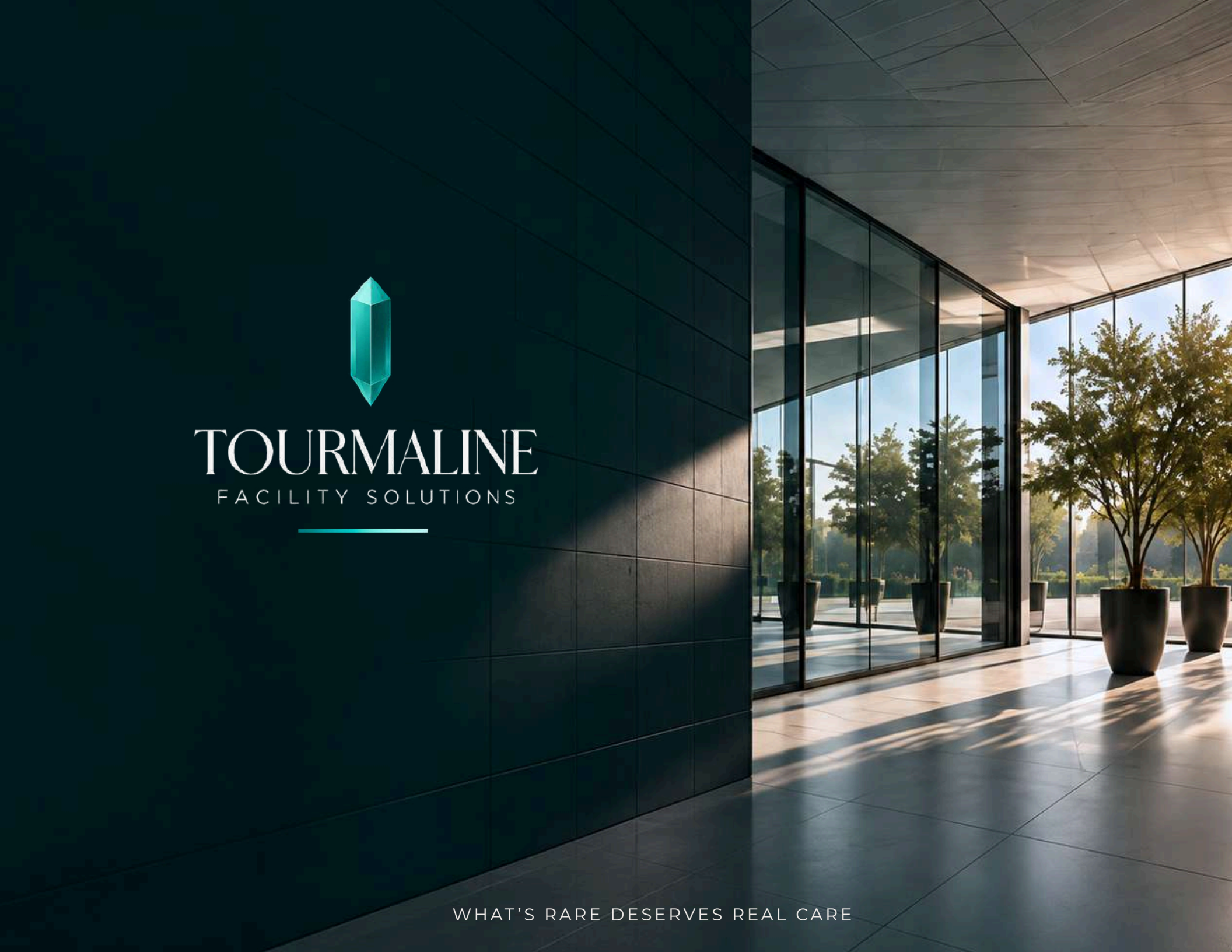

TOURMALINE
FACILITY SOLUTIONS
WHAT'S RARE DESERVES REAL CARE

PEOPLE
SPACES
POSSIBILITIES



Dear [NOME DO CLIENTE],

Thank you for the opportunity to learn about your facility and its cleaning needs. We look forward to understanding your space and developing a tailored solution that supports your operations.

