

VIRGIN ACTIVE LANCASHIRE.



RFM Group were delighted to be considered for the Virgin Active Lancashire Health and Racquets club, formerly Esporta, after they had experienced problems with their existing cleaning contractor. The club manager was previously hesitant to engage another contractor because of the complex two-tier system used for the cleaning service. This system consisted of contracted personnel working out of hours, with employed cleaners to provide the daytime cleaning.

Although the in-house cleaning staff performed well, the Club Manager experiences a growing number of problems with the contracted staff. A lack of on-site management presence coupled with poor training and increasing absenteeism left the club with low standards. A number of problems also arose from the lack of communication between the existing contractors and the employed cleaning personnel.

The RFM Group invested time and attention into re-training staff and making sure they were fully equipped with the correct materials and machinery to do their job properly. The majority of operatives responded well to the change and were promoted, those that did not perform fell into the disciplinary process and were replaced with more dedicated team members. The communication problem with the in-house personnel was eradicated by the introduction of a bespoke 'daily check and sign off' sheet, which ensured that every aspect of the club had the attention needed throughout the day and that supplies and machinery were replaced before running out.

Our proactive approach to Account Management has made a tangible difference to the club and has eradicated complaints. Our account managers invest the extra time and energy necessary to give the contract the attention deserved, ensuring things always run smoothly and effectively. The RFM Group are now in the sixth year of partnership with the club following the initial 12 month contract. Through regular site visits, monthly meetings the provision of regular management information and consistency in meeting KPI scores of over 85% the contract continues to go from strength to strength.



'The RFM Group have put in solid work over the period of this contract and helped us push forward to improve the cleanliness of our facility. A cleaning supervisor was placed on site who I liaise with every day and any issues are discussed, acted upon and remedied in a timely fashion. Our Account Manager is also a source of constant support with regular monthly visits where we audit the work being completed by the staff. I can honestly say that the solid working relationship we have struck up has seen cleaning standards improve quickly'.

JON CANTELLO - Service Manager

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