



SUNDOWN CONSULTING SERVICES LTD.

Corporate Profile

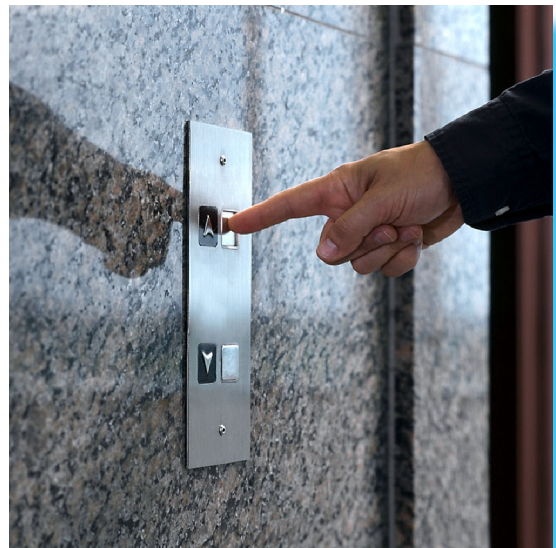


www.sundownconsulting.com



Welcome to the Sundown Consulting Services Ltd Corporate Profile. Within this document you will find all relevant information about our company and the quality services we provide. Feel free to visit our web site at: www.sundownconsulting.com and leave us your feedback.

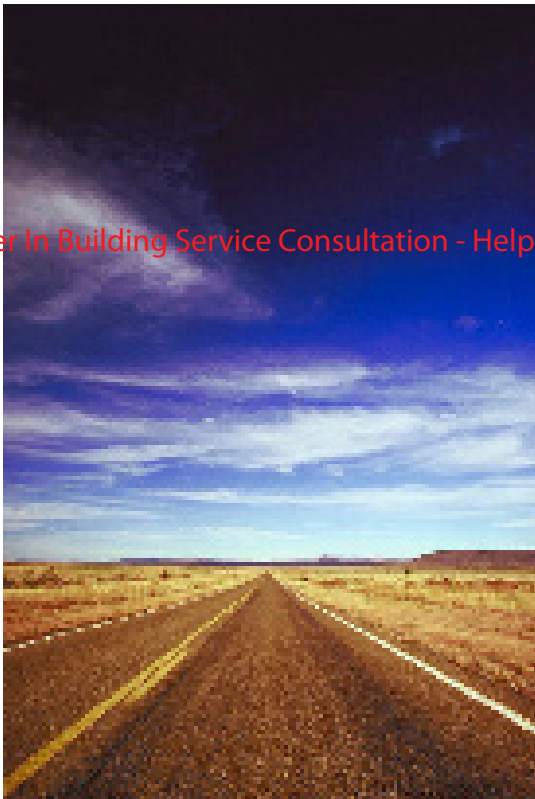
WELCOME



Keeping up with the race

With the ever changing aspects of building maintenance and services in todays market. You need a consulting firm to be: current, resourceful, aggressive and able to achieve the goals you and your organization have set. Here at Sundown Consulting Services Ltd we are aware of the constant restraints placed within the industry that make those demands a challenge. We strive to continuously strengthen and improve on our rock solid reputation for trust, follow thru and delivering on the commitments we set. If you are in need of a industry leading building service consultant....

You have just come one step closer.



An Industry Leader In Building Service Consultation - Helping You Move Forward - An Industry Leader In Building Service Con

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consultation - Helping You Move Forward - An Industry Leader In Building Service Consultation - Helping You Move Forward



Align Yourself with An Industry Leader



CORPORATE SUMMARY

Why Sundown ?

Sundown Consulting Services Ltd has been an integral part of Quality Assurance and Service Industry Education throughout the Lower Mainland for the past fifteen years. With a highly committed team of industry professionals, we have assisted our clients in improving and maintaining cleaning quality standards within a wide variety of private and government facilities.

We are driven by the desire to facilitate, educate and to provide a service that increases the overall efficiency and productivity within all aspects of your service industry contracts. We are committed to ensure that you achieve the highest possible level of value from all areas through out your service contract.

Through two distinct sectors within our organization: Consultation and Education.

We are able to focus in on all areas of concern within a wide variety of locations, whether they employ in house or contracted cleaning services.

Here at Sundown we are committed to providing an essential service that continuously exceeds the expectation of all of our clients. We feel this is one of the qualities that sets Sundown apart.

Do I need a Consultant ?

Do I need Sundown ?

