

To whom it may concern,

I am delighted to be able to provide this commercial reference for Nicholas and the Smart Cleaning Solutions team.

Our relationship with Smart Cleaning Solutions stems over 4 plus years now as our cleaning service provider to our organisation.

Smart looks after the day to day cleaning requirements of all 4 of our facilities and that relationship continues to grow with the acquisition of our 5th & 6th facilities by mid-2013.

With their personal touch, attention to detail and their keen eye to follow and implement all daily and weekly requirements, they have given me the confidence to continue to grow our aged care presence.

Smart cleaning solutions have always put our well-being first and ensure that there is a 100% focus on maintaining our satisfaction.

Unlike some of our previous experiences, Nicholas & his team always manage to leave us with a feeling that they care and that we are important clients in their eyes.

Another refreshing benefit of our relationship is the professionalism of their staff, their high level of skill in their job delivery and the constant retraining and investment of their time in their personnel.

From their dedicated infectious control/ outbreak team, to their accreditation preparation detailing service and then the weekly and monthly audit system of both our facility and their staffs performance, we feel

nothing is left to chance.

Not only are we proud of the standards of our facilities, but we have always passed our accreditations with flying colours with auditors even commenting on how impressed they were with our cleaning service provider.

From the staff that deliver the cleaning, to our account manager Natalie, the area supervisor Tony, Bill in operations right through to Nicholas as the general manager, they all seem to have an excellent working management system that importantly has all cogs moving in harmony.

It is also refreshing to see that their detailed operating systems and extensive operations manual is actually followed and delivered upon.



I have every confidence in recommending Smart to any aged care facility looking for a personal, professional and pleasurable cleaning experience.

Should you have any other specific queries, please don't hesitate to contact me in person.

Regards,


Cameron McPherson

Managing Director – Aged Care

