



A Gibb Knowledge Base Article

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## History and Overview

### Experience Working For You

In today's business environment, achieving further improvements to your bottom line is a substantial challenge. With the costs of in-house personnel on the rise, it makes good business sense to outsource your building service needs.

Gibb Building Maintenance has been providing customized, quality cleaning services and solutions to businesses for over 45 years. Daniel Gibb and John Payant (brother in-laws) founded Gibb Building Maintenance Company in 1960. With the help of a devoted staff, Gibb has become Milwaukee's premier commercial and industrial cleaning company, serving the state's most notable corporations and entities. In 1995, Dan passed away and John turned over the daily responsibilities of servicing its 100+ customers to his operations manager John Roethel, a 25-year veteran of Gibb. John implemented a variety of new services and operational policies to better service clients and partners and retain team members. In 1993, Chris Roethel joined the Gibb team learning all areas of the company's operations and, in 1999, took over responsibilities as administrative director overseeing the office operations. This change allowed Gibb to streamline operations to service its partners more efficiently and cost effectively. In January of 2001, the family-owned tradition continued as John and Chris purchased Gibb from Mr. Payant. They are now president and vice-president respectively. Gibb continues today providing services based on the fundamental principles and beliefs that Mr. Gibb and Mr. Payant employed since 1960. Gibb has differentiated itself from the many competitive providers in the area through implementing new technologies, quality standards and processes to better our abilities to communicate with and service our partners, train and retain our team members and streamline operations. To set ourselves apart, we are committed to providing a higher value and relationship-driven service to our partners throughout the region.

Today, Gibb offers the very best maintenance programs and specialty services at competitive prices. We've built our reputation on honesty, reliability, and outstanding performance by taking the time to understand the needs and expectations of our partners, and providing them with the best solutions and consistent service. We establish long term partnerships, built on communication and then raise the bar of performance beyond our client and partner expectations.

We presently employ approximately 150 team members consisting of owners, management, supervisors/account managers, operations, project and general cleaning staff. Our average team member turnover rate is currently only 13%, *Continued on page 2*





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well below industry averages. A number of our team members have worked for Gibb an average of 15+ years and we take pride in retaining our partner service for 7.2 years, also far above industry averages.

Gibb has an unparalleled record of dedicated service from industry experts who enjoy their work and take great pride in what they do. It's your guarantee of total satisfaction.

### **Our Mission**

At Gibb Building Maintenance Company, our purpose is to provide our clients and partners the very best in facility maintenance. We strive at all times to deliver exceptional service in a manner that is safe, reliable, cost effective and considerate of the environment.

We believe in establishing a long-term partnership with our clients to understand their particular needs and expectations. Communication is the key to an effective working relationship and we make it our policy and practice to respond quickly and consistently to our clients.

Gibb Building Maintenance Co., Inc. is an active member of the following associations:

- Building Service Contractors Association International (BSCAI)
- Wisconsin Cleaning Contractors Association (WCCA)
- Wisconsin Green Building Alliance (WGBA)
- Metropolitan Milwaukee Association of Commerce (MMAC)
- Building Owners and Management Association (BOMA)
- Resource and Referral Alliance (R2A)

