

**SERVICE KEEPERS MAINTENANCE, INC.**

7541 NE 3rd Pl, Miami, FL 33138

(305) 751-2261

sales@servicekeepers.com

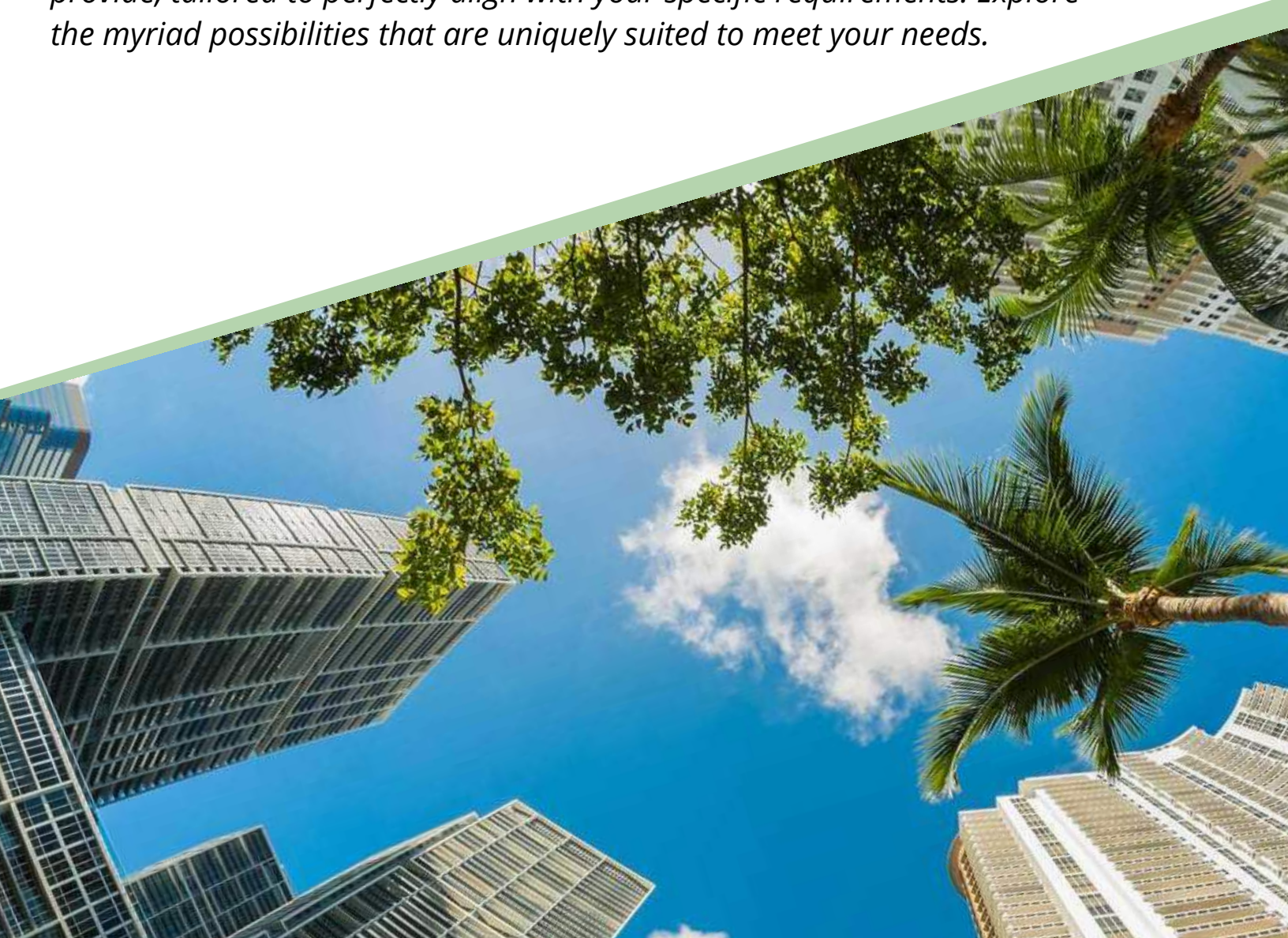
[www.ServiceKeepers.com](http://www.ServiceKeepers.com)



