

# NewsFromCresswell

Cleaning & Facilities Management

Summer 2011



## WE'VE GOT IT COVERED! CRESSWELL RECOGNISED IN LEADING INDUSTRY PUBLICATION

Starting 2011 off on a real high, Cresswell was delighted to be on the front cover of the January issue of Tomorrow's FM.

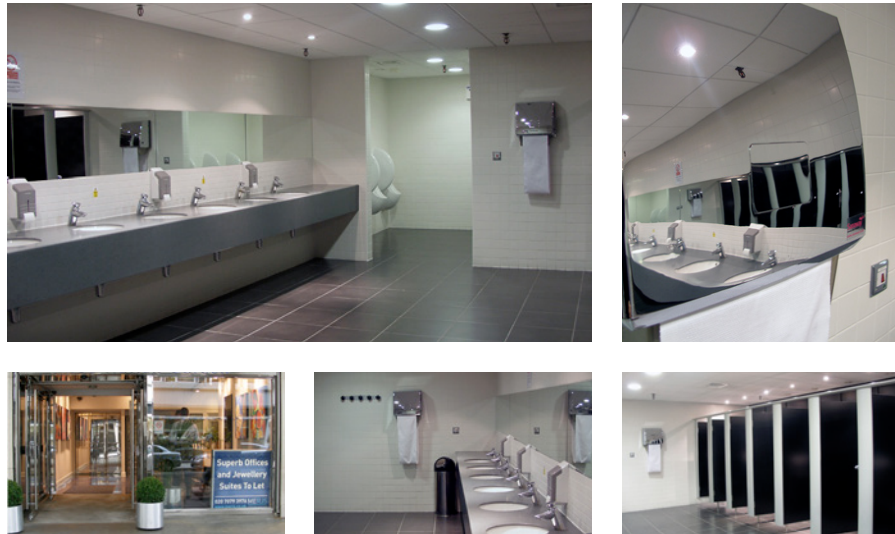
Tomorrow's FM is the online magazine for the facilities management industry. Providing coverage on the very latest news, issues and advancements, Tomorrow's FM is an essential read and is at the forefront of the cleaning and FM industry.

Cresswell not only had the front cover of the first issue of the year but also had a double page profile spread in the middle of the magazine.

To view the January 2011 issue of the online magazine in full, simply go to [www.tomorrowsfm.com](http://www.tomorrowsfm.com) and see the back issues, making sure you also see the profile on pages 14-15.

Taking it one step even further, Cresswell also appeared on both the back cover of February's issue of Tomorrow's FM and the Facilities Show 2011 Showguide with its distinctive and recognisable full page ad. These can also be viewed at [www.tomorrowsfm.com](http://www.tomorrowsfm.com)

## CLIENT PROFILE MERJS LTD (HATTON GARDEN)



Having gone through an initial competitive tender process, Cresswell Office Services first won this three year prestigious contract which began on 27th March 2006. Since then the contract has been extended twice taking it through to 31st December last year. However, Cresswell retained the contract from the start of 2011 following a full tender process.

Kwabena (Ben) Kwarteng is the full time Supervisor permanently based at Hatton Garden and responsible for the cleaning and maintaining of the prominent building. Daily duties include the main entrance, reception, all communal areas and toilets, ground floor and basement car park, service corridors and loading bay serving some forty retail outlets and overseeing five part time cleaners, all working a two hour shift each.

As well as the daily cleaning, there are extensive periodic duties including carpet cleaning, deep cleaning of toilets and kitchens,

steam cleaning and oil removal from loading bay, garage and ramps, weekly and monthly window cleaning and six monthly window cleaning where access equipment has to be used.

At the weekend there is additional attendance in place for all the above tasks and Cresswell is responsible for supplying all roller towels, dust mats, feminine hygiene plus all toilet requisites.

On hand to carry out other tasks, Cresswell most recently had to remove and dispose of some heavy document safes and install some door closers at the offices in Hatton Garden, proving that the company is available at short notice for every kind of project.

*“Cresswell is a responsible company to deal with and remain highly reactive to our continued needs and I believe the service we receive is excellent”* says Bob Hill, Estate Manager, MERJS Ltd.

## MARKETING THE SUSTAINABLE WAY



This year, Cresswell's marketing strategy brings a much more sustainable way of communicating with its customers, prospects and peers. A carefully designed social media strategy has become an integral part of the main Cresswell marketing plan. In 2011, Cresswell is embracing the use of social interaction by communicating and providing valuable content through social networks such as Twitter. Easy access to Twitter can be found by clicking on the logo at [www.cresswellservices.co.uk](http://www.cresswellservices.co.uk) or you can follow us on Twitter @CresswellClean

Email marketing is a great way to keep customers and prospects updated on activities and services and Cresswell will be carrying this through to drive people to the website this year.

Since relaunching the company website in keeping with the new brand, it has been important to keep it updated, and by clicking through to [www.cresswellservices.co.uk](http://www.cresswellservices.co.uk) you can find news updates and more information about how we can help with your daily office cleaning and the detailed list of services available.

## A LONG SERVING ASSOCIATE OF BICSc STEVE WOODCOCK GAINS MEMBER STATUS



As an associate member of The British Institute of Cleaning Science (BICSc) for over 10 years now, Steve Woodcock, Operations Manager is privileged to have automatically gained full member status, whilst Managing Director David McLeod has been recognised for being a member for 25 years.

BICSc is the largest, independent professional and educational body within the cleaning industry and has almost 5,000 individual and corporate members in the UK and abroad.



# INVESTMENT FOR THE FUTURE

Senior Contracts Supervisor at Cresswell, Francisco Molina has been with the company for over four years and during that time has proved to be a worthy asset to the business.

With a wealth of cleaning experience, Francisco's role is constantly expanding and he has recently trained in basic plumbing, electrics and carpentry adding another string to his bow.

*"Training is a fundamental part of the business and it is important to invest in it for future career progression for our employees"* said Steve Woodcock, Operations Manager.



## A NEW ACCREDITATION



Cresswell is pleased to have recently gained CHAS accreditation. The Contractors Health and Safety Assessment Scheme (CHAS) is established as the market leader for health and safety pre-qualification in the UK. It is a

non-commercial, government scheme which assesses health and safety for all types of suppliers as well as satisfying the requirements of all public bodies, and is equally applicable for the private sector.



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