



spectrum

....delivering trust

SHOPPING CENTRES



Customer experience is paramount in a retail environment.

The presentation and standard of cleanliness of your premises have a significant impact on the perception and success of your retail centre.



We offer a cost effective
cleaning and facilities
management service.

We integrate the management of
daily cleaning services from waste
management to washroom hygiene
and window cleaning to janitorial
services.



Cleaning

Your premises should sparkle, welcoming shoppers into a clean and fresh environment and maximising the customer experience.

Service Solution

We deliver national retail cleaning contracts; we have the capability and experience to deliver our services to all sizes of retail premises.

We understand that reliability is critical in delivering cleaning services; we have the infrastructure and personnel to ensure service continuity.

We structure cleaning operations to make the most efficient use of time available. We integrate the need for visibility of cleaning services, with an understanding of the peaks and troughs of footfall to optimise the delivery of services.



Category	Sub-category	Value	Unit
Sales	Product A	1200	Units
	Product B	800	Units
	Product C	500	Units
	Product D	300	Units
Marketing	Campaign X	1500	Impressions
	Campaign Y	1000	Impressions
	Campaign Z	700	Impressions
	Campaign W	400	Impressions
Finance	Revenue	25000	Dollars
	Expenses	18000	Dollars
	Profit	7000	Dollars
	Loss	2000	Dollars

Standards & Expectations

We understand that, in a customer facing environment, attention to detail is critical to showcasing your centre.

Service Solution

Spectrum implement site specific cleaning schedules to ensure priorities are understood by cleaning staff. We understand that public areas, such as thoroughfares or customer toilets, take priority.

We put in place easy to understand detail rotas, showing when tasks are to be completed. This gives increased auditability to the cleaning service, whilst also increasing accountability within the cleaning teams.

We deploy electronic auditing systems to constantly review our service delivery to ensure service excellence at all times.



Innovation

We use innovative software and the latest technology to tailor our solutions, assuring attendance, value for money and continuity of service.

Service Solution

We use bespoke time and attendance software to monitor staff attendance and our electronic auditing solution provides service performance data and trend analysis.

Our unique employee portal gives staff the opportunity to elect for specific overtime shifts, in their choice of location.

Coupled with our time and attendance management software, we have a robust support network to ensure properties are fully supported at all times.



Communication & Support

Excellent communication is an essential ingredient in the providing flexibility to accommodate shop re-fits and seasonal requirements.

Service Solution

Our contracts are overseen by Regional Operations Managers responsible for conducting ongoing service audits. They regularly meet with clients to plan cleaning requirements.

We share the results of our audits with our clients, ensuring we are managing our service delivery and staff efficiently and effectively.

We understand that peak times, such as Christmas shopping, require flexibility; we work with our clients to facilitate extended opening times and increased use of facilities.



Quality Staff

High calibre, reliable and trustworthy staff are integral to a successful cleaning contract.

Service Solution

We invest in our recruitment process, getting the highest calibre of people with the right competencies to perform to the high standards we set all employees.

We provide our staff with the relevant tools and training to support them in their role, and provide ongoing personal development training to allow them to reach new levels of success.

We reduce downtime and maximize efficiency through our continual review of employee productivity, creating greater value for our clients.



Sustainability

We understand your business produces a variety of waste streams, including food waste, general waste, glass & dry mixed recyclables.

Service Solution

We implement tailored waste management plans by assessing potential waste streams and introducing innovative techniques to ensure sustainability goals are met.

We provide training and information, ensuring your staff are aware of the latest legislation and guidance.

We develop innovative waste strategies, with the goal of “Zero Waste to Landfill”.



Working in the Community

We understand the community focused role of shopping centres; they provide a valuable service in bringing social value to the areas in which they operate.

Service Solution

We work in partnership to provide social value. Working with our clients, we can provide a wide range of solutions, these have included 'sensory times' in their centre, or eco focused initiatives such as bug hotels and hedgehog houses.

Spectrum are invested in creating an environment to welcome the local community into shopping centres.



Facilities Services

We understand that our clients require a single point of contact, minimal disruption and reduced costs through a single invoice solution

Service Solution

Our approach to a fully managed service ensures that our clients receive cost savings through our industry buying power.

We manage a tried and tested supply chain which has been meticulously selected to mirror Spectrum's ethos of exceptional service and value.

We work in partnership with our supply chain, providing regular feedback to ensure the continual improvement and evolution of our services.

**CLEANING
IN PROGRESS**



Health & Safety

Health and safety is paramount to ensure your stakeholders are safe at all times.

We also understand that your premises are regularly inspected and are required to meet all health and safety standards.

Service Solution

Spectrum is certified to OHSAS18001 and are members of SAFEcontractor & ContractorPlus.





Flexibility

We know that VIP's can drop in with a minute's notice and you may regularly hold special events; we understand the requirement to have your premises sparkling to showcase these in the best possible light.

Service Solution

We deliver planned scheduled services, such as carpet and upholstery cleans, high level cleaning and window cleaning to enhance the look and feel of your premises.

We design a flexible service with open communications with our clients to plan for additional cleaning requirements.

Whether there is a body fluid spill, flood or emergency cleaning requirement, we deploy a team of highly trained mobile cleaning operatives to react to our client's requirements.



Janitorial Services

In busy retail environments, maintaining cleaning standards throughout the working day is critical to provide a clean and hygienic working environment.

Service Solution

We know that customer toilets can be extremely high use; Our janitorial staff ensure toilet facilities are regularly cleaned and replenished throughout the working day.

We maintain cleanliness standards throughout your facility to ensure our client's premises are always 'Visitor Ready'.

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.



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