



Squeegee Master

HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



Bruce Elliott, Owner



Squeegee Master cleaned these windows at Bohemian Grove in Monte Rio

Squeegee Master provides window cleaning services for residential and commercial clients in Sonoma, Marin, Lake, Napa, and Mendocino Counties. The company uses a state-of-the-art additive called Glass Gleam to ensure its customers' windows are as clean as possible, and it also has the training and equipment to clean gutters and solar panels.

Owner Bruce Elliott says his friendly, personalized approach to the window cleaning process has allowed Squeegee Master to develop and maintain a loyal clientele base. "By taking the time to get to know them while I'm working, I'm able to ensure a positive experience for everyone involved."

Squeegee Master takes a meticulous approach to quality control that includes double-checking all its work and communicating with customers throughout their jobs so they know what to expect. "I never want a customer to have to call me back because I missed something, so I make sure to do everything correctly the first time," says Mr. Elliott. "I take a lot of pride in the quality of my work, and my clients recognize and appreciate that."

COMPANY PHILOSOPHY

"Customer satisfaction is my number one priority, so I always strive to do the best job I can do and make sure my clients are happy with my services. Ultimately, my goal is simple: provide high-quality, fairly priced work that meets my customers' specific cleaning needs."

EXCERPTED SURVEY RESPONSES

"They're professional, on time, courteous, and they get the job done quickly."—Bill B.

"They're timely, friendly and efficient. My windows look great, and so does the property. There's no mess left. They're very clean. I've had Bruce over after the housekeeper, and you'd never know that the window washers came by."—Jan P.

"I would give them an '11.' I like the good job they do. The windows are spotless when they are done. I have used them for years."—Ann S.

For complete rating and research information on this company, go to: www.diamondcertified.org/report/squeegee-master

**SQUEEGEE
MASTER**
(707) 206-7104

Serving all of Sonoma County

bruce363@sbcglobal.net
Bruce Elliott, Owner

SERVICES

Window Cleaning
Gutter Cleaning
Solar Panel Cleaning

HOURS

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED RATINGS DASHBOARD™

Liability Insurance
Current Complaint File
Business Practices

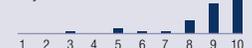
CUSTOMER LOYALTY

Based on 93 random customer surveys made since April 2016 asking each customer: "Would you use this company again?"



CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."
Very Satisfied



RATING STATUS

We declare this company Diamond Certified.
Certification No: 2346
Date: Apr. 1, 2016

Jim Stein
Jim Stein
Founder and Chief Executive Officer
American Ratings Corporation



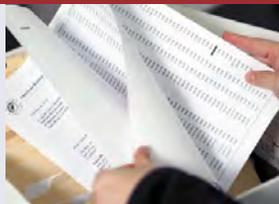
THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

American Ratings Corporation conducts stringent customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid State-mandated credentials.



6. PRACTICES

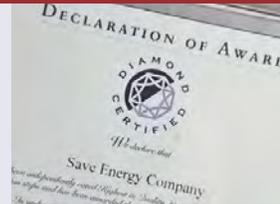
The company must perform to contract, have customer-friendly business practices and stand behind its work.

Only the highest rated pass.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

American Ratings Corporation *Defining Excellence*

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at www.diamondcertified.org/guarantee.html.

American Ratings Corporation
(800) 738-1138

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