



GFM BUILDING SERVICES
Complete Building Maintenance

www.thegfmteam.com

Our Mission

Our Mission Is to become the best part of our customer's team by working hard and smart to reach our Goal of providing "Solutions...Not Excuses" for their Property on a consistent basis, enabling our customer to ensure the highest quality work environment for their tenants and occupants. To develop the greatest work force with the desire, dedication and ability to reach this Goal and the industry leading technology, so that we are recognized as the finest organization in the building services industry. We will generate good business and growth of GFM through partnerships with our customers and meeting partnership commitments made to our customers

"WE ARE-DEDICATED TO BE THE VERY BEST!"

We are TRULY a janitorial service solution for Property Owners and Managers... a full service Janitorial Service Company armed with the knowledge and experience to provide Client Solutions tailored to the specific needs of each client customer. The entire GFM team is comprised of professionals that have the mindset, training and experience to build value for each customer. We await you to allow GFM the opportunity to develop a plan that will describe just how we can become the best part of your team.

GFM is committed to providing Better Training, Better Supervision and Better Service. We reduce performance inconsistencies by Recruiting and Training professionals who are dedicated to their profession and proud to be the best as we strive to satisfy our customers. Communication is open and clear with each other and with our customers. We search out small problems to resolve them before they become big problems. We treat each building as though it were our own as our job starts the moment we drive up to your property.

With more than thirty 35 years of experience in providing Janitorial Service to the commercial real estate industry, we deliver superior service that redefines commercial building services. GFM's work structure and innovative certificate training programs ensure reliability of service and the quality of our staff so that we consistently achieve the highest levels of customer satisfaction. We find better ways to serve you and feel pride in what we do as we enter every building with the following in mind... our Goal to be our Very best Today... our Focus on our Mission ... and our Motivation to do Even Better Tomorrow".

SERVICES PROVIDED

- ▶ Janitorial Service
- ▶ Disinfecting Services
- ▶ Professional Carpet Cleaning
- ▶ Carpet Maintenance Programs
- ▶ Fabric & Upholstery Cleaning
- ▶ Hard & Resilient Floor Care
- ▶ Professional Pressure Washing
- ▶ Window Cleaning
- ▶ Parking Lot Maintenance
- ▶ General Repairs & Maintenance
- ▶ Preventative Maintenance
- ▶ General Porter Services
- ▶ General Maintenance Tech Services

WHY GFM?

- ▶ We promise and commit to our customer, that we will provide the very best service the industry can offer.
- ▶ We expect each and every one of our customers to, at a minimum, hold us to our promise and commitment.
- ▶ We want to succeed more than anyone at meeting our commitment to our customer.
- ▶ We are trained to approach each customer account as though it were our own.
- ▶ We, the GFM member, is recognized, motivated and rewarded for stellar performance through Incentive and Competitive Programs.
- ▶ We are trained to captivate and utilize our individual self dedication nurturing and individual desire to provide the very best service.
- ▶ We are trained to take the “proactive approach” with our Goal of “Flawless service” mindset and attention to every detail.
- ▶ We take action in achieving our customers desired, expected and deserved results.

We take every day, as if it were “Owner Visit Day”.

GFM RECRUITING

GFM Only Hires Experienced Workers!

Every new GFM Team Member completes an initial orientation that Focuses on our mission, values and goals. We believe we cannot achieve superior service, customer satisfaction until each new member of our company fully understands and Commits to our "Goal to do our Best, Focus on our Mission and, Commitment to do Even Better"

We realize that each one of our workers plays a vital role as a GFM Team Member. We recruit dedicated workers that are professional at what they do. A GFM worker must be dedicated to GFM. We promote from within and therefore, our supervisors and managers will earn their position for the company through hard work and recognition.

Ongoing training for all GFM Team Members is “a must” in order to be the best in our field, so we recruit and improve attitudes, we seek out and emphasize communication and problem-solving skills...and we plan detailed and extensive “hands-on” training.

In order to achieve excellence within the commercial Real Estate services industry, we believe in a positive environment that encourages both personal and professional growth. We reward hard work and dedication and compensate workers for the quality of their work so as to ensure that each team member believes he or she is the most important part of our team. Our training, communication and motivation programs are designed to retain our workers so we can continue to provide consistent, high quality service to our customers.

100% Satisfaction

Our goal is 100% customer satisfaction. In the Janitorial Services business that means we must consistently deliver cost-effective, high-quality service that meets or exceeds industry standards and surpasses our customers' expectations.

