



01/05/2016

To whom it may concern,

I am very pleased to be able to provide a reference letter for Smart Cleaning Solutions.

My relationship with Smart Cleaning Solutions commenced in November 2014 when fortunately for us, they were successful in a tender for the cleaning services for ALH Group Ltd (Australian Leisure and Hospitality) in Victoria.

As an organisation we rely heavily on making sure the appearance of our numerous venues are always at their best. I manage a very large and demanding venue and from the first day that Smart Cleaning took over the cleaning of the venues I have been involved with, I noticed an immediate improvement to not only the quality of the service, but also in the level of communication and support provided by the company.

We have a dedicated account manager (Paul) who we enjoy a very good rapport with. We see him every week during his weekly inspections of the site. He is always friendly, professional and very responsive to any requests we have and follows matters through thoroughly.

If at any stage we cannot contact Paul we also know that Tony or Nicholas are only a phone call away and are also very responsive.

The bottom line is, that they are professional at what they do and offer a very personalised service. But most importantly, they don't lose perspective of what's important and that's their client.

After several months of witnessing firsthand the service offered by the Smart team in our venue, I also engaged them to look after our daily housekeeping for the 23 motel rooms that we also operate. We had experienced very much mixed performances with contracting previously over the weekends. Smart have provided us with a cost effective and trouble free solution to our housekeeping over the entire 7 day week. They are well trained and well supervised and we now have positive feedback from our clients which over the weekends was not always the case previously.

Since engaging Smart Cleaning Solutions some 18 months ago, I can certainly now say with conviction that they have delivered on our expectations and have maintained the venue at a consistently high standard, compared to their predecessors.

I have absolutely no hesitation in providing this reference for Smart Cleaning Solutions and I look forward to continuing to work with them into the future.

Should you wish to discuss any of the above I would be more than happy to speak with you.

Regards,

Matthew Tetley
Venue Manager
Matthew Flinders Hotel