



Omar Lozano-Alvarez with his PAT Safety Test Certificate



Welcome

Firstly, I would like to wish all our customers, clients and suppliers a very happy and successful new year.

I would also like to give a special mention and my heartfelt thanks to our dedicated cleaning staff who work 364 days a year and therefore only had one day off over the holiday period.

As we embark on 2008, we look forward to yet another busy one in the cleaning industry as we continue to maintain the highest cleaning standards our clients have come to expect.

David McLeod, Managing Director

There's no stopping Cresswell

As part of its commitment to offer a safe and environmentally sensitive service, Cresswell has recently added two new services to its ever expanding portfolio:

PAT Safety Testing

Electricity kills and injures people and around 1000 electrical accidents at work are reported to the Health & Safety Executive each year, with about 25 people dying of their injuries. Many deaths and injuries arise from:

- use of poorly maintained electrical equipment
- work near overhead power lines
- contact with underground power cables during excavation work
- mains electricity supplies (230 volt)
- use of unsuitable electrical equipment in explosive areas such as car paint spraying booths

Fires are often started by poor electrical installations and faulty electrical appliances and as a company, you must comply with health and safety legislation and provide a

safe working environment and establish a safe system for your employees.

To enhance its services offered to its clients, Cresswell is pleased to announce that it can now offer PAT safety testing as part of its service portfolio.



Fire Alarm System & CCTV

Cresswell has recently introduced the installation and servicing of fire alarms and CCTV, in addition to door or access entry systems and intruder alarms.

If you would like a quote on either service or some further information, please call 020 7252 1101 or freephone on 0800 917 5911. Alternatively you can email info@cresswellservices.co.uk



Steve Woodcock, Operations Manager

New cleaning contracts

Since the last issue of the newsletter, Cresswell has secured a host of new business through its existing valuable customers and high quality cleaning service. The company would like to welcome some of its new clients including Business Objects, UBA Capital (Europe) Ltd, Green Park Capital, Charles Russell, Invus, London Sustainability Exchange and The River House Trust, to name just a few!

Cresswell introduced a new business strategy last year, which alongside its on-going sales and marketing activities saw it concentrate and invest in customer retention. Cresswell has been environmentally friendly for a number of years now and in a time when a quarter of growing businesses have taken no steps to go green, this has obviously been recognised and welcomed by its customers.

Current customers have been recommending Cresswell for its dedication and the management and personnel are steeped in experience in the cleaning industry. Their hands-on approach and varied range of services provides top quality at realistic prices.

In the company's annual customer satisfaction survey, over 30% of the participants awarded the maximum amount of points for overall total satisfaction and high quality of service, which shows that the hard working efforts of all the cleaning staff is key in ensuring customers continue to be satisfied.

Newly appointed mobile cleaner/supervisor

Cresswell is pleased to announce the appointment of a new mobile cleaner. Francisco Molina Flores joined the company in early 2007 and was recently promoted to this extremely responsible role. Part of Francisco's tasks is to ensure that all customers receive a prompt response to their enquiries and Francisco will be on hand to deliver both promptly and efficiently. He says, "This is a new and challenging role for me and I am pleased to be able to meet the customers face to face and respond to their enquiries to ensure they receive a high quality service."



New BACS payment system

In line with the company's environmental policy, Cresswell will be paying all of its suppliers by BACS in the very near future. It will no longer issue remittance advices in paper format but will be sending them electronically, therefore drastically reducing the company's paper usage.

Case study – Chantrey Vellacott

Cresswell Services has been cleaning the offices of its valued customer, Chantrey Vellacott since September 2006.

The offices, which are spread over three floors are located in a block in the prestigious Russell Square, London and an experienced team of five cleaners maintain the office cleaning each evening. In addition, cleaning is also carried out at lunchtime to ensure that meeting rooms and the reception area are ready for important visitors and that the toilet and kitchen facilities are maintained to a high standard for the staff. Quarterly window cleaning and periodic carpet cleaning has recently been

added to the contract. Most recently, a team of four Cresswell cleaning staff worked tirelessly cleaning the carpets over two weekends.

Using both wet and dry cleaning methods, the staff cleaned the carpets of all three floors in the London building and Olga Soblewska, Assistant to the Facilities Manager praised their efforts by saying, "Cresswell did a fantastic job of cleaning our carpets, we had expected to have to replace a number of tiles but they came up like new. Doing the work over the weekends meant there was no disruption to the running of our office either."