GFM BUILDING SERVICES
COMPLETE BUILDING MAINTENANCE

GFM

BUILDING
SERVICES

CAPABILITIES &
SERVICE PROGRAMS

A presentation and follow-up resource outlining the systems behind GFM service delivery.



ACCOUNTABILITY. CONSISTENCY. IMPROVEMENT.

TAMPA BAY
+ ORLANDO

01 / SERVICE PROGRAM

Transition & Implementation

A seamless transition with an immediate, visible improvement in building appearance. GFM combines management presence, increased staffing, hands-on training, detailing, inspection, and rapid correction.

PREPARE

Confirm specifications, staffing, access, supplies, schedules, and property priorities.

SET THE STAGE

Use the first weekend to detail the property and establish the GFM quality starting point.

STABILIZE

Inspect frequently, reinforce training, incorporate feedback, and adjust staffing or procedures.



PREPARE -> STAFF -> TRAIN -> DETAIL -> INSPECT -> CORRECT -> VERIFY -> IMPROVE

02 / SERVICE PROGRAM

Service Quality Escalation

Every service concern is assigned, escalated according to severity, corrected, reinspected, and communicated back to the customer. Issues remain open until satisfactory resolution is verified.

IDENTIFY

Capture the deficiency, concern, or quality risk.

ASSESS

Evaluate urgency, customer impact, and resources required.

ESCALATE

Move the issue through supervision and management as needed.

CORRECT

Deploy the people, equipment, supplies, or specialty resources needed.

VERIFY

Reinspect the correction and confirm it meets the expected standard.

COMMUNICATE

Update the customer and review root cause to prevent recurrence.

IDENTIFY -> ESCALATE -> CORRECT -> REINSPECT -> COMMUNICATE -> PREVENT -> VERIFY

03 / SERVICE PROGRAM

Technology-Enabled Service

Technology supports the GFM service team; it does not replace direct supervision, personal communication, or management accountability.

COMMUNICATE

Client platforms, email, text, and mobile communication connect customers, managers, and field teams.

DOCUMENT

Digital inspections, photographs, requests, and corrective-action records create visibility.

ASSIGN & VERIFY

Management can assign, track, reinspect, and confirm completion while preserving service history.



BETTER COMMUNICATION • FASTER RESPONSE • DOCUMENTED RESULTS

04 / SERVICE PROGRAM

Formal Hiring & Training

A structured process designed to place qualified personnel at each property and provide site-specific instruction, supervision, and continuing development.

SELECT

Review experience, reliability, availability, and suitability.

ORIENT

Introduce GFM mission, professionalism, safety, security, and expectations.

TRAIN

Teach procedures, equipment, chemicals, and property-specific requirements.

VERIFY

Observe performance and inspect the finished result.

COACH

Use inspections and feedback for retraining and development.

IMPROVE

Reinforce standards as needs and expectations evolve.



SELECT -> ORIENT -> TRAIN -> VERIFY -> COACH -> IMPROVE

05 / SERVICE PROGRAM

Customer Service Performance

GFM can use defined KPIs and service-level expectations to make performance visible, measurable, and accountable. Targets are refined with each customer during implementation.

QUALITY

Inspection results, consistent service standards, and prevention of repeat deficiencies.

CORRECTIVE ACTION

Closure time, reinspection, and verification.

RESPONSIVENESS

Urgent-request acknowledgment and completion.

RELIABILITY

Scheduled-service completion.

CUSTOMER EXPERIENCE

Feedback, communication, and satisfaction trends.

MEASURE -> COMMUNICATE -> CORRECT -> VERIFY -> IMPROVE

06 / SERVICE PROGRAM

Quality Assurance Program

GFM quality assurance is built on continuous communication, routine inspection, verification, corrective action, follow-up, and continuous improvement.

CHECK

Inspect against property-specific standards and expected finished conditions.

RECHECK

Correct deficiencies and reinspect completed work.

VERIFY

Confirm resolution, communicate status, and follow through.

IMPROVE

Review recurring issues and adjust training, staffing, procedures, supervision, or equipment.





COMMUNICATE -> INSPECT -> CORRECT -> REINSPECT -> VERIFY -> FOLLOW UP -> IMPROVE

07 / SERVICE PROGRAM

24/7 Customer Service & Response

GFM maintains a formal twenty-four-hour, seven-day-a-week response approach for urgent service needs, quality concerns, special events, and unexpected facility conditions.

ACCESS

Customers can reach GFM management when urgent service issues occur.

ESCALATION

Urgent matters move quickly to the level of management required.

OWNERSHIP

GFM coordinates the response through resolution and communicates status.

