**Name February 5, 2011**

Director of Services

**Hotel**

Address

Chicago, Illinois 60603

**Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Dear Ms. Smith:

We are pleased to present you this proposal for the staffing of your nightly labor force. After 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.

Below you will find pricing and descriptive information on the *Hotel Hygiene®* *Solutions* for your hotel.

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

Renue Systems will use one of the following service methods as part of the nightly cleaning based on soil load of the carpeting and schedule of areas being cleaned.

**Hot Water Extraction (HWE):**

1. **INSPECTION:** All carpeting is inspected to determine fiber consistency. Almost all of your public areas are wool carpets that require a very special formulation of chemical and specific cleaning procedures.
2. **CHEMICAL:** Chemical formulations are then constructed based on Fiber I.D. and manufactures’ specifications. All chemicals used by Renue Systems are low VOC (Volatile Organic Compounds) and most are DfE (Designed for the Environment).
3. **PRESPOTTING:** Carpeting is then pre-treated using Renue Systems’s exclusive soil release chemical.
4. **[AGITATION:** Carpet fibers in traffic or heavily soiled areas are addressed using a state-of-the-art scrubber with two counter rotating cylindrical brushes that reach deep into the carpet pile and loosen the imbedded soil.]
5. **CLEANING:** Carpet is cleaned with hot water extraction (HWE) [at temperatures exceeding 170°] to remove the overall soil load. HWE has been proven the best method to remove the largest amount of soil from the carpet and is the preferred method of cleaning by most carpet manufacturers.
6. **NEUTRALIZATION:** An all-fiber rinse agent is used during the extraction process to soften and brighten colors of the carpet fiber.
7. **DEODORIZER:** A deodorizing solution is included in every service. We have a multitude of fragrances for the hotel to choose from.
8. **DRY TIME:** Air-movers are placed at the threshold of every guestroom entranceway or in every corridor/banquet room to speed dry the carpeting ensuring a quick turnaround for guest occupancy.

**Low Moisture Cleaning (LMC):**

1. **INSPECTION:** All carpeting is inspected to determine fiber consistency. Almost all of your public areas are wool carpets that require a very special formulation of chemical and specific cleaning procedures.
2. **CHEMICAL & CLEANING:** An exclusive Renue Systems encapsulating chemical agent is sprayed on all carpeted areas and then brushed into the fibers using a cylindrical brush machine. The encapsulation chemistry surrounds the soil particle and crystallizes the soil breaking its static bond with the carpet fiber. The encapsulated soil crystallizers at the top of the carpet fibers and is then removed by vacuuming the carpet as the final step. Soil will continue to release over the next few days and is continuously removed on a daily basis by your housekeeping staff when they vacuum.
3. **CLEANING:** Carpet is cleaned using a Cimex rotary machine. A Cimex machine is a patented three-head mechanism that incorporates a counter rotating planetary system, which not only ensures a more thorough cleaning action but also deep cleans all sides of the fiber in a single pass.
4. **DRY TIME:** Because it’s a low moisture cleaning system, guestrooms and public 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.

**Scope of Services Requested:**

Renue Systems will provide the nightly cleaning staff for spot and area carpet cleaning, and possibly additional services requested throughout the year. Renue Systems will also include the following as part of the agreement:

* All machinery and equipment necessary.
* All chemical required.
* Uniformed and certified cleaning technicians.
* A crew chief on each shift.
* Renue Systems management will oversee quality assurance spot checks on performed worked to insure the high standards of the JW Marriott are being met by nightly cleaning staff.
* Renue Systems will have in place all appropriate and required insurance coverage.
* Renue Systems senior management will work with hotel senior management on providing oversight & facility management for nightly cleaning staff.

**Pricing**

1 Technician Per Night (8 hour shift)…………………………………………….$264.00

**Important Notes:**

*\*Hotel will provide an onsite location where Renue Systems can store all necessary equipment and chemical.*

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

 

*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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_