

## Reference check questions

Contractor Name: American JanitorialReference Company: Pinellas Suncoast Transit Authority

1. How was your relationship with the Company?

Good, we communicate daily

2. How would you rate their work?

Their goal is to complete the task as assigned...

3. What were their daily duties? What type of cleaning?

different types, such as trash pickup at bus stops; terminal cleaning ~~1~~ days a week, floors (waxing, buffing) ect..

4. Were they dependable?

yes

5. Was the work completed on time and meet your standards?

Theirs assignments are on a schedule and for the most part they meet our standards. If something needs to be addressed they will handle in a timely manner

6. Why are they no longer under contract?

They still are

7. What are their weaknesses?

None really..

8. How was the communication? If there were any issues were they corrected immediately?

If I mention something, they handle in a timely manner.

9. Did they require a lot of supervision or work well independently?

~~And~~ ~~perfectly~~ well.  
Independently

10. Did you notice a high turnover rate?

Not at all

11. Would you rehire?

a. If no why?

still under contract ...

Reference check questions

Contractor Name: American Janitorial

Reference Company: City of Ormond Beach

1. How was your relationship with the Company?

professional + collaborative.

They were responsive to our need.  
Open line of communication

2. How would you rate their work?

Very good.

consistently met our cleanliness  
standard, and thorough with their cleaning.

3. What were their daily duties? What type of cleaning?

Vacuuming, mopping, dusting,  
Sanitizing restrooms and common areas,  
Trash removal, and windows as needed.

4. Were they dependable?

Yes. They were reliable in attendance  
and performance. Followed the  
scheduled cleaning times.

5. Was the work completed on time and meet your standards?

Yes, exceeded our standards  
for cleanliness + maintenance.

6. Why are they no longer under contract?

Still under contract, 2028

7. What are their weaknesses?

One area of improvement could be in handling  
unexpected emergencies situations. While generally really  
responsive, occasions when immediate response a little delayed.

8. How was the communication? If there were any issues were they corrected immediately?

Generally good.

Any issues were addressed and corrected promptly. They were proactive in seeking feedback and making adjustments.

9. Did they require a lot of supervision or work well independently?

~~Independently~~  
Independently!

Staff well trained + understood scope of their duties.

10. Did you notice a high turnover rate?

NO! The personnel assigned were consistent.

11. Would you rehire?

a. If no why?

yes we would consider  
they were professional  
and provided quality service.



Reference check questions

Contractor Name: American Janitorial

Reference Company: Lake County Board of County Commissioners

1. How was your relationship with the Company?

I signed them up and  
very happy - renewed since  
2011

2. How would you rate their work?

Really good, no complaints at all

3. What were their daily duties? What type of cleaning?

Day porters + all facilities  
cleaned at night.

4. Were they dependable?

Yes + great management

5. Was the work completed on time and meet your standards?

Always, they do a great job.

6. Why are they no longer under contract?

Still under through 2027

7. What are their weaknesses?

NO, very happy with them.

8. How was the communication? If there were any issues were they corrected immediately?

Excellent, local to us  
+ yes!

9. Did they require a lot of supervision or work well independently?

independently

10. Did you notice a high turnover rate?

NO, (I stopped directly managing them  
a few years ago but there's  
been no issues)

11. Would you rehire?

a. If no why?

Yes. Since 2011