

REPORTS

Special Problem Solving Information

Having immediate access to current and accurate information gives you the competitive edge you need to impress the boss, solve a problem, beat the competition, satisfy a customer, or earn more profit. Having the right answers when you need them helps you achieve success.

The following reports were researched and written to provide useful and factual information in an inexpensive format.

All reports are \$10.00.

There are no refunds and no returns on reports.



Professional Cleaning Report #1

ADMINISTERING CLEANING SERVICE CONTRACTS by Wm R. Griffin

Property facility managers and contract cleaners can use these guidelines to promote understanding and better business practices between the parties of a service agreement.

Professional Cleaning Report #2

WOOD FURNITURE TOUCH-UP by Martha Ireland

Outlines the equipment and simple touch-up and concealment techniques used by a successful wood furniture repairman. Tap into this lucrative add-on or specialty business of restoring damaged furniture to like-new condition.

Professional Cleaning Report #3

WHY TRAINING PROGRAMS FAIL by Wm R. Griffin

A trouble-shooting guide to establish effective training programs, thereby increasing production, quality, attitude and business profitability.

Professional Cleaning Report #4

CLEANING AND REFINISHING CONCRETE FLOORS by Martha Ireland

Techniques, equipment, products and business suggestions from a father and son warehouse floor refinishing team.

Professional Cleaning Report #5

CARPET CARVING by Roy F. Beach

What began as a simple repair technique has been elevated to art form, creating complicated designs for homes and offices.

Professional Cleaning Report #6

MARKETING TECHNIQUES AND OPTIONS FOR A SMALL, HOME BASED SERVICE BUSINESS by Terry L. Weinheimer

Starting with "Developing a Marketing Plan," this report shows options and suggestions for small business marketing. Includes case studies and recommendations.

Professional Cleaning Report #7

CLEANING AND SMALL BUSINESS ASSOCIATION LIST by CCS Staff

Includes local, regional and national cleaning industry and small business associations, with names, addresses and phone numbers.

Professional Cleaning Report #8

CLEANING AND SMALL BUSINESS PUBLICATION LIST by CCS Staff

Specialized magazines for cleaning and small business professionals, keeping you current on seminars, procedures, equipment, chemicals and industry news.

Professional Cleaning Report #9

LEATHER AND SUEDE CLEANING AND RECOLORING by Wm R. Griffin

Describes the latest methods of caring for, cleaning, restoring and repairing leather clothing, accessories and furniture. Includes sources for supplies, equipment and further training.

Professional Cleaning Report #10

SUB-CONTRACTING: ONE WAY TO INCREASE PROFITS by Wm R. Griffin

Defines the role of sub-contractor vs. that of employee in contractual agreements and discusses the pros and cons of the "purchased account" option. Includes sample tax forms and contracts.

Professional Cleaning Report #11

CONSTRUCTION CLEAN-UP by Wm R. Griffin

Reviews each phase of construction clean-up, giving technical tips and discussing opportunities, pitfalls, pricing and bidding.

Professional Cleaning Report #12

HOW TO CONDUCT SUCCESSFUL SEMINARS by Wm R. Griffin

Explains how to use your knowledge and experience to offer training seminars to a paying audience.

Professional Cleaning Report #13

CUSTODIAL SUPERVISION - THE BASICS by Wm R. Griffin

Sets forth the goals of effective supervision and

then demonstrates how to create an effective training program, establish objectives and set performance standards in order to maintain cost-effective, acceptable levels of quality.

Professional Cleaning Report #14

RETAINING CUSTOMERS THROUGH COMMUNICATION by Wm R. Griffin

Effective communication is vital in the service industry. Maintain customer satisfaction through accountability, regular inspections, written policies, and employee training.

Professional Cleaning Report #15

WINDOW WASHING, RESIDENTIAL AND COMMERCIAL ACCOUNTS by Wm R. Griffin

Examines the pros and cons of commercial and residential accounts, then discusses equipment, techniques, chemicals, special cleaning problems, bidding and construction clean-up. Includes a page of information resources and excerpts from one of our best selling books.

Professional Cleaning Report #16

INSURANCE AND BONDING: FACTS FOR SELF-EMPLOYED CLEANERS by Wm R. Griffin

Gives expert advice on worker's compensation, types of liability and coverage, property insurance, bonding, pricing and how to file a claim.

Reviews common problems, pitfalls, and clarifies a complex and confusing issue.

