

Setting Standards



“

I am grateful for
all your efforts,
all of you have
impressed through
the dedication you
have showed.

Mace Macro

”



Our Services

Dall Cleaning Services specialises in a diverse range of cleaning services.

Office Cleaning

Retail Cleaning

School and College Cleaning

Special Cleaning

Window Cleaning

Washroom Services

Consumable Supplies

Caretaking and Day Cleaning



www.dall.co.uk

info@dall.co.uk

0208 890 0555

About Us

Dall Cleaning Services was formed in 1988 and currently services clients within a 150 mile radius of London.

With Directors, Clinton and Chris managing the business and an experienced team of dedicated staff we will always ensure that service delivery is the top priority.



Clinton Dall

Managing Director

Clinton is first to admit that he started with a broom sweeping up at the airport, however, his passion, determination and hardwork has meant that today he is at the helm of a very successful company employing many hundreds of people.

Clinton worked for a number of companies in the years before Dall Cleaning Services and has always said that his motivation is to provide an exceptional service to clients and to not fall into the trap that other companies do where non core activities become the focus and service delivery suffers.

Clinton first met Chris in 1988 when as Chris freely admits he was "sitting on the other side of the fence" and as the years have passed have created a formidable management team leading an ever increasingly successful business.

Favourite saying "When I did your job"

The company culture is one where "service matters" and we are first to admit that at times things do not always go as planned, however, are confident that our response time is first class and today in line with that culture.

We have been Setting Standards in the cleaning industry for many years now and are planning that this will continue with existing and new successful client contractor partnerships.



Chris Fenn

Director

Chris joined the company as a Director back in 1999 and has been instrumental in the shaping of the company as it is seen today and is proud of the achievement that through independent research the company is currently ranked 47th largest within the top 100 cleaning companies in the country.

Chris has a wealth of experience to draw on having been involved in the retail and property facilities sectors for many years prior to teaming up with Clinton at Dall Cleaning Services.

Chris often says that he has had the insight of sitting on both sides of the fence so knows what to offer and is fully aware of what is expected from clients.

Favourite saying "If you want something done ask a busy person."



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Our Values



Staff

At Dall Cleaning Services we invest in recruitment and training as we believe our employees represent our greatest asset. By adopting this philosophy we are confident we can maintain a reliable and motivated work force at all times.

Our ratio of management personnel to clients is also of vital importance and we always ensure that we have sufficient resource to really make a difference at your premises.

As a company we are particularly active in promoting staff retention and have various incentive and reward schemes in place, in particular the Staff Service Award scheme and the Team Bonus scheme.



The Environment

We can not be certain what the future holds for our children so we have a strong belief and culture within the company that we must look at Green Cleaning.

We are constantly looking at ways to further develop our green credentials and always ensure that our staff are trained in green cleaning methods using non toxic, biodegradable products.

This approach means that we are not only being good to the environment but also to our staff that handle these products every day. We are always keen to discuss methods and offer environmental solutions to our clients and hope that we can work together to help preserve the planet for future generations.

Our current focus is working towards becoming a carbon neutral company.



Approach to business

We pride ourselves on the quality of our service delivery and strive to give the best all round value for money.

Through an active management focus we are able to solve problems which other companies have struggled with.

