



spectrum

...delivering trust

CALL CENTRES

Sales Centres, Contact Centres, Call Handling Services,
24 Hour Response Centres



We understand the special requirements in the Call Centre environment.

We work in partnership with industry leading call centres, providing our services in facilities with over 2500 staff who are handling in excess of 10 million calls per annum.



We appreciate Call
Centres are **24 hour**
operations with
unusually high levels
of **shared work** space.

We know that dynamic environments
require a flexible and dynamic service to
ensure your requirements are met and
exceeded.



Tailored services to
match the profile of
your business -
flexibility is the key
to our **success.**

Working around your shift patterns, we
provide a consistent end-to-end cleaning
solution to ensure your premises provide
the best possible working environment for
your staff.



Service Area Cleaning

We understand our clients require a high-end cleaning service, which is flexible and minimizes disturbance.

Service Solution

We customise our service, taking into consideration our client's shift patterns, hours of operation, headcount, etc, ensuring minimal disturbance whilst delivering service excellence.

We implement desk, PC and headset cleaning rotas, to ensure all desks are cleaned regularly and work-ready for the next occupant.

We understand that call centres can experience a continuous fluctuation in staffing levels; we work pro actively with our clients to identify peaks and troughs of activity and align our service delivery accordingly.



Service Area – Janitorial Services

Maintaining cleaning standards throughout the working day is critical.

Service Solution

Our janitorial staff ensure toilet facilities are regularly cleaned and replenished throughout the working day.

Our staff are on-hand to provide a reactive cleaning service for body fluid spills or emergency cleaning, ensuring our client's business runs smoothly at all times.

Kitchen and tea-points can be extremely high use, with associated spillages or leftover foodstuffs. Our janitorial staff remove kitchen waste, checking regularly for spillages to ensure facilities are clean and ready for use.

Janitorial staff also identify immediate requirements for carpet and upholstery cleaning that may be required outwith our scheduled programme.



Reactive Cleaning

Prospective clients and VIP's can drop in at a minute's notice; we understand the need to have immaculate premises to showcase your brand in the best possible light.

Service Solution

We deploy our on site cleaning team to meet even the tightest of deadlines.

Attention to detail is at the core of this service, meaning that the cleaning is right first time, every time.

We also deliver planned scheduled services, such as carpet and upholstery cleans, high level cleaning, ventilation cleaning and window cleaning.



Confidentiality

We understand the sensitive nature of call centres, with an absolute requirement for confidentiality at all times.

Service Solution

Spectrum staff undergo a stringent vetting process, which includes Disclosure Scotland checks, to ensure our clients confidentiality is maintained at all times.

We tailor our operational procedures to adhere to our client's data protection policies. We understand that data protection is paramount, ensuring our processes protect your information.



Waste Management

Call Centres produce a variety of waste streams, including food waste, general waste, confidential waste, glass & dry mixed recyclables.

Service Solution

We use our extensive experience in waste management to implement tailored waste management plans.

We assess potential waste streams, introducing innovative techniques, training and guidance to ensure sustainability goals are met.

We analyse waste outputs, ensuring service schedules are optimised to meet requirements.



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NOTE:

All Call Centre images courtesy of iStock Photos

We elect to use stock images for case study content in order to respect the privacy of our clients.

Client list available on request.



**Cleaning
and
Facilities Management**

Specialist Cleaning

**Waste Management
and
Recycling**

Janitorial and Hygiene

Clean Room Cleaning

Event Cleaning

**Grounds Maintenance
and
Landscaping**

Window Cleaning

Pest Control

**Security
and
Stewarding**

**Road Sweeping
and
Gritting**

High Level Cleaning



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Spectrum Service Solutions Ltd.

Head office: 1 Marchfield Drive | Westpoint Business Park | Paisley, PA3 2RB

Telephone: 0141 887 5000

Email: enquiries@spectrumservicesolutions.com

Offices also in Edinburgh and Aberdeen.



www.spectrumservicesolutions.com



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