SERVICE GUIDE

Commercial Diamond Standard™

A professional space has its own rhythm, materials and access needs. We start with the areas your authorized contact wants maintained and the times when work can be carried out safely. The resulting plan identifies the selected rooms, tasks and frequency, helping your team understand what each agreed visit is intended to cover.

How we approach your care

We consider floor and surface materials, daily use, visible condition, site restrictions and the approved work window. For example, a selected breakroom and restroom have different tasks from a cleared meeting table or reception floor. Suitable cleaning methods follow the agreed surfaces and site instructions. Specialty floor work, restoration or deeper cleaning is listed separately when approved. Confidential papers and personal items should be secured, and this service does not imply regulated sanitation or unverified specialist work.

Your selected care

- Named offices, workstations, meeting rooms, reception and common areas.
- Selected restrooms, breakrooms and accessible high-touch surfaces.
- Agreed floors and interior glass; specialty floor work listed separately.
- The agreed work window, frequency, site instructions and completion records.

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A clear plan, prepared together.

What to expect

Facility size, materials, use and restrictions determine the plan. Vendor registration or a purchase request is not authorization to start work.

Before we arrive

Confirm the authorized signer/site contact, safe access and operating restrictions. Secure confidential materials and clear approved work surfaces.

Outside this selection

- Unlisted sites, regulated sanitation, hazardous material handling or specialized facility work without verified qualifications.
- Automatic deep cleaning, restoration, painting or exterior work beyond the signed scope.

Your individual proposal

We prepare your quote around the selected tasks and quantities, material, condition and safe access. Square footage helps us plan, while the work your home actually needs shapes the final scope and price. Your written quote confirms those details and shows any applicable tax.

A comfortable, safe visit. Please secure valuables and fragile items and clear the agreed work areas. We do not move heavy furniture, loaded tables, appliances or pet enclosures. Pet waste, litter boxes, bowls, toys, bedding and other pet belongings are not cleaned, moved or handled. Keep pets safely away. Blocked or unsafe areas are reported as not performed.

Clear boundaries. Window care is limited to expressly agreed accessible interior glass, sills, frames and blinds where the service includes it. Tracks, channels and exterior window work are excluded. Material limits apply; complete removal is not guaranteed. New cleaning orders exclude laundry, dishes, organizing, closet and storage interiors, and handling décor or valuables.

Your plan stays clear. Your written order identifies the chosen work. There are no on-site additions or room/item exchanges. Advance changes require review and signatures from you and an authorized company representative before changed work. We respect stop-work instructions immediately. Your agreement governs scheduling, payment and rights; previously accepted terms remain protected.