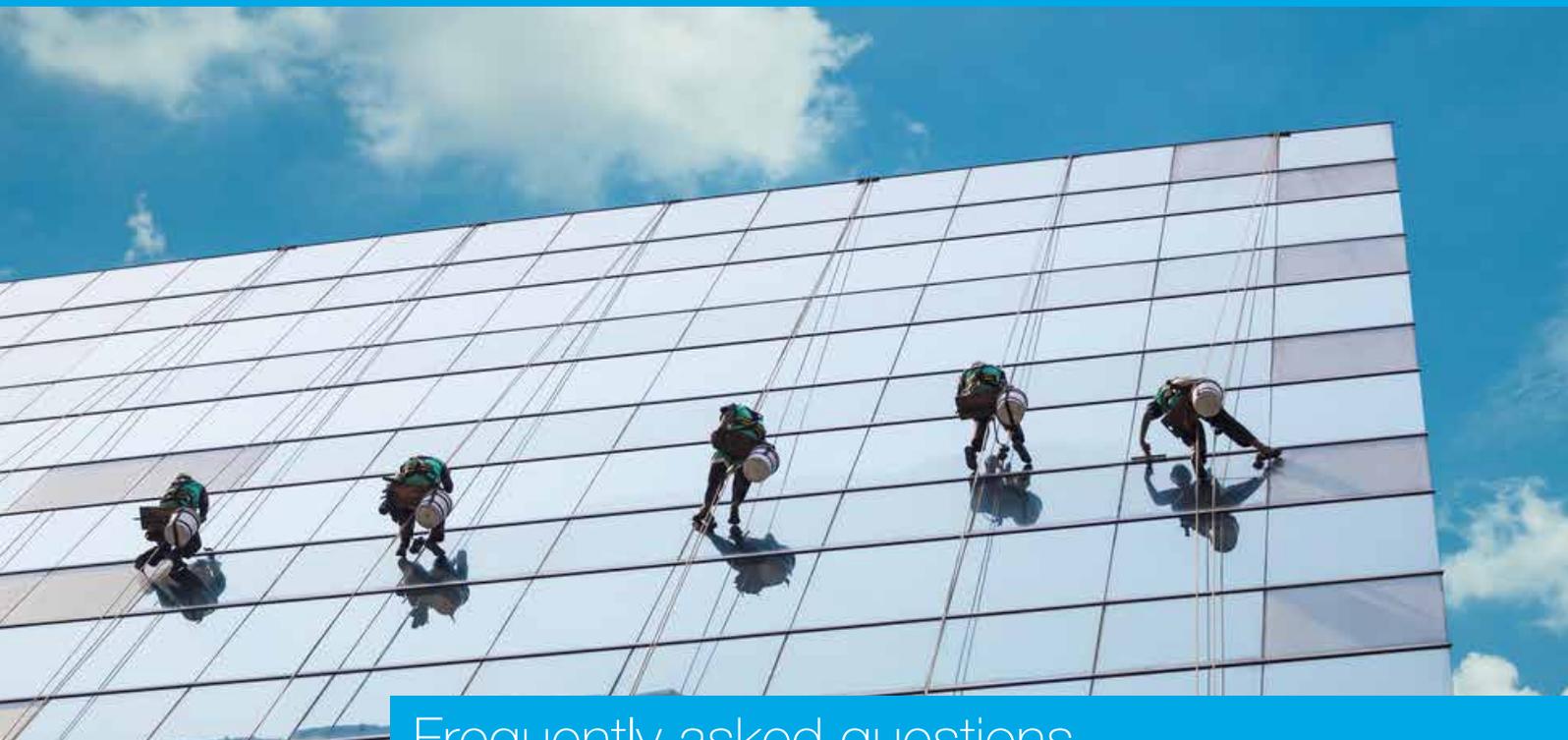
Our aim is to build a good working relationship with all our customers with the emphasis on continuous improvement throughout the contract period and to give you peace of mind by alleviating all your worries associated with this part of the business. We would also like to think that we are a nice company to do business with.



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Frequently asked questions

Why should I use Dall Cleaning Services PLC?

Dall Cleaning Services PLC has been trading since 1988 and has an excellent reputation to provide an excellent all round value for money service. We are a company that prides itself on the service it provides and the quality of staff employed to deliver that service.

We will do what we say we are going to do and our active management allows us to solve problems that others have struggled with in the past. We care about our customers and will never fail to forget that our future success depends on how you feel about us today.

What about Health and Safety?

