



*A message from Claudia*

## Tom's Carpet Cleaning Services LLC.

**WE ARE FULLY INSURED AND BONDED**

**OFFICE: 248-634-1936**

10/7/2013

Risk management is an important part of being a business owner. That's why we carry liability and workers compensation insurance. Crisis management is one of the responsibilities I hope I never have to deal with again. That's why we do all that can be done to assure that your experience with our company is a positive one.

Safety of our employees is important to us. They can't do their jobs efficiently if pets are nipping at their fingers and toes. Famous last words include "don't worry "the dog won't bite!" We've learned they will, they just don't bite their owners. 800 thousand people are admitted to hospital emergency rooms every year with dog-bites, sixty percent of them were children. Over the last two years, Tom's Carpet Cleaning Services women have been bitten three times by a customer's dog.

We are a pet friendly company that believes most dogs are our friends; but we also know that dogs don't like to be annoyed.

To protect our employees.

- You must have your pet safely secured when we come to bid your job!
- Your pet must be secured away from our teams the day your work is scheduled!

Sincerely,

Claudia McClerren: Customer relations facilitator