

TEXAS

## WOMEN BUSINESS LEADERS

# Because All Janitorial Services Are Not Created Equal

*Kemp & Sons General Services*

**W**e rarely give them a second thought: the folks who clean by night so our workplaces shine by day. Yet the work they do is vitally important to our health and well-being.

But all janitorial services are not created equal. Those that place a premium on excellence in all aspects of the business offer a distinct advantage, says Reginalea “Reggi” Kemp, president and CEO of Fort Worth-based Kemp & Sons General Services (KSGS).

“Going with the lowest bidder may save you money in the short term, but it can actually be more costly over the long run in terms of repairs and restoration,” Kemp says.

Founded in 1972 by Kemp’s late father-in-law, Jesse Kemp, KSGS serves health care facilities, including the Fort Worth Veterans Administration Outpatient Clinic, the nation’s largest; airports; municipalities; colleges and universities; and corporate office buildings throughout the Dallas-Fort Worth area. (Reggi, is this correct?)

Employees and subcontractors receive regular training to ensure they continue to meet and exceed industry standards. “(Our managers?) have had Six Sigma training. We understand OSHA rules. We strive to be a leader in our industry,” Kemp says.



*Reggi Kemp*

## RESTORE Huntsville: A Major Milestone and a Productive Partnership

Kemp’s husband and business partner, Larry Kemp, is proud and amazed when he thinks about how far the family-owned company has come. “My father started Kemp’s Janitorial Services (its original name) as a part-time venture to fund college educations for me and my two brothers,” he says. “When Reggi and I took over the company in 1998, we had six employees, and three of them were family members. Today, we have over 150.”

And, in a major milestone, the company was recently awarded its first

out-of-state contract. Last year, after a highly competitive selection process, KSGS was chosen to partner with the city of Huntsville, Alabama, to restore and maintain its municipal buildings and parks. The company services the account from a new, satellite office in Huntsville.

What set her company’s bid apart, Kemp says, and the deciding factor in its selection was its reputation for outstanding service and effective, two-way communication, as attested to by the satisfied clients who submitted references on KSGS’ behalf.

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*“Kemp & Sons hit the ground running. They’ve done a very, very good job. From my perception, they put quality above profits. The most important thing to them is to provide good, quality service.”*

*– Jeff Easter, director, General Services Department, City of Huntsville, Alabama*

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“Our quality control team is unparalleled,” she says. “They meet with the facilities manager and his team on a monthly basis. The client knows if they ever need anything, the quality control department will take care of it.”

“The perception of what a cleaning company is and does has changed,” Kemp says. “Our responsibilities have changed.” And KSGS is leading the way.

**KEMP**  
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