



The  Key to **C**omfort **D**edication & **C**leanliness

Company Information on CDC Hospitality

Who are we?

CDC Hospitality is the only contract cleaning company of its kind in London, with 20 years' experience and with an impeccable track record; we understand what a client's needs are when choosing a cleaning company to be part of their team.

Our belief is that we are not just seen as “contract cleaners” but as a strategic business partner, who manages the housekeeping department to be a part of the whole hotels team. We listen to our General Managers and join together to succeed in all goals.

We ensure that the housekeeping department not only delivers excellent standards but provides consistently high results every single day. We take a passion and pride in the standards we deliver and achieve these results in the team driven way we run the company. In CDC Hospitality we recognise that cleaning is often a hard task and appreciate every individual in the role they have, whilst encouraging them to raise standards within the support of the team.

We believe that to attract the best people to do the best job, we should pay them well and we pay every employee a **LIVING** wage, not a minimum wage. This ensures that we have the top tier of cleaners in London, with only a 2% turnaround of staff per annum. This exceptionally low turn around ensures that almost all members of staff stay with us throughout and bring great consistency to our services. The results of our extensive training therefore have a huge impact as each member of staff fully understands the General Manager's needs and knows their brand standard.

The results are simple – Our team become the General Manager's team in delivering the highest standards in London. We ensure that our company delivers such a strong support ethos, that both we and our client have a team to be proud of!



The **K**ey to **C**omfort **D**edication & **C**leanliness

So what makes us different?

All Employees are paid £8.50 per hour living wage minimum and are not paid per room. As the only cleaning company in London to do this, we automatically attract the best cleaners in London who stay with us throughout. This immediately removes the problems most contract cleaners experience with high staff turn around causing inconsistency issues.

Our biggest emphasis is on teamwork. CDC Hospitality has a very hands on approach and we spend time working with our teams to ensure the personal touch. We run extensive training programmes and offer a good promotional structure to allow every individual the opportunity to grow. If people enjoy their job, it shows in their productivity and the quality achieved. You cannot ask a person to appreciate their job if they are not shown appreciation for the job they do! A smile to a guest from a member of staff is a smile that makes a guest stay again. Below is a breakdown of how we achieve this.

Support

CDC Hospitality takes a very proactive approach to cleaning. We would not ask anybody to carry out a task which we would not be prepared to do ourselves.

We work very closely with the Housekeeping Manager to ensure that we are there to support them in their role. We act as a team to listen to what their objectives and goals are and then work with them to that end.

We are ALL on call 24 hours a day and should any issues arise we guarantee a 24 hour response. If any personnel call in sick at the beginning of the day or someone does not turn up to work, we will cover it with immediate effect, with no disruption to the working day.



The  Key to **C**omfort **D**edication & **C**leanliness

Training

This is a massive part of our company ethos. Our Management team would not place a room attendant into a room with minimum support and expect them to achieve hygiene and quality. We have a policy where we do not allow new room attendants to work shadow with experienced personnel, thereby avoiding the possibility of bad habits or short cuts being passed on. We have always believed in one to one training.

When taking on a new Client, we immediately place our training team on the premises for 3 months full time. This allows us to get to know any new staff we have inherited under TUPE and work with them individually to train them up to the highest standards.

After the initial 3 months, we run internal audit checks fortnightly. During the internal audit if we discover that a room attendant's quality has dropped (be them an experienced room attendant or a relatively new employee) then our trainer will work with them for a training refresher course, to give focus to the areas in which the standards had dropped. This also applies to the "Front of House" and "Back of House" Personnel

Regular monitoring and training is also given to floor supervisors. We spend time work shadowing them to see how they are checking rooms and will often run audits just after a room attendant has cleaned a room prior to the supervisor checking, to see what cleaning issues may arise and then going back into the room after the supervisor has checked the room to see if any issues found have been rectified.

In the rare case that we have a new starter, our trainer will greet them upon arrival. Our trainer will then work with them cleaning rooms on a one to one basis, easing them in gently to ensure they are fully familiar with brand standards and room set ups. We insist that all new starters are in training for a minimum of 3 days, at the end of which our trainer evaluates whether the trainee is ready to tackle rooms alone.



