable, customized translation reference cards for use on the job. Help to eliminate on-the-job communication errors and costly mistakes with Speak Cleaning in Spanish. **Available on CD only.**

Product Code: SSC • Price: \$345.00

FACILITIES MAINTENANCE SOFTWARE (SPMMS 2020)

School Preventive Maintenance Management System is a complete facilities, grounds, equipment and vehicle maintenance management and job control system designed specifically for school and college use. SPMMS is used by the maintenance manager to 1) document, plan, schedule and monitor maintenance work; 2) organize the flow of information; and 3) provide management reports relating to backlogs, progress, problems, work status, material and labor costs, employee and accounting data. The program also allows printing of work orders as the work becomes due, tracking of reminders & equipment maintenance, and much more.

Product Code: S2020 • Price: \$8,000-\$14,000

DEMO DISKS AVAILABLE

for select programs (\$25.00)
Call 206-682-9748

VIDEOS

Tapes & Audio Cassettes

Video and audio tapes are among the most effective learning tools available. This is particularly the case with many technical and managerial skills, where reading instructions in a book does not allow you to see the many details you need for better understanding and effective application. By watching video tapes, you can absorb techniques and procedures you may otherwise only discover by trial and error. Audio tapes allow you to learn in a car, on the job or while jogging in the park.



• *Graphic indicates Spanish version also available*

Return Policy : All video tapes are returnable within 30 days of purchase for a refund or credit, minus a \$35.00 rental fee and applicable shipping costs.

VIDEOS

■ MANAGEMENT ■

HOW TO GET WHAT YOU WANT FROM YOUR LIFE AND BUSINESS

• *An Hour with Wm R. Griffin, Live From Seattle*

Do you want more fulfillment, happiness and income from your life and business? Are you trapped by circumstances instead? This video helps you understand the difference between success and failure. Take control of your life by setting goals, organizing your time, focusing on excellence and clear objectives—success will follow. A great tape for those who want and need to do better.

Length: 60 minutes
Product Code: VLB • Price: \$65.00

ADMINISTERING CLEANING SERVICE CONTRACTS

In this video, Wm R. Griffin defines what a customer should expect from a contract cleaning firm and how to get it—consistently. Implementing the guidelines Bill describes promotes understanding and better business practices for both parties in any type of service agreement. Anyone writing or administering cleaning contracts or specifications will benefit from the principles discussed in this video.

Length: 60 minutes
Product Code: VAC • Price: \$65.00

EMPLOYEE TRAINING

— THE HOW AND WHY

• *An Hour with Wm R. Griffin, Live From Seattle*

Training is critical to effective supervision, business development, productivity and profit. Wm Griffin believes training should be a consistent, ongoing process, and he details the concept in this persuasive and informative video. Contents include innovative suggestions for developing training materials and proven methods for achieving a more efficient and effective custodial staff. Ideal for managerial and supervisory training.

Length: 60 minutes
Product Code: VET • Price: \$65.00

OPERATING AND MANAGING A CUSTODIAL BUSINESS

This is a complete set of videos from a seminar conducted for NISH by Wm R. Griffin in 1997 in Seattle, WA. In this live seminar, he covers what it takes to start, operate and manage a successful cleaning business.

Seminar topics include: Industry trends, organizing the work for maximum efficiency, establishing production standards and staffing, tracking periodics, quality assurance, team cleaning, equipment, supplies and chemicals, training, supervision, customer relation, and many other important subjects.

This is a 3-day seminar program. You get all the good stuff. This is an unedited version on two video tapes. Watch it at your leisure.

Product Code: VOMB • Price: \$148.00

THE FUTURE OF THE CLEANING INDUSTRY

The information presented gives you a peak into the future and will enable you to plan ahead for business survival and increased profitability.

New surfaces, chemicals, procedures and equipment, with an emphasis on increasing production, and cutting costs are among the issues discussed in this presentation.

Spend an hour in Seattle, WA with author and consultant Wm R. Griffin. This thought-provoking presentation will give you an understanding of present trends and future developments of the cleaning industry.

Approx. 45 min
Product Code: VFCl • Price: \$85.00

HOW TO FIND AND KEEP QUALIFIED EMPLOYEES

• *An Hour with Wm R. Griffin, Live From Seattle*

There are few more difficult yet valuable challenges than finding qualified employees and keeping them. This video helps managers, supervisors and business owners develop this necessary and all-important skill. Provided are practical tips from Mr. Griffin's years of experience as a consultant in the cleaning industry. Ideal for supervisory training.

Length: 60 minutes
Product Code: VKQ • Price: \$65.00

HOW TO IMPROVE YOURSELF

• *A Conversation with Ed Feldman*

Personal success begins with yourself and cannot be accomplished without self confidence. We have all heard this catch phrase; now there is practical, down to earth advice on how to develop this elusive self confidence. In this interview, Ed Feldman describes the practices he has used to overcome his own battles with a fear of public speaking.

Length: 60 minutes
Product Code: VF1 • Price: \$65.00

FIVE STEPS TO SUCCESS

• *A Conversation with Ed Feldman*

Charismatic author and businessman Ed Feldman describes his five steps to success in this conversational video. Success begins with a belief in yourself and your ideas, and a willingness to develop an understanding of others' needs. Let Ed Feldman's warm and humorous presentation put you on the path to success in life and business.

Length: 60 minutes
Product Code: VF2 • Price: \$65.00

MORE STEPS TO SUCCESS

• *A Conversation with Ed Feldman*

Ed Feldman elaborates on the road to success with this continuation of his popular Five Steps To Success. You will gain from his expertise on such topics as "How To Make Others See You As A Leader" and "How To Set Goals and Use Your Time Wisely."

Length: 60 minutes
Product Code: VF3 • Price: \$65.00

MAKING EFFECTIVE CLEANING INSPECTIONS

Quality control will set your contract cleaning company ahead of the competition. This detailed video explains why and how operation managers and supervisors should perform quality assurance inspections. It covers what to look for in office buildings, restrooms and floors, and gives tips for handling complaints and relating to your cleaning staff.

Length: 15 minutes
Product Code: VCI • Price: \$150.00

Never Stop Trying!

FACILITY CLEANING - RIGHT TO KNOW, PLUS • *American Hazmat*

This video trains workers in responding to a variety of workplace hazards - including physical, chemical and electrical dangers - using real-life facility cleaning situations. Defines hazardous materials and examines MSDS labeling. Employee right to know issues are clearly explained and safety is stressed throughout. Includes review exercises written in everyday language. Available in English and Spanish.



Product Code: VRT1 • Price: \$150.00

HOW TO CLOSE A SALE - Part I

This video presents the six basic steps in making an effective sales call and closing the sale. It discusses such things as warm-up, explaining features, creating and testing interest, showing third party proof, and providing a variety of closing strategies.

Length: 16 minutes

Product Code: VS1 • Price: \$150.00

HOW TO CLOSE A SALE - Part II

This video discusses customer appointments and how to present a "clean" image to prospects. It covers information packets, use of the telephone and audio-visuals to sell, and what prospects to expect from contract cleaners. Sound advice on your image is provided, as well as tips on how to build confidence in your sales ability.

Length: 15 minutes

Product Code: VS2 • Price: \$150.00

■/■ **CLEANING** ■/■

CLEANING SCHOOLS IN 2000 AND BEYOND

Classrooms, Restrooms & Quality Control

This is an excellent training video for school custodians, supervisors and facilities managers. This 3 hour plus video is presented in seven, easy to watch sections that can be viewed independently of one another.

Each section covers information that will help school custodians provide quality service when cleaning classrooms, restrooms, and other important areas.

New developments in equipment, chemicals, procedures and surfaces are reviewed along with how to get better cooperation from teachers, students and administrators.

This presentation was recorded live at Renton School District in Renton, WA. Presented by Wm R. Griffin and Perry Shimanoff.

Length: 3 hrs

Product Code: VCSS • Price: \$100.00

TEAM CLEANING: OVERVIEW AND IMPLEMENTATION

Contains a 45 page booklet, a video and an audio cassette tape. A vital training tool for any organization

attempting to make the transition to "team cleaning"-- which will boost efficiency and improve quality and competitiveness. Examines the benefits of team cleaning over zone cleaning, and then leads you through the implementation process.

Product Code: VTCO • Price: \$129.00

TEAM CLEANING: THE VACUUM SPECIALIST

A boxed-set with book, video, and cassette. Emphasizes the efficiency of team cleaning, looking specifically at vacuuming. Discusses the importance of carpet care, and examines the tools, equipment, and techniques used. Demonstrates effective use, indoor air quality benefits, shows proper adjustment and fitting, and reviews care and maintenance of the backpack vacuum.



Product Code: VTCV • Price: \$129.00

TEAM CLEANING: THE RESTROOM SPECIALIST

An excellent training package containing a booklet, video, and audio cassette. Discusses the importance of clean restrooms and then takes the viewer step by step through the cleaning process, demonstrating needed tools and procedures. Ideal for training team cleaning crews.