At Tourmaline Facility Solutions, we are independently owned and operated—not a franchise. This allows us to maintain our values, uphold consistent quality standards, and build lasting relationships with our clients.

We believe exceptional service starts with our people. By investing in our team, implementing proven systems, and maintaining clear accountability, we deliver reliable cleaning solutions with meticulous attention to detail.

Our goal is simple: to provide you with a cleaner, healthier facility and the confidence that every detail is being cared for.
We look forward to building a trusted partnership with you.

Sincerely,

Tourmaline Facility Solutions.
NOME DO VENDEDOR]
Business Developer
[TELEFONE DO VENDEDOR]
[EMAIL DO VENDEDOR]

CONSISTENCY OF A QUALITY SERVICE MUST BE A TOP PRIORITY

One of the most common frustrations with commercial cleaning services is inconsistency. A company starts strong, standards gradually decline, and problems begin to appear.

You raise concerns, improvements are made, and everything seems back on track—until the same issues return.

Sound familiar?

This frustrating cycle often results from a reactive approach: addressing complaints instead of preventing problems at their source.

We believe consistent quality requires proactive management, clear standards, and accountability.



This lack of consistency happens for a few reasons:

Subcontracting: the subcontracted company becomes responsible for the service, and they are usually not familiar with the contracted scope of work.

Lack of training: when the company does not take the time to train the employee, it is a matter of time until problems start to accumulate.

No timekeeping system: without accurate time tracking, there is little assurance that employees spend the required time on-site and complete their assigned tasks.

No quality assurance system: without regular inspections, problems go unnoticed until the client identifies them, making quality control the customer's responsibility.



Understanding the causes of inconsistency is the first step towards preventing it. Here's how we approach it:

01

We do not subcontract our labor

We believe **consistent service begins with having direct control over who enters your facility.** That's why we work exclusively with our own carefully selected and trained employees.
This approach allows us to maintain consistent standards, professional conduct, and accountability. Our team members are the foundation of our success.

02

We invest in training

Proper training is essential to preventing recurring issues. Our Cleaning Specialists undergo supervised training before independently servicing a facility.

From building access and timekeeping to equipment organization, chemical dilution, and cleaning procedures, **every step matters.** Our Area Supervisor ensures each team member is prepared to perform their responsibilities confidently and consistently.



03

We control the time our employees spend at your facility

Accountability starts with knowing when our team arrives, how long they remain on-site, and whether scheduled services are being performed as planned.

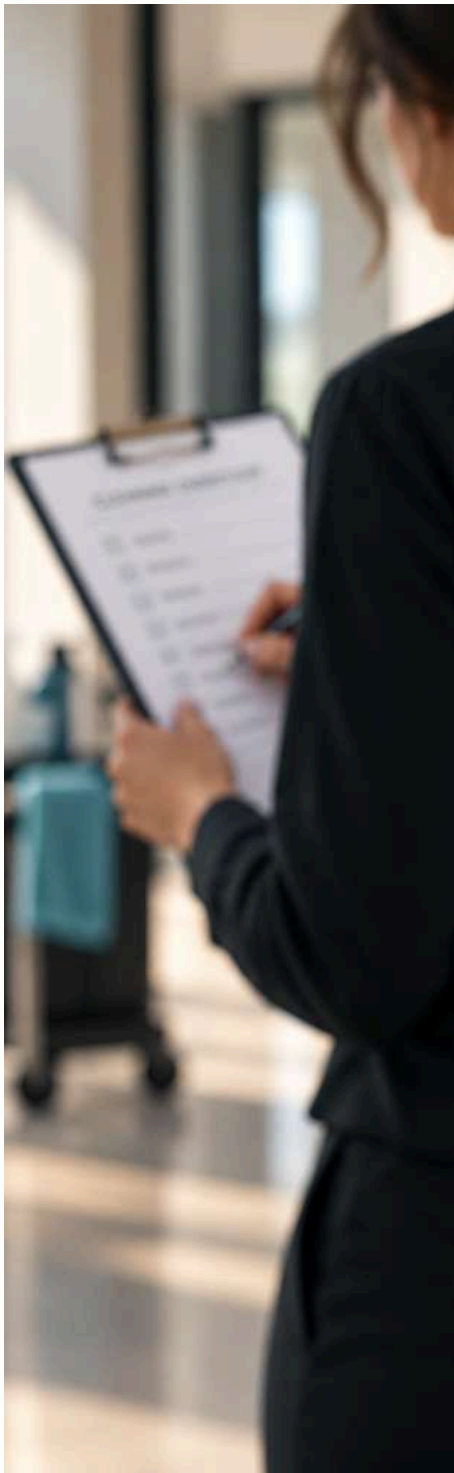
Our timekeeping system tracks employee attendance and alerts the Area Supervisor when a team member is more than 10 minutes late, allowing us to respond promptly and arrange backup coverage when necessary.