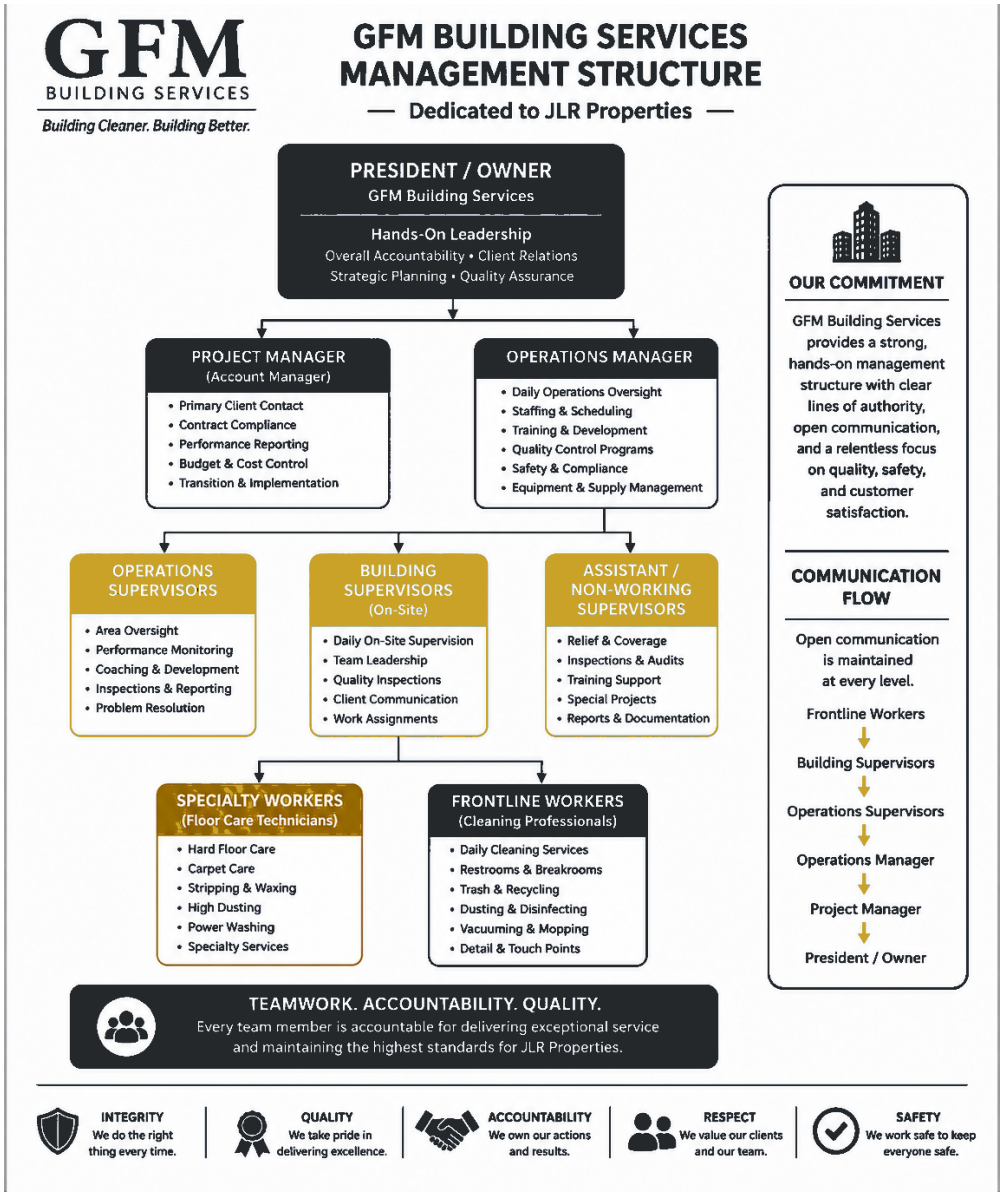


24 HOURS A DAY • 7 DAYS A WEEK • 365 DAYS A YEAR

08 / ACCOUNTABILITY

Management Structure

Accountability is placed close to the property while executive oversight remains available whenever additional authority, resources, or customer involvement is needed.



09 / QUALITY CONTROL

Building Inspection

GFM evaluates the finished condition of the property, documents deficiencies and corrective action, and verifies follow-through.