**Service You'll Want To Keep**

# Service Keepers

*Please take a moment to discover the comprehensive range of services we provide, tailored to perfectly align with your specific requirements. Explore the myriad possibilities that are uniquely suited to meet your needs.*





To Whom it May Concern,

7541 NE 3rd Place | Miami, FL 33138

Phone: (305) 751-2261

Email: [info@servicekeepers.com](mailto:info@servicekeepers.com)

[www.ServiceKeepers.com](http://www.ServiceKeepers.com)

Managing a facility as remarkable as yours can be rewarding and challenging. You want to offer the best experience possible while avoiding unexpected problems with the daily janitorial and maintenance of your property. Service Keepers understands this because it is one of the many reasons we have been around for over 30 years.

Our reputation for greater cleaning surpasses the typical. For Service Keepers, our differentiators lie within who we are, what we do, and most importantly, where we envision ourselves during these everchanging times. Our Core Values and pursuit of continuous professional growth is the bond that holds our company together. Our innovative technology, which includes contactless automated timekeeping and the pursuit of efficient equipment, is unparalleled. Our record industry-low turnover rate, outstanding customer retention, and overwhelming years of experience are all outcomes of the very factors that define Service Keepers.

We want to offer you the *service* that you will want to *keep*. Staff and personnel will never have to think or complain about the condition of your premises, and you never has to wonder or worry about whether it's hygienic or garbage cans have been emptied. **It just gets done.** At Service Keepers, we don't just maintain basic standards - we *go above and beyond* (and that's one of our Core Values).

Sincerely,

**Neal Berman**

A handwritten signature in black ink that reads 'Neal Berman' in a cursive script.

*President and Visionary*

**Service Keepers Maintenance, Inc.**



# About Us

With almost 30 years in the cleaning industry, Service Keepers Maintenance, Inc. is *your* leading choice. Our goal since inception has been to provide unparalleled services and solutions to many janitorial issues, while efficiently budgeting the needs of our prospective facilities and retaining qualified talent to maintain the cleanliness of our entrusted properties.

## Our Mission

To revolutionize the cleaning industry for efficiency and safety while providing professional, reliable and responsive service. We will become the trusted service partner to owners and administrators of facilities throughout Florida and beyond.

## Our Vision

Service Keepers aims to clean for health because cleaning for perception is just not enough. We're a facility solutions company that specializes in cleaning, measuring and monitoring environmental hygiene through understanding and implementing evidence-based practices.

## Our Core Values

- Improve Yourself Personally and Professionally
- Be Respectful
- Build Open and Honest Relationships through Communication
- Go Above and Beyond
- Have Integrity
- Have a Problem-Solving Approach

## Our People

Each member of the Service Keepers Maintenance, Inc. team is carefully screened. We hire only the most conscientious and professional candidates. Each cleaner is thoroughly trained in our systems, products, and equipment to ensure accuracy and safety.



# Our Qualifications

Throughout the years, Service Keepers has acquired many certifications and licenses that require course completion and successful examination. In other words, we are **trained professionals**.



As an **ISSA Certified Professional Trainer**, we have met a rigorous list of standards in properly training our cleaning teams with the most effective techniques, standards and equipment.



We are **Certified Building Service Contractors Association International** members.



Service Keepers is a certified **ISSA CIMS Expert** in the cleaning industry



Our **Association for the Healthcare Environment (AHE)** certification also demonstrates our understanding and capabilities to prevent infectious diseases from spreading in your environment. We clean for health, not just perception.

# BSCAI



We are members of the Building Service Contractors Association International



The #1 choice for successful building service contractors

**Building Service Contractors Association International**

## Membership in BSCAI Makes Us a Cut Above the Rest

Our company delivers the quality service that you expect in a building service contractor. Our commitment to quality is exemplified by our membership in the Building Service Contractors Association International (BSCAI).

## What does our membership in BSCAI mean for you?

Our membership in Building Service Contractors Association (BSCAI) demonstrates our professional commitment to quality. We are a professional firm in the business of contract cleaning and our membership in BSCAI helps us stay on top of the industry. Being a member of BSCAI gives us the competitive edge which allows us to bring you the quality and service you deserve.

