



Jennifer and Matthew



# meet **Jennifer & Matthew**

## *The Owners Behind The Clean Team*

**sponsor spotlight**  
By Jonathan Pappalardo

If you ever find yourself in Kingston, just off of Route 3A past the intersection where Route 106 collides with Route 27 heading up Pembroke St. towards Pembroke, then you've seen the home of The Clean Team, operated by Jennifer and Matthew Critz. If you've driven in, and the weather cooperates, you may even be greeted by their Labrador retriever, Tucker. He's often found relaxing in the parking lot this time of year.

### ***What is The Clean Team?***

The Clean Team began as a housecleaning company in 1983, founded by Jennifer's parents. Jennifer and Matthew began working alongside her mom and dad in 2001 and assumed full responsibility of the business in 2011. "We service clients with their carpet cleaning, upholstery cleaning, tile and grout cleaning, leather upholstery cleaning, wood floor restoration and drapery cleaning," Jennifer said. "We clean oriental and area rugs in our facility and we clean outdoor cushions as well."

The company has won service awards from Angie's List, Best of the South Shore and Wicked Local. They service clients throughout Massachusetts from Cape Cod and the South Shore to Foxboro, Needham and Wellesley. The Clean Team is a certified firm with the standard development organization IICRC.

### ***The Art of Customer Service***

Matthew says the most important aspect of their business is how they treat their clients. All their technicians and phone representatives are also certified through IICRC, meaning everyone is as knowledgeable about the intricacies of the business as everyone else and can easily answer any of our client's questions.

The relationship with the client is such a high priority for Jennifer and Matthew, they follow-up after a job is completed to make sure the client is satisfied. "We're constantly focused on providing the most outstanding service experience ever,"

he says. “We hire the people that want to do that, people that want to serve, people that want to do a good job, people that enjoy instant feedback.”

Jennifer adds they have a money-back guarantee and take pride in returning their clients’ phone calls. They service many high-end furnishings and have trained their staff accordingly, so the client can feel confident the technician will treat their expensive items with the utmost care. On the other end of the spectrum, “We clean sometimes for people who couldn’t afford to have cleaning done, at a much-discounted rate, so that they can still have nice clean things even though they can’t afford it,” Matthew said.

***Get your rugs clean before they’re dirty***

The big question for the client is, so how do you know when the time is right to call The Clean Team? In terms of cleaning, “The mills tell you every 18 months to two years,” says Matthew. “Believe it or not the more hard surfaces you have in your house the dirtier your rugs get because the hard surfaces aren’t cleaning off your feet until you hit the rug.”

The key, Matthew says, is maintenance. “Make sure you’re vacuuming more in the summer because you get all that pollen. The Pine Hills is quite possibly the pollen Mecca of New England. Vacuum more during the pollen season.”

As for spots, “You want to stick with your natural things like water and vinegar or our Spot Out cleaner, which they can come by the office at any time and get a free bottle,” says Matthew. “Don’t freak out if you spilled something or if your dog had an accident. Just give us a call so we can clean the spill.”

For those looking to get their area rugs cleaned, Jennifer says clients can drop off their area rugs at their facility or use their pickup and delivery service. They specialize in oriental rugs at their facility but clean all variety of area rugs, too.

“We’re here for the long haul, we’ve been in business 35 years, we’ve had the same phone number, same name the whole time,” Matthew said. “We’re here to do a good job and be here down the road when you need us.”

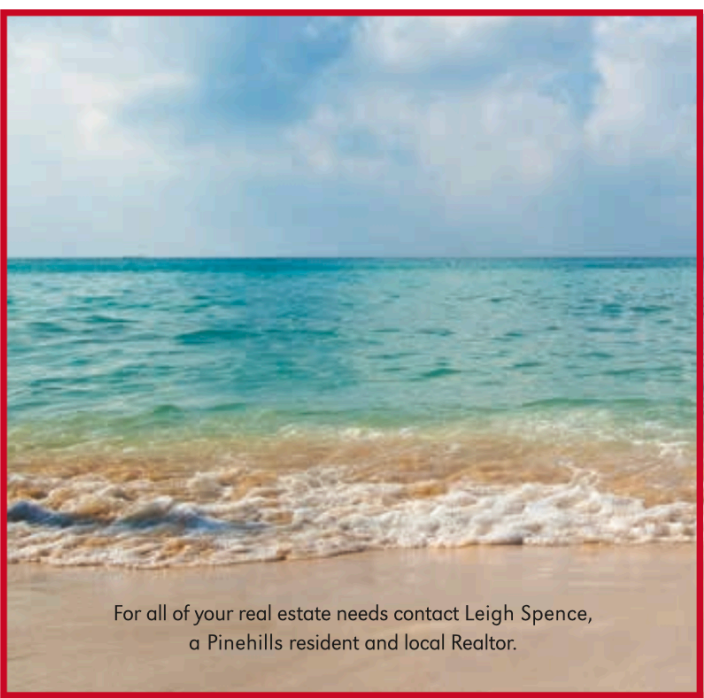
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