

## Greater Grace Temple Uses HOST to Keep Carpets Looking Divine

### Cleanliness is Next to Godliness

At over 170,000 square feet Greater Grace Temple is Detroit's largest church. But it is much more than a church; it houses a school, a conference center and a banquet hall. Between regular Sunday services, weddings, funerals and the annual passion play featuring live animals, Greater Grace Temple sees a lot of activity.

It also has a lot of carpet – about 127,500 square feet. The carpet in the temple takes a beating but continues to look beautiful. A commercial carpet, manufactured by Patcraft, is



George Majors, maintenance professional for Greater Grace Temple said, "I have found HOST to be one of the top cleaning materials to use."



Greater Grace Temple maintains over 127,500 square feet of carpet using HOST and a maintenance plan.

installed throughout the complex. The majority of the fiber is Solutia nylon type 6,6. Its variety of colors and bold patterns help hide soil and present a striking appearance to all who enter the facility.

Since the temple opened in February 2001, all of the carpet has been cleaned and maintained on a planned program by maintenance professionals, Dwayne Green and George Majors. They maintain the facility's carpet using only the HOST<sup>®</sup> Liberator<sup>®</sup> with HOST

Dry Carpet Cleaner and HOST Spot Remover.

### Speed, Ease of Use

Greater Grace Temple purchases its cleaning products from M. J. Healy at Industrial Cleaning Supply, the local Detroit area distributor. When Healy found out carpet was being installed throughout the temple, he invited Majors and Green to a half-day training session. The training included a demonstration of the HOST equipment and discussion of maintenance planning and

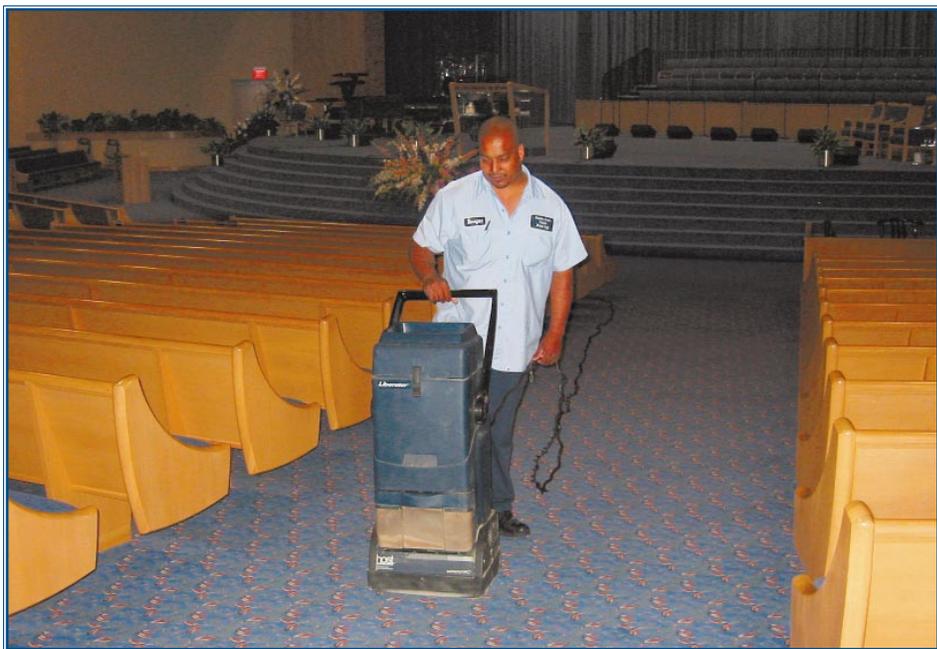
cleaning spots and spills. When the equipment was delivered, Healy conducted some on-site training to complete their education.

“There are some pretty significant events that happen in this building,” said Healy. “I can’t imagine any other building maintaining such a high level of appearance without HOST.”

Both Green and Majors agree that the HOST System is the best they have worked with. “I have found HOST to be one of the top cleaning materials to use,” said Majors.

