

Wednesday, August 14, 2013

To whom it may concern,

The Management here at Citiclub Hotel, Melbourne are more than happy to be able to provide a reference for Smart Cleaning Solutions.

We have been absolutely delighted with the service, professionalism and communication, since their commencement with our company.

The need to make a change required a lot of thought as we have not had the best of experiences in the past with outsourcing.

Initially we thought we just test out Smart with the common areas and toilet facilities of the hotel.

With their personal touch, attention to detail coupled with a great account manager in Tony, and there genuine desire to keep us happy, we were quick to expand that role.

We are now at a point whereby our whole housekeeping department, houseman role, linen and waste disposal is managed completely by Smart Cleaning Solutions.

We know with Smart Cleaning Solutions, that our wellbeing and the presentation of the facility are always put first.

Their whole team, right down from senior management, to account managers, site supervisor, houseman and housekeepers seem to exuberate this same passion.

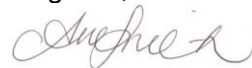
Dealing with the fast paced accommodation market isn't easy, but Smart take it in their stride to deal with the likes of early arrivals, late departures, rush room etc. insuring all guests enjoy their experience with us.

Our hotel is cleaner now then it's ever been, which is the bottom line of what we wanted to achieve.

So if you're looking to outsource to a company that delivers on their promises and walks the walk so to speak, then I have every confidence in recommending Smart Cleaning Solutions to you.

Should you require any further information please do not hesitate to contact me.

Regards,



Ami Smith  
Hotel Manager  
Citiclub Hotel