

# HOW TO PASS A HEALTH INSPECTION EVERY TIME!

By Leonard Feinstein

“What if there was a way that you could have a clean restaurant, save \$, and not have to manage the cleaning yourself?”

# **Myth #1: USING YOUR OWN STAFF TO CLEAN YOUR RESTAURANT WILL SAVE YOU MONEY**

**Many Restaurants use their own staff, maybe a dishwasher or buss person to clean their Restaurant. The thought process is that it will save the Owner, Chef or General Manager money. This belief system is usually based upon the thought process that by using direct labor the costs will be less then using an outside contractor. Lets examine why this may not be the case:**

- Often the Owner or Manager only looks at the hourly wage. They do not look at the load factor that is attached to that wage (payroll taxes i.e. social security etc.)**
- They also do not add in the cost associated with benefits, vacations or sick time.**
- Often the Restaurants management has to get involved in the supervision of the cleaning employees to make**

sure the Restaurant is cleaned properly. This takes management away from doing what they need to do to run the Restaurant effectively. So there is a direct cost for management, if they help oversee the in house cleaners and then there is also the opportunity cost.

- It is very difficult for an employee that has already put in a regular shift at the Restaurant (i.e. the dishwasher), to then clean the facility properly. This can result in subpar cleaning which could cost the Restaurant revenues.

So as you can see, there is often a much greater cost to cleaning your Restaurant than you think. Let's look at an example: You employ (2) workers to clean your Restaurant nightly. It takes them (4) man hours to clean your Restaurant properly. That is a total of (56) hours of labor per week. If the workers make \$8.00 per hour, the cost per week is as follows:

- ❖ Weekly Wage- \$448.00
- ❖ Load Factor- 156.80 (35%)
- ❖ Chemicals and supplies- \$50.00

That totals \$654.80 a week. This cost can go up significantly more if you then add in the Restaurant's management time.

## **SO IS THERE A BETTER WAY?**

Absolutely, many Restaurants do not understand how hiring a company like Emmaculate Reflections Cleaning service can actually save them time and money. Emmaculate has been cleaning Restaurants for over twenty-seven years. Emmaculate Reflections has developed systems that allow for cleaning a customer's Restaurant in the least amount of time, thus saving its customers time and money!

## **IT IS ALL ABOUT YOU!!!!!!**

When you contact Emmaculate Reflections Cleaning Service it becomes all about you. First we find out what your needs are,

**then we tailor a customer Cleaning program that will meet all of your needs!**

## **Myth #2: JANITORIAL COMPANIES ARE ALL THE SAME**

**If you currently have a Janitorial service that cleans your Restaurant and are having problems or paying too much, you may think that all Janitorial Services are the same. The Commercial Cleaning Industry is very fragmented. Most statewide, regional and national companies focus mostly on office cleaning. Janitorial Franchises claim that they clean Restaurants, but most have failed. They merely sign you up as a customer and then sell the account to an unknown Franchisee. The major players in the Janitorial Industry have standard operating procedures, quality control systems, and intensive training programs. But as mentioned, most of these**

**companies do not focus on the food service, hospitality and entertainment industries. Emmaculate Reflections is the “sweet spot”. We are large enough to handle National Customers, with multiple units in various States, yet nimble enough to handle local Restaurants. Emmaculate Reflections has three partners who are all active in the business. All the partners meet with customers, solve problems, and are constantly looking for ways to provide the highest quality service to its clients! Emmaculate Reflections has also developed proprietary systems to clean Restaurants. Our crews are then trained on these standard operating procedures to ensure that your Restaurant is always at a consistently high level of cleanliness and appearance!**

**Myth #3: I CAN'T EXPECT MY RESTAURANT TO BE IMMACULATE EVERYDAY, CAN I?**

**The key to cleaning a Restaurant is systems and training.**

**Emmaculate Reflections places a heavy emphasis on training and teaching. To clean a Restaurant properly, a company must understand how a Restaurant operates. That includes the type of cooking equipment used, the various types of flooring in the Restaurant and other aspects of the operation. After understanding the needs of the Restaurant a written specification program needs to be generated outlining what cleaning tasks are to be performed. Also at that time an assessment is made as to what cleaning chemicals will be needed to perform the job. Our Managers then decide which cleaning crew would best meet the requirements for that job. We then spend time training that crew on the proper cleaning techniques for that account. Our supervisors also conduct training meetings with the cleaning crew to ensure that they understand the daily and periodic cleaning procedures for**

