

EXHIBIT I

DEFINITIONS OF HOUSE SERVICE TERMS

Service Terms	Definitions
Clean	Remove all dirt, stains and marks with approved cleaner
Clean Fill	Clean receptacle, dispensers, etc & fill with appropriate supply
Damp Wipe	Remove all surface dirt with a damp cloth
Dust	Remove all loose dirt & debris. Treated cloths shall be used for dusting in telephone rooms; laundry type or disposable cloths shall be used for dusting in other areas. Cobwebs are to be removed.
Empty & Damp Wipe	Remove contents and damp wipe interior and exterior with damp cloth to remove all dust and dirt
Mop (damp or wet)	Remove all surface dirt and stains with a cotton mop and warm water (damp mopping) or with a cotton map and warm water containing soap, detergent, or floor cleaner, as required and rinse (wet mopping) A disinfectant shall be used, keep down the smell.
Polish	Apply approved polishes and rubs with dry cloth
Spot Clean	Remove noticeable finger prints, stains, smudges, gum and marks from walls, doors, furniture, floors and fixtures
Spot Mop	Remove spillage, marks, stains and dirt
Spray-Buffer	Using an approved spray-buff solution, spray solution in mist consistency onto floor area to be spray buffed. Using an approved buffing machine, immediately buff treated area until dry, and required gloss have been restored. Repeat entire process as necessary to remove remaining marks, dirt or stains and required gloss achieved. Complete operation by sweeping floors.
Strip and Finish	Remove all accumulation of old floor finish, all surface dirt, stains and marks. Rinse with clear, warm water; allow to dry and then apply two coats of approved floor finish. Allow each coat to dry thoroughly before applying next coat.
Sweep	In equipment rooms remove all loose dirt and litter with sweeping tool and treated cloth; in other areas with smooth floors, remove all loose dirt and litter with sweeping tool and disposable or laundered type treated cloth, for other types of floors remove loose dirt and litter with a hair floor brush or other sweeping tools.
Vacuum	Remove all surface and embedded dirt with a suction cleaner
Wash	Remove all dirt, stains and marks with approved cleaner then rinse with clear water