The primary reason Green and Majors prefer HOST is speed. Because the temple sees so much activity, it’s important for the carpets to be cleaned and ready to use in a short amount of time. Green said that the HOST System is faster because there is no drying time needed. “You don’t have to worry about letting the carpet dry,” he said. “You can get in and out really fast.”

In contrast, liquid extraction systems require a great deal of time



*“The HOST System is faster because there is no drying time needed. You can get in and get out really fast,” said Dwayne Green.*

to dry, according to Majors. This would mean closing off large sections of the facility for as long as 24 hours. Even then the results are not always desirable. “Sometimes when you wet clean a carpet it leaves an odor; a sour, mildew odor,” he said.

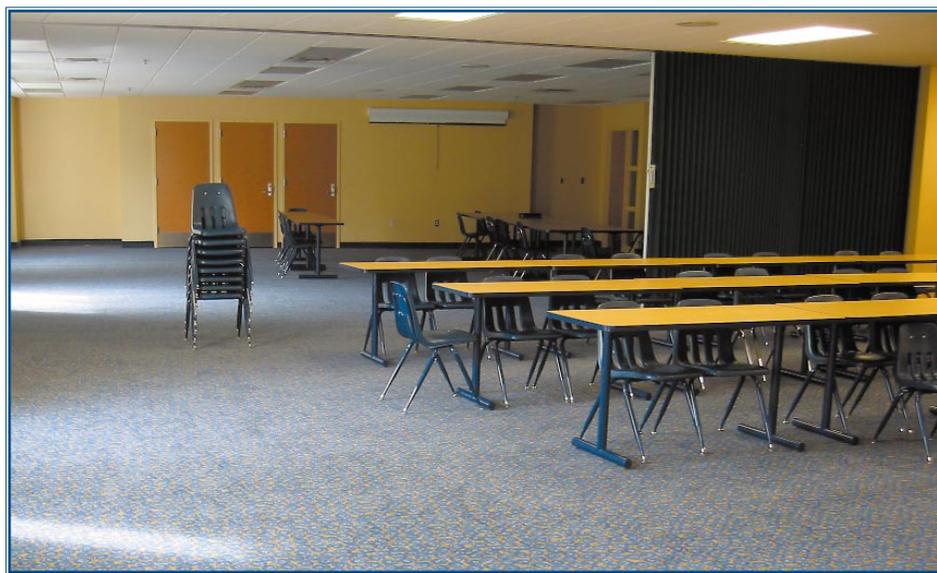
Another reason Majors and Green prefer the HOST System is its ease of use. Both have experience with

wet extractors and agree that it’s taxing work. “The work is hard (with a wet extractor), much more difficult,” said Majors. “Using the Liberator, I can work alone for eight hours without getting tired.”

The Liberator and other HOST machines are easy to use because of their counter-rotating brushes. With just a light touch, users can easily guide the machine across the carpet as it agitates the HOST Dry Carpet Cleaner to effectively remove soil and allergens while lifting the carpet pile and maintaining its beauty and durability.

### **Diverse Cleaning Needs**

Greater Grace Temple serves a wide variety of uses and, therefore, has a variety of cleaning needs. In addition to weekly worship services, the complex’s 7,140 square foot banquet facility is used three or four days a week for weddings, funerals and other functions. Weekdays from September to June, hundreds of 3–5 year old children attend preschool at



*The temple pre-school serves hundreds of 3–5 year old children from September to June.*

the facility. The complex also has offices and can host conferences, meetings and even baptisms in the full-immersion baptismal pool.

