



**Professional housekeeping & cleaning services to fit your every need.**

# PORTFOLIO

## What We Do

City Recruitment is a full housekeeping and cleaning service offering not only standard maid service but deep cleaning, maintenance, annual and holiday service as well.

Our team pride themselves on consistently creating a clean home environment for you and your guests to enjoy. Our cleaning personnel are bonded, licensed and insured.

City Recruitment realises that our most important asset is our staff and we are constantly seeking to employ the very best for people in the marketplace. The priority will be to employ and retain a full cleaning team.

Having recruited the right calibre of staff, it is imperative that we manage and administer these staff to ensure that there is genuine incentive for our staff to work and our high service standards are constantly achieved.

As a contracting organisation, we expect to manage our service. We do not expect our clients to manage our service for us, although we expect clients will monitor our service.

This document aims to show what we do, how we recruit, retain, manage, pay, train and administer our staff to ensure that service expectations are met. It also breaks down what we charge.

We provide all of the following services; **Room attendants, Linen porters & Housekeepers, Hotel cleaning, End of tenancy cleaning, Domestic cleaning, Commercial cleaning, Window and gutter cleaning, After builder cleaning, Carpet and upholstery cleaning, Landscaping and gardening.**





## Who We Are

Thank you for taking the time to review City Recruitment. I look forward to meeting you in the near future to discuss customising housekeeping and/or cleaning services to fit your needs.

City Recruitment strives to go the extra mile. Maintaining our reputation is our number one priority. By adhering to this code we are confident that you will be pleased with our services and the quality of our work.

We do not cut corners or rush through the cleaning process. We take pride in our reputation and our quality of work reflects this. We can accommodate staff and equipment as necessary to be absolutely certain that whatever housekeeping tasks need to be done, are done on time and without compromise.

Our service agreement is based solely on performance and you will surely see the difference.

City Recruitment is endeavouring to provide solutions to preserve the environment. Since its reputation, quality, innovation and commitment coupled with a high level of professionalism have always been the emphasis of experts to reach customer satisfaction.



**CITY RECRUITMENT**  
Hospitality, Cleaning & Security Specialists

City Recruitment is a specialist catering, hospitality and cleaning recruitment company offering professional and high-quality services to businesses and individuals in variety of sectors.

- Hotel Managers
- Housekeeping Managers
- Catering Managers
- Reception Managers
- House Managers
- Porter Managers
- Catering Supervisors
- Housekeeping Supervisors
- Front of House Receptionists
- Housekeepers
- Restaurant Staff
- Waiters/Waitresses
- Silver Services
- Food and Beverage Staff
- General Porters
- General Catering Assistants
- Kitchen Porters



**CITY RECRUITMENT**  
Hospitality, Cleaning & Security Specialists

## Room Attendants

Our room attendants perform duties in cleaning and servicing of guest rooms and bathrooms in your hotel under supervision of housekeeping supervisors. Room attendants promote a positive image of the property to guests and must be pleasant, honest, and friendly and are able to address guest requests and problems.

### What We Do:

- ✓ Enter the room and prepare it for cleaning.
- ✓ Ensures security of guest rooms and privacy of guests.
- ✓ Makes the bed.
- ✓ Dusts and clean the room and furniture.
- ✓ Cleans and vacuums the bathroom.
- ✓ Replenish amenities.
- ✓ Checks and secures the room.
- ✓ Perform rotation cleaning duties e.g. steam clean carpets, spring cleaning, super cleaning etc.
- ✓ Deliver and retrieve items on loan to guests e.g. iron and ironing boards.
- ✓ Attends to guest calls and requests in the area assigned to him/her.
- ✓ Responsible for achieving and exceeding the guest satisfaction score.

### Why We Are The Best:

- All room attendants qualify physical mobility and stamina.
- Ability to follow instruction.
- Detail orientated.
- Ability to work independently.

