



Delivering a 'Superior Client Experience' to commercial properties, educational institutions, health centers, post construction cleanups, and residential carpet cleaning in Berks, Chester, and Montgomery Counties.

Moore Facility Services, LLC is a building service contracting (BSC) company created in May 2016 with a focus on enhancing the appearance of clients' facilities, guarding against health risks to stakeholders, and preserving the life spans of client assets. Our services are commercial janitorial, carpets, hard floor stripping and finishing, windows cleaning utilizing service partners, and janitorial management. We primarily serve commercial properties, educational institutions, health centers, and post construction cleanups in the Berks, Chester, Delaware, and Montgomery Counties. The company is privately owned and operates as an LLC. The management team is led by its' founding owner Spencer Moore who serves as President and CEO. Ashley Maack serves as Business Operations Manager, Emily Steffey serves and Client Relationship Marketing Specialist, and Dale Lane Messerer serves as Field Service Supervisor.

The idea to establish Moore Facility Services was born from Spencer's commitment to healthcare and health risk prevention. Spencer started his career working in the Advertising and Communication industry targeting pharmaceutical companies. He then went on to a medical device manufacturing company that made equipment to detect diseases. He subsequently joined a hospital services company that focused on diagnosing diseases for treatment. He started Moore Facility Services, LLC with the sole purpose of guarding against diseases and health risks. He sees the company not only as a member of the Building Service Contractors industry but also the healthcare industry.

Moore Facility Services, LLC vision is to transform the building service contracting industry and redefine a higher standard of professionalism. The company's mission is to flawlessly execute its values. "We serve our clients with a focus on five strategic imperatives and twenty-five key performance indicators to support our 'Superior Client Experience' strategy. Through generous human capital investments, we exceed clients' expectations. Moore Facility Services pay above market rates to attract employees and have a generous benefits package to help with employee retention. We believe that human capital is the most significant investment we can make" said Spencer.

The tactic we use to implement our business process management is "Enhance, Guard, Preserve." Everything we do at Moore Facility Services is focused on enhancing the appearance of our clients' facilities, guarding against health risks to our clients and stakeholders, and preserving the life spans of our clients' assets.



Enhance, Guard, Preserve deliver maximum benefit to our clients by minimizing sick call outs from work by teachers, nurses, technicians, and support staff. Research shows that each employee calls out sick on average 7.7 days a year at a cost of \$225 billion annually. We reduce this expense to our clients.

Moore Facility Services objective is to serve as an extension of our clients' operations team by providing maximum value to our clients. As we free up our clients to focus on their core competencies, we increase our value to them. A primary focus of our company is to remain a strong and profitable going concern. To that end, we have established strategies, imperatives, key performance indicators, metrics, and scorecards to track and measure our progress. We cannot improve upon service quality if we do not track and measure our performance.

Enhance, Guard, Preserve is most effective when targeted and focused. At Moore Facility Services, LLC, we have streamlined our target market to educational institutions, health centers, commercial, and post construction. This change allows us to focus and deliver maximum value to our clients.

Study shows that nearly 22 million school days are lost each year to the common cold and 38 million are lost to the flu. Additionally, according to the U.S. Centers for Disease Control and Prevention, as of June 14, 2018, "172 influenza-associated pediatric deaths [had] been reported for the 2017-2018 season."



Since the average child spends between 900-1,000 hours inside of the school system per year, it's almost impossible to avoid illness. However, the cleanliness of the physical buildings where our children spend much of their time can help to decrease these numbers.

Educational institutions, health centers, and commercial systems have a high amount of traffic and with a limited custodial staff, it becomes a daunting task to stay on top of cleaning. Custodial technicians are typically pulled in multiple directions for tasks like event setup and takedown, after-hours security, and helping with emergency situations. As a result, the consistent challenge is for them to maintain a high level of quality when their staff is being reduced and the current team is pulled in other directions. Adaptation is a remedy and Moore Facility Services, LLC is a trusted and reliable partner to facilitate that adaptation.

Change is a constant but it is difficult to embrace. At Moore Facility Services, we believe it is imperative during a change management initiative to include specific and influential stakeholders who will help drive the change around them. Once we begin our service implementation, we find that stakeholders more readily embrace the new way forward because of our sensitivity to their fears and concerns. Therefore, do not allow the challenges that comes with change to stand in the way of successful adaptation. We are experts in making that happen while delivering quality service.

With our "Enhance, Guard, Preserve" initiatives, we are able to reduce client costs, because of stakeholders missing work days, by placing a higher focus on disinfecting.

Our business process management starts with a structured, systematic approach to improve interactions between people and machines. Some goals we set include improving efficiency, building effectiveness, maximizing productivity, and agility to foster innovation, boost quality, speed up delivery and improve customer satisfaction. Our collection of tips, expert commentary and learning content covers all aspects of our business process management and strategy. We embrace best practices, leverage industry associations, implement enterprise architecture and technology deployment to achieve our objectives.

Contact us at 888.627.6383 and visit www.moorefacilityservices.com if you are looking for a facility services partner. We will Enhance the appearance of your facility, Guard against health risks to your stakeholders, and Preserve the life spans of your assets.