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To whom it may concern;

RE: SMART CLEANING SOLUTIONS

Tennis Australia has worked with Smart Cleaning Solutions for its Tennis World sites since July 2015, servicing sites at Sydney Olympic Park Tennis Centre (NSW) and Albert Reserve (VIC).

Since coming onsite Smart Cleaning Solutions have been able to contribute to the improved presentation and cleanliness of the venues with comments received from regular visitors to the centres within the first week of operations. This has continued on with a joint focus on positive customer experiences at Tennis World with staff from both teams holding high standards of presentation.

Communication between Tennis World staff and Smart Cleaning Solutions staff have always been positive at all levels with regular communication from staff on the ground through to key management staff to ensure standards are met. Both informal and formal communication methods have been implemented from the outset to relay messages about upcoming events, additional cleaning requests and focus areas within the centre. If any issues have been raised from time to time the response has always been positive with swift action taken to keep customer satisfaction levels high.

I have been very pleased with the results and work carried out by the team at Smart Cleaning Solutions at our Tennis World sites and would be happy to recommend them to other sites. The professionalism, communication and commitment to high quality outcomes from the team has led to a positive working relationship and great customer experiences at our sites.

Yours sincerely,

Steve Marquis
Venue Sustainability Manager
Tennis Australia