

March 2008

HAKO AND CARLISLE CLEANING AND SUPPORT SERVICES WORK TOGETHER TO INSTALL MACHINE FLEET IN RAPID TIME

A fleet of new Hako Machines was ordered by Carlisle Cleaning and Support Services (CCSS) and delivered to eleven Tesco stores in Central and North West of England in just eight days. And the work didn't stop there, as on the ninth day, Hako trained all of the cleaning staff involved on the new machines!

CCSS, which already supplies a number of Tesco stores across the country, won the contract to supply additional stores that spanned from as far as Stockport and The Wirral across to Cannock and Uttoxeter. Having previously worked with Hako, a number of machines were ordered including a range of its pedestrian and ride on scrubber driers of various sizes and pedestrian and ride on vacuum sweepers for the cleaning of the car parks.

To compliment the fleet, Hako also provided CCSS and Tesco with rotary burnishers and tub vacuums including specialist machines that are used for cleaning hard floors in the non-food areas of the stores.

Joe Read, Director of CCSS, said: "We were delighted to be awarded this latest group of stores, and we already making improvements in the standard of cleaning enjoyed at each location. Our management and operational teams have worked closely with Hako and our other suppliers to ensure that our client's business was not adversely affected by the change. We were set a stiff challenge, and I am pleased that both our and Hako's teams were more than up to the job."

Once the machines were all delivered on the Saturday, Hako sent an installation team into each of the stores on the Sunday to roll out a training programme designed to provide the cleaning staff with the knowledge on how to get the best results out of all of the machines.

Nevill Furber, Commercial Director for Hako, explained: "Although the fast turnaround of this order was important, the immediate requirement to train staff on how to use the machines was critical. To successfully implement training to so many operatives in such a short period of time so not to impact the retail environment is quite an achievement and shows us that our own processes can accommodate and support our clients when faced with a strict timeline."

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CCSS is the UK leader in results based cleaning and offers round the clock services in the retail sector providing efficient and skilled staff that are trained and validated for work in their specialist areas with a particular emphasis on customer care. With over 1,000 staff dedicated to the housekeeping and cleaning of retail outlets up and down the country, CCSS works with retailers from supermarkets and out of town superstores to shopping centres, forecourts and retail parks. CCSS specialises in the retail, transport and public sector markets and is part of the Carlisle Group.

Hako UK is part of the Hako Group, one of the leading manufacturers, worldwide, of technology for indoor and outdoor cleaning and grounds maintenance. The company has factories throughout Europe. For more information on Hako and its range of machines, visit www.hako.co.uk.

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