

<b>Title: <i>Razoo's Services Scope of Work</i></b>
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**Summary:** Front of House Floor Services are to take place 1 to 12 times a year dependent upon type service. Back of House services take place 1 time per year. You will be provided a key and alarm code for each location. Services will take place from closing time (which varies) to 7am. Stores open at 11am and carpets will need to be dry before store opens. Carpets should be started first in the service to allow enough drying time. VCT floors must be completed/dry by 7am. All BOH services have to be completed by 7am. Provide air-movers as needed and make sure HVAC system is on in the building. Be sure to provide enough staff when multiple services are due in the store to be able to meet these timelines.

**Required Equipment Checklist:**

Hot Water Carpet Extractor	Mop buckets/Rinse Mops/Flat Mop
Low Speed floor buffer w/ solution tank	Red, White buffing pads (wood/vct floors)
Nylo-Grit Brush wheel (for tile floors)	Green, Black pads (scrubs and strips)
Wet/dry shop Vacuum w/ squeegee wand	1500 grit Diamond Pad (polished concrete)
Upright Vacuum / Back Pack vacuum	Doodle bug and deck brush (for grout)

**Required Chemical Checklist:**

Quarry tile cleaner and neutral cleaner	Brulin Diamond Solitaire
Carpet pre-treat and Fiber rinse solution	Basic Coatings Hardwood Floor Finish
Adhesive-Gum remover	Basic Coatings I.F.T. "Squeaky Clean"
	Betco Sure Cure Acrylic Urethane Sealer

**NOTE:** For all services listed below you are required to move tables, chairs and any other objects on floor out of your way. Vacuum or sweep all floor types thoroughly including corners and edges. Replace all items moved back to their original place

**Carpet cleaning:**

- Utilize a truck mounted hot water extraction unit.
- Pre-treat the carpet with a high ph cleaner and allow 8-12 minutes of "dwell" time.
- Remove any grease build up with scrubber, check for gum and stains.
- Sweep out corners and edges inaccessible to your cleaning wand.
- Move tables and chairs as required reaching all carpeted areas.
- Hot-water extract the entire carpet area utilizing fiber-rinse in extractor.
- Wipe down all baseboards –remove overspray as needed from all items in FOH.
- Use fans if necessary to dry carpet.
- **IMPORTANT! FLOORS MUST BE DRY PRIOR TO STORE OPENING**

**Wood Floors:**

Deep Clean/ 1 Coat

- Apply Basic Coatings I.F.T. Squeaky Clean to floor while running a low speed machine (175 rpm) with a red pad. Vacuum up dirty solution water then rinse mop floor repeating process as needed. Allow floor to dry – use air movers as needed.
- Apply Basic Coatings Hardwood Floor Refinisher as follows: shake bottle and squeeze out product onto floor. Use a flat head mop to spread product evenly.

**Ceramic Tile or Rubber Floors Scrub/Rinse Service:**

- Scrub floor with low speed using neutral cleaner or degreaser. A nylo-grit brush wheel will be used to ensure all grout lines are left clean. Use a doodle-bug or deck brush to scrub corners and edges.
- Remove dirty solution water and rinse mop floor until clean.

**VCT Floor Areas:****Scrub/ Rinse/ Buff and Recoat Service:**

- Scrub and rinse floor using low speed with red pad and neutral cleaner.
- Replace tables, chairs and apply one coat of Sure Cure to perimeter traffic lanes.

**Scrub/Recoat Service:**

- Apply Neutral cleaner to VCT floor thoroughly using mop
- Use a doodle-bug to scrub corners and edges
- Use a low speed floor scrubber with a scrubbing pad (red-green) removing the top layer of floor finish. Remove dirty solution water from floor and rinse mop floor clean.
- Apply two coats of Sure Cure Sealer to VCT allowing dry time between coats.
- Replace any items moved during service back to original positions.

**Strip/Reseal Service:**

- Apply Stripper solution to VCT floor thoroughly using mop
- Use a doodle-bug to scrub corners and edges
- Use a floor scrubber with a stripping pad (black) removing all of the old floor finish. Remove dirty solution water and rinse floor clean.
- Apply four coats of Sure Cure Sealer to VCT allowing dry time between coats.
- Replace any items moved during service back to original positions.

**Polished Concrete Floors:**

- Apply Neutral cleaner to concrete floor thoroughly using mop
- Use a doodle-bug to scrub corners and edges
- Use a low speed floor scrubber with a scrubbing pad (red-green) removing all grease from floor. Remove dirty solution water from floor and rinse mop floor clean.
- High Speed Spray Buff floor with Diamond Pad using Diamond Solitaire going over floor slowly with multiple passes.
- Replace any items moved during service back to original positions.

**Stained/Sealed Concrete Floor Care:****Scrub/Recoat Service**

- Apply Neutral cleaner to floor thoroughly using mop
- Use a doodle-bug to scrub corners and edges
- Use a low speed floor scrubber with a scrubbing pad (red-green) removing all grease from floor. Remove dirty solution water from floor and rinse mop floor clean.
- Apply two coats of Sure Cure Sealer to floor allowing dry time between coats.
- Replace any items moved during service back to original positions.

**Stained/Sealed Concrete Floor Care:****Strip/Reseal Service:**

- Apply stripper solution to floor thoroughly using mop. Strip floor evenly and watch for color loss being careful not to remove stain from the floor.
- Use a doodle-bug to scrub corners and edges
- Use a low speed floor scrubber with a stripping pad (red-green) removing all grease from floor. Strip floor evenly and watch for color loss being careful not to remove stain from the floor.
- Remove dirty solution water from floor and rinse mop floor clean.
- Apply four coats of Sure Cure Sealer to floor allowing dry time between coats.