Professional Cleaning Report #17

ESTABLISHING COMPREHENSIVE CUSTODIAL TRAINING PROGRAMS by Wm R. Griffin

Shows the supervisor how to increase production and morale while reducing complaints and turnover through the use of these key training components: the employee orientation handbook, cleaning procedures manual, supervisor's guide and management training guide.

Professional Cleaning Report #18

CLEANING INDUSTRY FACES STAFFING CRISIS by Wm R. Griffin

Explains how job training and employee enhance-

Help Yourself.

Order Form Page 35

• Over 80 Reports on Pages 13 & 34

13

ment and involvement can improve the skills of entry level workers, reduce turnover and cut labor costs.

Professional Cleaning Report#19

**AWNING CLEANING:
AN OPPORTUNITY FOR PROFIT**
by Wm R. Griffin

With less than 10% of all awnings regularly maintained, this is an untapped market. Examines awning types, fabric cleaning, equipment needed, cleaning procedures and pricing. Lists professional resources.

Professional Cleaning Report#20

**EARN \$15 TO \$30 AN HOUR
CLEANING HOMES AND APARTMENTS**
by Wm R. Griffin

A potentially lucrative opportunity, whether full or part-time. Discusses equipment, finding customers, getting started, common problems and keys to success.

Professional Cleaning Report#21

**TOTAL QUALITY MANAGEMENT,
CONTINUOUS QUALITY IMPROVEMENT,
AND ISO 9000**
by Wm R. Griffin

This recently revised, illustrated report applies these powerful corporate business philosophies to the cleaning industry. Includes the definitions and history of TQM/CQI, step-by-step implementation procedures, documentation methodology and what to expect.

Professional Cleaning Report#22

PREVENTING BURNOUT
by Wm R. Griffin

Important information for both workers and management to help prevent poor productivity and morale due to job burnout. Lists symptoms to look for, and steps to combat this modern-day workplace hazard.

Professional Cleaning Report#23

**GETTING WHAT YOU WANT
FROM YOUR LIFE AND BUSINESS**
by Wm R. Griffin

Common sense principles that make the difference between dissatisfaction and fulfillment. Describes strategies for time management, decision making, goal setting, dealing with paperwork and planning for success. Defines the characteristics of a true professional.

Professional Cleaning Report#24

THE FUTURE OF THE CLEANING INDUSTRY
by Wm R. Griffin

Using his 20 years of experience, Mr. Griffin gives projections for future trends in chemicals and procedures, environmental concerns, recycling, computerization, demographic changes increased quality demands and address how this will affect the cleaning industry in the future.

Professional Cleaning Report#25

**RECYCLING - CUTTING COSTS
AND FEELING GOOD**
by Wm R. Griffin

Recycling is not only good for the environment, but in some cases can increase your profit margin. This report details trash disposal options, reducing your waste stream, paper grade definitions and how to implement a recycling program.

Professional Cleaning Report#26

**CUT COSTS AND IMPROVE QUALITY IN
YOUR FACILITY WITH THE
COMPREHENSIVE CUSTODIAL
TRAINING PROGRAM**
by Wm R. Griffin

Practical strategies for using the CCTM as a curriculum for vocational or on the job training to improve the efficiency, performance and effectiveness of custodians. Discusses employee orientation, training programs, seminars and workshops.

Professional Cleaning Report#27

**COMPUTER CLEANING:
A STEP-BY-STEP PROCEDURAL GUIDE**
by Carl Filuta

This rarely offered service could become an exceptional add-on opportunity for the cleaning professional. This report examines the tools, equipment needed and guides you through the cleaning procedure.

Professional Cleaning Report#28

**COMPUTER SOFTWARE:
A SOURCE GUIDE FOR THE CLEANING INDUSTRY**
CCS Staff

Lists the best software available for: management, timekeeping, specialty business operations, bidding and estimating, personnel scheduling, payroll, inventory, marketing, and physical plant maintenance.

Professional Cleaning Report#29

PORCELAIN AND FORMICA REPAIR
by Rick Fritz

Earn up to \$75 an hour. Provides step-by-step technical procedures to repair chips, gouges, cuts and burns on appliances, tubs, sinks and countertops. A companion video is available in the video section of this catalog.

Professional Cleaning Report#30

FORMICA AND PORECLAIN RECOLORING
by Rick Fritz

Provide a lucrative service for apartment managers and homeowners recoloring faded porcelain and formica surfaces. Discusses marketing, pricing, coatings, equipment and safety precautions. Details step-by-step preparations and procedures for formica, refrigerators, stoves, dishwashers, countertops, tile floors and tub surrounds. A companion video is available in the video section of this catalog.

