



Our Quality Assurance Guarantee

The assurance of quality is guaranteed for all work undertaken by Cornish Hospitality Housekeepers. It will always be the objective of the business to achieve the highest degree of quality in all its services commensurate with requirements as defined and agreed in the client specification.

In order to ensure continuity of performance, Cornish Hospitality Housekeepers have established and maintain a quality control policy

Cornish Hospitality Housekeepers will provide a housekeeping service which will enable you to complete the cleaning of all areas of your premises as defined under the client specification. We assume full responsibility for all our housekeepers to maintain standards and ensure all work is of the highest possible quality.

Each area cleaned is checked by Supervisors to ensure all tasks are carried out effectively.

In order to keep standards high we take great care in the planning and coordinating of work as our housekeepers work is essential to a smooth and efficient service. We constantly monitor our housekeepers by observing their work, measuring their productivity and spot checking.

We look at all aspects of our work in order to put together an effective solution for clients .

Our planning includes -

- Collecting information from customers to assess their needs
- Identifying key activities and tasks to form a tailored checklist
- Developing a contingency plan for when things go wrong
- Briefing staff on what standards are expected and getting feedback on areas of improvement within day to day processes
- How we will implement any improvements needed

Cornish Hospitality Housekeepers responsibilities include -

- Acknowledge a formal complaint
- Assign that complaint a unique reference number and record the complaint
- Respond within 4 hours
- Deal reasonably and sensitively with the complaint
- Take action where appropriate
- Record all activities

Complainants responsibilities -

- It is the customers responsibility to bring their complaint to Cornish Hospitality Housekeepers attention as soon as the issue arises usually by next working day.
- Explain the problem as clearly and thoroughly as possible.
- Allow Cornish Hospitality Housekeepers a reasonable amount of time to deal with the problem.

Staff Training

At the start of the work each cleaner is given a copy of the Cleaning specification so that they know all the areas to be cleaned . Each changeover has taken place, it is signed off and returned to managers. Our housekeepers have a duty to resolve any complaints immediately, however management is always on hand to step in and correct issues 24/7.

We also provide access to resources with information including -

- Correct use of cleaning compounds
- Correct use of cleaning accessories
- Waste management
- Dust control
- Use of personal protective equipment
- Hard floor surfaces care and cleaning
- Hygiene and infection control

Monitoring standards

We maintain very high standards throughout our work by -

- Checking all work carried out by staff
- Making sure the Checklist is followed by ensuring it is signed off
- Providing staff with good lines of communication with our manager and ensuring they are fully supported
- Dealing with any problems quickly and efficiently.

Feedback

We understand how valuable feedback is to our business, our housekeepers are the backbone of our business therefore we endeavour to -

- Give feedback to housekeepers on how they can improve and maintain their performance with clear objectives
- Praise housekeepers for a job well done
- Show respect when giving feedback and only in a constructive manner
- Treat all feedback with confidentiality
- Give staff the opportunity to give feedback to supervisors/managers where possible



Customer Complaints

- We take customer complaints very seriously therefore we always ensure that making a formal complaint is as easy as possible
- We treat each formal complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly , politely and where possible , confidentially.
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- We learn from complaints , and use them to develop our procedures , and review our complaints policy annually

Our Multi-Check Procedure

We offer a multi – check procedure to ensure all our clients have a hassle free service . We check all our work thoroughly to ensure our staff are reliable with excellent standards of property cleanliness and presentation.

We can check our housekeepers' work up to three times enabling us to achieve very high standards.

How it works

Our cleaners

We choose our cleaners based on their experience and reliability. Each member of staff is required to complete an application form , provide proof of UTR and provide 2 excellent references before being hired . We also ask them to complete a customer service questionnaire designed to highlight candidates with experience of high level customer service. A work trial is organised with a supervisor , where each aspect of the work is explained and practical training offered .

We provide all staff with Risk Assessments , Health and Safety guidance (including COSHH and Hazardous Substances) and advice on PPE.

Our cleaners will be allocated a specific property with a tailored checklist to complete and sign off. Our checklist will include all the basics plus any special requirements with space to report any maintenance concerns..We also ask them to provide before and after photos of the clean - we find owners really appreciate this.

Our supervisors

Where there are a large number of units we will provide a supervisor to oversee the work. They are responsible for checking and maintaining standards amongst our housekeepers. They will be critical with a keen eye for detail and will ensure each unit is at its best for your guests.

Once cleaned one of our supervisors will inspect the property using the checklist as a basic guide. Our Supervisors are also required to complete their own checklist which outlines areas which are usually missed or forgotten such as crumbs down the sofas or debris under furniture.

Managers

We aim for one of our managers to visit each site at least once a week and Individually check properties and all maintenance issues are all addressed with the owner/Management that day and where possible we will make the necessary arrangements for repairs

We aim to ensure all units cleaned by Outsource Hospitality are to the highest possible standards and on time to suit our clients needs. Using our multi check procedure we hope to give our clients peace of mind .

In the unlikely event our procedure fails and our client experiences any problems we will endeavour to rectify them as soon as possible .