

# CEO: Janitorial firm grew business from nothing

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By **JOSH BROWN**  
The Press-Enterprise

After a couple of years in college and a few more years working in sales for a record company, Scott Brill knew he wanted to be his own boss.

He moved from Los Angeles to the Coachella Valley and met John Moore, a janitor who also wanted to start a business. The two soon founded Moore Maintenance and Janitorial Services Inc.

"John and I had to do the cleaning at first because we couldn't even afford to hire staff," he said.

But in the past 21 years, Brill has helped lead the business from cleaning a few houses in Rancho Mirage to having 130 clients.

The company, which employs 280 people locally, has clients across the nation, subcontracting with other cleaning firms for its clients located outside Southern California.



Rodrigo Peña / The Press-Enterprise

Scott Brill is executive vice president of Moore Maintenance and Janitorial Services Inc. in Rancho Mirage. He said that initially, he and co-founder John Moore did the cleaning work themselves until they built clientele and a staff.

**Q:** Why did you choose this industry?

**A:** It was kind of a fluke deal. I met John at a party. He was already involved in janitorial service. And I wanted to start a business. We knew there was a need for those services throughout the area.

**Q:** What inspires you?

**A:** This business allows me to be creative. I love solving customer issues and growing the company. It's the thrill of taking a piece of dough and being able to mold it.

**Q:** What is your proudest career accomplishment?

**A:** The main thing is taking a business from nothing to where it is today.

**Q:** What is your biggest challenge?

**A:** There's a big turnover in this industry. So keeping employees motivated to do what they do is a challenge.

**Q:** How do you retain good employees?

**A:** Humans are humans no matter what you pay them. So we keep them motivated in other ways. It's our goal to add incentives for longevity. We do annual reviews, and if the company does well, we share the wealth. Sometimes, a simple thank you is enough.

**Q:** What advice do you have for other executives?

**A:** Be honest with your customers. Stay steadfast, even through growing pains. Also, trust your employees, and have an open-door policy. Always welcome comments from employees.

## **SCOTT BRILL**

**TITLE:** Executive vice president and co-founder

**COMPANY:** Moore Maintenance and Janitorial Services Inc.

**INDUSTRY:** Janitorial and cleaning services

**LOCATION:** Rancho Mirage

**EMPLOYEES:** 280

**REVENUE:** \$15 million

**YEAR FOUNDED:** 1986

**EDUCATION:** Studied at Pierce College and Cal State Northridge