Professional Cleaning Report#31

**SPORTS AND ENTERTAINMENT FACILITIES:
HOW TO BID AND CLEAN THEM**
by Wm R. Griffin

Outlines all the necessities for these big contract cleaning jobs: equipment needed, staffing, bidding guidelines, time estimations and step-by-step cleaning procedures for specific areas of arenas, stadiums, coliseums, ball parks and convention centers.

Professional Cleaning Report#32

**PREVENTING SLIP AND FALL
INJURIES AND LIABILITY**
by Wm R. Griffin

Helps facility managers and building custodians reduce the danger of slips and falls and expensive liability through proper maintenance, record keeping and documentation. Examines potential hazards, high risk

areas, floor maintenance, slip-resistance and the factors of liability.

Professional Cleaning Report#33

TEN TIPS FOR BETTER BIDDING
by Wm R. Griffin

Relieves the fears and confusion of bidding by emphasizing professionalism, accuracy, marketing and competitiveness. Includes communication skills, cost cutting, division of responsibility, pricing and community involvement.

Professional Cleaning Report#34

**PRESSURE WASHING HOODS AND DUCTS
IN KITCHENS AND RESTAURANTS**
by Wm R. Griffin

Lists the many areas that can be cleaned with a pressure washer, then specifically details duct, hood and vent cleaning and exam equipment, procedures, troubleshooting, and marketing. Uses many industry diagrams and schematics.

Professional Cleaning Report#35

**CLEAN ROOMS AND COMPUTER ROOMS:
HOW TO BID AND CLEAN THEM**
by Wm R. Griffin

Explore this 21st Century business opportunity. Includes tips on bidding, descriptions of clean rooms, supplies, equipment and pricing guidelines

Professional Cleaning Report#36

**HIRING AND COMPENSATING A SALES
PERSON FOR YOUR CLEANING BUSINESS**
by Wm R. Griffin

Explains the benefits of a salesperson to your cleaning company. Discusses hiring considerations and procedures, compensation, confidentiality and non-disclosure agreements.

Professional Cleaning Report#37

**SELLING SUPPLIES AND EQUIPMENT
TO CLEANING CONTRACTORS**
by Wm R. Griffin

Examines the profit enriching practice of providing educational materials and services to your customers. Make more money using counter sales, an information center, a sales staff, direct mail marketing, use of the media, seminars, workshops and consulting.

Professional Cleaning Report#38

**HOW TO USE EDUCATIONAL MATERIALS
TO INCREASE THE SALES OF
CLEANING SUPPLIES AND EQUIPMENT**
by Wm R. Griffin

Examines the profit-enriching practice of providing supplies and services to your customers. Make more money using counter sales, an information center, a sales staff, direct mail marketing, use of the media, and seminars, workshops and consulting.

Professional Cleaning Report#39

**PREPARING FOR AND SURVIVING
RAPID GROWTH IN YOUR BUSINESS**
by Wm R. Griffin

How to prepare and what to do when your company experiences rapid growth in size and/or income. You learned to survive--now find out what it takes to thrive when success hits.

Invest in Your Future.

**SHOPPING CENTERS:
HOW TO BID AND CLEAN THEM**
by Wm R. Griffin

Thoroughly explores the lucrative contract cleaning market of retail stores, malls, and shopping centers. Tips on scouting the location, the needs of mall managers, bidding considerations, staffing guidelines, chemicals, equipment, and actual cleaning procedures.

Professional Cleaning Report#41

**ADDING PROFIT
THROUGH DIVERSIFICATION**
by Wm R. Griffin

Helps you consider the expansion and diversification of your cleaning business. Lists potential add-on services. Guides you through the analysis of opportunities, research of the market and planning so you can proceed wisely.

Professional Cleaning Report#42

**DEVELOPING AN EFFECTIVE
FLOOR CARE PROGRAM**
by Wm R. Griffin

The answers you need to set up, monitor, and administer a successful floor care program in all types and sizes of facilities. Frequencies, schedules, procedures, products, equipment, production rates and cost are all covered in an easy to understand format.

Professional Cleaning Report#43

**HOW TO INCREASE THE SALES OF
PRESSURE WASHING EQUIPMENT
AND CHEMICALS**
by Wm R. Griffin

Examines the profit enriching practice of providing educational materials and services to your customers. Make more money using counter sales, an information center, a sales staff, direct mail marketing, use of the media, and seminars, workshop and consulting.