**that job. Cleaners are trained at the various stations for which they will be responsible. After all this is complete we schedule a pre-walk through with the customer. During this meeting you often get a chance to meet the cleaning crew. We also go over all of the opening/closing procedures. Our supervisor shows the cleaning crew any “hot spots” you may have. At this meeting we also schedule inspections with our new customer to make sure they are satisfied with our service. After that you can request routine “inspections” with our supervisor or crew to ensure that your Restaurant is cleaned to the standards you expect. In addition, we conduct our own routine quality control inspections to ensure consistency!**

# **Emmaculate Reflections Will Make Your Restaurant Sparkle Everyday!**

**You have a fantastic Restaurant to run. You need to know that you can come in each day and have a super clean Restaurant! You need to know that the company that cleans your Restaurant is reputable. You need to know that the company that you hired understands your needs. You need to be able to trust that company. You want peace of mind knowing that professional supervisors are ensuring quality workmanship when your Restaurant is being cleaned. You need to know that if there is a problem, it will get solved immediately. You need to know that your cleaning company is conducting its own quality control audits to ensure that your facility is as clean as it can be.**

## **SO HOW DO YOU GET STARTED?**

**Emmaculate Reflections will perform at no cost to you a complete assessment of your cleaning needs. We don't take up a lot of your time, we only ask that you let us know if you have any particular cleaning requirements. We then put together a professional proposal outlining what cleaning we would perform for you. The following is contained in your proposal:**

- ❖ Areas to be cleaned in your Restaurant (scope)**
- ❖ List of Daily Specifications**
- ❖ List of Periodic Specifications**
- ❖ Explanation of Cleaning Supplies.**
- ❖ Schedule of Fees**
- ❖ List of References.**
- ❖ List of Insurances that we carry**

**Emmaculate Reflections looks forward to having the opportunity to serve your cleaning needs.**

- **Established 1984**
- **In Business (27) years; Original Owner!**
- **Servicing some of the best names in the industry; The Cheesecake Factory (over 40 locations, P.F. Chang's (Many locations), T.G.I. Friday's (Many locations), Bone Fish Grill (Many locations), Carrabbas (Many locations), Outback Steakhouse (Many locations) and many local Restaurants**
- **Eastern Seaboard "foot print"**
- **Serving Baltimore, Washington D.C., Mid Atlantic Region, Atlanta, Raleigh/Durham, Nashville, Birmingham and all major cities in Florida (Jacksonville, Orlando, Tampa, Ft. Lauderdale, W. Palm Beach, Miami, Naples and Ft. Myers).**
- **Full service company, specializing in the nightly cleaning of Restaurants (kitchen floors, kitchen equipment, mats, front of the house, dining rooms, bars, lounges, bathrooms, stainless etc.**
- **Full service Floor Maintenance; Machine scrubbing and stripping of all hard floors, Marble Polishing, Marble Grinding, Marble Maintenance, Quarry Tile Scrubbing and Carpet Cleaning and Maintenance.**

**SO WHY WAIT? YOU CAN HAVE A  
PROFESSIONAL JANITORIAL SERVICE  
HANDLING ALL YOUR CLEANING NEEDS  
IN AS LITTLE AS ONE WEEK!**

**\*ACT NOW. CALL OR E-MAIL US. THE  
FIRST FIFTY (50) PEOPLE WHO ORDER  
THIS REPORT AND E-MAIL US, WILL  
RECEIVE A FREE CARPET CLEANING OR  
MACHINE SCRUBBING OF THEIR DINING  
ROOM OR KITCHEN TILE FLOORS WITH  
A WRITTEN ONE YEAR AGREEMENT!**

**[www.emmaculatereflections.com](http://www.emmaculatereflections.com)**

**1-866-688-7206**

**[freereport@emmaculatereflections.com](mailto:freereport@emmaculatereflections.com)**

\*- Carpet Cleaning and or floor scrubbing is up to 1000 square feet. Requires a written one year agreement.