## BSCAI Members adhere to the following Code of Ethics, which advocates professionalism and fair business practice among cleaning contractors:

- To operate constantly in accordance with the best and fully accepted ethical business practices...
- To comply with all applicable laws and federal, state and local government regulations...
- To provide all services and products at fair, equitable and non-discriminatory charges...
- To furnish adequate equipment, qualified personnel and products of high quality to achieve and maintain the highest standard of performance...
- To provide courteous and prompt handling of all requests and complaints...
- To recognize and respect the legal right of competitors in the true spirit of individual initiatives and free competitive enterprise...
- To strive for continued improvement of the image and reputation of the industry by good business practices and enlightened public service in the community...
- To contribute regularly to the improvement of the industry's public reputation...
- To participate loyally in the industry's growth and progress through the activities and public interest efforts of the association...

**PROFESSIONALISM - QUALITY - COMPETITIVE PRICING**

# Women Owned



We are proud to be a women owned company here at Service Keepers.





# IICRC



We are proud to uphold the Institute of Inspection Cleaning and Restoration Certification





# Our Services

**Service Keepers Maintenance, Inc. offers a full range of cleaning services, including:**

- Commercial Janitorial Services
- Personnel Staffing & Training
- Building Maintenance Services including Exterior & Parking Lot Maintenance
- Natural Stone Restoration
- Hard Floor & Carpet Treatment, Care and Restoration
- Site Inspections & Management Consulting
- Janitorial Program Design
- Emergency Cleaning and Disaster Restoration



# Our Facilities

**With over 30 years of experience in the cleaning industry, Service Keepers Maintenance, Inc. proudly serves many facility types all across South Florida.**

- Condominium Associations
- Office Buildings
- Educational Campuses
- Religious Institutions
- Industrial & Healthcare Facilities

**... And so much more!**



# Our Specialties



*Service Keepers Maintenance, Inc. is proud to have a division within the company dedicated to providing outstanding services outside of its standard cleaning and maintenance package.*



## STONE CARE & MAINTENANCE

We perform the following professional stone care and maintenance services:

- Cleaning and Sealing
- Refinishing Elevator Marble
- Diamond Honing
- Polishing
- Etch Removal
- Lippage Removal
- Epoxy Filling
- Grout Cleaning
- Grout Removal and Replacement

In addition to these services, Service Keepers provides facilities with preventative stone care maintenance plans to care for floors. We service countertops, floors, and all-natural stone surfaces.



## CARPET CARE

Service Keepers has professionally trained crews to clean carpets carefully and accurately. Our carpet maintenance technicians use industry-standard equipment to clean carpets and upholstery, with one of the following methods:

- Carpet Extraction
- Bonnet Cleaning
- Low Moisture Carpet Cleaning

# Green Cleaning



Here at Service Keepers we pride ourselves in  
maintaining a clean environment and uphold our Green Initiative.

## Our Focus

"Everything that we need for our survival and well-being depends, either directly or indirectly, on our natural environment. Sustainability creates and maintains the conditions under which humans and nature can exist in productive harmony that permit fulfilling the social, economic, and other requirements of present and future generations."

- EPA

## Going Green

We strongly believe in green cleaning and the positive effect it can have on the surfaces we clean, our health, and the environment. Above all, it's why we've been doing it for over 30 years. So, we plan on continuing that way.



# Safety Policies

**\*\* When in doubt: don't do it, ask a supervisor\*\***

16. Always report bodily fluid spills to a supervisor. If you are not trained on how to clean it stay away from it. There is a special way to do it so let them work.

17. If you need to reach high areas for dusting or window cleaning, do not use ladders unless you have been specifically trained in using them. Always use extension poles in order to reach high areas.

