

## Janitorial

# 6 Ways a Day Porter Becomes Part of Your Team



### 1. They work when you work.

One of the common concerns people have about outsourcing is that they'll lose the relationship they have with the people who clean their facility. Day porters help to assuage those concerns. Unlike nighttime cleaners, they work during business hours, alongside you and your employees. This regular interaction allows you to build a relationship with your day porter, resulting in smoother operations and a stronger sense of teamwork.

### 2. They help with special events.

Whether you have the board in town for a meeting or you're hosting a team lunch, your administrative staff can get overloaded with preparation. From setting up chairs and tables to cleaning up afterwards, your day porter can be your right hand. And after your event's over, you don't have to deal with overflowing trash cans for the rest of the day. Your day porter can clean up immediately so your event space – which is often a common area – is ready for use again.

### 3. They're trained in customer service.

Whenever someone with a uniform interacts with building occupants, it reflects on you. Day porters are trained to be professional and responsive to you, your employees, and guests. They understand that, whether they are providing directions or cleaning up a spill, each interaction should represent you positively.

### 4. They're your extra eyes and ears.

A large majority of employees (94%) feel safe at work. In order to maintain that sense of security, it's important to have as many eyes and ears as possible looking out for potential safety hazards. No one can be everywhere at once. As they work through your facility, your day porter can spot and report potential safety concerns. They can also look for maintenance issues before they become bigger problems.



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## 5. They proactively address high-traffic areas.

It doesn't take much for your lobbies, restrooms, and breakrooms to get messy. And these high-traffic areas have an important impact on the employee experience. Did you know that 93% of employees believe workplace restrooms indicate how much a company values its employees? Your day porter ensures that they're properly cleaned and stocked throughout the day. This regular attention to high-traffic areas doesn't just make your facility look good – it also prevents the spread of germs.

## 6. They help you create a welcoming environment.

A potential client can make a lasting judgement about your company in as little as 1/10th of a second. Having a day porter help you create a welcoming environment can make all the difference. Whether they're polishing up your reception area or helping you set out refreshments, they work side-by-side with you to ensure that guests feel welcome.

ABM provides service-oriented day porters to make your facility welcoming and comfortable for your employees and guests.



## About ABM

ABM (NYSE:ABM) is a leading provider of facility solutions with revenues of approximately \$5.5 billion and approximately 140,000 employees in 350+ offices throughout the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](http://ABM.com).



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