Proactive Service

We believe that providing "Zero-Defect" service means being "proactive." We prefer taking action to prevent difficulties rather than reacting to problems after they have occurred. We strive continually to improve the way we do our job. Our training, structure, staffing and expertise bring us very close to our goal.

Quality Assurance Plan

We constantly search out deficient areas spontaneous. Daily, weekly and monthly inspections are performed by all levels of GFM management. Written reports are reviewed by the entire staff in order to correct deficiencies, evaluate service quality and prevent repeat problems. Our Quality Assurance Plan includes:

- ▶ Daily Supervisory inspections
- ▶ Daily Project Manager inspections
- ▶ Daily Operations Manager inspections
- ▶ Daily meetings with all Project Managers and Supervisors
- ▶ Weekly inspections performed by our Quality Assurance Team
- ▶ Monthly inspections by the GFM Principals

GFM has developed a **"Customer Evaluation Form."** GFM will distribute this form, providing an opportunity to "grade" our services. These quarterly evaluations are reviewed during our training sessions and are used to help us improve the quality of our services.

GFM TRAINING

The GFM training program begins with our goal of "Zero Defect" service in mind. Every Member of our company commits personally to our goals of no repeat complaints, consistently superior service and new standards of customer satisfaction.

Orientation

Every new GFM Member completes an initial orientation that focuses on our mission, values and goals. GFM believes we cannot achieve superior service and customer satisfaction until each team member understands our promise of "Zero Defect" to service to our customers.

Skilled Specialized Training

We realize that ongoing training for all members of our company is "a must" in order to be the best in our field, so . . . we improve attitudes, we emphasize communication and problem-solving skills and we plan detailed and extensive "hands-on" training for all members.

Skilled Specialized Training

To achieve excellence within the commercial janitorial service industry, we believe in a positive environment that encourages both personal and professional growth. We reward hard work and dedication. We promote from within. Each staff member believes he or she is *the* most important part of our team. Our training, communication and motivation programs are designed to retain our employees so we can continue to provide consistent, high quality service.

"Training is ongoing ... continuous training is our recipe for success"

NEW ACCOUNT START - UP STRATEGY

Start-Up

Prior to starting a new account, GFM managers and staff develop individualized start-up and daily work plans for each property. We focus our talents, expertise and resources on resolving past concerns or deficiencies by our new customer and surpassing project specifications. We understand the stress of changing services and vow to make your start-up as flawless as possible. We promise the industries best You will receive compliments the very first day--never complaints.

Hands-On Training

Our entire Supervisory and Managment Team personally participates in each new start-up to learn first-hand the needs of each account. Our Supervisors then provide account-specific training to every worker. Learning the precise needs of each account from the very start provides for continuous improvement and consistency and helps us reach 100% customer satisfaction.

GFM - PRESIDENT

Over 35 years of industry experience!

I am very pleased to have this opportunity to present GFM to you! GFM was created and developed with the goal of becoming the finest in the industry.

I now have more than 35 years of experience in providing commercial janitorial service to the commercial real estate industry nationally. I have developed the most strategic management and supervisory structure, along with the latest in service improvement training technology, that makes GFM Janitorial the greatest organization in the industry by delivering to our customers, the very best service the industry can offer.

I will see to it, that every GFM customer is completely satisfied with everyone who represents the company and the "attention to detail service" that we promise to every customer. I have instilled the "Do What We Say We Will Do" philosophy in everyone who represents my company. Every GFM customer has my commitment to ensure that every GFM member seeks out every possible opportunity to improve the appearance and work environment in their property and take immediate action in reaching our goal of Zero Defect service.

If given the opportunity, to become your service provider for your property, I am confident that you will find no other company who cares more about its commitment to you or come closer to providing the service you expect and deserve.



Patrick Morelli
GFM - PRESIDENT

GFM by the numbers

Over 35 years of industry experience!

✓ Number of Years In Janitorial Industry	41
✓ Number of Years in Janitorial Business	20
✓ Number of Years as a Janitorial Service Provider in Florida	25
✓ Number of Years as a Janitorial Service Provider in Tampa	25
✓ Number of Millions of Square Feet Cleaned	47
✓ Number of Association Awards received	11
✓ Number of US Cities Provided Service In	37
✓ Number of Countries provided Service in	2
✓ Number of Floors Cleaned in a single Building	66
✓ Number of Complaints in One Month	1
✓ Number of Repeat Complaints	0
✓ Number of Customers Provided Janitorial Service To	241
✓ Number of Years of Account Retention	20
✓ Percentage Number of Thefts	0
✓ Percentage Number Turn Over Rate	33