Todd Wolf has been in the building service contracting industry since 1989. “I was living in NYC, and my mom called me up and told me that there was a great need for professional building services in South Florida,” he explains. “At that point, I took a leap of faith and moved to Florida. I have been in the business ever since.” His company, A&S Total Cleaning, now has more than 300 team members and cleans about 10 million square-feet nightly. It services the entire Southeast Florida region, including Palm Beach, Broward and Miami-Dade counties, and currently has more than 350 contractual accounts, as well as more than 150 project accounts it services every month. In this Q&A, Todd discusses his company’s beliefs on customer satisfaction, as well as how he works to create a positive work environment that unifies the A&S Total Cleaning team.

“Gaining your client’s trust is essential to providing a wonderful experience for your clients and may lead to possible opportunities in the future.”

Your company’s foundational belief is: “Optimal client care is the key to successful business.” How do you provide great customer experiences?

Great customer service starts with great communication. We have standing commitments with our clients that ensure that they are fully involved in our process. We offer our clients premium service by providing:

- Qualified employees who go through an in-depth background check, are e-verified and drug tested
- Trained staff who are supervised and evaluated for their performance
- A hyperlink specific to their account, giving the client a voice and the ability to reach us at any time with a guaranteed response
- Scheduled walkthroughs to ensure that all items are being done thoroughly
- Seasoned upper management staff that receives ongoing training to present the most up-to-date and cost-effective cleaning and management techniques
What advice do you have on providing excellent customer service?
Communication has been the key to our success in customer service. We strive to create lasting relationships with all of our clients, and we make sure to keep them in the loop every step of the way. Gaining your client’s trust is essential to providing a wonderful experience for your clients and may lead to possible opportunities in the future.

How would you describe your management style with your team?
My management style centers around transparency and accountability. I am always eager to analyze myself and those around me to figure out what we could be doing better. By being transparent and holding everyone accountable to their responsibilities, I have found that it helps us become a better team and a more productive workforce.

How do you create a great company culture for your employees?
Employees, for the most part, do their best when they feel valued. At A&S Total Cleaning, we do our best to recognize the great talent that we have. We have an Employee of the Month program that highlights exceptional team members and thanks them for their service. We also have weekly meetings with our staff to discuss our work, and we encourage everyone to voice their opinions and give their input.

Additionally, we participate in many community events throughout the year that ultimately brings us closer together and strengthens our team. We have created an atmosphere that is more like a family, and together, we work hard to get things done.

Describe one crucial challenge you faced in your career and how you overcame it.
[There is a saying that goes]: “I have found the enemy, and it was me.” Overcoming this is not something that happens overnight; it is a lifelong process. I have learned that in order to succeed and get ahead, I must analyze myself and not ‘get in my own way.’

What is the best career advice you’ve ever received?
The best advice I’ve ever received is to ‘hire talent.’ Smart people make me smarter!

In the next 10-15 years, where do you see the BSC industry?
I see the industry bringing in more specialized fields and creating greater opportunities, thus increasing the overall margins for the BSC industry.