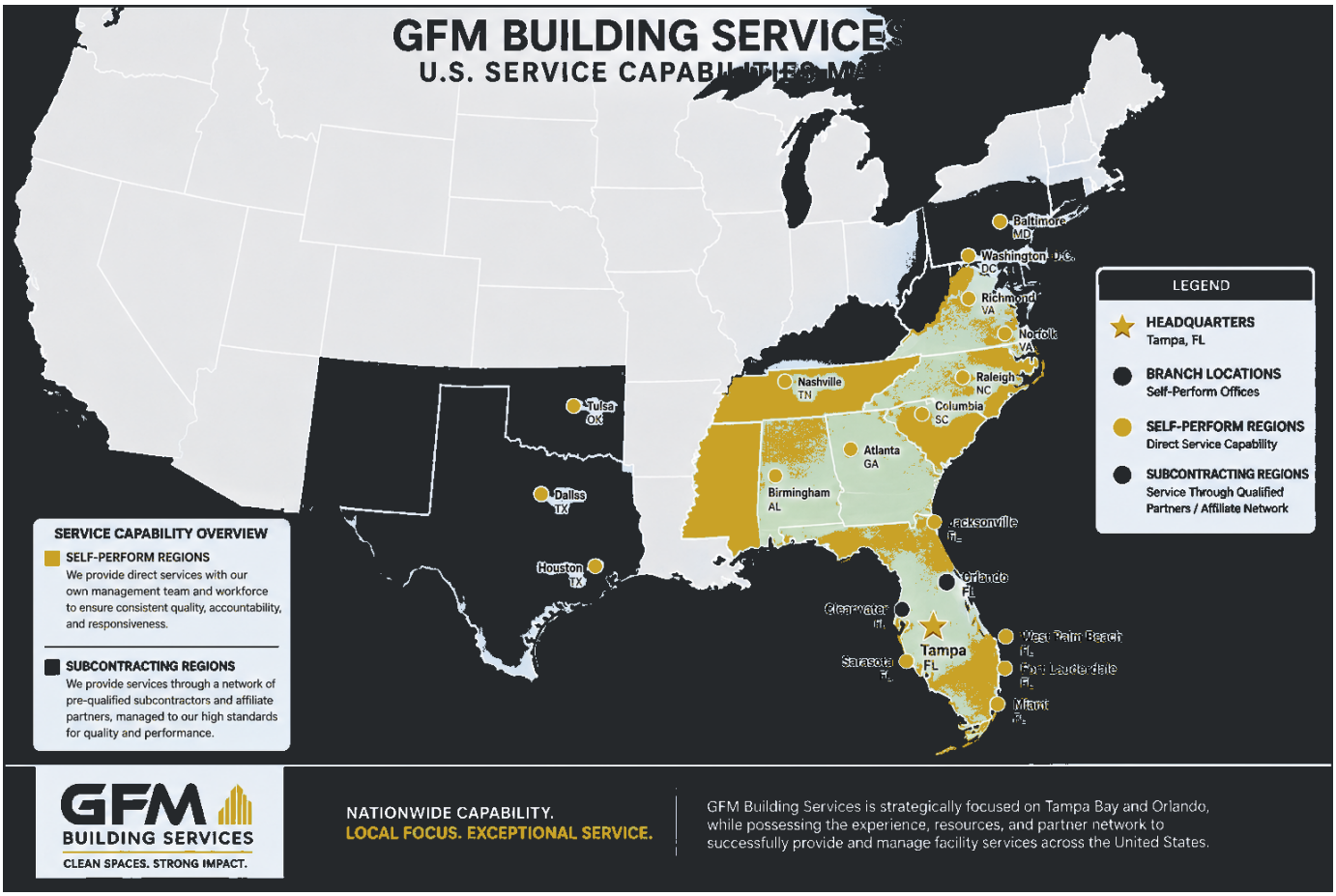
Entrances / Exterior	Rating ____	Corrective Action _____	Verified ■
Lobby / Reception	Rating ____	Corrective Action _____	Verified ■
Common Areas / Corridors	Rating ____	Corrective Action _____	Verified ■
Elevators / Stairwells	Rating ____	Corrective Action _____	Verified ■
Restrooms	Rating ____	Corrective Action _____	Verified ■
Offices / Tenant Areas	Rating ____	Corrective Action _____	Verified ■
Carpet / Hard Floors	Rating ____	Corrective Action _____	Verified ■
Glass / Metal / Touchpoints	Rating ____	Corrective Action _____	Verified ■
Waste / Recycling	Rating ____	Corrective Action _____	Verified ■
Janitor Closets / Equipment	Rating ____	Corrective Action _____	Verified ■
Safety / Security	Rating ____	Corrective Action _____	Verified ■
Customer-Specific Areas	Rating ____	Corrective Action _____	Verified ■

GFM QUALITY CYCLE: INSPECT • COMMUNICATE • CORRECT • REINSPECT • VERIFY • FOLLOW UP

10 / MULTI-MARKET SUPPORT

U.S. Service Capabilities

GFM's primary operating focus is Tampa Bay and Orlando. When a customer with a Florida relationship needs support across a broader portfolio, GFM can coordinate service in additional markets through direct resources and qualified service partners.



Multi-market capabilities are evaluated property by property so the service model, local resources, and accountability structure match the customer's requirements.