Product Code: VTCR • Price: \$129.00

CLEANING BASICS A TO Z

A 60 minute video with 16 three minute training segments covering all common duties performed by custodians and janitors in all types and sizes of facilities. Easy to follow, step-by-step procedures show actual cleaners in real-life work situations. A favorite with employees, customers and supervisors. See this video before you spend hundreds of dollars on others that aren't nearly as effective.

Product Code: VCAZ • Price: \$89.00

OFFICE CLEANING - Part I

Covers the theory and practice of cleaning offices. Techniques are taught that can be applied to building lobbies, entrances, rest areas, lounges, conference rooms, training rooms, and offices. Other topics include building security, access procedures, dependability, reporting equipment malfunctions and customer relations. This video outlines a professional, systematic approach that will help professional cleaners work smarter.



Length: 23 minutes

Product Code: VD1 • Price: \$150.00

OFFICE CLEANING - Part II

Presents effective cleaning procedures for surfaces as diverse as resilient floors, furniture, windows, telephones, drinking fountains, partitions, and computers. It underscores the importance of inspecting your work to maintain quality standards.



Length: 21 minutes

Product Code: VD2 • Price: \$150.00

BASIC RESTROOM CLEANING

Presents a nine step restroom cleaning procedure. Contents examine odor control, drain maintenance, fixtures, floors, trash, soap dispensers, and "end of shift" duties. Suggests using liquid detergents for cleaning versus abrasive powders.



Length: 21 minutes

Product Code: VDR • Price: \$150.00

HOUSEKEEPING: QUALITY GUESTROOM SERVICE

Offering a systematic approach to the cleaning of guestrooms, this video demonstrates an easily learned method of preparing, entering and cleaning a guestroom. Also includes interviews with guestroom attendants and their supervisors, as well as tips on making beds, dealing with biohazards and more.

Length: 26 min

Product Code: VHQ • Price: \$270.00

SHOWER & LOCKER ROOM

Featuring and establishing a method of project cleaning, this video maintains that routine daily cleaning is essential to a clean shower/locker room facility. Includes a discussion of various cleansing agents and procedures and outlines specific steps in cleaning saunas, showers, lockers and restrooms.

Length: 14 min

Product Code: VSL • Price: \$159.00

SUPER SPEED WINDOW CLEANING

Details the techniques and secrets of professional window cleaners. You'll learn how to use window cleaning equipment, plus the fastest and most effective techniques of cleaning window glass. Also included is information on how to remove stickers, paint, varnish, mineral deposits, and how to competitively bid residential and commercial jobs.

Length: 40 minutes

Product Code: VWC • Price: \$65.00

■/■ **HOUSE CLEANING** ■/■

IS THERE LIFE AFTER HOUSEWORK?

A recording of a live seminar with legendary cleaning expert Don Aslett. This is an excellent training video for maids, house cleaners, spouses, children and those wishing to start their own house cleaning service on a full or part time basis.

Don Aslett shows you step by step exactly how the professionals clean windows, floors, carpets, walls, and bathrooms.

Length: 95 minutes

Product Code: VITL • Price: \$65.00

SPEED CLEANING HOMES & APTS

• *Jeff Campbell*

Adapted from the best selling book, Speed Cleaning, this video shows you how to keep a home, apartment or condo spotless without wasting time. Proven methods allow you to clean in half the time.

Length: 60 minutes

Product Code: VSPC • Price: \$65.00

HOUSE & APARTMENT CLEANING: ROUTINE PROCEDURES

This training video covers all aspects of routine house cleaning. Contents include dress and attitude, kitchens, bathrooms, bedrooms, and living areas.

Length: 50 minutes
Product Code: VCE • Price: \$98.00

CLEANING VACANT RESIDENTIAL UNITS

This training video will give your workers the knowledge they need to properly clean vacant homes, apartments and condominiums. Detailed how-to close-ups cover all aspects of cleaning vacant residential units.

Length: 50 minutes
Product Code: VMO • Price: \$98.00

HOUSE CLEANING SUPPLIES

This video covers in detail the cleaning supplies used in residential cleaning and how to properly use them. The procedures section gives important safety instructions to help minimize on-the-job injuries. Extremely valuable, no matter what type of cleaning you are involved in.

Length: 50 minutes
Product Code: VHCS • Price: \$98.00

HOUSE CLEANING: START UP AND OPERATIONS

Current owner tells you how to start and operate a house cleaning service. This video covers ten areas essential to the growth and success of any house cleaning service, including: quality control, employee hiring and retention, pricing, legal matters, advertising and 10 keys to growth. Also available in Spanish.

Length: 60 minutes
Product Code: VHSC • Price: \$150.00

SAFETY

BACTERIA AND DISEASE CONTROL

This video addresses the basics of disease control as it applies to cleaning any facility. The video defines cleaning and sanitizing, analyzing the differences between the two. Next, it details the effects of bacteria, causes of bacteria, neutralizing odor caused by bacteria, pest control and steps to prevent bacteria growth.

Length: 10 minutes
Product Code: VBD • Price: \$30.00

CHEMICALS, SPILLS, LEAKS & CLEAN-UP OPERATIONS

This video begins by clarifying what is considered a hazardous material and then moves into an explanation of clean-up procedures. Special attention is paid to developing an emergency plan for spills. A ten-step program to combat dangerous spills is established by the end of the video.

Length: 15 minutes
Product Code: VCUO • Price: \$30.00

WASH YOUR HANDS

A safety video training program with video and 12 page booklet that gives the how and why of effective hand washing. Appropriate for all ages and education levels. The video segment is humorous, fast moving and instructs without preaching. Explains the consequences of unwashed hands and demonstrates proper washing techniques. The accompanying booklet presents a wide range of activities to help the instructor reinforce the concepts presented in the video.



Length: 5 1/2 minutes
Product Code: VWYH • Price: \$65.00

HISTORY OF SANITATION

Ideal for training seminars and public forums. This video shows how sanitation has made our lives safer and better, and how far today's cleaning and maintenance has come. The history of sanitation - back 7,000 years to the Babylonians, Egyptians, Greeks, and Romans - is chronicled in a presentation that is entertaining, educational, and motivational.



Length: 10 minutes
Product Code: VHOS • Price: \$100.00

SAFETY FOR CUSTODIANS

This video emphasizes that safety should not be assumed. It illustrates several common causes of accidents and shows how to prevent them. Examples include fire and burns, chemicals and fume inhalation, falls and falling objects, sprains, bumps, and bruises. This tape points out that accidents don't just happen, but that they are caused by unsafe acts, and can be prevented.



Length: 17 minutes
Product Code: VSC • Price: \$150.00

GROUND RULES FOR CUSTODIANS

This video outlines the "do's" and "don'ts" custodians should follow on every assignment. It covers such "do's" as customer relations, reporting mistakes, conservation of supplies, organization of the custodial closet, and safety requirements. "Don'ts" mentioned include harassment, intimidation, fighting, alcohol and illegal drugs, sleeping, and wasting supplies.



Length: 23 minutes
Product Code: VGR • Price: \$150.00

HOW TO CLEAN MINI-BLINDS - AN ALTERNATIVE METHOD

Right Way Window Cleaning presents an alternative method for cleaning mini-blinds that is simpler, more effective, and requires less investment than other methods. Offers comprehensive information on how to quickly remove, clean, and reinstall blinds as well as tips on how to keep them clean longer and approaches to winter-time maintenance. Includes guidelines to use for bidding and estimating, and helpful tips on chemicals and cleaning solutions.

Length: 20 minutes
Product Code: VCB • Price: \$69.00

FLOOR CARE

DAILY FLOOR MAINTENANCE

This video reviews the daily maintenance procedures for carpet and resilient floors. It illustrates the proper procedures for damp mopping, spot mopping, dust mopping, and wet mopping. Equipment presented includes large industrial vacuums, tank type and upright vacuums, motorless sweepers, and other carpet maintenance equipment.

Length: 22 minutes
Product Code: VFM • Price: \$150.00

HIGH SPEED FLOOR MAINTENANCE

This video reviews the theory and practice of high-speed burnishing of resilient floors. It also covers spray buffing to remove spots, stains, scuffs, and black marks. Equipment and chemicals are explained, including floor pads, drive blocks, lambs wool applicators, and various high-speed floor machines.



Length: 16 minutes
Product Code: VHF • Price: \$150.00

STRIPPING AND FINISHING FLOORS

This video demonstrates equipment, supplies, and procedures used to professionally strip, scrub and refinish floors. It covers the complete operation and maintenance of floor machines, including pads, brushes, and reviews bulk liquid and pre-measured stripping chemicals. A ten-step stripping and refinishing procedure is presented and explained.



Length: 21 minutes
Product Code: VSS • Price: \$150.00

HEALTH CARE

BLOODBORNE PATHOGEN VIDEO

This employee training video defines bloodborne pathogens and discusses modes of transmission, exposure hazards, protective equipment, Hepatitis B vaccinations, and post-exposure procedures. Includes review exercises to test employee understanding. Ideal for all facilities.