The **K**ey to **C**omfort **D**edication & **C**leanliness

Training cont...

Should either party feel that the trainee is not yet up to the standard required, one to one training will continue until both parties feel the trainee is fully competent in all aspects of cleaning.

Once this is achieved, they are given a smaller number of rooms to clean than normal but with support and monitoring to help them increase their productivity until they are able to clean with the confidence and quality expected for normal room rate.

We have a strict policy on promotion. We always promote from within and instil a caring policy to our staff to show that hard work and dedication will be recognised and rewarded with the ability to further their career within our company.

Customer On-Line Reviews

Today's world has advanced tremendously and now everyone has information at the touch of a button. With so many booking platforms out there, the guests are often searching for the best deal, when choosing a place to stay. Many search on price, but some also take on board any on-line reviews and in order to secure bookings in a competitive market, it is vital for Hotels to improve their on-line ratings.

CDC Hospitality ensures that all on-line reviews are read daily!

We are experienced with many online review apps and productively work with the Hotels team, to ensure that the reviews are positive and create an environment that ensures your guests, become repeat business! We work in a team driven manner, alongside our Clients to ensure that your guests recommend you on line and recommend you to others. It is always our goal, to see our clients on line ratings improve year on year and believe that our services are a vital key to ensuring this.



The  Key to **C**omfort **D**edication & **C**leanliness

Area Managers

Our team of Area Managers are in place to ensure that they spend at least one full day a week at their designated hotel. They work closely with our Housekeeping Manager to give them any extra support they require. They and are on call 24 hours a day, seven days a week to deal with any issues that may arise.

Our Area Managers have been with us from the beginning and in all cases commenced their employment with us as room attendants, working their way up to supervisors and Housekeeping Managers before being selected as Area Managers. By working their way up, they have gained useful insight as to how to perform their role at every level allowing them to relate to each team member as appropriate. They are required to offer our clients feedback weekly on how the departments are running, to listen to our client's requests and ensure any such requests are implemented.

Our Area Managers also hold monthly meetings with ALL Housekeeping Managers (attended by our Senior Management) to run through all training issues and to help build a team ethos where our Housekeeping Managers can

Network together and share their experiences. In doing this we ensure that our housekeeping managers feel part of a larger team and this also helps them to understand that they are fully supported in all aspects of their job role.

Health & Safety

We take Health safety very seriously and are fully trained in COSH sheets and Health and Safety aspects. We ensure that any members of staff using chemicals are trained in how to do so safely and wear the appropriate safety gear. We also carry out risk assessments where necessary, should a female member of staff become pregnant. We carry full indemnity insurance and display a copy of this in the Housekeeping Office.



The *Key* to *C*omfort *D*edication & *C*leanliness

Audits

Our internal audit process has been designed to monitor the guest's impression, level of cleanliness, maintenance issues and level of hygiene including contamination levels as well as compliance with Health and Safety.

We run the same process throughout the hotel and have our own audit sheets to monitor all the above to be in line with hotel brand standards.

Internal Audits are carried out every fortnight on slightly different days and a chart is displayed with the results thereon in the housekeeping office. This is an important aspect to demonstrate that the level of cleaning and quality is being maintained. It also helps us to identify any room attendant or supervisor that has issues and requires further training.

We would welcome a designated manager from the hotel to sit down with us on a weekly or fortnightly basis to enable us to show our findings (be them good or bad) and demonstrate to them a plan of action that we would draw up, to rectify any issues found. The purpose of the internal audit is not only to discover any cleaning or maintenance issues, but to also highlight any need for further training.

Bonuses

At CDC Hospitality we believe that every individual that excels in their performance should be rewarded and we have always run a bonus system, closely linked with our audit process. Bonuses are paid twice yearly to each tier of staff such as room attendants, then Supervisors etc who have shown themselves to be consistently at the top of the league in the audit results. We have found that in running a Bonus system our personnel are far more incentivised to deliver on high standards of cleaning.



