



FOR IMMEDIATE RELEASE

Nikki Irwin from The Cleaning Pros Receives Residential Cleaning Industry Award

Northbrook, IL, USA – October 23, 2017 – ARCSI (Association of Residential Cleaning Services International), A Division of ISSA, is pleased to announce that Nikki Irwin, general manager, The Cleaning Pros in Odessa, FL, received the Chairman’s Award at the 2017 Professional Image Awards.



ARCSI, the residential cleaning arm of ISSA, the worldwide cleaning industry association, held its annual Residential Cleaning Awards Ceremony recognizing excellence in the residential cleaning industry during the recent ISSA/INTERCLEAN® North America 2017 in Las Vegas, NV.

The ARCSI Chairman’s Award recognizes an internal staff person at one cleaning company for his/her excellence, professionalism, and integrity in the profession. Chuck Terpstra, owner of The Cleaning Pros, finds Irwin’s presence at the company invaluable.

“Nikki’s dedication and professionalism has helped The Cleaning Pros continue to grow financially and has helped each employee grow individually,” Terpstra said. “Nikki has grown from her role as office assistant three years ago to general manager today because of her hard work and determination. She is dedicated to making The Cleaning Pros both a financial success and a premier place to work.”

ARCSI Executive Director Ernest Hartong described the heart of the award: “A customer’s experience with their home cleaning company usually begins with a phone call. Office staff absolutely sets the first impression of a company’s professionalism, integrity, and willingness to deliver exceptional service to clients and potential clients. Recognizing and rewarding staff that go above and beyond in delivering the best customer experience is what the Chairman’s Award is all about.”

Irwin was thrilled to receive the award, expressing her sincere gratitude to ARCSI, The Cleaning Pros and the residential cleaning community. “I am so proud to work in the residential cleaning industry,” Irwin said. “It is an amazing feeling to go into a home and make a difference, whether it’s cleaning for a woman battling cancer, cleaning for someone who can no longer do it themselves or just to provide someone with the extra time for their families.”

About ARCSI

ARCSI was established in 2003 to assist residential cleaning service owners in starting, promoting, building, and expanding their businesses. ARCSI merged with ISSA in January 2017 to become ARCSI, A Division of ISSA. As the residential cleaning arm of the worldwide cleaning industry association, ARCSI brings together members in the United States, Canada, and across the world by providing valuable information and opportunities to ensure the growth and development of its members' businesses through education, networking, and collaboration. For more information, visit www.arcsi.org or call 614-547-0887.

About ISSA/INTERCLEAN

The award-winning [ISSA/INTERCLEAN](http://www.issa.com/interclean)® family of exhibitions brings together executives from all segments of the cleaning industry to do business and share information to better manage distribution and building services companies, and facility management departments. ISSA, the worldwide cleaning industry association, and its trade show partner, RAI Amsterdam, produce ISSA/INTERCLEAN shows around the world. ISSA also hosts more than 60 educational seminars and networking opportunities in conjunction with ISSA/INTERCLEAN North America. For more information, visit www.issa.com/tradeshows.

About ISSA

With more than 7,000 members—including distributors, manufacturers, manufacturer representatives, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the leading trade association for the cleaning industry worldwide. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. For more information about ISSA, visit www.issa.com or call 800-225-4772 (North America) or 847-982-0800.

The association is headquartered in Northbrook, IL, USA, with regional offices in Mainz, Germany; Botany, Australia; and Shanghai, China. For more information, visit www.issa.com, join the discussion with [ISSA's LinkedIn group](#), and follow ISSA on social media on our [Facebook page](#) and [Twitter account](#).

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