GFM

BUILDING

SERVICES

TAMPA BAY

+ ORLANDO

GFM BUILDING SERVICES

COMPLETE BUILDING MAINTENANCE

COMPANY

PROFILE

Better Training.

Better Supervision.

Better Service.

Commercial janitorial and building services shaped around the needs of property owners and managers.

Goal to do our best | Focused on our mission
Motivated to do even better

01 / WHO WE ARE

The best part of your team

GFM Building Services works with property owners and managers to develop cleaning and building-service plans for the specific needs of their properties. Our goal is to build value through capable people, clear communication, and consistent attention to the work.

We look for small problems while they are still small. We train our team to treat each building with care, starting from the moment we arrive on site.

OUR MISSION

To become a valued part of each customer's team through better training, better supervision, and better service. We aim to support a high-quality environment for tenants and occupants while meeting the commitments we make to our customers.

> **“We are dedicated to our profession. We strive to improve the service we provide, because we care.” — PM**

02 / SCOPE

Services for your property

Janitorial, specialty cleaning, and general maintenance services can be combined into a program defined by the property's agreed scope of work.

CORE JANITORIAL

- Routine janitorial service
- General porter services
- Special work orders

SPECIALTY CLEANING

- Carpet cleaning and maintenance
- Fabric and upholstery cleaning
- Hard and resilient floor care
- Window cleaning
- Pressure washing

PROPERTY SUPPORT

- Parking lot maintenance
- General repairs and maintenance
- Preventive maintenance
- Maintenance technician services

03 / OUR APPROACH

Why GFM?

We set a demanding standard: honor the sales commitment, train for each building, and keep improving the service.

01

DO WHAT WE PROMISE

Deliver the work described in the service agreement and communicate openly when an issue needs attention.

02

KNOW THE BUILDING

Train the people assigned to an account around its specifications, routines, and priorities.

03

ACT EARLY

Look for deficiencies, address concerns, and follow through before small issues become larger ones.

04

KEEP IMPROVING

Use supervision, feedback, and ongoing training to strengthen consistency over time.

04 / PEOPLE

A team built for service

GFM places recruiting, orientation, and continuous training at the center of its service model. Each team member’s work affects the experience of tenants, occupants, and property managers.

01 RECRUIT

People with relevant experience and a commitment to professional service.

02 ORIENT

Introduce GFM?s mission, expectations, and each customer's needs.

03 TRAIN

Practical, property-specific instruction and ongoing development.

04 SUPPORT

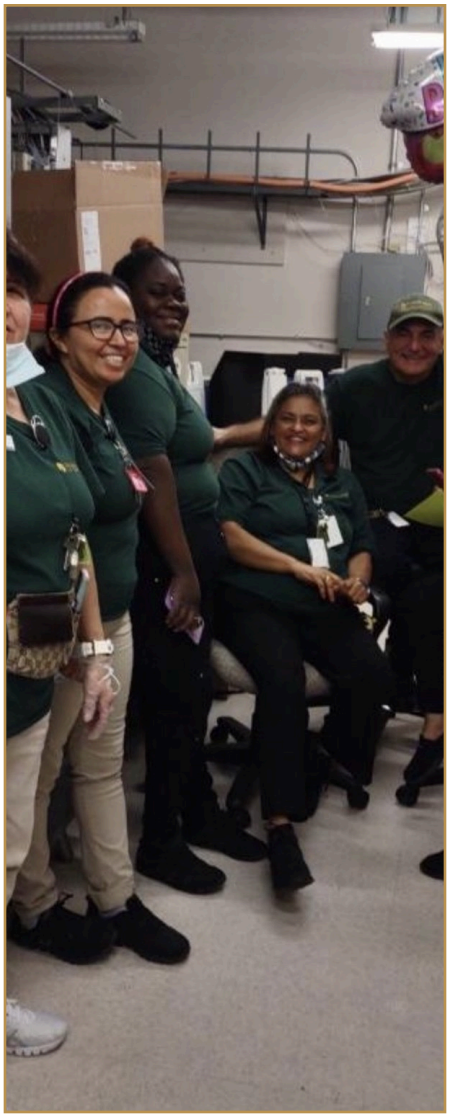
Supervision, communication, coaching, and recognition.



