



Case Study: Chandlers BMW



Chandlers is the name for BMW in Sussex. With discerning clients who expect and are used to the highest levels of service, a clean, fresh and tidy environment is an absolute must. In addition, the Brighton site is the headquarters for the group, which covers five locations. This site, which houses offices, showrooms and service bays, accomodates 110 staff, whose main focus is to provide excellent customer service across all areas.

Astound Specialist Services has been providing cleaning services for over fifteen years. Margaret Hilton, the Personnel Administrator, has been very impressed with the company and commented "We have tried and been working with a number of cleaning companies over the years, but communication generally proved to be a significant problem. Astound Specialist Services speak our language in every aspect and fully understand the requirements involved."

Cleaning starts well before the start of the business day, with the job finished by 7am. Five days a week, Astound Specialist Services staff clean the showrooms for both BMW and the separate Mini building, plus all the office space. Being the headquarters, the Brighton site houses office services for the whole group.

Margaret arrives early at the dealership, towards the end of Astound's shift. This means that she can quickly assess the quality of the work done if she wishes, and ensure that no element was missed. Astound Specialist Services are always on hand to resolve and deal with any additional needs that might have arisen.

Being impressed with the quality of service provided by Astound Specialist Services, Chandlers are looking in to taking advantage of their expanding range of services. A demonstration of window cleaning services has already been booked, supported by a very competitive quote. They're also looking at taking Astound's Specialist Services across the entire Chandler's group.

"The whole showroom smells clean & fresh"

Peter Wakefield
BMW Hindhead

"Astound Specialist Services are a very professional company"

"Any problems... Astound are there right away"

"Great communication skills"

"Can't fault them"

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0800 169 7770

Astound Specialist Services is a complete solution from defining your company's specialist service needs with a personal consultation through to being your ongoing facilities partner. We pride ourselves on our excellent communications, specialist multifaceted knowledge, exceeding our customers' expectations, hands on partner relationship approach and unrivalled professional level of service with the Astound Standard guaranteed.

We deliver precision cleaning including an organised spring cleaning programme:

- Hard floor maintenance programme
- Carpet cleaning maintenance inc. spot cleaning
- Telephone sanitising each week
- Dusting and wipe down
- Wall washing and redecorating if necessary
- Blitz cleaning before and after launch functions
- Cladding cleaning
- Jet washing to carparks
- Heated window and frame cleaning
- Supplies management
- Agreed cleaning programme
- Regular weekly quality control visits working with the cleaners
- Regular meetings with account manager

The Astound Standard Ten Point guarantee:

- Personal consultation with our Operations Manager to define your needs and expectations
- Flexible agreements to suit your business, we work with you to create the best option for you
- Out of hours contact service to a real voice to assist in your requirements
- Unique online reporting system access available, keeping you 'in view' of your contract records 24 hours a day
- Friendly team manner means we are extremely approachable to answer any questions you may have
- Clear communication channels, as standard
- Astound quality control assured with regular review quality control reports
- CRB checked staff is standard
- Online GPS tracking system technology synchronised with google maps as standard
- Exceptional professional standards guaranteed



About Astound Facilities Group - Is the complete cleaning and facilities solution for you and your business. We have combined our best services, methods and teams to be a one stop solution for all your needs within one group. Cleaning and facilities are completely covered with our unique approach, tailored to be a real asset to your business. We want to work with you to deliver exactly what your business needs, whilst using the latest technology and equipment with tried and tested precision cleaning methods. If you need a cleaning or facilities service for your business then look no further - The Astound Facilities Group delivers beyond your expectations and makes your life easier with the Astound Standard guaranteed.