**Mr. Lou DeMarchi March 23, 2011**

General Manager

# Courtyard Marriott Chicago Midway

6610 S. Cicero Ave

Bedford Park, IL 60638

**E mail:** [**lou.demarchi@whitelodging.com**](mailto:lou.demarchi@whitelodging.com)

Dear Mr. DeMarchi:

Thank you very much for the opportunity to once again earn your business. We are pleased to present you this proposal for the deep cleaning of your smoking rooms. If you have any questions regarding my proposal, please do not hesitate to call me.



***Why choose* Renue Systems *for your deep cleaning needs?***

* We are the leading provider of comprehensive deep cleaning services exclusively to the hospitality industry – we have proudly serviced thousands of hotels over our 30 year history
* We are the only company that has been a North America approved vendor of **Avendra** since its formation
* Expertly trained, certified and uniformed employees that specialize in working in the hotel environment – no micromanaging of our team by your team is needed
* Proprietary equipment and chemicals, well-tested methodologies and significant ongoing R&D to provide top results
* Extremely responsive scheduling and highly flexible payment plans to meet your changing needs – we work when it is convenient to you and on a 24/7 basis
* Easy to understand and transparent pricing – and all our work is 100% guaranteed to your satisfaction

At your property we will perform the following methodology, a well-tested technique we have developed over the years in conjunction with the leading deep floorcare cleaning association and the largest floorcare manufacturers:

##### *Project details and costs for proposed cleaning*

All the procedures listed below will be completed using a high concentrate smoke/nicotine odor counteractant.

1. Deep cleaning of all carpet in guestrooms using hot water extraction
2. Deep cleaning of all upholstery in guestroom using hot water extraction
3. Deep cleaning of all drapes and sheers using hot water extraction
4. Wipe down all walls/vinyl wallpaper with nicotine counteractant
5. Wipe down all furniture with nicotine/smoke soot counteractant

Phones, dressers, credenza, night stands, lamps, desk, vents, mirrors, TV’s and others misc. items

1. \*Remove all linens from room and launder
2. Clean and disinfect mattresses
3. Wipe down all door jams and glass sliding doors/windows
4. \*Clean filter in PTAC or VTAC unit
5. Thermo fog the entire room to disinfect all porous areas and ceiling. This will require the temporary disabling of the smoke detector by engineering.

\* Hotel staff is responsible for step 6 & 9.

#### Service pack #1 Guestroom Smoking room cleaning

* Deep restorative smoking room cleaning of all each guestroom……..$150.00 each

**PLEASE NOTE:**

*\*Although this process by Renue Systems is the most comprehensive and aggressive restoration for smoke damage, results cannot be guaranteed (especially due the extended period of time these rooms have been absorbing smoke) therefore, a second thermo fogging or even a third may be necessary at a cost of $40 per room.*

*Also, we strongly suggest the following steps to ensure the preservation of the room:*

*- Communication with the front desk. These rooms are no longer available as smoking.*

*- Clean the VTAC, PTAC and air handling units and replace filters.*

*- All linens should have been laundered before the process begins.*

*- Paint any trim work and ceilings.*

*- Open windows to promote air flow for a day or two after the procedure is complete.*

*\*48 hour cancellation notice required or a 15% cancellation fee will be charged.*

*\*Renue Systems requires a $300.00 minimum service call charge per visit.*

*\*Hotel will provide complimentary parking during any scheduled work or cost will be billed back to the hotel.*

*\*Hotel will provide access to guestrooms in a contiguous fashion to Renue System technicians during scheduled cleaning.*

*\*All work must be scheduled on a single ticketed work order and finished within a set amount of days.*

*\*Above pricing includes moving of baskets, desk chairs and lamps. We do not move beds or other large furniture items in the guestrooms as these unexposed areas are not subject to staining or soiling. Pricing is just for the exposed traffic areas only, however we do clean in the closets, behind all doors and any other visible areas. We can address moving furniture and cleaning those areas if necessary.*

Please note if your property has the following stains, they may require additional chemicals and time to restore. Pricing for the repair and restoration of these stains will be provided to you before any work is done.

* Blood and bodily fluids
* Bleach and color loss
* Kool-Aid and misc. **red** dye stains
* Hair dye
* Wine
* Some Coffee stains
* Cigarette burns

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

**We will be glad to afford you billing considerations to work within your budget**

Avendra_Logo_small 

# *Please complete this service agreement, sign it and return it to your local National Appeal 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_