LARGE REGIONAL SHOPPING MALL
Director of Operations

Triad Keeps Shopping Mall Operational And Looking Good Through Water Damage, Heavy Traffic, Wear And Tear

Situation / Problem

Their previous cleaning company allowed the mall to become run down and "dirty through lack of attention and neglect." Shopping malls – especially floors – incur heavy traffic and "if you don't take care of what you just put in, it's a mess in no time."

Why Was Triad Called In?

To develop a new cleaning program and provide proper training: "When I got here, we were a year-and-a half into a contract with another company. They always took the easy way out, didn't care. This was due to the direction from the top." "I took bids and picked Triad because they were local."

Triad's Approach

Triad quickly brought the floors up to grand-opening fashion. More importantly, Triad's leadership brought the workers up to standard. "It was like night and day. Their people set the tone. Before long the entire team WANTED to work."

Outcomes

Triad is now the go-to resource for scrubbing floors, cleaning the food courts, power washing, snow removal, and more. "Anything that doesn't look right, they are ready to make it look right."

Follow-up

In addition to the floors, "Triad is called in for critical situations, usually having to do with water, and lot of little things. "When a major ceiling water pipe break occurred on a weekend, Triad was called in for cleaning. "One of their ladies came in on her day off to do the cleaning. That's the attitude of Triad employees."

"I used to have to walk around a make a list (with the old contractor). Triad has reduced or eliminated 75% my need to spot check . . . I trust their leadership. They're consistent, honest, and they do everything they promise to do."