

**BEST COMMERCIAL CLEANING/JANITORIAL SERVICE COMPANY**  
**Midwest Janitorial**



MIDWEST JANITORIAL SERVICE, INC.  
your total facility management solution

Midwest Janitorial Service bills itself as “your total facility management solution.”

From that description, it’s clear the company does more than janitorial work. That work, however, was enough to earn it recognition from Corridor Business Journal subscribers as Best Commercial Cleaning/Janitorial Service Company in the Corridor.

The company has eight locations in two states, with the bulk of its operations in Iowa. Those locations are Hiawatha, Coralville, Clive, Waterloo, Burlington, Davenport and Muscatine. In addition, it has an office in St. Louis.

The Hiawatha location also serves as the corporate headquarters.

The company has been family owned and operated since 1958. it provides services for many

types of facilities, including offices, warehouses, medical, school and retail businesses.

“Any company can offer cleaning service,” it says on its web site. “We at MJS pride ourselves on the dedication we offer to you, our customer. And we will take as much pride in your building as you do.”

In addition to janitorial work, the company also provides lawn care and snow removal, as well as maintenance and repair work.

The business is owned by Kim Hotchkiss.

**Runner Up: Goodwill Industries**

— John Kenyon



## BEST COMMERCIAL CLEANING/JANITORIAL SERVICE COMPANY Midwest Janitorial



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Sometimes, it's just as much about security and safety as it is about the service provided.

That's true for Midwest Janitorial Service, a 52-year-old family-owned company headquartered at 1395 N. Center Point Rd. in Hiawatha.

"We try to treat their facility like it's our own and really try to stay on top of industry best practices for quality service," said Kim Hotchkiss, owner of the company. "We just implemented a whole new customer service software program that allows customers instant online reporting for their facility. So we really try to monitor and keep a high level of satisfaction."

Midwest Janitorial provides commercial cleaning services, including carpet, floor and window care and construction clean-up for many types of facilities, including offices, warehouses, medical, school and retail businesses. During the past year, the company added lawn and landscaping to its list of services.

"We have so many of our larger customers who would like a package deal that can take care of their entire facility with one phone call," she said.

The company employs more than 500 people. Midwest Janitorial conducts background and reference checks when hiring, to ensure clients' security and safety.

"Security can sometimes be more important than the service you're providing and they're giving you the key to their facility after hours," Ms. Hotchkiss said. "It's really stringent background checking, references and we have an in-house training program that really stresses everything — what they're allowed to do, what they're not allowed to do and what they can touch, what they can't touch and we make them sign off on it."

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**Runner Up: ServPro**

— Gigi Wood