These are two very good questions and through out your working day they are probably not your top priority. As within most of the cleaning industry, cleaning procedures and specifications are not a concern unless the phone is ringing with complaints or your computer is swapped with E-mails. It is always good to keep in mind for every complaint you receive, there are several more that you don't, ask yourself these following questions:

- Do you feel your facility is being cleaned to the contractual agreements?
- Do you feel the Cleaning Staff are adequately trained?
- Do you feel your cost per square foot is in line with the industry standard?
- Does you service provider keep up with constant demand and growth?

If your answer was no to some of these questions, the problem might be your cleaning specifications/schedules. If the specifications that are currently being used are more than five years old, then the time to modify or rewrite the specifications is now.

With the advantages of improved equipment, more effective cleaning chemicals and dispensing systems, updated specifications can help a company workload their cleaning tasks in a more effective manner. This means a more cost effective cleaning bill at the end of each month.



Sundown Consulting Services Ltd. has upgraded cleaning specifications in facilities such as:

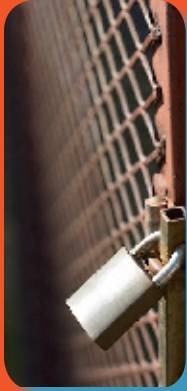
- The University of British Columbia / Resident Section
- Greater Vancouver Regional District
- BC Hydro
- The City of North Vancouver
- St George's School
- Simon Fraser University

Let Sundown Consulting Services Ltd. help your company or facility create a "Clean for Health" program by reorganizing the main area of your janitorial contract — The Cleaning Specifications.

CORPORATE SERVICES

Cleaning Audits & Building Inspections

Sundown Consulting Services Ltd. has one of the most successful building inspection programs within the industry. Based upon each sites current cleaning specifications, Sundown evaluates the cleaning schedules and systems and through cleaning percentage guidelines, determines if the specifications meet the clients contractual expectations for the cleanliness of each specific facility.



CORPORATE SERVICES

Sundown Consulting then creates recommendations for each client to improve the current percentage and achieve the highest possible rating for ongoing cleaning quality. These recommendations can then be shared with the current in house or cleaning contractor to evaluate their training programs, quality assurance programs and on site supervision.

Sundown Consulting Services Ltd. then compiles all information in each of these areas to complete a site specific detailed analysis. These reports are designed to form an ongoing measurement of cleaning excellence for both the client and the contractor. Thus giving the client the ability to ensure the current and future cleaning contracts are achieving the highest level of quality and cost effectiveness.

Site Evaluation Guidelines

Here at Sundown Consulting Services we are conscious that every facility has its unique aspects. From the sites population to the type of environment to the time frames at which the services must be provided. With this knowledge we have developed an industry guideline that not only achieves the desired outcome. But also gives us the flexibility to adapt our procedures to accommodate even the most complicated facilities.



CORPORATE RESUME DEVELOPMENT

The days of filling in the right price in a janitorial cleaning tender have long passed. Today both contract cleaning companies and property management companies need to know what to ask and what to answer when it comes to “Request for Proposals” for janitorial services.

Sundown Consulting Services Ltd. have been involved with this process with various cleaning companies and government agencies, and can assist in creating the right corporate resume for the contract cleaner.

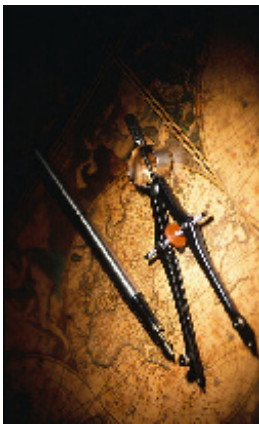
We will assist you in developing a direction for your company, so no more time is wasted on proposals that don't hit the target. We will help reassess your corporate strengths and weaknesses so you are in the right position at the right time.

And let's not forget the facility manager; Sundown is there for you when creating your RFP. We will create the right questions to be asked for your facility.



MARKETING STRATEGIES DEVELOPMENT

One of the frequently asked questions that Sundown Consulting Services Ltd. is asked is about acquiring more business. Cleaning professionals have been certified to used cleaning equipment and supplies, but have very little knowledge in marketing and sales. Sundown Consulting Services Ltd. can assist your company in developing a marketing strategy for long term growth. We can develop your marketing using the following methods:



Teach potential owners and sales personnel with the in-the-classroom or in-house training program “Janitorial Sales”. The book used in this training program can also be purchased separately for on the job training.

