

Welcome to July's edition of Pink Matters.

Thank you for all of your continued hard work. We hope that you have had a nice summer.

This summer has brought us a lot of success and excellent feedback, looking to the last half of 2019, we are hoping to emulate this success.

Remember if you have any news that you would like to be included in future editions please send an email to:
lauram@robinson-services.com

Lambert Smith Hampton Summer 2019 League Table – Mystery Shopper

Lambert Smith Hampton organise a mystery shopper for their Shopping Centres, below is how the Shopping Centre's that we service ranked! Well done to all of the teams.

CENTRE	TOTAL	SCORE IN LAST ROUND	CHANGE	Advance Communication	Car Park	External Appearance	Internal Appearance	Ambience & Atmosphere	Toilets	Customer Service Desk	Janitorial Staff Customer Service	Security Staff Customer Service	Telephone
Ards	92.21	89.81	+2.4	71.33	94.44	92.50	94.16	82.85	98.88	88.75	100	100	100
Buttercrane	90.41	83.84	+6.57	88.67	93.33	87.5	90.07	93.33	97.89	97.77	85	82	88.57
Forestside	90.39	91.13	-0.74	65	94.66	91.25	95	74	98.33	100	77.5	100	100

BICSc Award Nominations

We are excited to announce that we have made it to the finals of the British Institute of Cleaning Science (BICSc) Awards 2019, with three nominations. The awards will take place 26th September 2019 at Whittlebury Hall, Northamptonshire.

Client Commitment to Training Award:

- Robinson Services at Queens University, Belfast
- Robinson Services at Buttercrane Shopping Centre, Newry

We have also been nominated for the prestigious *John Edwards Award*.

We are also proud to announce that four member of our team are finalists in their industry categories for the regional British Institute of Cleaning Science Cleaner of the Year Awards:

Manufacturing:

Eileen Lewis – Robinson Services at Kingspan

Retail

Catrina Fox – Robinson Services at Charles Hurst

Education

Elish Dynes – Robinsons at Queens Portaferry

Paulina Lubecki – Robinsons at Queens University Belfast.



Good Luck everyone.

Getting To Know Our Team

Each month a member of the team from Robinson Services, Robinson Laundry or Robinson Services Ireland will be chosen to introduce themselves to the team! Let's see who we have what in common with! Our first team member is none other than our Managing Director Mr David Robinson.

Q. What is your favourite restaurant?

A. Little Wings Pizzeria, our kids love it, plus they do a pizza that is so big it has to go in the boot!



Here is a picture of Gillian, Jack, Lucy and I on the west coast of Scotland.

Q. What do you like to do in your spare time?

A. Spend time with my wife Gillian, son Jack who is 10 and daughter Lucy who is 8.

Q. What country is your favourite to visit and why?

A. The west coast of Scotland, it is barren wilderness and very peaceful.

Q. What is your favourite part of your job?

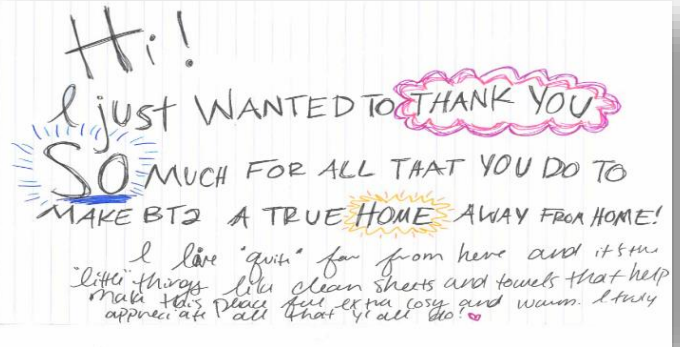
A. Meeting the Robinson's team is definitely my favourite part.

Client Feedback

July has been an amazing month for excellent feedback from our clients.

Well done to the team at Queens University Belfast Elms 2, a service user was that impressed they forwarded the note to the below.

Excellent work to all of the team!



We received the following feedback regarding Norma Richmond from NSPCC Belfast. Well done Norma, you are doing amazing!

"I would like to put Norma forward for a recognition award. Norma is committed, cheerful and provides a good level of service here at Belfast Hybrid. Nothing is ever a bother and indeed, Norma on many occasions has gone out of her way to deliver good customer service not only on her designated work area but also elsewhere in the building"

Brenda Mullen
Area Facilities & Health & Safety Manager
NSPCC

Pictured to the left is the clients and Norma (centre) receiving her recognition vouchers from her Regional Supervisor, Julie Adams.



Prevent Slipping Incidents

ROBINSON services
IT'S OUR BUSINESS TO SUPPORT YOURS



- *Only mop when it is safe to do so!*

- *Do not mop floors when the public/people are around*



If you have any queries, speak to your Supervisor or Manager

Our Value Proposition

"Understand the business of our customers and use best practice to deliver the right solutions at a competitive price." It's our promise.

It means that when you do business with Robinson Services you'll see a demonstrated commitment to delivering excellent value based on reliable service, quality, innovation and every customer's total satisfaction.

Our reputation is built on it.

Team News

Welcome To The Team

Paulina Fiszer, Michaela Hruskova, Anna Cherek, Conor Wilson, Lijana Adomaityte, Leah Quinn, Muaiad Abdilrahman, Karina Trestjan, John McCullough, Roslin Florence, Rebecca Wilson, Sharon Stewart, Gemma-Louise Kerr-Forbes, Monika Diliautaite, Bozena Rugar, Ryan Inglis, Jan Berky, Hanna Tworkowska, Carla Haggan, Kathleen Thompson, Eimear-Frances Treanor, Clodagh Toner, Viktoria Berkyova, Nikki Niblock, Mark Murray, John Harrington, Tara McCabe, Emma-Jayne Lewis, Therese Anderson, Jack McQuillan, Aimee Mooney, Claire McKeown, Leigh Haggan, Issa Altom, Caroline Holmes, David McNaught, Shauna Slavin, Alin Amet, Inga Klimovica, Diana Piaterova, Claire-Lise Lovell, Stacey Moore

Sorry To See You Go

Amy Scott, Bronagh Hughes, Ancuta Anghel, Megan Ackerman, Helen Hill, Gyongyi Ajakai, Ingrida Syed

Well done to the team at Belfast Met for achieving 100% in their audits.

Jackie Mitchell, Operations Manager commented, "Clare Armstrong is very pleased and complimented Carrie-Anne on how well things are going with the summer deep cleaning, and her responses and communication towards anything raised on the sites has been great.

Well done Carrie-Anne.

Quote of the Month:

Every job is a *self-portrait* of the person who does it. Autograph your work with *excellence*.

ROBINSON services

It's our Business To Support Yours

Cleaning | Hygiene | Laundry | Security

www.robinson-services.com



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