Product Code: VBP • Price: \$150.00

THEORY OF INFECTIOUS CLEANING

This video focuses on the importance of preventing the spread of infectious diseases through the use of proper housekeeping procedures. It follows the typical chain of infection with emphasis on source, method of transmission and susceptible host. Protective clothing, personal hygiene, and other technical details are demonstrated in this video. Ideal for health care training.

Length: 18 minutes
Product Code: VIC • Price: \$150.00

Phone Consultations

Call: 206-682-9748
(\$25.00 for 15 minutes)

Heal the Past.

Live the Present.

Dream The Future.

SAFETY FOR HOSPITAL HOUSEKEEPERS

This video shows the most common causes of accidents, how to recognize potentially hazardous conditions, and gives suggestions on how to prevent them. It presents a complete overview of how health care safety can be implemented in every cleaning routine. With this video, your employees will have a vital reminder of proper, on-the-job safety procedures.

Length: 17 minutes

Product Code: VSH • Price: \$150.00

CLEANING THE OCCUPIED PATIENT UNIT

This video presents procedures for cleaning occupied patient units, including disinfection, floor care, trash removal, and room organization. It features professional housekeepers wearing protective apparel, and following universally accepted housekeeping and safety procedures. You are provided with an eleven-step program for cleaning occupied patient units.

Length: 24 minutes

Product Code: VPU • Price: \$150.00

CLEANING THE DISCHARGE UNIT

This video helps housekeepers service discharge units with speed and safety. It features body fluids and blood isolation procedures, and focuses on the importance of preventing the spread of infectious bacteria. Includes bed sanitization, dust and wet mopping, waste and trash removal.

Length: 24 minutes

Product Code: VDU • Price: \$150.00

CLEANING THE PATIENT REST ROOM

This video explains the procedures used to properly sanitize patient rest rooms. It covers linen removal, odor control, dispensers, and the efficient preparation and organization of a custodial cart.

Demonstrations illustrate the "liquid" method of cleaning patient rest rooms and suggest a twelve-step cleaning procedure.

Length: 23 minutes

Product Code: VCPR • Price: \$150.00

CLEANING THE OPERATING ROOM

This video reviews the risk of patient infection in the operating room and the importance of maintaining maximum operating room cleanliness. It shows the proper handling of blood and body wastes, receptacles, and how to resupply the operating room.

Length: 21 minutes

Product Code: VCOR • Price: \$150.00

■ ■ CLEAN ROOMS ■ ■

CLEAN ROOM TRAINING MANUAL

This manual is unique in its complete coverage of clean room cleaning routines and other information vital to anyone who works in a clean room. It covers all the subjects discussed in the training films.

Product Code: VCRM • Price: \$150.00

THE THEORY OF CLEAN ROOM CLEANING

This video explores the need for clean rooms in the high technology manufacturing of electronics, computers, optics, pharmaceuticals and food. It describes common sources of contamination and how to prevent them. It covers particle contamination, restricted materials, air showers, air locks, use of ultraviolet light, organic/inorganic contaminants, and Federal standards.

Length: 14 minutes

Product Code: VCRC • Price: \$150.00

GROUND RULES FOR CLEAN ROOM MAINTENANCE

This video discusses the "do's" and "don'ts" of clean room maintenance and provides practical guidelines for maintaining acceptable levels of quality. Among the issues it addresses are: entrance criteria, movement of personnel, rules, specifications, grooming, personal hygiene, and specific clean room problems. It also covers cleaning schedules, chemicals, materials, unauthorized items, use of garments, mops, sponges, and proper storage of cleaning materials.

Length: 14 minutes

Product Code: VCM • Price: \$150.00

CLEAN ROOM APPAREL & GOWNING TECHNIQUES

This video addresses the need for special apparel and provides clothing guidelines. It covers layout of the gowning room, non-lint generating fabrics, anti-static garments, and the gowning room bench. Among the clothing suggestions for specific situations are masks, eye coverings and goggles, hoods, bunny suits, and gloves.

Length: 13 minutes

Product Code: VAG • Price: \$150.00

CLEAN ROOM FLOOR MAINTENANCE

The stringent requirements for cleanliness demand higher levels of quality in floor maintenance for clean rooms. This video demonstrates how to improve floor cleaning procedures such as vacuuming, damp mopping, and buffing to meet established standards. It covers detergents, equipment, conductive floors, walk-off mats, air showers, doodle dusters, dustless mopping, measurements, and cleaning schedules.

Length: 14 minutes

Product Code: VRF • Price: \$150.00

SUPERVISING CLEAN ROOM CLEANING

This video explores the standards and specific requirements that supervisors require of employees servicing clean rooms. Among the issues addressed are: client contact, training, supervisory duties, layout, specifications, and employee development. Also covered are preventative maintenance, cleaning chemicals, equipment, safety and first aid.

Length: 14 minutes

Product Code: VSCR • Price: \$150.00

■ ■ CARPET ■ ■

CARPET SPOT COLOR REPAIR MANUAL AND VIDEO

• *Prism, a Von Schrader Co.*

A 200+ page manual and a 30 minute video set which examine the potentially lucrative niche market of carpet color repair. Packed with illustrations, the book discusses carpet fibers, the nature of color, pH, the history of dyes, marketing tips and pricing guidelines, while the video further demonstrates the step-by-step procedures.

Product Code: VPCD • Price: \$168.00

ON-LOCATION CARPET CLEANING

Cleaning carpets fast, effectively, and to acceptable standards when you are on the job site, is a necessity for profitability. This video shows you the equipment, tools and tricks of the trade to get the job done quickly and to specification; complies with IICRC Std. S001-91. An outstanding training video that skips repetitious procedures and concentrates on the details that make carpet cleaning productive and profitable.

Length: 60 minutes

Product Code: VOLC • Price: \$129.00

WATER-DAMAGE RESTORATION

This video follows a contractor performing an actual water damage restoration job. Contents include assessing damage, proper tools and safety equipment, setting up drying equipment, locating hidden moisture, and tips for drying a hardwood floor. It is an outstanding real-life demonstration of water damage restoration procedures by one of the industry's top professionals.

Length: 83 minutes

Product Code: VWDR • Price: \$129.00

CARPET SPOTTING

• *Jeff Bishop*

Covers spotting principles, methods, chemicals, equipment and supplies. Actual demonstrations for removal of more than twenty different types of spots including: motor oil, grease, white out, toner, ink, graphite, chocolate, coffee, eggs, rust and more. An excellent training video.

Length: 2 hours

Product Code: VSVR • Price: \$129.00

METHODS OF CARPET CLEANING

The only "real world" video on the five industry-accepted methods of carpet cleaning. Hosted by IICRC instructors. Examines safety, techniques, and methods such as absorbent compounds, dry foam, spin bonnet, rotary shampoo, and hot water extraction. All information complies with IICRC Carpet Cleaning Standards.

Length: 1 hour

Product Code: VMC • Price: \$129.00

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for a copy of our
Consultation Services Brochure

Winners Never Quit and Quitters Never Win!

■/■ INSTALLATION ■/■

PREPARATION FOR CARPET INSTALLATION - Volume 1

This video explains the complete preparation process for carpet installation over concrete, wood, and other materials. Also covered are radiant heat ducts, sealers, plus testing for alkali, pH and humidity. Also discusses planning and layout, shop drawings, seams, and pile direction. Length: 13 minutes

Product Code: VPC1 • Price: \$60.00

STRETCH-IN CARPET INSTALLATION - Volume 2

This video explains and shows the techniques of stretch-in installation and describes the materials used. Contents include information on preparation, layout, tackless strip, cushion, seam tape, seaming, and other related topics. Length: 15 minutes

Product Code: VSI2 • Price: \$60.00

DIRECT GLUE DOWN CARPET INSTALLATION

This video covers the techniques of direct glue down installations. Contents include preparation, layout, trowels, notch size and adhesives, edge seaming, rolling, trimming, and pattern match.

Length: 12 minutes

Product Code: VDG3 • Price: \$60.00

DOUBLE GLUE DOWN CARPET INSTALLATION

This video explains the procedures of double stick glue down installations. Contents include: preparation, layout, cushion, trowel notch size and adhesives, edge seaming, rolling, and protection of the installation.

Length: 14 minutes

Product Code: VDG4 • Price: \$60.00

■/■ OTHER ■/■

ONLY ONE EARTH

This dramatic video will familiarize your employees and/or tenants with the history of waste, the dangers of depleting natural resources, and various methods of recycling. Office paper reduction and recycling are now facts of life, and the impact of this motivational video will create enthusiasm for your recycling efforts.

*NOTE: This video has a supporting publication titled: **Implement An Office Paper Recycling Program.** (See the book section of this catalog for more information.)* Length: 15 minutes

Product Code: VOR • Price: \$50.00

Product Code: VORB • Book/video: \$78.00

CUSTODIAN BLUES

Make your training fun with an entertaining music video. This video shows the lighter side of the cleaning industry and can add a little humor to any training session.