Create a company brochure for your ongoing mailing list.

Create your introduction letter and train you in the telephone follow-up.

Define where you would like to grow your business and develop a customer list for that area.

Create company advertisements and corporate involvement with various networking groups.

Review and analyze your current marketing system.

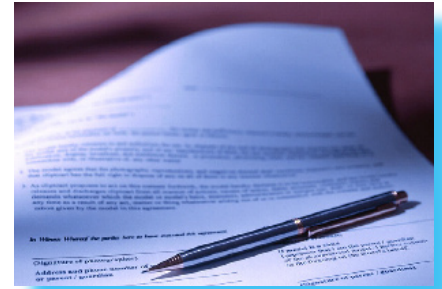
Let Sundown Consulting Services Ltd. pave the way to ongoing marketing success.

FINDING THE RIGHT CLEANING CONTRACTOR

Ever look in the phone book and wonder if you called the right contractor to give a cleaning quotation. Most property managers have spent many hours wishing that they had a better alternative.

Sundown Consulting Services Ltd. has a large every growing database of contract cleaning companies that can fit the needs of every facility and facility manager.

Stop guessing and wasting your valuable time and call us for all areas in the cleaning of your facility. Remember, we are founding members of the British Columbia Contract Cleaning Association. Your perfect cleaning contractor is out there and we will find them.



INSTITUTIONAL MANAGEMENT SYSTEMS

Sundown Consulting Services Ltd. can assist in managing your facility in all areas such as housekeeping, laundry and food services.

Because of our Institutional Aid Diploma Program, we hire, train and supervise all areas of the mention above. Sundown has placed more than 500 students and has trained more than 800 hundred in all.

We continually work with companies and managers involved in areas such as:



- ♦ All lower Mainland Hospitals.
- ♦ Long and Immediate Term Care Facilities.
- ♦ Lower Mainland Hotels / Motels.
- ♦ Private Laundries.

We can help with trained and certified personnel and provided ongoing management services to operate all departments for your institution.

BROKERAGE SERVICES

Is buying a cleaning company something you would like to invest in?

Would you like to sell your existing company and wonder how much it might be worth?

Sundown Consulting Services Ltd. can help with both of these areas with our brokerage service. We will assist you in deciding if a cleaning business is right for you with our training program "Operating a Contract Cleaning Business".

This program will provide information on marketing, estimating and quality control. Should you buy into a franchise or buy contracts? We will help you decide. And if you selling we will assist you in finding the right buyer and finding the right price.



EDUCATION & DEVELOPMENT

Education is the leading of Human Souls to what is best and making what is best out of them....

John Ruskin 1907.



Sundown Consulting Services Ltd. in alliance with several of the Lower Mainland's School districts including: Vancouver, Burnaby and Surrey, Provides a large selection of leading edge Instructional Programs, focusing our attention on the constantly changing aspects of the Service Industry.

Our Instructors employ the latest techniques, equipment and procedures for maximum classroom efficiency. With our direct experience in all areas of our programs, Sundown is able to meet the expectations of our students and ensure their desire to strive for the most out of their current or future positions.



DEVELOPMENT

EDUCATION

The following pages are designed to give a broad example of some of the course that is currently available through Sundown Consulting Services Ltd. Each of these programs content and time frame can be customized to meet the individual needs of a wide variety of sites.

Building Service Worker (certificate program)

Learn about the building service industry and the different positions that are available. With theory and hands on covering: types of soils, chemical cleaners, WHMIS, floor maintenance and equipment, sanitation and bacteria, restroom cleaning, ceiling and wall maintenance, window cleaning, fire prevention, carpet cleaning, general housekeeping, equipment training. A detailed industry manual included.

Building Service Worker Supervision (certificate program)

This program focuses on managing people from a building Service Worker Supervisors viewpoint. Upon successful completion, participants will have a better understanding in the skills of employee motivation and the proper use of conflict resolution skills. They will also receive in detail a wide variety of information with regards to cost control and budget preparation. Some of the other topics covered within the course are: the supervisor and management process, planning for and solving problems, training and development of employees, effective communication skills, managing productivity, staff evaluation and coaching, disciplinary procedures, special supervisory concerns and the fundamental elements of building and effective team.

Building Service Worker (diploma program)

A full time program designed for those who wish to enter the building service industry. Training includes all aspects of industry sanitation, including: cleaning and equipment operation, correct application of chemicals, WHMIS, Basic First Aid, operating your own cleaning business and on the job training with industry professionals. Other topics also included: Stripping and buffing floors, waxing, wall washing, washroom and window cleaning, fire prevention, carpet cleaning and equipment training.