**Remember, you work for Service Keepers, not the client, any information, any questions, any issues should be discussed with your supervisor, even if you are a supervisor you have a superior you can reach out to, not the client.**

**Also, you must recognize that certain information you receive as an employee of your company is confidential, and must not be divulged either while you are employed or after separation.**

**Information considered confidential includes, but is not limited to:**

- A. Identity of Clients**
- B. Pricing of Goods and Services**
- C. Salary and Compensation Structure**
- D. Personnel Requirements of Various Accounts**
- E. Company Methods and Procedures**

**I understand that divulging information that may be damaging to this company will result in my being held liable for such damages.**

\_\_\_\_\_  
**Signed**

\_\_\_\_\_  
**Dated**



# Training Agenda

<b>SKM Custodial Training Agenda</b>			
<b>Session Agenda:</b> Custodial Program		<b>Subject:</b> Basic Custodial Technician Training Course	
<b>Date:</b> September 12th, 2020		<b>Time :</b> 9:00AM	<b>Location:</b> Main Office
<b>Account:</b> JHS			
<b>Aim of Session:</b>			
<p>Whether you entered this industry many years ago or are just starting your career as a custodial professional, there are always newer, better alternatives to the traditional ways of cleaning. Consistently updating your knowledge base and striving to learn the latest time and money savings techniques is what professional growth and opportunity in this company is all about. The health and environmental benefits that come with this learning are just added benefits. During this training, we will prepare you to become part of the Service Keepers Team of Professionals that will provide you with a world of opportunity and professionalism.</p>			
<b>Objectives:</b>			
Students will have a thorough training in Customer Service, Chemistry of cleaning, Professional Service Procedures, Safety Guidelines, problem resolution techniques, and providing a pleasant work environment to team members, clients, and guests.			

Time	Subject	Student Activity	Resource
9:00am-9:15am	Introduction to Service Keepers Maintenance, Inc.	Read	Timeline
9:15am-9:30am	Team Communication	Wright family	Handout
9:30am-10:00am	Customer Service	CMI overview and exercises	PowerPoint
10:00am-10:30am	Handling Conflict and Record Keeping	CMI overview and chemical exercises	Power Point
10:00am-10:45am	Custodial Closet	Review Pictures	Handouts
10:45am-11:00am	15 minute break to make calls, coffee, snacks	We provide	Healthy
11:00am-12:00pm	Chemistry of Cleaning: Introduction, tools of the trade, types of soil, chemical safety, cleaning agents, soil removal processes, chemical cleaning actions, Acid or Alkaline, The PH scale, Dilution, other cleaning factors	CMI Materials	PowerPoint/ videos
12:00pm-12:30pm	DISINFECTION: Ideal Germ conditions, Methods of germ control, Germ reproduction, Using Disinfectant chemicals, types of disinfectants, types of devices for application of disinfectants, Hazmat, Bloodborne pathogen procedures	CMI Materials	PowerPoint/ videos
12:30pm-1:00pm	Lunch Break	We Provide	Healthy
1:00pm-2:00pm	Tools and Equipment for above the floor cleaning: Custodial carts, trash collection receptacles, Utility aprons and Belts, Trigger sprayers, Vacuum cleaners, Hand dusters, cloth wipes, General Purpose detergents, window and glass cleaners, wood and furniture polish, metal polishes, trash liners and bags	CMI Materials	PowerPoint/ videos
2:00pm-3:00pm	Service Procedures: General Office cleaning, Restroom Cleaning, Hard And Resilient Floor care, Carpet care, Preventative maintenance, Trash Removal, Dusting Guidelines, Plastic and furniture cleaning, glass cleaning	CMI Materials	PowerPoint/ videos
3:00pm-3:45pm	Hard Floor surfaces: Equipment for basic hard floor cleaning, Materials for basic hard floor cleaning, Supplies for Basic Hard floor Cleaning, Hard floor surfaces	CMI Materials	PowerPoint/ videos
3:45pm-4:00pm	15 minute break to make calls, coffee, snacks	We provide	Healthy
4:00pm-4:45pm	Carpeted floor surfaces: Entrance mats, vacuums, Spott	CMI Materials	
4:45pm-5:00pm	Introduction to advance technician training and handout of certificate of Custodial Basic Technician Completion	Certificate	Pre-Printed

