



## *How Can You Find Good Cleaners?*

**Look for the Award of Excellence!** It will ensure that you and your clothes receive world-class cleaning, stain removal, and customer service! You can relax knowing that you are getting the best care for your wardrobe and that you will look and feel great. You deserve to deal with a professional who has good communication skills and who can easily discuss any special requests or concerns you may have. As an Award of Excellence drycleaner we are committed to quality and education of our staff from the front counter to the back door.

The Award of Excellence (AOE) is given only to cleaners who can prove that they have what it takes to do the job right. Currently only about 1% of the cleaners in the country have earned the Award of Excellence. They are cleaners who excel at quality cleaning, exceptional stain removal, and top-notch customer service. They are also committed to provide continuing employee education and participate in various community service projects.

These cleaners have passed rigorous tests to prove they are the industry leaders in cleaning, stain removal, technical knowledge, and providing excellent customer service. These requirements are set and monitored by the Clothing Care Council. It is a group representing clothing designers and manufacturers, industry educators, consumer clothing experts, Good Housekeeping, and the Better Business Bureau.

## *What are the Benefits to You?*

**In short, peace of mind.** We proudly display the AOE customer service principles that we adhere to. These principles address the most important aspects of our doing business with you.

You will get professional service with excellent communication skills by a staff that can easily discuss any special requests or concerns you may have.

## *Customer Service Principals*

### **Technical Competence and Professional Quality**

You will receive proven performance at getting your items clean and stains removed. Although no cleaners can guarantee removal of every stain, we will do everything possible to get out stains without damaging your clothes.

### **Return Of Your Garments When Promised**

We'll make every effort to return your garments on time. If we believe we can improve the product with additional time, we'll give you that option and let you make the decision.

### **Adherence To Non-Gender-Based Pricing**

AOE drycleaners consider the cost it takes to care for an item when they set prices, not who wears the garment. If you have a question about a difference in pricing between two articles, ask to speak with our owner or manager to resolve the question.

### **A Commitment To Environmental Responsibility**

We comply with or exceed state and local air and water quality standards, national environmental regulatory standards, and handle our waste in full compliance with Federal and State requirements.

### **Free Cleaning of the U.S. Flag**

We salute our veterans and our young people in the military, and we'll do our share to keep "Old Glory" flying proudly by cleaning your flag at no charge.

### **A Money-Back Service Guarantee**

This is the ultimate bottom line: if there is any aspect of our service with which you are not satisfied, we'll either fix it or give your money back or the work that was done – that's our commitment to you.