04

We perform regular quality inspections

Consistent quality requires more than completing a cleaning schedule. It requires ongoing verification.

Our Area Supervisor conducts regular inspections based on your facility's specific cleaning procedures and service requirements. This proactive approach helps us identify areas for improvement, address issues early, and maintain the standards you expect.



SOME OF OUR SYSTEMS THAT YOU WILL PROBABLY APPRECIATE



Background Check

Trust begins with knowing who enters your facility. Our hiring process includes county and national background checks to help ensure our team members meet our standards for professionalism and reliability.

Cleaning Schedule

Every facility has unique needs. We develop a detailed cleaning schedule based on your specific requirements, outlining tasks, frequencies, and expectations.



This structured approach gives our Cleaning Specialists clear guidance and helps ensure consistent service across every visit.

WHAT'S RARE DESERVES REAL CARE

Color-Coded System: a powerful tool against cross contamination

We use color-coded microfiber cloths and mops to prevent cross-contamination. Each color is assigned to specific areas or surfaces, helping our Cleaning Specialists follow proper hygiene procedures and maintain consistent standards.

DAMP MOP



Blue: restrooms
Green: other areas

We use fresh cleaning water for each service to maintain proper hygiene standards.

MICROFIBER CLOTHS

- **Blue:** glass surfaces
- **Green:** general surfaces
- **Yellow:** cafeteria or food preparation areas
- **Pink:** sinks, countertops and dispensers
- **White:** toilets and urinals



THE PARTNERSHIP PROCESS

Our process is designed to understand your facility's needs and develop a cleaning solution tailored to your operations.

1. Initial Conversation

We introduce our company and gather essential information about your facility and cleaning requirements.

2. Walkthrough

We assess your facility's cleanable square footage, surfaces, service areas, required tasks, and cleaning frequencies while listening to your priorities and feedback.



3. Proposal Presentation

Your facility deserves more than a cleaning quote. It deserves a plan.

We present a customized Operations Plan built around your facility's needs, outlining our cleaning methodology, service procedures, quality control systems, and operational standards.

You will receive our company information, insurance details, service agreement, estimate, and a detailed Standard Operating Procedure (SOP).

Our goal is to give you a clear understanding of how your facility will be maintained, how performance will be monitored, and what you can expect from our partnership.

4. Installation

A successful partnership begins before the first cleaning.

Our Operations Team coordinates the transition, aligns expectations, and prepares a structured implementation plan to ensure your facility is ready for a smooth service launch.

5. Start Date

You focus on your business. We focus on your facility.

From day one, our team follows your customized cleaning plan, supported by clear procedures, accountability, and proactive quality control.

Because your time should be spent growing your business, not managing cleaning problems.

LET'S BUILD A CLEANER, MORE PRODUCTIVE WORKPLACE TOGETHER.



WHAT'S RARE
DESERVES REAL CARE

WWW.TOURMALINEFS.COM