Professional Cleaning Report#44

**CONTRACTOR'S ESTIMATING
AND BIDDING WORKBOOK**
by Wm R. Griffin

Packed with information on bidding for contract cleaning of commercial buildings. Begins with several "Ten Best" lists on training, cost-cutting, proposals, sale closure, finding customers, marketing and more. Then uses real-life case studies and forms to thoroughly explain the estimating and bidding process.

Professional Cleaning Report#45

FLOOR CARE SCHEDULING GUIDELINES
by Wm R. Griffin

Reviews the key elements for developing and implementing a cost effective floor care program, including health and sanitation, safety, appearance, prolonging the useful life of the surface and cost control and/or profit.

Professional Cleaning Report#46

**HEALTH CLUBS:
HOW TO BID AND CLEAN THEM**
by Wm R. Griffin

Covers everything you need to know to profitably service this growing niche market.

**HOW TO PURCHASE AND
ADMINISTER CLEANING SERVICES**
by Wm R. Griffin

Buying a cleaning service is easy when you know how to go about it. Administering the contract is never easy but is doable when you follow this proven plan to get the best service and price.

Professional Cleaning Report#48

**SPECIFYING RIDING SWEEPERS,
SCRUBBERS, AND VACUUMS**
by Wm R. Griffin

What you need to know when you are in the market for automated, wide-area cleaning equipment. Don't waste your time and money learning this information the hard way.

Professional Cleaning Report#49

INDOOR AIR QUALITY RESOURCES
by CCS Staff

A thorough listing of books, reports, videos, trade associations, laboratories, equipment supply sources, newsletters, magazines, seminars and consultants related to the increasingly important field of Indoor Air Quality.

Professional Cleaning Report#50

**GRAFFITI: HOW TO PREVENT
AND REMOVE IT**
by Wm R. Griffin

Examines various solutions to the problem of graffiti, including prevention, education, protection and removal. Examines the categories of removal products with step-by-step procedures, including a newly updated section on the use of dry ice (CO2) blasting.

Professional Cleaning Report#51

CLEANING NUCLEAR POWER PLANTS
by Wm R. Griffin

Tours a real nuclear power plant and examines the particular needs and specifications of this interesting, specialized contract cleaning niche. Discusses cleaning procedures with the head of the maintenance department.

Professional Cleaning Report#52

**GOVERNMENT BID SOURCES
AND GUIDELINES**
by Wm R. Griffin

Discusses the pros and cons of bidding on government cleaning contracts. Lists organizations, journals, directories, other publications and professional contract hunters to help you with that bid. Describes the bidding process and includes an extensive Appendix.

Professional Cleaning Report#53

GRAIN ELEVATORS: HOW TO CLEAN THEM
by Wm R. Griffin

Covers all you need to know about servicing this specialty market.

Professional Cleaning Report#54

**CONSTRUCTION CLEAN UP
FOR HOMES, APARTMENTS AND CONDOS**
by Mildred L. Danai

Nine chapters detail this business opportunity, how to find jobs, how to estimate bid and cleaning agents procedures for different areas of new homes or buildings.

**CLEANING UP IN AMERICA:
BUSINESS OPPORTUNITIES IN THE
CLEANING INDUSTRY**
by Wm R. Griffin

Describes the various niches of the cleaning market place and how to get started with options like creating or acquiring a business, forming a partnership or purchasing a franchise. Several pages of publication and association resources.

Professional Cleaning Report#56

CLEANING FOOD SERVICE AREAS
by Wm R. Griffin

Detailed informative and illustrated examination of health sanitation needs, supplies and equipment, and areas to be cleaned, with step by step procedures and suggested schedules. Also, management of the cleaning function.

Professional Cleaning Report#57

**SO YOU WANT TO SELL
YOUR CLEANING BUSINESS, PART 1**
by Bill Garlough

A consultant specializing in selling service businesses explains financial statements, potential risks, earnings definitions, market values, terms and the input of advisors.

Professional Cleaning Report#58

WATER DAMAGE RESTORATION GUIDE
by Tom Myers

A basic overview of what is required to do the work, sell the service and earn a good profit in this specialty business.

Professional Cleaning Report#59

BUSINESS TERMS AND PHRASES
by Wm R. Griffin

Alphabetically arranged definitions of more than 60 of the most important new terms and catch phrases in the business world today. Includes a list of sources.

Professional Cleaning Report#60

QUALITY ASSURANCE INSPECTION PROCEDURES FOR CUSTODIAL SUPERVISORS
by Wm R. Griffin

A thorough examination of how to achieve and maintain quality work through the use of regular and documented inspections. Discusses types frequency of inspections and implementation of a QA program. Includes resources and actual sample forms from the industry.