Approx. 3 Min...Video

Product Code: VMCB • Price: \$25.00

KITCHEN SANITATION

This video clearly outlines the process of cleaning and maintaining any food service facility. It provides an overview of the essential elements in a kitchen sanitation program, offers tips on hygiene and on training employees, illustrates how to maintain surfaces, instruments & appliances (including deep fryers, dishwashers, grills and steam trays), portrays how to handle dishes and food and emphasizes the importance of maintaining a healthy food service establishment.

Length: 16 min

Product code: VKS Price: \$159.00

KITCHEN SERVICES - RIGHT TO KNOW, PLUS

• *American Hazmat*

This training video examines workplace dangers for the kitchen employee, including physical, equipment, chemical and electrical hazards. Uses "easy to relate to," real-life kitchen situations. Discusses exposure hazards, personal protective equipment, proper storage of materials, and handling accidents and emergencies, including first-aid. Stresses employee right to know and safety throughout. Length: 25 minutes



Product Code: VRT2 • Price: \$150.00

GRAFFITI CONTROL AND FIRE RETARDANT FOR WOOD SURFACES

This video demonstrates two add-on opportunities for the self-employed pressure washer or contract cleaner. First is an on-site demonstration of graffiti removal after use of a new "sacrificial coating" graffiti blocker, as well as tips on market opportunities for this niche. Then, using on-site and laboratory demonstrations, "Shingle Safe" fire retardant is discussed, including equipment and chemicals needed and step by step application procedures. Length: 2 hours

Product Code: VGC • Price: \$89.00

PORCELAIN AND FORMICA REPAIR

• *Rick Fritz*

You can earn up to \$75 an hour doing simple formica and porcelain repairs. This training video demonstrates the precise, step-by-step procedures for repairing chips, cuts, gouges, and burns on appliances, sinks, countertops and fiberglass tub surrounds. It will get you started in a profitable and growing specialty service. Length: 30 minutes

Product Code: VPFR • Price: \$79.00

FORMICA AND PORCELAIN RECOLORING

• *Rick Fritz*

Age and excessive wear can discolor and fade porcelain surfaces and plastic laminates. Apartment managers and homeowners must either make expensive replacements or put up with worn and ugly appearance. This video provides step-by-step technical procedures, supply and equipment lists, and business strategies to guide you in this growing specialty. Length: 60 minutes

Product Code: VFPR • Price: \$99.00

CERAMIC TILE REPAIR AND REGROUTING: TUBS, SHOWER STALLS, AND COUNTERS

• *Erminio De Angelis*

There is a growing demand for tile restoration. Based on his 10 years experience, the owner of De Angelis Tile explains how to start and operate a profitable ceramic tile and repair regrouting business, examining: business and office considerations, tools, sales and pricing, and a thorough explanation of regrouting and tile repair techniques. Book and fifty-minute step-by-step video.

Product Code: VTRC • Price: \$139.00

COMPUTER CLEANING

• *Mitch Hardin, Jr.*

In this how-to manual, the owner of Highlight Janitorial Services discusses all you need to know to expand into or specialize in the cleaning of computers in offices and institutions. Examines all aspects of the business, including: chemicals and equipment, licensing, taxes, needed forms and insurance, bookkeeping, marketing, and detailed step-by-step instructions for cleaning monitors, keyboards, printers and fax machines. Comes with a short companion promotional video.

Product Code: VCC • Price: \$98.00

RESTAURANT VENT AND HOOD CLEANING

This step-by-step video demonstrates the actual on-site cleaning of restaurant vents and hoods using a pressure washer and related equipment. A hands-on type of learning experience.

Product Code: VRVH • Price: \$85.00

PREPARING CONTRACT CLEANING PROPOSALS

Describes how to use a survey, plus personal notes to develop a professional proposal. Discusses supplies and equipment, training and personnel, the contract, specifications, employee motivation, an organizational chart, resumes, references and forms and budget sheets. Length: 12 minutes

Product Code: VCCP • Price: \$150.00

PRESENTING CLEANING PROPOSALS

Explains how to present proposals that get results. Includes showing the proposal, making suggestions, defining closing questions, proper sales conduct, body language, listening to sell, and how to ask for the business. Length: 14 minutes

Product Code: VPCP • Price: \$150.00

PROSPECTING FOR CONTRACT CLEANING SERVICES

Shows you how to develop a sales lead system and organize an effective marketing program. Covers use of the telephone to develop sales data, how to "win over" the secretary, making cold calls, sources of business leads, developing mini-mailing lists, writing letters of introduction and planning sales calls. Length: 16 minutes

Product Code: VCCS • Price: \$150.00

Audio Cassettes

EARN \$50,000 A YEAR. START YOUR OWN CLEANING BUSINESS !

• **Gary Clipperton**

This how-to manual and 5 audio cassette training program covers every aspect of developing a successful cleaning business. Contents deal with planning, marketing, bidding, administration, and production. The author discusses getting started, prospecting, sales literature, the bidding process, time and pricing guidelines, personnel management, quality control, and procedures for a variety of cleaning tasks performed in most commercial buildings.

This program is presented in an enthusiastic, positive, "you-can-do-it" manner. Author Gary Clipperton used these methods and techniques to build his own successful business, which he operates today in Bedford, Texas.

Book and 5 audio cassettes in a 3-ring binder
Product Code: AM50 • Price: \$149.00

As a correspondence course with certification and up to four follow-up, phone consultations with Wm R. Griffin

Product Code: AM5P • Price: \$289.00

YOU'RE THE PROBLEM - TOUGH TALK FOR TROUBLED TIMES

• **Wm R. Griffin**

In this hard hitting, "pull no punches" audio cassette, Wm R. Griffin tells you just what is required to be effective and successful. The newspapers, radio and TV all tell us we live in troubled times, and many people blame the government or the economy. Yet the undeniable truth is you are personally responsible for the quality of your life and business. If you want the rewards success has to offer, you have to buckle down, accept responsibility and do what it takes to get what you want.

In this tape, Bill Griffin gives you that needed kick in the seat of the pants to get you moving on the road to success.

Length: 45 minutes

Product Code: ATT • Price: \$20.00

MAKE EVERY RING PAY

The average cleaning and restoration service receives 20 to 50 incoming calls a day or roughly 7,000 to 12,000 calls a year. It is critical to your business success that your telephone representatives are trained to effectively handle the inquiries and convert them to customers. This valuable audio program offers you sound advice on improving your telephone skills and developing your phone system as a dynamic sales tool. Contents include business telephone courtesy, call management, customer service, and sample phone scripts.

Length: 6 one hour audio cassettes
Product Code: AMR • Price: \$95.00

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Refuse to Fail.**



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We have just launched our new and expanded website with a new section, "Cleaning Industry Information Pages." Here, you can have your business's information displayed to take advantage of the traffic our website receives.

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- Have samples of your product distributed in our "Free Stuff" Section.
- Have your company listed in our "Cleaning Businesses" Section.
- Have your product featured in our "Product Information" or "Cleaning Equipment, Supplies & Chemicals" Section.
- Have your company's site linked to ours via a reciprocal agreement.
- Got an idea about how we can work together? Give us a call.

For information, call 206-682-9748

or visit us on the Internet at:

www.cleaningconsultants.com

SEMINARS

Training Classes & Workshops

Seminars are one of the best opportunities for professional development. Attending enables you to gain pertinent information and make valuable contacts by interacting with other professionals.

Cleaning Consultant Services, Inc. offers a wide selection of seminars, workshops and training classes for cleaning and maintenance professionals. Our presentations are based on proven industry practices and objective research.

Years of experience are condensed into programs enabling you to get up-to-date information without having to waste time contacting multiple sources.

All educational events are noncommercial in nature and designed to provide you with unbiased information that can be used immediately on the job or in your business.

In-House Classes

Mr. Griffin is seeking to contact companies that are interested in sponsoring an in-house seminar/training class. This can be combined with a short term, on-site consultation visit. Four, eight and sixteen hour visits may be scheduled at your site with no travel cost if you are within 50 miles of a planned tour route.

Personal Training

Spend a day, week, month or more with Mr. Griffin in Seattle. He can customize a personal training program or internship to meet your specific needs.

While in Seattle, we can arrange for housing and a vehicle if you want. If it is more convenient, then Mr. Griffin can come to your location.

Think about what subjects or skills you would like to develop and give us a call at 206-682-9748.

Co-Sponsors Wanted

We can customize existing presentations and develop a class, seminar or hands-on workshop to meet your specific needs.

We are interested in working with established suppliers, manufacturers and consultants to co-sponsor seminars throughout the country. If you are interested in finding out how you can co-sponsor one of our educational seminars in your area for employees, customers or the general public, call our office and ask for a copy of our seminar co-sponsor kit.

Seminar Topics

Mr. Griffin is comfortable conducting educational presentations on any cleaning, small business or management related subject.

The following partial list of subjects are suggested as possible topics and have proven very popular and beneficial for small as well as large groups.