Training is ongoing. Continuous training is our recipe for success.

OUR PEOPLE

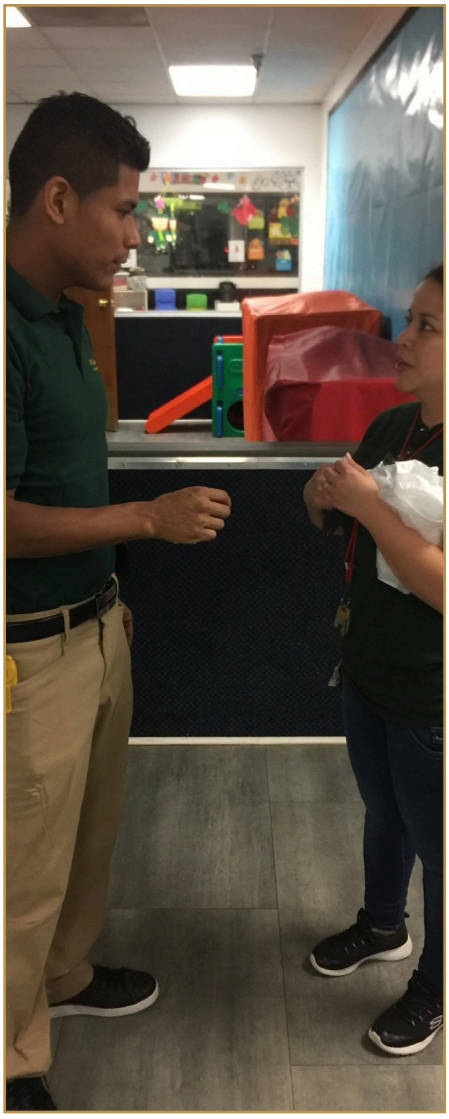
IN ACTION



TEAM CONNECTION



ON-SITE TEAMWORK



SERVICE COMMUNICATION

05 / QUALITY

A proactive service mindset

Our service approach favors prevention, inspection, and follow-through. The objective is straightforward: find deficiencies, correct them, and learn from the feedback.

INSPECT

Supervisors and managers review service quality against the property’s specifications.

CORRECT

Record deficiencies, address the immediate issue, and clarify ownership for follow-up.

IMPROVE

Use customer feedback and team coaching to reduce repeat problems and improve consistency.

The exact inspection cadence and reporting process should be set for the property and its service agreement.

06 / IMPLEMENTATION

A thoughtful account start

Changing service providers affects a building’s day-to-day operation. A strong transition calls for an account-specific start-up plan and a firsthand understanding of the property’s needs.

01

PLAN

Review specifications, schedules, access, supplies, and the customer’s priorities.

02

PREPARE

Orient supervisors and assigned staff to the account and its work plan.

03

START

Give the team hands-on guidance at the property and maintain clear communication.

04

REFINE

Review early results with the customer and adjust the service plan where needed.

> **A strong start begins with a clear plan for the individual property.**

GFM BUILDING SERVICES
COMPLETE BUILDING MAINTENANCE

A NOTE FROM

PATRICK MORELLI

President

GFM was built around a commitment to care for the customer’s property and do the work we promise. Our aim is to become a reliable part of your team through training, supervision, attention to detail, and a willingness to keep improving.



I would welcome the opportunity to learn about your building, your expectations, and the areas where service can be stronger. From there, we can develop a plan that fits your property.

Patrick Morelli

LET’S TALK ABOUT YOUR PROPERTY

GFM Building Services | Tampa Bay + Orlando

813-938-6611

BETTER TRAINING. BETTER SUPERVISION. BETTER SERVICE.