



Our Standard Services

Our list of standard services goes beyond surface cleaning. This extensive list is part of why we're different. You'll never view cleaning the same way again.

- Clean kitchen sinks
- Wash counters
- Clean outside of appliances
- Clean inside, outside microwave
- Wash cabinet doors
- Clean kitchen chairs and tables
- Vacuum under refrigerator (monthly)
- Vacuum carpets
- Dust, mop hardwood floors
- Remove cobwebs
- Dust ceiling fans
- Disinfect bathroom fixtures
- Clean and disinfect tubs, showers
- Wash bathroom floors
- Dust furniture and pictures
- Vacuum drapery and furniture
- Dust blinds, sills, and ledges
- Dust baseboards
- Clean mirrored walls
- Clean China Curio's inside (monthly)
- Remove trash
- Clean light fixtures
- Wash doors inside and out



Our Extra Services

EXPERIENCE MARKATOS SERVICES TO THE FULLEST

Over the years, Markatos Services has expanded their company to include Commercial Cleaning Services. Our list of customers include apartment complexes, business offices, health care offices and restaurants.

We now offer our extended list of commercial cleaning services to our residential customers. We want to accommodate all of our client's needs and we believe offering these additional services can do just that. These services include:

- Vapor steam cleaning *
- Carpet and rug cleaning
- Window washing (inside and out)
- Bathroom tile and grout cleaning
- Floor (strip, wax, buff)
- Ceramic tile cleaning
- Threshold and storm door cleaning (made to look new)
- Upholstery cleaning (Scotchguard® available)
- Mattress sanitizing (free of dust mites)
- Refrigerator, freezer, ovens (inside and out)
- Dusting and misting live and artificial plants
- Move-in, move-out cleaning (help prepare home to sell)
- Make a smoking house smoke free (increase home's market value)

* DO YOU SUFFER FROM ALLERGIES?

Vapor steam cleaning is especially helpful to allergy sufferers. Lab studies have proven that microscopic dust mites trigger many allergic reactions. The heat generated in

vapor steam cleaning penetrates materials, cuts grease, sanitizes, and quickly kills dust mites, molds, mildew, bacteria, fleas, eggs, and other allergy causing pathogens. Its low-moisture vapor quickly evaporates so everything dries quickly. Vapor Steam Cleaning is chemical and residue free making it safe for people and pets.

Allow Markatos Services to help you reduce your allergy symptoms by treating the problem areas such as mattresses, upholstery, carpets, bathrooms, basements and window encasements. We can even sanitize children's stuffed animals. In fact, vapor steam cleaning is so effective that healthcare and foodservice providers use our services for germ-free sanitizing.



CATERING TO YOUR NEEDS

In addition to the cleaning services, Markatos Services also offers catering. We have had years of experience in owning three restaurants. We do it all, from menu planning and bringing the necessary equipment and supplies to preparation and clean up. We are able to service parties from 25 to 250 people for all occasions.



MARKATOS SERVICES

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MARKATOS SERVICES
Beyond surface cleaning.

Residential



NOT YOUR RUN-OF-THE-MILL CLEANING COMPANY



With countless franchise cleaning companies popping up all over town, quality has taken a back seat to quick results. You want something better. You deserve Markatos Services, New Castle County's premier residential cleaning and detailing company. Family owned and operated, Markatos Services has been adhering to "white glove" standards for over twenty years. Having earned the trust and respect of an elite customer base, we would like to introduce you to our specialized services.

We take pride in providing the highest standard of quality in the professional services we deliver. We listen to your unique needs. Then, we respond with results that will exceed your expectations. To ensure this level of quality, Markatos Services has grown slowly and steadily over the years. We have built our business on referrals from existing satisfied customers—some have been with us for over fifteen years.

THE LITTLE EXTRAS



Our customers retain our services because they appreciate our "old-fashioned" cleaning methods. They see the results of a lot of elbow grease and what we call "Beyond Surface Cleaning." No object, corner, or hidden-from-sight nooks and crannies go untouched. Every inch sparkles and shines.

Most companies provide quick surface cleaning. We go the extra mile and provide the little extras like:

- Changing towels and linens
- Emptying your dishwasher and sink
- Running a load of laundry
- Watering plants
- Replacing toilet paper, soap, tissues
- Tiding mail, newspapers, magazines

We will even let your pets in and out. In fact, some pets look forward to our visits—they know we will bring them a special treat. We look after your home and your pets as if they were our own.

To live up to our standard of high-quality service while minimizing the time it takes to clean, we utilize a team of two to three people and bring all of the necessary equipment and supplies. A supervisor oversees each team to ensure they meet the stringent requirements of our quality control checklist. That means we wash floors on our hands and knees to ensure a thorough scrubbing.



FEEL SECURE WITH OUR TEAM



Security is a primary concern for our customers. To put you at ease, we perform a thorough background check and fingerprint every prospective employee. Furthermore, owners Susan and Harry Markatos interview and handpick each employee before they ever enter your home. They look for employees who are well groomed, pleasant, courteous, trustworthy, and perform well as a team member.

Just as important, Susan and Harry seek employees who are willing to complete all jobs to the Markatos standard. Indeed, to adhere to that standard, they avoid hiring workers from other cleaning companies who may have been trained in substandard methods.

At Markatos, all associates go through an extensive program to train them "Susan's Way" right from the beginning—skimp cleaning never has a chance to become a habit. The result: A professional, well-trained, hard-working staff with the skills necessary to provide the quality cleaning our customers and we demand.

Over the years, the Markatos' have built a team of dependable, trustworthy, and hard-working associates. They wear uniform shirts so you can identify them as our employees. Because our standards are high, we compensate our associates twice the minimum wage, and offer a benefits package. This results in a happy and reliable staff while reducing turnover.



WHAT IF?

Although we are extremely careful with your belongings, rest assured that you are protected against loss and/or breakage that could occur while we clean your house. In addition to being licensed and bonded, we are fully insured. A copy of our certificate is available upon request.

Insurance:
Worker's Compensation, \$500,000.00
General Liability, \$2,000,000.00

WHY WE COST JUST A LITTLE MORE



Our standards are high. You will see the difference on our first visit and realize our standard services include so much more. On our first visit, our team will do an initial thorough cleaning, which can often take as long as a full day. This is true even if another company just cleaned your home because we go "Beyond Surface Cleaning." It is also because we'll be getting to the areas that haven't been touched in months like light fixtures, vents, behind furniture, and baseboards—things that are often overlooked or passed by. Having become familiar with your house and individual needs, your initial team will continue to serve you going forward.

You will be amazed at the difference. After that initial "wow" experience, you will understand why we cost just a little more. We are happy to provide weekly or biweekly services, but we prefer not to go three weeks between cleanings. Further, it is not necessary to be home when we clean your house. In fact, many of our clients are not. We keep a copy of your key and code stored in our lockbox to safeguard the security of your home. Finally, we make paying convenient. We accept payment by check, Visa, MasterCard, or American Express.

SET UP AN APPOINTMENT

We welcome the opportunity to meet with you. At that time, we will discuss your specific needs, explain our services, and provide you with a free estimate. We look forward to a long-term relationship built on trust, confidence, and satisfaction in our premier services. Please give Susan a call at 302-293-7213, or send us an email at hmarkatos@comcast.net to set up an appointment today.





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*“Quote isdf asdi asewrd
eviu exz cubicbu xciv bx
cviub xcvb. Weeviu exz
cubicbu xciv ib xiu
ifdehviuuy voiuvv xled.”*
- **John Doe**
Client