- How to Sell and Price Contract Cleaning
- Carpet & Rug Cleaning, Spotting and Repair
- Administering Cleaning Service Contracts
- Upholstery, Drapery, or Ceiling Cleaning
- Floor Care Bidding, Scheduling & Control
 - Stripping
 - Burnishing
 - Scrubbing
 - Refinishing
- Care of Equipment and Supplies
- Restroom and Office Cleaning
- How to Start and Operate a Successful Business
- Safety for Cleaning Professionals.
- Infection Control and Bio-hazardous Waste
- Blood Borne Pathogen Precautions
- Preventing Repetitive Motion Injuries
- Protecting Indoor Air Environmental Quality (IAQ)
 - **Cleaning Schools in 2001 and Beyond**
 - Part 1 - Classrooms, Restrooms, and Quality Control
 - Part 2 - Carpet Care and Spotting
 - Part 3 - Hard, Resilient and Wood Floor Care
 - Part 4 - Management and Supervision
 - **Team Cleaning Implementation**
 - **Food Services: Health, Sanitation & Safety**
 - **Hard and Resilient Floor Care**

Classes, workshops and seminars can be for any number of attendees and can range from 1 to 6 hours or more in length, depending on your needs and the subject matter.

Check with your local janitorial supplier or trade association to see if they have Mr. Griffin scheduled for a seminar or presentation in your area and call our office for Mr. Griffin's up-to-date seminar and travel schedule.

I'm coming to your area soon - Bringing Custodial Training to your work site

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Possible Topics:

- Quality Control
 - Carpet Care
 - Hard and Resilient Floor Care
 - Accident Prevention & Safety
 - Restroom Cleaning
 - Bloodborne Pathogen Precautions
- or we can tailor to your needs.*

Have You Ordered a FREE Report Yet? See Page 34

25

SEMINAR TOPICS

PREVENTING BURNOUT

- Length: 1 hour

The health and morale of you and your employees are prime factors in your operation's productivity and profitability. Job stress, work pressure, confused or distant objectives, and negative pressures can cause fatigue, depression, poor health and bad attitudes—in a word, burnout.

BRINGING ABOUT AND WORKING THROUGH CHANGE

- Length: 1 hour

This seminar explores the need for change in today's world, what obstacles and barriers are likely to arise, and how to effectively neutralize resistance and lead your organization to higher levels of quality improvement and profitability.

THE FUTURE OF THE CLEANING INDUSTRY

- Length: 5 hours

Having an understanding of present trends and future developments will enable you to plan ahead for survival and profitability while others find themselves losing money and unable to compete. New surfaces to clean, new chemicals and equipment, greater emphasis on cost control, and more environmental regulations are among the developments you can expect.

GETTING WHAT YOU WANT FROM YOUR LIFE & BUSINESS

- Length: 2 hours

The difference between obtaining what you desire and failing to reach your potential is largely a matter of applying several simple, well-known and proven principles. This seminar gives you practical advice and proven strategies for success that you can use immediately.

ORGANIZING CUSTODIAL OPERATIONS FOR MAXIMUM EFFICIENCY

- Length: 4 hours

You need to be organized and effective in today's competitive marketplace. In this seminar, you learn how to instill the right attitude of professionalism, develop easy to use documentation and monitoring systems, schedule time and labor toward priority projects, and provide effective supervision.

CUSTODIAL TRAINING PROGRAMS - THE HOW AND THE WHY

- Length: 2 hours

Perhaps no other factor is more important to quality improvement and increased profitability than ongoing and effective training programs. Relevant training will improve employee competence and morale, decrease costs and complaints, and allow for more effective delegation and supervision.

HOW TO FIND AND KEEP QUALIFIED EMPLOYEES

- Length: 2 hours

Declining workforce motivation coupled with increasing demand for highly skilled workers is creating a critical shortage of qualified employees.

In this seminar, Mr. Griffin offers a number of strategies to address and overcome this problem. Included are: advice on how to write a job description, screen applicants in time-saving and efficient ways, and develop effective benefit and incentive packages.

ADMINISTERING CLEANING SERVICE CONTRACTS

- Length: 4 hours

Few aspects of the cleaning business incur more misunderstandings, customer dissatisfaction, financial loss, and terminated business relationships than poorly written and administered service contracts. This seminar covers writing specifications, pricing guidelines, legal issues, and how to manage and administer service contracts.

CLEANING SCHOOLS IN 2000 AND BEYOND, PART 1 - CLASSROOMS, RESTROOMS AND QUALITY CONTROL

This six-hour workshop is for school custodians, supervisors and facilities managers. An interactive format, including videos, group exercises, and hands-on activities, is used to cover the proper procedures needed to provide quality service when cleaning classrooms, restrooms, and other key areas. New developments in equipment, chemicals, procedures and surfaces are reviewed along with how to get better cooperation from teachers, students, and administrators.

CLEANING SCHOOLS IN 2000 AND BEYOND, PART 2 - CARPET CARE AND SPOTTING

This six-hour workshop builds on the initial program outlined above by reviewing the key points and then goes on to deal specifically with the proper procedures that should be followed when cleaning and spotting carpet. Participants learn about carpet fibers, styles, construction methods, and a variety of cleaning methods used commercially to clean carpets. Hands-on practice removing a variety of spots from carpet plays an important role in this skill development workshop.

CLEANING SCHOOLS IN 2000 AND BEYOND, PART 3 - HARD, RESILIENT AND WOOD FLOOR CARE

(FLOOR CARE TECHNICIAN CERTIFICATION)

This six-hour workshop covers all the details, procedures, chemicals, and equipment needed to efficiently maintain all types of floor coverings found in educational facilities. This course covers our standard floor care program, with procedures tailored to the special needs of schools, colleges and universities. This course is approved for IICRC certification.

CLEANING SCHOOLS IN 2000 AND BEYOND, PART 4 - CUSTODIAL SUPERVISION AND MANAGEMENT

Managing custodial and maintenance functions in educational facilities requires special skills as well as an understanding of the individual needs of students, teachers, and administrators. It's no easy job to meet these needs when enrollment is growing while budgets are shrinking.

Successful managers must also have an understanding of how to encourage their workers to perform at the highest levels of quality.

EFFECTIVE CUSTODIAL MANAGEMENT FOR SITE ADMINISTRATORS

This three-hour workshop provides principals, teachers and administrators with the information, understanding and programs they need to effectively manage the custodial function in educational facilities of all types and sizes.

SAFETY AND HEALTH FOR SCHOOL CUSTODIANS

This six-hour program provides attendees with the information they need to work more safely on the job. The program is educational, entertaining, and interactive.

By the end of the presentation, participants will be able to see potentially hazardous situations, understand what causes most injuries on the job and be able to take action to avoid putting themselves in risky situations that frequently cause accidents.

Meets State requirements for safety training in the workplace. Chemicals, Indoor Air Quality, blood and airborne pathogen precautions, ladder use, fire safety and proper lifting procedures are covered.

Note: Any of the seminars listed above may be altered to meet the specific needs of the audience.

For more information on Seminars, visit our website at www.cleaningconsultants.com or call:

206-682-9748

Floor and Carpet Care Problems?



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MAGAZINES

For the Cleaning Industry

To maintain a competitive edge, you must keep up to date with the changes taking place in the cleaning industry. Trade magazines are one of your best sources for information on industry leaders, trends, equipment, products, market profiles, and dates for conventions, seminars, workshops, and classes.

The following magazines are the best available for the cleaning industry. For a more comprehensive listing of all magazines related to cleaning, maintenance, real estate and self-employment, see Report #8 in the report section on page 13.



CLEANING BUSINESS

Our monthly magazine for the self-employed cleaning professional. Offers product information, industry news and events, training and education opportunities, web-site listings and timely articles on the latest equipment, techniques, and trends.

Product Code: CBMI • Price: \$20.00 per year.



AMERICAN WINDOW CLEANER

The premiere publication for the professional window cleaner. This official publication of the IWCA presents articles by the experts and features detailing the latest innovations in techniques and equipment, training and education opportunities, and industry trends.

Product Code: AWCI • Price: \$35.00 per year

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Magazine	Subject and Audience	Cost
Cleanfax 518-783-1281	Carpet/upholstery cleaners	\$29 per year
Installation and Cleaning Specialist 818-224-8035	Carpet/resilient flooring installers & carpet cleaning companies	\$38 per year
Cleaning Management & Maintenance 518-783-1281	Institutional cleaning managers & contractors	\$49 per year
Cleaning and Restoration 301-604-4411	Fire, water & odor damage restorers, carpet cleaners	\$27 per year
Maintenance Supplies 920-563-1766	Janitorial suppliers, distributors & manufacturers	\$50 per year
Maintenance Solutions 414-228-7701	Institutional maintenance directors	\$45 per year
Sanitary Maintenance 414-228-7701	Janitorial suppliers, distributors & manufacturers	\$55 per year
Executive Housekeeping Today 800-427-7772	Housekeeping directors in hospitals & hotels	\$40 per year
Contracting Profits 414-228-7701	Contract cleaners	\$38 per year
Services 800-368-3414	BSCAI members & Cleaning contractors	\$30 per year



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- Industry Information Resources
- Associations
- Directory of Cleaning Businesses
- Free Sample Products and much more...



