**Mike Smith February 5, 2011**

Director of Services

**Marriott Chicago**

1111 Michigan Ave

Chicago, Illinois 60603

**Email:**

Dear Ms. \_\_\_\_\_\_\_\_\_:

We are pleased to present you this proposal for the cleaning of your guestroom carpeting and corridors. After examining your property and discussing your needs, I have prepared the service outline below. If you have any questions regarding my proposal, please do not hesitate to call me.



***Why choose* Renue Systems *for your deep cleaning needs?***

* We are the leading provider of comprehensive deep cleaning services exclusively to the hospitality industry – we have proudly serviced thousands of hotels over our 30 year history
* We are the only company that has been a North America approved vendor of **Avendra** since its formation
* Expertly trained, certified and uniformed employees that specialize in working in the hotel environment – no micromanaging of our team by your team is needed
* Proprietary equipment and chemicals, well-tested methodologies and significant ongoing R&D to provide top results
* Extremely responsive scheduling and highly flexible payment plans to meet your changing needs – we work when it is convenient to you and on a 24/7 basis
* Easy to understand and transparent pricing – and all our work is 100% guaranteed to your satisfaction

***Renue Systems’s Hotel Hygiene Deep Cleaning System for Carpeting***

**Low Moisture Cleaning (LMC):**

1. INSPECTION: All carpeting is inspected to determine fiber consistency. Almost all of the public areas are wool carpets that require a special chemical formulation and specific cleaning procedures.
2. CHEMICAL: A proprietary encapsulating chemical agent is sprayed on all carpeted areas. The encapsulation chemistry surrounds the soil particle and crystallizes the soil, breaking its static bond with the carpet fiber.
3. CLEANING: Carpet is then scrubbed using a cylindrical rotating brush machine. This machine incorporates a counter rotating brush system, which works the chemical down into the carpet pile to ensure a more thorough cleaning action. The encapsulated soil then crystallizes to the top of the carpet fibers and is then removed by normal vacuuming, a step which is typically done by us immediately following our service and or on a daily basis by the property’s housekeeping staff.
4. **DRY TIME:** Because it’s a low moisture cleaning system, guestrooms and banquet areas can be put back into service almost immediately. Encapsulation cleaning is designed for commercial maintenance only and should not be used as a sole source for yearly maintenance of your carpeting.

**Pricing**

Note the pricing below is for *either* Hot Water Extraction or Low Moisture Cleaning.

***Guestroom carpet cleaning in a standard room…………………………….$13.95 each***

Total for 583 total rooms…………………………………..…………………$8,132.85

***Guestroom carpet cleaning in a suite room……………………………..….$22.95 each***

Total for 27 total rooms…………………………………..………………….$619.65

***Guestroom corridor cleaning………………………………………………$413.82 each***

Total for 8 guest corridors…………………………………..………………$3,310.56

***Grand total per visit………………………………………………….…….$12,063.06***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Important Notes**

*\*48 hour cancellation notice required or a 15% cancellation fee will be charged.*

*\*Renue Systems requires a $250.00 minimum service call charge per visit.*

*\*Hotel will provide complimentary parking during any scheduled work or cost will be billed back to the hotel.*

Please note if your property has the following stains, they may require additional chemicals and time to restore. Pricing for the repair and restoration of these stains will be provided to you before any work is done.

* Blood and bodily fluids
* Bleach and color loss
* Kool-Aid and misc. **red** dye stains
* Hair dye
* Wine
* Some Coffee stains
* Cigarette burns

**Note some staining in the carpet fibers may be permanent and not removable with cleaning**

**We will be glad to afford you billing considerations to work within your budget**

Avendra_Logo_small 

*Please complete this service agreement, sign it and return it to your local Renue Systems service provider.*

**Scope of Service:**

Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# Payment Terms:

# The sum of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the agreed upon price for the services rendered with payment to made as follows:

\_\_\_\_\_\_\_\_\_\_\_\_ payments each for $\_\_\_\_\_\_\_\_\_\_\_ according to the following schedule:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check here if your property will be paying by P-Card \_\_\_ or credit card \_\_\_

*Card #* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Card type* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Exp. date* \_\_\_\_\_\_\_\_\_\_

# Acceptance of Service Agreement

The above pricing, specifications, terms and conditions are satisfactory and you are hereby authorized to commence the work as specified.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Property:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P.O. # (if needed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_