Professional Cleaning Report#61

**ADVANCED CARPET
RESTORATION MANUAL**
by Gary Clipperton

Emphasizes vocabulary and methodology as it describes carpet construction, the fundamentals chemistry of cleaning, carpet cleaning systems, stain removal and pricing. Extensive glossary.

Professional Cleaning Report#62

**SO YOU WANT TO SELL
YOUR CLEANING BUSINESS, PART II**
by Bill Garlough

Deal breakers--how to see them coming and deal with them in a positive way.



Professional Cleaning Report #63

**DAY CARE CENTERS:
HOW TO BID AND CLEAN THEM**

by Wm R. Griffin

What you need to know to do the work and bid the job in a profitable manner.

Professional Cleaning Report #64

HOW LONG SHOULD IT TAKE: TIME STANDARDS FOR THE CLEANING INDUSTRY

by Wm R. Griffin

A review of common industry standards, a listing of sources, and how to develop accurate, realistic standards for your facility.

Professional Cleaning Report #65

TEAM CLEANING

by Wm R. Griffin

What it is and how to make it work in all type and sizes of facilities.

Professional Cleaning Report #66

**CLEANING INDUSTRY
TRAINING RESOURCES**

by CCS Staff

A comprehensive listing of educational opportunities related to cleaning and small business. Contains sources for books, videos, seminars, workshops, conventions and CDs.

Professional Cleaning Report #67

CAN YOU PASS THE TEST?

by CCS Staff

Questions, quizzes and exams for cleaning professionals. A great training and review tool for classes, workshops and seminars.

Professional Cleaning Report #68

WHAT'S WRONG HERE?

by CCS Staff

Illustrated inspection exercises for 15 common areas in all types and sizes of facilities. A great ice breaker, fun exercise and review of common cleaning deficiencies.

Professional Cleaning Report #69

**SCHOOLS, COLLEGES, AND
UNIVERSITIES: HOW TO BID AND CLEAN THEM**

by CCS Staff

The educational market has special needs. Learn what you need to know to service this growing market.

Professional Cleaning Report #70

**GROCERY STORES AND COMMISSARIES:
HOW TO BID AND CLEAN THEM**

by CCS Staff

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

Professional Cleaning Report #71

**CARPET CLEANING AND INSPECTION
SERVICES**

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.

Professional Cleaning Report #72

**REDUCING CHEMICAL COSTS FOR CARPET
CLEANERS**

Wm R. Griffin

Increase profits by reducing cost. This report gives tips and suggestion on how to reduce the cost of carpet cleaning chemicals.

Professional Cleaning Report #73

**FLOOR CARE PRICING AND PRODUCTION
GUIDELINES**

Wm R. Griffin

"How long will it take? How much should I charge?" This report will answer these questions in a simple, easy to read format. Includes sample work-sheets and forms.

Professional Cleaning Report #74

**CHURCHES, SYNAGOGUES AND CHAPELS:
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 churches, synagogues and chapels.

Professional Cleaning Report #75

**ANIMAL HOSPITALS, VETERINARY
CLINICS, AND KENNELS: 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 animal hospitals, veterinary clinics and kennels.

Professional Cleaning Report #76

**TAVERNS, COCKTAIL LOUNGES, BARS,
CLUBS AND DANCE HALLS: 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 taverns, cocktail lounges, bars, clubs and dance halls.

Professional Cleaning Report #77

**FUNERAL PARLORS, MORGUES,
MAUSOLEUMS AND CREMATORIUMS:
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 funeral parlors, morgues, mausoleums and crematoriums.

Professional Cleaning Report #78

**HOTELS, MOTELS, CAMPS,
CAMPGROUNDS, RESORTS AND HOSTELS:
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 hotels, motels, camps, campgrounds, resorts and hostels.

Professional Cleaning Report #79

**MOVIE THEATERS: 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 Theaters.

Professional Cleaning Report #80

**HOSPITALS, NURSING HOMES, DOCTOR'S
OFFICES AND HOSPICES: 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 hospitals, nursing homes, doctor's offices and hospices.

Professional Cleaning Report #81

**BOWLING ALLEYS AND VIDEO ARCADES:
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 bowling alleys and video arcades.

Professional Cleaning Report #82

**MEDICAL RESEARCH, MANUFACTURING
AND LABORATORY FACILITIES: 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 medical research, manufacturing and laboratory facilities.

Professional Cleaning Report #83

**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.

Professional Cleaning Report #84

**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.

Professional Cleaning Report #85

**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.

Winners Make Decisions.
Losers Make Excuses.