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CLEANING BUSINESS MAGAZINE

In every issue of Cleaning Business, you'll find the critical information you need, plus timely updates to keep you on

top of changes in the growing cleaning and maintenance industry. All of this is presented in a friendly, "down-to-earth" style that you'll enjoy reading. We give you the facts without a sales pitch.

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- Technical Advances
- Marketing
- Government
- Health and Safety
- New Products
- Regular Columns
- Industry News
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- Production Rates
- Conventions, Seminars & Classes



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Problems? Questions? We've got Answers.

You can have the services of a professional cleaning consultant, whether at your work site or by telephone.

For as little as \$25.00, you can have access to one of the leading authorities in the world regarding cleaning and small business management. It's a small price to pay for honest answers to your toughest questions.

ON-SITE SERVICE

Custodial & housekeeping audits and/ or consultation services at your location are available. The length of the visit and its purpose depends on your specific needs, budget and Mr. Griffin's availability.

Such services normally relate to improving the management and operation of a cleaning business or department in all types and sizes of facilities and industries. A detailed reference list and resume or recent projects are available upon request.

Our clients include large corporations, small businesses, individuals, retailers, airports, distributors, suppliers, associations, manufacturers, property managers, hotels, hospitals, schools and all types of specialized cleaning contractors.

Mr. Griffin is experienced, qualified and available to assist with any technical and management related situation, subject or problem. Examples of frequently provided services can be found below.

TELEPHONE SERVICES

When you have a problem, need information or would like the input and advice of an independent, third-party professional regarding any cleaning-related subject or business matter, call Mr. Griffin.

Cleaning Consultant Services, Inc.'s fees are minor in comparison to the costs associated with wasted labor, lost opportunities, damage, injury, stress and worry. You don't need to go it alone; confidential help tailored to your specific situation is available whenever you need it.

With over 20 years experience in business and in the cleaning industry, chances are Mr. Griffin has dealt many times with the situations or challenges that you face. If he has not, he knows where to get the answers you need, whether from our files and databases or from other industry professionals nationwide.

If you wish to request a resume, schedule a phone consultation or have questions answered about services offered or how Mr. Griffin may assist you, call today.

CUSTODIAL AUDITS

Two, four and eight hour (as well as three day, five day and longer) custodial housekeeping management audits are available to assist you in improving your current custodial operation or business. During this time, Mr. Griffin will examine your operation, suggest improvements and prepare written & oral reports outlining where you are, what needs to or can be done, and how to best accomplish it with the budget you have available. As part of the audit, Mr. Griffin is available to provide training classes, seminars or workshops (in a hands-on or classroom format) for your managers, supervisors, production workers, customers and other groups.

CERTIFIED INSPECTION SERVICES

Mr. Griffin provides certified commercial and residential inspection services on a local, regional and national basis. Mr. Griffin inspects and provides on-site correction services regarding resilient, laminate & stone and wood floors, carpets and rugs, upholstery, draperies, blinds and wall coverings.

Mr. Griffin goes where the problems are and deals with your most difficult and important claims. A free brochure and references are available upon request.

PERSONAL COACH/ MENTOR

Let Mr. Griffin help you reach your goals. He is available as an industry professional and as a friend. The difference between success and failure can be having someone to talk to, someone that understands the big picture, someone that can help you see more clearly what needs to be done. That someone is Mr. Griffin. Call today for more information.

MANAGEMENT SUPPORT SERVICES

- Research
- Special Projects
- Operations Audits
- Marketing and Business Plans
- Total Quality Management Program Development & Implementation
- Written, Video and Computer-based Training Programs and Materials Development
- Troubleshooting and Problem Solving
- Implementation of Team Cleaning processes
- Top-to-Bottom Departmental Analysis & reorganization

TECHNICAL SUPPORT

- Scheduling
- Needs Analysis
- Cost Reduction Programs
- Negotiation & Arbitration
- Supply & Equipment Data
- Quality Assurance Inspections
- Budget & Workload Analysis
- Classes, Workshops & Seminars
- Contract/ Specification Development
- Architectural/ Interior Design Review
- Training Programs & Materials Development



BUSINESS SERVICES

- | | |
|---------------------------------------|----------------------------------|
| • Dispute Resolution | • Bidding & Getting Accounts |
| • Technical Information | • Marketing Plans & Guidance |
| • Proposal Development | • Start-up Assistance & Training |
| • Business Plan Development | • Problem Solving & Counseling |
| • Buying or Selling a Business | • Brochure Design & Printing |
| • Top-to-Bottom Departmental Analysis | • Special Projects |

Bidding and Estimating Let me help you bid the Big Ones!

Phone Consultation Support

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(\$25.00 per 15 minutes)

Consultation Services



I'm as close as a phone call away. How can I help you?



If Mr. Griffin is in your area on a tour or other business, you may avoid or share travel costs by scheduling your visit at the same time. And if you take him fishing, he'll probably make you an even better deal.

Costs

- Fees for Phone Consultation Services are \$25.00 per 15 minutes or any portion thereof (minimum of \$25.00 charge), plus phone charges if applicable.
 - Consultations with Mr. Griffin in his office are billed at \$85.00 per hour (1 hour minimum).
 - On-site Consultation Services are billed at \$85.00 to \$100.00 per hour (6 hours minimum), plus expenses if required. Travel time is billed at \$35.00 per hour plus mileage at 35 cents per mile where applicable.
 - Court Testimony & Depositions are billed at \$185.00 per hour (6 hours minimum), plus expenses if required.
 - Specialized Research, Writing & Long-term Projects are normally billed on a negotiated fee basis.
 - Prepayment, a pre-arranged purchase order, a retainer deposit or credit card is required for consultation services.
 - Certified Inspection Services are billed at \$85.00 per hour (1 hour minimum), plus travel and mileage.
- All services and inquiries are confidential and tailored to meet the specific needs of your situation.

Support These Industry Trade Associations & Groups

Building Service Contractors Association International

1-800-368-3414
www.bscai.org



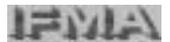
Institute of Inspection, Cleaning and Restoration Certification

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International Facility Management Association

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www.ifma.org



International Sanitary Supply Association

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International Executive Housekeepers Association

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Association of Wisconsin Cleaning Contractors

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Building Owners and Managers Association

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www.cfi-installers.org



Carpet Cleaner Institute of the Northwest

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www.ccinw.com



Association of Specialists in Cleaning and Restoration

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www.ascr.org



Carpet and Fabricare Institute

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www.carpet9.org



Cleaning Management Institute

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www.cleannet.com



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For over 20 years, Cleaning Consultant Services, Inc. has provided small business owners, schools, hospitals, manufacturers, institutions, and contract cleaners with information, publications and consulting services related to cleaning, management and small business.

In an effort to meet the growing demand for our services in the United States and internationally, we have begun a licensing program to provide

qualified professionals with an opportunity to become Associate Consultants in their local area.

We do not provide cleaning services or sell supplies or equipment. Our sole purpose is to provide support services to those who own, manage, and/or supervise cleaning operations.

Our consultants generate income by providing one or more of the following support services:

SOFTWARE SUPPORT/SERVICE BUREAU

A major component of our licensing program is software. New programs enable our consultants to market themselves not only as experts on cleaning, but as professionals who can provide computerized support services for cleaning departments and companies more economically than can be done in-house. Our customized software allows you to provide the following services:

- Quality assurance inspections
- Inventory management
- Workloading
- Cost analysis
- Personnel records maintenance
- Budget analysis
- Project and floor care scheduling
- Estimating and bidding

Having factual information readily available allows a manager, supervisor, or owner to make informed decisions. Businesses use our service bureau because it allows them to have the benefits of computerization without the cost of staffing, training, and software or hardware purchases. If they decide to purchase the software later, their information is already entered and up-to-date.

BOOK, VIDEO AND SOFTWARE SALES

All the publications, software, and video tapes listed in this catalogue may be sold by our local licensee and purchased from us at a discount. To increase sales, we suggest placing display racks at local rental, hardware, and janitorial supply stores to allow those interested in cleaning and self-employment easy access to our products.

CLEANING BUSINESS MAGAZINE AND LOCAL DIRECTORY

A local licensee is entitled to distribute and sell subscriptions and advertising for Cleaning Business Magazine, our trade industry publication. We also encourage you to work with us to develop a directory of cleaning related resources in your local community. The directory identifies businesses providing services such as: janitorial, carpet and upholstery clean-

ing, fire restoration, insurance, supplies, equipment, training, and other related services. Advertising and enhanced listings can be sold to local contractors, manufacturers and suppliers. Over a period of time each local directory can develop into an independent publication that would be sold and distributed in your area. Until that time, it would be included as a center insert in each copy of Cleaning Business Magazine mailed to your area. Licensees receive a commission on all subscriptions and advertising sold.