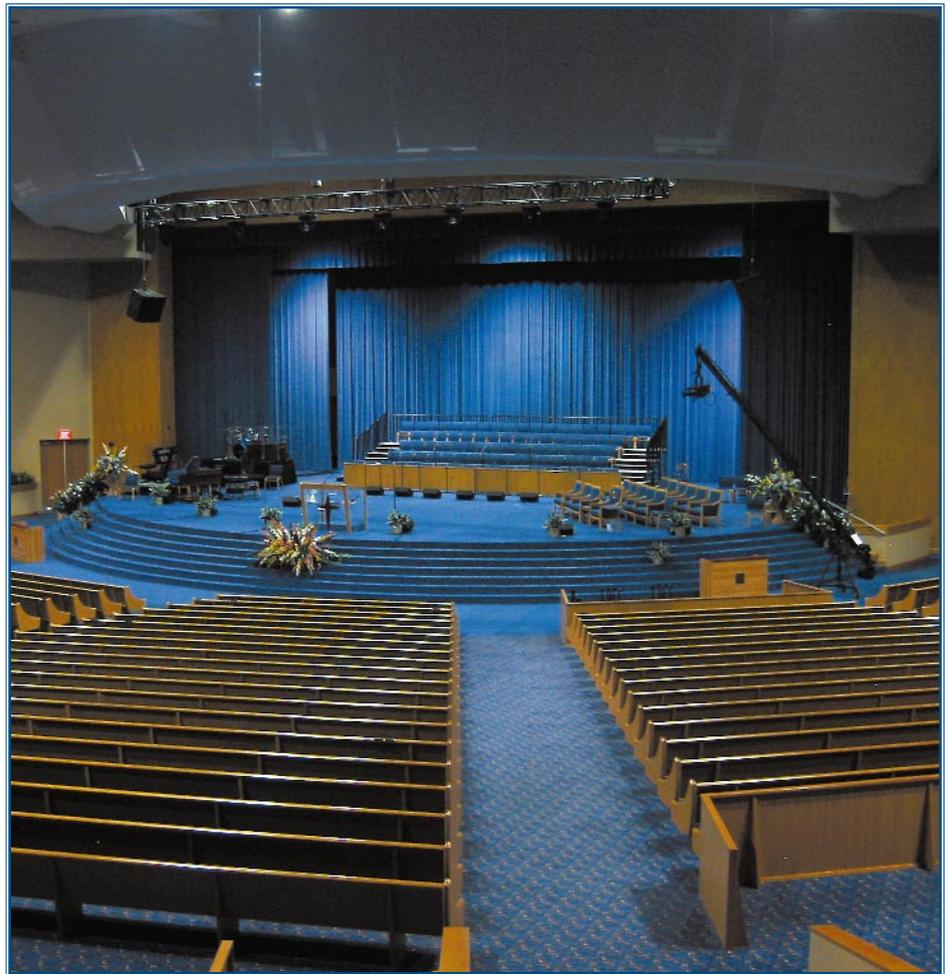
In addition, every spring the temple puts on a passion play during Holy Week called, “Whip, Hammer & Cross” that features dozens of singers, dancers and actors and even includes live animals – sheep, a donkey and a horse! Performances run before Easter Sunday on Wednesday, Thursday and Good Friday and draw thousands of people in attendance.

This creates a truly unique carpet cleaning challenge, because the building must be cleaned before each performance as well as be ready for worship services on Easter Sunday. Every year, however, Majors, Green and the HOST System are up to the challenge.

### **Maintenance Plan is Key**

The key to keeping Greater Grace Temple’s carpets looking good is the maintenance plan. According to Green and Majors, using the HOST System with the maintenance plan has prevented the carpet from looking worn from use. Green said that some people predicted traffic wear would appear in the banquet hall’s serving area. “It never happened because of the maintenance program.”

Under the maintenance plan, certain areas are cleaned more often than others, eliminating unnecessary cleaning and focusing on areas more prone to soiling. “The banquet hall is more of a priority,” said Green. Because of the amount of use, Green and Majors clean the banquet hall on a weekly basis, but they perform spot cleaning after every event to clean food spills.



*Greater Grace Temple sanctuary seats 4,000 parishioners.*

Other areas of the building don’t require as much attention. The sanctuary and classrooms are not cleaned as often as the banquet hall, except during the school year. “We have to keep on top of areas where the children are to keep bacteria and germs down,” said Majors. Otherwise, those areas are cleaned on a quarterly basis.

### **HOST Keeps Carpet Looking Beautiful**

Majors and Green have both used other carpet cleaning methods in the past, including wet extraction. Both are glad to be using HOST in the Greater Grace Temple. They appreciate the speed and ease of use of the HOST System and are happy with the results. “I always worried

about the carpet being glued down and putting a lot of water on it,” said Majors. “We don’t want the carpet coming up and with HOST you don’t have to worry about that.”