# Safety Policies

## **\*\* When in doubt: don't do it, ask a supervisor\*\***

1. Use 3 step ladders properly, when absolutely necessary. Do not climb on higher ladders or try to reach higher places.
2. Wear close end, leather rubber soled shoes at all times.
3. Wear gloves, at all times, change them as often as necessary, rule is to change them on each new room, if using leather gloves, make sure they're in good condition if not talk to your supervisor.
4. Always put-up warning signs, such as, cones, ropes, caution tape, wet floor signs, etc., before you start mopping a floor or applying floor finish to a floor. Barricading an area takes only a minute and will save major and minor accidents, as well as the quality of your work on floors.
5. Avoid lifting that twists your body. Lift with your legs, and do not put any undue strain on your back. **If you're in doubt, contact your supervisor for help. DO NOT try to lift heavy loads by yourself.**
6. Do not use any electrical equipment with frayed cords or missing ground prongs. **Do not attempt to tape exposed wires.** Please notify your supervisor so that the equipment can be repaired. **Do not attempt to repair the equipment yourself.**
7. Sweep it up, don't pick it up! Sweeping saves time and also prevents any possible cuts or puncture wounds. **Do Not push garbage with your hands,** use a garbage pusher or a broom.
8. Use proper safety equipment when working with dangerous tools or chemicals. Service Keepers provides you with gloves, aprons, goggles, belts, and masks when working with chemicals that can cause harm. Please use them. If you need anything speak to a supervisor.
9. Know the location of emergency equipment and exits in your work area (fire extinguishers, first aid kits, etc.).
10. Be alert to potential safety hazards and report them to your supervisor. In the event of an emergency, first let your supervisor know. Supervisor will call notify client and they will call the proper agency (fire, ambulance, police); then follow your supervisor directions.
11. Dust mops should be kept away from furnaces, light bulbs, and other heat sources. Dust mops shouldn't be stored sitting flat on the floor, but should be covered with a plastic bag and clipped on the wall.
12. **Clean equipment after each use.** Dirty equipment is unsafe, inefficient, and Unprofessional, plus dirt can be a mad mix with heat or friction and ignite causing a fire.
13. Don't leave trash in your closet. It's a fire hazard as well as a safety and health hazard, plus it generates bad smells that take too much time and effort to rid off.
14. Obey all company rules and government regulations, all safety signs, markings, and instructions that apply to you and your job, never tamper with anything, never try to fix or cover anything. Speak to a supervisor if you need help.
15. If you are injured at work, no matter how slight the injury, report it to your supervisor immediately. Follow their direction.

# Organizational Structure







# Liability Insurance



SERVI-1

OP ID: DE

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
06/04/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Tanenbaum Harber of Florida 2900 SW 149th Avenue Miramar, FL 33027-6605 Manny T. Altneu 954-883-2900	<b>CONTACT NAME:</b> Manny T. Altneu <b>PHONE (A/C, No, Ext):</b> 954-883-2900 <b>FAX (A/C, No):</b> 954-517-7400 <b>E-MAIL ADDRESS:</b> INSURER(S) AFFORDING COVERAGE NAIC # INSURER A : Indian Harbor Insurance Co. 36940 INSURER B : AmGuard Insurance Company 42390 INSURER C : Columbia Casualty Company 31127 INSURER D : INSURER E : INSURER F :
<b>INSURED</b> Service Keepers Maintenance, Inc. Mr. Neal Berman 7541 NE 3rd Place Miami, FL 33138	

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$20000 Deductible GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		ESG005039802	08/20/2019	08/20/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ EXCLUDED PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		SEAU185337	05/28/2020	05/28/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		6049753290	08/20/2019	08/20/2020	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$ PER STATUTE    OTH-ER E.L. EACH ACCIDENT \$ n/a E.L. DISEASE - EA EMPLOYEE \$ n/a E.L. DISEASE - POLICY LIMIT \$ n/a
<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / <input checked="" type="checkbox"/> N / A If yes, describe under DESCRIPTION OF OPERATIONS below						

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
**Janitorial service-commercial only.**

<b>CERTIFICATE HOLDER</b>  PROOF01  Proof of Insurance Only XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE <i>Emmanuel T. Altneu</i>
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# Thank You!

Any Questions? Contact Us!

Visit and follow us online to  
stay up to date on our latest  
announcements



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