We have an excellent safety record and it is something we take very seriously indeed. Detailed Risk Assessments and COSHH assessments would be completed prior to commencement of the contract. We would also request details from your own assessments for incorporation into ours and to assist with staff training. We are a member of the British Safety Council and are also registered with the National Britannia Safe Contractor Scheme.

What training will the staff have?

We believe that high standards of training result in high standards of staff. We expect all staff to complete our in house training based on the industry recognised BICS systems, in addition to site specific training to ensure each member of staff is fully conversant with their specific role. Training records are kept on site for inspection.



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What about staff vetting and checking?

All staff are thoroughly vetted and checked by our own staff in accordance with current Home Office legislation. At the point of employment photographic identification is also held on their wage records to ensure document compatibility.

Further bank account matching is also completed as a further additional check.

Where do you recruit from?

We will always look to recruit locally and the area of the company operation means that we have a well established local infrastructure of employment links to draw upon.

How often will I see an Area Manager?

Our business is structured to reflect the importance of site visits by management not only for yourself during your working day but also for the cleaners in theirs.

If it means that daily visits are required then that is what you will receive, however, normally our managers will visit every week.

Will there be regular audits and inspections?

Yes – we believe this is an effective management tool for both parties and would be happy to let you have some examples of audits that we use.

What happens if something goes wrong?

Unfortunately sometimes things do and we pride ourselves on our ability to respond quickly and efficiently in the event of a problem. We can only do this by ensuring our management structure mirrors the importance we place on client service.

What other services can you provide?

We are able to offer a variety of other cleaning related services and supplies and would be only too happy to discuss your requirements.



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Case Studies



ITN
London WC1

Services Offered - Daily cleaning of televised studios, window cleaning, washroom services, pest control consumables

Award Date – 2009

For over 50 years, ITN has built a strong reputation as the UK's leading provider of independent broadcast news.

This is a 24 hour, 365 days a year operation where strict management controls are important due to carrying out services in restricted areas and film archives.

Working closely with the FM Team we have successfully delivered improved standards in all areas of this contract.



Exchange Shopping Centre
Putney SW15

Services Offered - Daily cleaning, consumable supplies and periodic cleaning

Award Date – 2009

Exemplary cleaning levels are essential in this busy shopping complex.

Open 7 days a week, this site receives large numbers of customers throughout the year. We provide a thorough and professional service in order to best represent the centre and the many high profile clients based there.



LGC

Teddington, Middlesex

Services Offered - Daily cleaning, consumable supplies, window cleaning, periodic cleaning and laboratory cleaning

Award Date – 2004

High cleaning levels are essential in this high profile lab and office complex.

Due to the nature of the work undertaken by the building occupiers, close management controls and security are most important to ensure a high level of service is delivered.



The Doctors Laboratory

London W1

Services Offered - Daily cleaning, consumable supplies, window cleaning, periodic cleaning including jet washing and washroom services

Award Date – 2011

The Doctors Laboratory is the largest independent provider of clinical laboratory diagnostic services in the UK.

It is crucial to the work and the reputation of the laboratories that the cleaning on site is flawless. We provide rigorous supervision and training to ensure the required standards are maintained for the many high profile clients based there.



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Dall Cleaning App

Breaking New Ground

Welcome to the Dall Cleaning Services App. Dall Cleaning Services has been independently rated as one of the top commercial cleaning companies in the UK. This is a new free app which covers cleaning management, auditing, reporting, news, information and offers.

Whether an existing or prospective client or Dall staff, download the free app today to access such information as:

- Client section for auditing, reporting, queries
- Staff section for HR, payroll and information
- News and updates
- Get turn by turn GPS directions to our offices
- Send us a photo of something that requires our attention
- Send us any queries you may have
- Get news and updates
- Complete a site audit
- One touch dial and quick email facilities



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Some of our clients



Our Accreditations



Quality Management
Cert No: GB 16308



Environmental Management
Cert No: GB 16309



ContractorPlus



Carbon Balanced



Green Achiever



Safe Contractor



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We look forward to working with you
to really make a difference

Chris and Clinton