Professional Cleaning Academy

- Instructed by Wm R. Griffin & other associates
- Each course is customized to your specific interests.
- Hands on training. Learn by doing.
- Bidding and estimating
- Equipment, supplies and chemicals
- Hiring, training and terminating workers
- Marketing and selling your services
- Selling extras services, add-ons and subcontracting
- Business start-up, office operations and planning
- Includes phone consultation support for one year
- Includes training materials; software available
- Room, board, travel not included (however, we will gladly make these arrangements for you)

Specific Courses for House Cleaning, Janitorial, Hard and Resilient Floor Care, Carpet, Drapery and Upholstery Cleaning, Fire and Water Damage Restoration, Cleaning Consultant, High Tech Cleaning, Construction Clean-Up, Specialty Cleaning Services, High Pressure Washing, Window Cleaning, Business Management, Bidding and Estimating, or Marketing and Sales.

We can structure any course of instruction you want from a one-hour meeting to a six month extended stay program.

We provide customized and personal instruction for sole proprietors, owner operators, franchise and multiple employee operations. Now you can avoid costly mistakes, get up to speed and profit fast.

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Wm R. Griffin at 206-682-9748**

**Never, Never, Never Quit
Trying to Improve Yourself.**

TEMPORARY EMPLOYMENT AGENCY

Considering the staffing crisis the cleaning industry faces, a temporary employment agency can be a valuable and profitable service. After screening and training prospective employees, they would be referred to temporary assignments with local employers. For your services, you would expect to earn \$2.00 to \$5.00 an hour for every hour a referred worker is on the job. We expect the need for this service to grow considerably in the future.

VOCATIONAL INSTRUCTOR/SCHOOL

Operating a vocational training program, either privately or in cooperation with a high school, community college or university is another possibility. This provides exposure, income and a place to share knowledge, as well as an opportunity to promote your services and students to the local cleaning industry. Many of the books we offer are ideal training materials for such programs.

SEMINARS AND WORKSHOPS

We expect each consultant to co-sponsor cleaning seminars in their area, at least once a year. Mr. Griffin is available to visit your area to conduct seminars at a reduced rate and is willing to share the platform with you. A wide variety of seminar topics of interest to cleaning professionals are available to choose from. Cleaning Consultants will provide national advertising, speakers, training materials, and certification for all cosponsored seminars. To increase attendance, seminars can be sponsored in cooperation with local associations, manufacturers, suppliers, schools and agencies.

CERTIFIED INSPECTIONS

With specialized training and certification, a licensee can provide inspection services for carpet mills, fiber producers, retailers, consumers and others. This is a rapidly growing market due to the increasing number of claims being received regarding carpeting, rugs, resilient flooring and upholstery. These claims specifically relate to fiber, manufacture, cleaning, installation and wear.

Your inspection service can be expanded to include hard and resilient floors, draperies, upholstery, wall coverings, odor, building maintenance and cleaning.

CONSULTING SERVICES

As a cleaning consultant, your goal is to provide services to established clients who pay you an hourly fee or monthly retainer. Our consulting rates range from a low of \$85 to a high of \$185 per hour depending on the services we provide and who we are assisting. Some support services, such as data entry, are charged at a lower hourly rate.

Common services provided include: housekeeping audits; writing contracts and specifications; expert testimony; training materials development; conducting classes for supervisors, managers and employees. Any situation you are not comfortable handling, we are here to help you with via the phone or on-site if necessary.

SMALL BUSINESS CONSULTANT

With our materials and marketing guidance, you can establish yourself as a local authority on starting and operating cleaning-related businesses. The classified ads in most communities list cleaning business opportunities costing several thousand dollars. For several hundred dollars, you can help any hard working individual start and operate his or her own successful cleaning business. Specialties can include any of the following: carpet and upholstery cleaning; window washing; housecleaning; office cleaning; pressure washing; fire, odor and water damage restoration; blind and drapery cleaning; and ceiling cleaning.

Small business services alone can generate several hundred dollars a week in most metropolitan areas once you establish yourself as a local authority and resource.

One of the most popular services is to assist small business owners in their efforts to get new accounts. For a set monthly retainer, we act as their sales person, making contacts, following up, helping prepare, submitting bids and starting new accounts.

HOW WE WORK

We believe our licensing agreement provides you with an excellent opportunity to expand your income and operate your own full or part time consulting business in your area.

Our licensing fee is simple and straightforward, \$2,500.00 down and a \$60.00 per month fee as long as you maintain a business license, Yellow Pages ad or offer a cleaning related consulting, educational and information service.

You are also required to co-sponsor at least one seminar tour with Mr. Griffin in your area each year, and actively promote and use our books and publications.

We will do our best to help you expand your income and succeed as a Cleaning Consultant Services, Inc. licensee. We will provide copy for your advertising program and brochures. Although you have to do the legwork and invest both time and money, we will guide you through the entire process.

Like any business opportunity, there are risks involved and there are no guarantees. However, in our opinion, an excellent income generating opportunity exists for those who know the cleaning industry, are hardworking, and have confidence in their ability to promote themselves to local businesses and individuals.

For more information, or to reserve your geographic area, contact Wm R. Griffin at 206-682-9748 or

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Product Index

If It's Not Here, We Can Get It

The following Type Codes apply: BK – Book • V – Video • SO – Software • SE – Seminar • A – Audio

