

## VIRGIN ACTIVE HEAD OFFICE.

The RFM Group were delighted to be contacted by the Virgin Active Head Office in Milton Keynes following continuous problems with their in-house cleaning operation.

The RFM Group were recommended to the Virgin Active Head Office by a number of the Virgin Active Club Managers already working with RFM to deliver their cleaning provision nationwide.

The Head Office was experiencing problems with demotivated and underperforming operatives, with absenteeism on the rise, resulting in a poorly cleaned building, unhappy staff and dissatisfied clients.

It was imperative to Virgin Active that the RFM Group could substantially improve standards and commence service within two weeks. The Operations team quickly recruited and trained suitable personnel, and a team of operatives conducted a full deep clean of the building including carpets, windows, office accommodation, toilets and kitchens over the weekend prior to contract commencement.

Virgin Active employees were delighted with the difference in their work space, with many personnel commenting on the new and impressive standard of cleanliness. Positive feedback was also received from the Office Manager and from other senior staff.

As with all clients, the RFM Group took a proactive approach to account management at Virgin Active. The Account Manager conducts regular site visits, monthly audits and monthly meetings, supplying management information and recommending new, innovative solutions. The Head Office has now enjoyed the same high standards for over six months, and is continually recommending the RFM Group to more Virgin Active clubs throughout the UK.



*“The office looks amazing! I have never seen it look so good and the feedback and comments have been non-stop. It is so visible straight away, from the minute you walk through the door, and the overall feel and look is better than I had hoped for.”*

SUSAN HARDIE, Office Manager and PA to the Finance Director.

**CALL US.**  
+44 (0)113 202 9000

**EMAIL US.**  
[proactive@rfm-group.com](mailto:proactive@rfm-group.com)

**LONDON**

+44 (0)207 129 8089

**LEEDS**

+44(0)113 202 9000

**EDINBURGH**

+44(0)131 242 0060

[WWW.RFM-GROUP.COM](http://WWW.RFM-GROUP.COM)