Majors would advise anyone getting started in carpet cleaning to use HOST. “I would tell them to get involved right away with dry chemicals,” he concluded. “I prefer to use HOST. I won’t go back to liquid.”

## Planning is the key... to great looking carpet

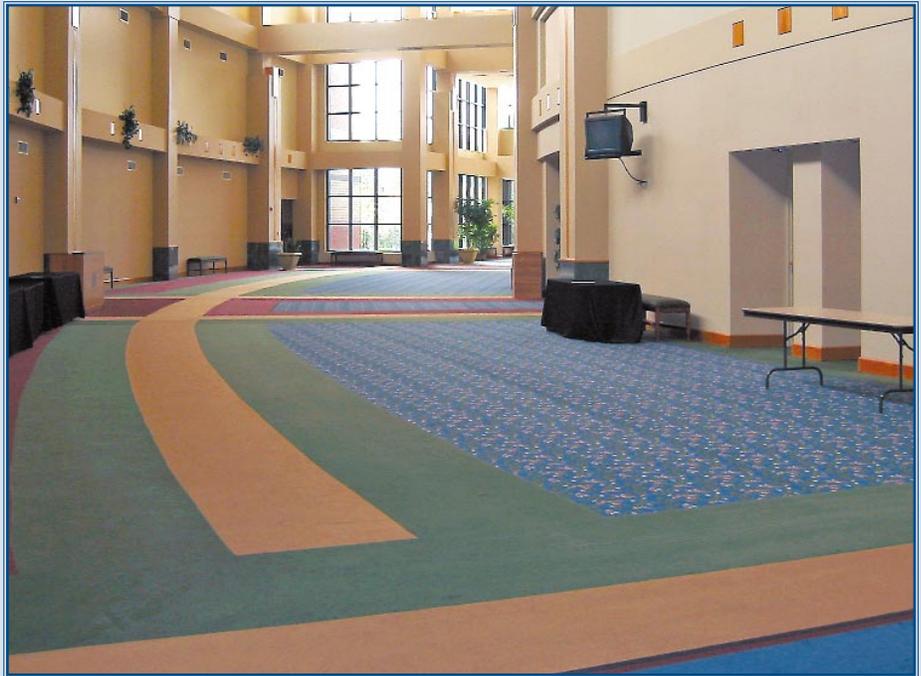
*HOST<sup>®</sup>'s Computer Aided Maintenance Plan (CAMP<sup>®</sup>) is custom designed using your floor plan and traffic patterns. It is the cost efficient way to have clean and dry carpet that looks its best every day. The plan schedules vacuuming, spot removal and strategic cleaning when and where needed. CAMP includes these 4 elements:*

### Prevention

Keep the dirt out of the building. 90% of the dirt that ends up in the carpet comes in on people's shoes and 85% of that dirt is dry and vacuumable. Use walk-off mats to keep the dirt out. Vacuum and clean the mats so they can keep on working. Place them at entrances to the building. They should be large enough (20 lineal feet) so that the shoes are cleaned off as people enter the building.

### Detection

Carpet gets dirty where people walk and spill. The most important areas in the building are the entrances, elevator lobbies, doorways



*Greater Grace Temple stays in pristine condition using a maintenance plan.*

inside the building, food service areas, break rooms, copy machine locations and main traffic areas. This is where the dirt is heaviest. CAMP identifies these areas on color-coded vacuuming and cleaning diagrams.

### Extraction

Remove the dirt before it builds up. The majority of the dirt (85%) in the carpet is dry dirt and can be removed by effective vacuuming. The plan calls for daily vacuuming and pile lifting of the most highly trafficked areas to remove the buildup of dirt. Spots and spills are removed as they

occur. The oily, greasy dirt represents 15% of the dirt and is also found in the high traffic areas. These areas are scheduled for dry extraction cleaning on a frequency that prevents the buildup and spread of this dirt.

### Inspection

Monitor and inspect the carpeted areas for best results. The CAMP system gives you the tools to inspect areas and adjust cleaning frequencies as needed. It also includes a cost analysis summary to help you with your inventory of cleaning supplies and the yearly budget.



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