Product	Code	Type	Page	Product	Code	Type	Page	Product	Code	Type	Page
Administering Cleaning Service Contracts	VAC	V	18	Drapery Cleaning On-Site	DCO	BK	6	Is There Life After Housework?	VITL	V	20
After The Smoke Clears	ASC	BK	2	Earn \$50,000 A Year! Start Your Own Cleaning Business	AM50	A/BK	8/24	It Doesn't Pay To Work Too Hard	IDP	BK	5
Bacteria and Disease Control	VBD	V	21	Employee Handbook for Organizational Change	EHC	BK	5	Kitchen Sanitation	VKS	V	23
Basic Restroom Cleaning	VDR	V	20	Employee Training-The How and Why	ETC	BK	10	Kitchen Services Right To Know Plus Know-How	VRT2	V	23
Bid Pro	SBP	SO	18	Even If You Think It's Clean, It's Not	ETC	BK	10	Make Every Ring Pay	KH	BK	3
Bloodborne Pathogens Video	VBP	V	21	European Legislation for the Cleaning and Maintenance Industry	ELCM	BK	3	Managing Housekeeping and Custodial Operations	AMR	A	24
Bloodborne Pathogens Exposure Control Plan	BPCP	BK	12	Everything You Need To Know To Start A Housecleaning Service	EV	BK	9	Masonry Cleaning and High Pressure Washing	VCI	V	19
Bluebook for Agents, Adjustors and Contractors	BBP	BK	11	Facility Cleaning Right To Know	VRT1	V	20	Measuring and Estimating Floor Coverings	CS004	BK	4
Building Design for Maintainability	BDM	BK	5	Fire and Smoke Damage Guidelines	NIDR	BK	2	Methods of Carpet Cleaning	MHO	BK	4
Building Services Management	BSM	BK	5	Fire Restoration and Insurance Work	FR	BK	2	More Steps To Success	HPW	BK	2
Business As Unusual	BAU	BK	5	Fire's Out! Now What? Disaster Restoration	FONW	BK	2	New Good School Maintenance	MEFC	BK	7
Care and Repair of Rugs and Carpet	CRRC	BK	6	Five Steps To Success	VF2	V	19	No Time to Clean	VMC	V	23
Carpet Care and Spotting	CS002	BK	6	Floor Covering Dictionary	FCB	BK	7	Office Cleaning, Part 1	VF3	V	19
Carpet Cleaner's Guide To Increased Sales and Profit	CCG	BK	6	Floor Covering: The Only Complete Installation Guide	FCI	BK	6	Office Cleaning, Part 2	GSM	BK	3
Carpet Cleaning Standard S001-1991	CS01	BK	7	Food Service: Health, Sanitation and Safety	FS	BK	2	On-Location Carpet Cleaning	NT	BK	10
The US Carpet Cleaning Industry	MDCA	BK	6	Food Store Sanitation	FSS	BK	2	Only One Earth	VD1	V	20
Carpet Inspector's Handbook	CIH	BK	7	Formica and Porcelain Recoloring	VFPR	V	23	Operating and Managing A Custodial Business	VD2	V	20
Carpet Redyeing	PCRT	BK	8	Frequently Asked Questions in the Cleaning Industry	FAQ	BK	4	Oriental Rug Repair	VOLC	V	22
Carpet Salesman's Handbook	CSH	BK	7	From The Other Side of The Bed	OSB	BK	9	Plateaus of Growth	VOR	V	22
Carpet Spot Color Repair	VPCD	BK	8	Future of the Cleaning Industry	VFCI	V	19	Porcelain and Formica Repair	OFC	BK	7
Carpet Spot Color Repair	VPCD	V	22	Graffiti Control and Fire Retardant	VGC	V	23	Power Washers Guide Book	VOMB	V	18
Carpet Spotting	VCS	V	22	Ground Rules For Clean Room Maintenance	VCM	V	22	Preparation for Carpet Installation, Volume 1	ORR	BK	6
CCTM Chapter Four-Special Areas	CCT4	BK	1	Ground Rules For Custodians	VGR	V	21	Professional Cleaning and Building Maintenance	POG	BK	9
CCTM Chapter One-The Basics	CCT1	BK	1	Guide For The Inspection of Textile Floor Coverings	CIG	BK	8	Profitable Bookkeeping for Cleaning Businesses	VPFR	V	23
CCTM Chapter Three-Rug and Carpet Cleaning	CCT3	BK	1	Hard and Resilient Floor Care	CS003	BK	7	Profitable Bookkeeping for Small Service Shops	PWG	BK	2
CCTM Chapter Two-Hard, Resilient & Wood Floor Care	CCT2	BK	1	High Rise Window Cleaning Techniques and Equipment	HRWC	BK	3	Protecting The Built Environment	VPC1	V	23
Ceramic Tile Repair and Regrouting	VTRC	V	2	High Speed Floor Maintenance	VHF	V	21	Residential Carpet Installation Standard-CRI-105	PCBM	BK	3
Ceramic Tile Repair	VTRC	V	23	High Speed Window Cleaning	VWC	V	20	Restaurant Vent and Hood Cleaning	PBCB	BK	9
Chemicals, Spills, Leaks and Clean-up Operations	VCUO	V	21	History of Sanitation	VHOS	V	21	Restorative Drying, Technical Guide to	PBSS	BK	9
Claims Advisor: Carpet	CAC	BK	8	House & Apartment Cleaning: Routine Procedures	VCE	V	21	Safety for Custodians	PBE	BK	4
Claims Advisor: Resilient Floors	CAHS	BK	8	House Cleaning Supplies	VCS	V	21	Safety for Hospital Housekeepers	C105	BK	6
Classrooms, Restrooms and Quality Control	CS001	BK	3	House Cleaning: Start Up Operations	VHSC	V	21	Safety Pro	VRVH	V	23
Clean Room Apparel & Gowning Techniques	VAG	V	22	Housekeeper's Bible (Working With Spanish-Speaking Help)	THB	BK	10	Schedule Pro	RD	BK	3
Clean Room Floor Maintenance	VRF	V	22	Housekeeping Handbook for Institutions, Business and Industry	HH	BK	2	School Custodian's Handbook	VSC	V	21
Clean Room Training Manual	CRM	BK	22	Housekeeping: Quality Guestroom Service	VHO	V	20	Selling Professionally	VSH	V	21
Cleaning Basics A To Z	VCAZ	V	20	How To Buy A Small Business Or Sell One: A Procedures Manual	HBS	BK	9	Shower and Locker Room	SPRO	SO	18
Cleaning Bid Documents	CBD	BK	11	How To Clean Mini-Blinds: An Alternative Method	VCB	V	21	Slip and Fall Prevention Made Easy	SSPR	SO	18
Cleaning Business Manager	SPM	SO	18	How To Clean Practically Anything	HCE	BK	10	Speak Cleaning in Spanish	SCH	BK	3
Cleaning Make Cents	CMC	BK	5	How To Close A Sale, Part 1	VS1	V	20	Speed Cleaning for Homes and Apartments	SP	BK	5
The US Commercial and Residential Cleaning Services Industry	MDCL	BK	9	How To Close A Sale, Part 2	VS2	V	20	Speed Cleaning Homes and Apartments	VSL	V	20
Cleaning The Discharge Unit	VDU	V	22	How To Earn \$15-\$50 An Hour With A Pickup Truck Or Van	HE	BK	9	Stretch-In Carpet Installation, Volume 2	SFP	BK	11
Cleaning The Occupied Patient Unit	VPU	V	22	How To Find and Keep Qualified Employees	VKQ	V	19	Stripping and Finishing Floors	SSC	SO	18
Cleaning The Operating Room	VOR	V	22	How To Get What You Want From Your Life & Business	VLB	V	19	Super Ace: Supervisor's Assistant Custodial Expert	SVC	BK	10
Cleaning The Patient Rest Room	VCPR	V	22	How To Implement An Office Paper Recycling Program	IRP	BK	11	Super Speed Window Cleaning	VSS	V	21
Cleaning Times For Common Tasks	CT	BK	11	How To Improve Yourself	VF1	V	19	Supervising Clean Room Cleaning	S2020	SO	18
Cleaning Vacant Residential Units	VMO	V	21	How To Sell And Price Contract Cleaning	HTSP	BK	11	Supervisor's Guide To Successful Training	VS12	V	22
Clean It Fast, Clean It Right	CFCR	BK	10	How To Start & Operate A Successful Cleaning Business	HT	BK	8	The Supervisors Handbook	VSS	V	21
Clean Schools in 2000 and Beyond	VCSS	V	20	How To Start A Corporation Without A Lawyer For Under \$75	HCL	BK	9	Systematic Cleaning Made Simple	SACE	SO	18
Commercial Carpet Installation Standard-CRI-104	C104	BK	6	How To Start A Window Cleaning Business	WCB	BK	9	Team Cleaning Overview	VWC	V	20
Commercial Kitchen Exhaust Cleaning Manual	CKE	BK	3	How-To Handbook Of Carpets	HTHC	BK	6	Team Cleaning: The Restroom Specialist	VVC	V	22
Complete Custodial Handbook	CCH	BK	1	I Hate To Clean Guide To Home Care	IH	BK	10	Team Cleaning: The Vacuum Specialist	VIC	V	21
Comprehensive Custodial Training Manual	CCTM	BK	1	Identification of Carpet Faults	ICF	BK	7	Telephone Time Keeping	TYD	BK	12
Comprehensive Deodorization	CD	BK	3	ICRC Standard Reference Guide for Professional Upholstery Cleaning	S300	BK	7	Theory of Clean Room Cleaning	TBC	BK	10
Comprehensive Carpet and Rug Cleaning	CCT3	BK	5	Indoor Air Quality: A Marketing Manual	IAM	BK	4	Theory of Infectious Cleaning	TQM	BK	4
Comprehensive Upholstery and Drapery Cleaning	PUC	BK	7	Infection Control for Food & Lodging Establishments	ILF	BK	4	Track On...	STO	SO	18
Computer Cleaning	VCC	V	23	Inside The Family Business	IFB	BK	9	Trauma Scene Practitioner and Bloodborne Pathogens Training	TSB	BK	11
Contractor's Companion	SCI	SO	18	Inspector Pro	SIP	SO	18	Upholstery Cleaning On-Site	UCO	BK	6
CRI Membership Directory	CRID	BK	8	Inspector's Companion	SIC	SO	18	Upholstery Cleaning On-Site	WYH	V	21
Custodial Excellence	CE	BK	5	Instructor's Guide To Custodial Training Programs	IG	BK	1	Water Damage Guidelines	WDG	BK	8
Custodial Manager's Companion	SCA	SO	18	Introduction To Indoor Air Quality	IIAQ	BK	4	Water Damage Restoration	WDR	V	22
Custodial Safety Cartoon Posters	CSP	BK	12	Inventory Pro	SIP	SO	18	Window Works	VWV	SO	18
Custodial Safety Manual	CSM	BK	11	Is There Life After Housework?	ILA	BK	10	Work Order Pro	SWOP	SO	18
Custodial Skills	CSSN	BK	5					You're The Problem— Tough Talk for Troubled Times	ATT	A	24
Custodial Supervision	CSA	BK	5								
Custodial Staffing Guidelines for Educational Facilities	CSG	BK	4								
Custodian Blues	VMCB	V	23								
Daily Floor Maintenance	VFM	V	21								
Diagnostic Techniques-Investigation of Carpet Complaints	DTCF	BK	7								
Direct Glue Down Carpet Installation	VDG3	V	22								
Do I Dust Or Vacuum First?	DID	BK	10								
Double Glue Down Carpet Installation	VDG4	V	22								

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- #27 Computer Cleaning – A Step-by-Step Procedural Guide
- #28 Computer Software: A Source Guide for the Cleaning Industry
- #29 Porcelain and Formica Repair
- #30 Formica and Porcelain Recoloring
- #31 Sports and Entertainment Facilities: How to Bid and Clean
- #32 Preventing Slip and Fall Injuries and Liability
- #33 10 Tips for Better Bidding
- #34 Pressure Washing: Hoods and Ducts in Kitchens and Restaurants
- #35 Clean Rooms and Computer Rooms – How to Bid and Clean
- #36 Hiring and Compensating a Salesperson for Your Cleaning Business
- #37 Selling Supplies and Equipment to Cleaning Contractors
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- #50 Graffiti: How to Prevent and Remove It
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- #53 Grain Elevators: How to Clean
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Cleaning Consultant Services Inc.
President