



Done Right Cleaning

Principal: Patricia Carroll

Address: 2960 Berwick Blvd

City/State/Zip: Columbus Ohio 43209

Phone: 614-338-0971

Email: patriciapete@sbcglobal.net

Website: www.donerightcleaning.biz

Type of Business: commercial cleaning

Years in Business: 2 yrs

Scope of Services: General office cleaning, apartment property (move-out) cleaning and detail cleaning requests from clients

Service Radius: Franklin County: Whitehall, Bexley, Gahanna, Reynoldsburg

Number of Employees: 5 part-time

Why did you go into business? I really don't like to be told what and how to do my job. I sometimes have good ideas on how to best do things. In other words, I like working for myself.

Why is your business a success? I grow my business at a slow pace, pray all the time and live by the foundation set for the company; which is truth, integrity, honesty.

Company Goals: To become the 1st class commercial cleaning business known for professional services.

What's your position or main responsibility to the company? Making sure the employees have work and the clients are satisfied with the services.

What's the best aspect about your position? Watching the company grow with the help of my labor

What's the worst aspect about your position? The responsibility to make sure there are contracts for service

The best business advice you received? Marketing and points on selling your services

The biggest business mistake you made? Over bidding on projects

What MCBAP services do you take advantage of? Marketing, pre-counseling, and workshops.

How has the MCBAP office helped your business? Advice on marketing my business; pre-counseling on becoming state certified, city certified and government certified; doing business with The Ohio State University; points on writing a business plan and providing the opportunity to network while at the workshops.

Tips for persons wanting to open a business: Get all information you can, ask questions, research the Columbus library business and register with the COMBA for counseling; above all **patience**.

What would you like people to know about your company? The company stands behind its promise: Professional cleaning service, professional customer service and attitude.

Favorite book: Black Enterprise

Favorite musician: Jeff Major

Best place for a business meal: Bexley Monk

Favorite food: salads

Hobbies: gardening

Family: two sons, grandchildren, dog and husband