Institutional Aid (diploma program)

This sixteen week program includes the training provided in the building service worker program, in addition it provides training in a variety of skills required for the work in institutional settings such as hospitality, intermediate and long-term care facilities, as well as restaurants, hotels, cleaning companies and commercial laundries. Training includes WHMIS, Foodsafe, First Aid and a job search assistance program.

Bidding and Estimating for Cleaning Contracts

This program is designed for persons with professional experience in contract cleaning. Topics include bidding on government and private sector jobs, standards and cleaning time estimates, strategies for maximizing profit and minimizing labor costs, quality control while serving the contract. This course provides ideas and techniques for successful contract bidding and estimating.

Housekeeping Management

For those who wish to enter the hospitality industry with specialization in Housekeeping Management. This program covers all aspects of cleaning in hotels and includes: management functions, planning and organizing the housekeeping department, managing inventories, safety and security, managing on site laundry, guest room cleaning, carpets and floors. Text materials included. A good understanding of the English language is recommended, both spoken and written as there is a written exam AHLA certificate. There is also a one Saturday field trip.

Cooks Training

This full time program is designed for those wishing to enter the food service industry. This training program will prepare you to work in any of the 8 sections of the Tourism and Hospitality Industry: Accommodations, Adventure Tourism and Recreation, Attractions, Events and Conferences, Tourism Services, Food and Beverage, Transportation and Travel Trade. The course consists of five weeks of basic food training and food services with 3 weeks in the classroom and 2 weeks in a work practicum. Foodsafe, Serving It Right, WHMIS included.



DEVELOPMENT

EDUCATION

Operating a Contract Cleaning Business

This course is designed for people who want to operate a cleaning business. A review of critical skill areas for the new or potential owner/ manager to assist in determining whether or not operating a cleaning business is for you, topics include: establishing a business plan, marketing and sales strategies, bidding and estimating, work supervision, employment practices, insurance and financial control.

Other Building Management and Service Courses

Designed for persons in the cleaning industry who wish to improve their sales skills, this course covers a range of topics including: finding clients, creating the selling climate, bidding and estimating, handling rejection and closing the sale. Students will learn specific techniques for achieving successful sales in the janitorial field. Video presentations and manual included.

Building Caretaker (certificate program)

This course is designed to give the student exposure to a wide variety of skills that would be an asset in a caretaker position. Students will learn how to maintain and repair building systems in a multi residential complex or a commercial building. Topics include: primary maintenance responsibilities, cost control, preventive maintenance, building inspections, supervising on site trades work, basic appliance repair, fire safety and security, introduction to heating, plumbing and water problems, drywall and painting, floor substrates and carpet care. This course also includes WHMIS, WCB Occupational Health and Safety Regulations review and information on the BC Building and electrical code manuals. Also included will be CPR First Aid, resume writing and a field trip. The textbook from the American Hotel and Motel Association is included. An optional exam is offered for certification in facilities management from the American hotel and motel association. Participants must be at least nineteen years old and have strong English skills both verbal and written.

PARTNERSHIP DEVELOPMENT



Sundown Consulting Services Ltd. is committed to helping your organization to achieve a cleaner environment through training, marketing and quality control systems. We fully understand the need to keep overhead costs low while keeping high quality standards. Our consultants will direct their efforts to keeping your business profitable with personalized service and effective cost cutting solutions.

Sundown Consulting Services Ltd. is committed to providing the highest level of quality education within the industry. Working in partnership with agencies, private training institutes and educational departments within Vancouver school boards and community colleges. We are confident that we provide educational training programs that meet all of the needs of our students and clients.

Many property managers and building owners are being made aware that their tenants/ occupants are no longer willing to put up with odors and poor air quality. Profits are very limited in the contract cleaning field and many contractors find it necessary to limit their materials and labor costs. Reducing costs while maximizing returns plays a big part in whether a contract cleaning company or in house cleaning staff can continue to do the required job for your property manager or building owner. Whether you're looking to evaluate and improve on the performance of your current cleaning contractor or staff, review or update the current cleaning specifications and frequencies, or are in a position to replace your current service provider. The team at Sundown has the knowledge, experience, and the desire that can assist you in achieving your goals. Why not take the guesswork out?

Let Sundown Consulting Services Ltd. help you achieve the most