



November 2016

RE: Reference letter for Smart Cleaning Solutions – National Cleaning Service Provider to Think Childcare Limited

To whom it may concern,

Think Childcare Limited is a national childcare organisation and operates across 4 states. We currently own and manage 50 centres.

Smart Cleaning Solutions made contact with us approx. 12 months ago with an interest of getting involved in providing cleaning services for the group.

Originally we were only looking at moving over 11 sites due to being unhappy with the previous cleaners however once we started with Smart Cleaning Solutions we soon moved over the other 28 that have cleaners at their sites. They are currently cleaning across all 4 states.

The professionalism with Smart Cleaning Solutions has been great. Tony and the team have been very attentive to any requests I make from new centre quotes, to once off cleans, carpet steam cleans ect. The feedback we have received from our centre directors, Area Managers and the families in our services has been very positive.

If we have ever had any negative feedback (which has been very little) Tony and the team have acted upon it in a very quick and in a professional manor and works collaboratively with the centres to find a solution to the problem.

One things that stands out with Smart Clean is their regular weekly inspections visits to each site by an account manager. This is something that won us over apart from the high level of recommendation. It showed me that they really cared about providing a high level of service across each site.

The customer service is something that Smart Clean does really well. They understands the importance of cleanliness in this industry and appreciate the high level of hygiene we expect.

We look forward to continuing to grow our relationship with Smart Cleaning Solutions and could not recommend them higher for your consideration.

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Operations Manager
Think Childcare Ltd



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