The **K**ey to **C**omfort **D**edication & **C**leanliness

Productivity

We believe that it is the careful balance of audits and training that monitors, supports and ensures that productivity is achieved at all times. By charging our client a room rate, should a room attendant go over time on cleaning a room, it becomes a cost that is picked up by this company and not the client. However it matters the most to us that a room attendant is focused on their quality and we ensure at all times that enough time is given to allow the Room Attendant to achieve this, whilst working in harmony with reception to ensure that rooms are regularly put on the system to enable the guest a smooth and seamless check-in.

Linen

We understand that linen can often be a huge issue for our clients, involving high costs thereby reducing profit margins. At CDC Hospitality we take a completely different view on linen than any of our competitors.

We are the ONLY contract cleaner in London to have a Linen Area Manager, his role being to focus solely on the linen department and work with the linen porters to ensure that paperwork and stock checks are being carried out efficiently to ensure a reduction in linen variants. We are also able to advise each General Manager of any concerns and have on occasion been asked to attend meetings with linen suppliers to work through the paper work if a discrepancy shows to be attributable to the linen supplier.

Our view is that the General Manager should be free from problems arising from linen and by providing a Linen Area Manager; we are able to take full responsibility for the linen to ensure that the costs in this area are kept to a minimum.

Our clients have seen huge savings in their linen costs, because of our policy in the management of linen.



The  Key to **C**omfort **D**edication & **C**leanliness

Legality

The UK Border Agency and Immigration laws stipulate that a fine of up to £10,000 can be issued per employee found to be illegally working in any hotel.

This is an onerous law and by using our services the risk is transferred to ourselves as we take over complete ownership in this respect.

Our HR team work closely with the Home Office to ensure that all documents are legal and correct visas, where applicable, are present and in date. However, if we hold any suspicions that a potential employee has false paperwork, we fax their details through to the Home Office, who usually within 48 hours, fax us back to confirm if the documents are legitimate or not.

We ONLY employ those that are fully PAYE compliant and every week our pay run is submitted to HMRC to comply with RTI submissions as required by law

We ensure that ALL employees have a national insurance number and check this out with Inland Revenue to ensure that the card is legitimate

In the Housekeeping office we place personnel files containing all employees' records, which we also hold in our Head Office.

Every General Manager will be given full access to all personnel files we hold on every individual that we employ within their hotel. If a General Manager wishes to see the originals of these documents to check that the copies on file are correct, the Area Manager will bring these in for inspection within 48 hours.



The *Key* to *Comfort* *Dedication* & *Cleanliness*

Conclusion

We put the emphasis on team work and quality and firmly believe that CDC Hospitality is the right choice for Hotel Groups, Hostels and Serviced Apartments to take on as part of its team. We place the emphasis on quality of staff and in our experience, this makes all the difference.

We are the only company to pay a living wage, which in turn ensures our staff are the best to be found in the London market. Our staff stay with us for the journey and this ensures that quality cleaning can be our main focus.

We are a company that aspires to show that respect and care of our employees is and always will be the key to achieving the highest standards in all areas.

Our unique systems on training and audits along with bonus payments to staff ensure that they continue to be of the very best quality. Furthermore, we absorb the additional costs ourselves and do not pass these on to our client.

With our unique linen area management system, tight controls are put into place in the area of linen variants, thus minimising additional costs that might otherwise be incurred.

With our guaranteed 24-hour response you can rest assured that you will never have to worry about issues not being resolved quickly enough. We listen carefully to our clients and ensure that requests they have are implemented with immediate effect.

We believe that with our passion and knowledge, we will be able to match up to your mission statement and demonstrate it in the quality we can bring to your Premises. We understand your Business to the core and work hard to reflect your values in our work.



The *Key* to *Comfort* *Dedication* & *Cleanliness*

By cleaning to a high quality and maintaining to high standards, we ensure maximum guest retention thus protecting your investments.

With our detailed understanding of on-line reviews and how important they are in promoting your business. We go further than any of our competitors to ensuring your Housekeeping, outshines all others.

We are one of London's best kept secrets. Because we build teams and ensure that our staff blend in with your team so well, that you'll forget that our staff are contract cleaners

We are proud of the teams we grow at CDC Hospitality and that is why we know that we can offer you a five-star service, that never lets you down, whilst saving you money.

There are many contract cleaners that say they can do this, but we are one of the very few who deliver results and in turn, have never had a client cancel!

CDC Hospitality is the key to your solution!