

# fresh

OCT  
2010

Your official newsletter from All Clean

 **allclean**  
PROFESSIONAL CLEANING  
[www.allclean.co.uk](http://www.allclean.co.uk)



“ ”

I am personally available to speak to clients at any time of the day or night, 7- days a week, to answer any queries you may have about your service.

Call me on 07767 244 669

## Hello and welcome

It gives me great pleasure to welcome you to 'Fresh' - the first All Clean monthly newsletter and I hope you enjoy reading it as much as we have enjoyed producing it.

At All Clean we have a Client Promise and a big part of that Promise is to deliver 'customer delight'. As part of our commitment, I am personally available to speak to clients at any

time of the day or night, 7-days a week to answer any queries you may have about your service.

Please feel free to comment and contribute to the newsletter – we very much welcome your feedback and input.

Wishing you all the very best,  
Mark Weston.

# The All Clean Promise

Here at All Clean we're much more than just another 'cleaning company'

In a pursuit of client delight we have three commitments that drive everything we do.

- ① To delight the client every day.
- ② To be exceptional not acceptable – in everything we do.
- ③ To operate responsibly for the welfare of our clients, staff and the environment.

If you feel you're not experiencing any aspect of The All Clean Promise at any time, please contact **Mark Weston** on **07767 244669**



## Our commitment to the environment

All Clean operates with a responsible attitude towards the environment and has a full environmental policy that commits to:

- ➔ Implementing environmental management systems to raise environmental awareness amongst staff.
- ➔ Reducing and preventing emissions and minimising waste.
- ➔ Using environmentally friendly cleaning agents that are fully compliant with EU/UK Legislation.
- ➔ More efficient usage of energy, water and raw materials.
- ➔ Encouraging suppliers and contractors to adopt environmentally friendly work practices.

To view our Environmental Policy in full please visit [www.allclean.co.uk/downloads/environmentalpolicy.pdf](http://www.allclean.co.uk/downloads/environmentalpolicy.pdf)

## All Clean is Employer of the Year

We are delighted to have been awarded 'Employer of the Year' 2010 for our dedication to staff training and development.

All Clean was awarded both the Regional and Overall 'Employer of the Year' from Birmingham Metropolitan College, where two thirds of our staff have completed NVQ courses in cleaning and team management.

Commenting on the award Mark Weston said:

**"We are delighted to receive this award as recognition of our commitment to staff training and development. The NVQ qualifications ensure our staff provide a thorough and efficient service to our clients, cost effectively"**



## Glowing client praise for All Clean

We have recently produced two new case studies from happy clients.

D.A. Cook (Builders) Ltd and the Skydome leisure complex, both feature in new case studies which are available to read on the All Clean website.

The case studies highlight All Clean's diverse service offering from cleaning the inside of Church roofs, to chewing gum removal from retail concourses.

Read more about what Skydome and other clients have to say about us by visiting:

[www.allclean.co.uk/casestudies](http://www.allclean.co.uk/casestudies)

## Bristol Street Motors (Crewe) choose All Clean

Bristol Street Motors, Crewe has recently chosen All Clean to provide daily cleaning services to its showroom and sales offices.

The Crewe branch has 5000 square feet of car showroom which will be cleaned 6-days a week by the All Clean team.

All Clean enjoys a long-standing relationship with the Bristol Street group, providing services to its Midlands dealerships.

For more information about Bristol Street Motors, Crewe please visit:

[www.bristolstreet.co.uk/find-a-dealer/vauxhall-crewe/](http://www.bristolstreet.co.uk/find-a-dealer/vauxhall-crewe/)



**VAUXHALL**

## STAFF PROFILE

### Meet... Gina



Every month we profile one of our valued team members. This month the spotlight is on Gina Fenton, cleaning services technician at FXC Truflo Marine in Birmingham.

**How long have you worked at AllClean?**  
*12 Years.*

**What's it like working for All Clean?**

*We're like one big family, we have a great working relationship with each other and build trusting relationships with our clients*

**What are your hobbies?**

*Spending time with my family, my dogs and holidays*

**What's the best piece of advice you've been given?**

*To take things in your stride and not take life too seriously!*

Next month we'll be profiling another one of our superstar team - **watch this space!**