## Receptionist

- ✓ Carry out all Reception duties, working as part of the Front Office Team (reception, reservations and concierge).
- ✓ Ensure complete guest satisfaction through the prompt handling of guest queries in a friendly and efficient manner.
- ✓ Anticipate guests needs and ensure that service is provided to the level they require.
- ✓ Answer the switchboard and hotel telephone.
- ✓ Give a warm and friendly welcome to all guests upon arrival.
- ✓ Deliver excellent customer service to all guests at all times.
- ✓ Assist in the training and development of new members of the team.
- ✓ Communicate hotel and city services to guests.
- ✓ Balance all financial records and reports at the end of each shift
- ✓ Communicate clearly with tour guides and organise group luggage to and from bedrooms.
- ✓ Take messages on behalf of both the guests and Managers and ensure their delivery.
- ✓ Maximise room revenue and up-sell rates where possible.
- ✓ Participate in all relevant internal training.



## Manager

- Supervise work at all levels (receptionists, kitchen staff, maids, office employees etc.) and set clear objectives
- Plan activities and allocate responsibilities to achieve the most efficient operating model
- Manage budgets/expenses, analyse and interpret financial information and monitor sales and profits
- Develop and implement an intuitive and efficient marketing strategy to promote the hotel's services
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Collaborate with external parties such as suppliers, travel agencies, event/conference planners etc.



## Housekeepers

- Performs cleaning duties in all guest areas and back of house.
- Consistently offers professional, friendly, and engaging service.
- Ensures housekeeping departmental standards are followed.
- Responds timely to guests' special requests for miscellaneous items like cribs, cots, extra towels, etc.
- Maintains inventory of necessary supplies.
- Reports necessary maintenance items.
- Follows departmental policies and procedures.
- Follows all safety and sanitation policies.
- Assists other departments when needed to ensure optimum service to guests.
- Performs additional duties as needed.

Our housekeepers are responsible for overseeing our room attendants. They are all experienced and trained and have an excellent eye for detail. Our house keepers ensure our room attendants have done a perfect job and will perfect any requirements.

### **What We Do:**

Assign room attendants their duties.

- Investigate and resolve any problems or complaints.
- Obtains lists of rooms to be cleaned.
- Put final touches on the room.
- E.g. spraying air fresheners, re folding towels, wiping down surfaces.
- Responsible for replenishing toiletry supplies, moving objects around the room.
- Suggests improvements for cleaning services.
- Advises managers, receptionists or admitting personnel of rooms ready for occupancy.
- Records data regarding work assignments, personnel actions and time cards.



## Linen Porter

Maintain inventory of linen supplies within the supplies room and ensure that any low stock situations are communicated to the head housekeeper

- Received and recorded soiled dirty linen and issued fresh linen supplies in exchange
- Checked guest rooms daily to determine linen changing requirements and carried soiled or dirty linen to the laundry room
- Ascertain that all washed and sanitized linen was properly ironed and folded, and placed in assigned cupboards
- Report damages such as tears and burns to linen to the housekeeper and ensure that orders for replacements are placed
- Create and maintain liaison with room service personnel to determine linen requirements for each room and bathroom
- Issue linen supplies such as bedsheets, duvets, covers and towels and ensure that they are properly recorded in the system
- Receive and log staff uniforms and ascertain that they are timely laundered and returned to staff members
- Issue cleaning rags to housekeeping staff members and maintain logs according to established protocols
- Ascertain that the linen room is properly organized and kept clean at all times
- Place supplies on trolleys according to established protocols, and ensure that they are kept ready for room service personnel to take to guestrooms

## Kitchen Porter

- Cleaning and sanitizing all meal preparation areas as well as kitchen walls, stoves, sinks, ovens, and grills. Investigate and resolve any problems or complaints.
  - Sweeping and mopping all kitchen areas during shifts and at the end of shifts.
  - Washing dirty dishes, cutting boards, utensils, and cooking equipment. Ensuring that food mixers, cookers, and other cooking equipment are in good working order.
  - Receiving and unpacking all deliveries.
  - Emptying, re-lining, and washing garbage cans as required. Ensuring that refrigerators, freezers, and storage areas are clean and well-organized.
- Assisting the Chef with basic food preparation, which includes washing, peeling, and cutting meal ingredients as per the Chef's instructions

## General Portor

Our housekeepers are responsible for overseeing our room attendants. They are all experienced and trained and have an excellent eye for detail. Our house keepers ensure our room attendants have done a perfect job and will perfect any requirements.

### What We Do:

Assign room attendants their duties.

- Assisting in keeping the lobby and other public areas clean and tidy
  - Helping housekeeping, restaurant and banqueting staff to set up rooms or move furniture
  - Handling certain reception duties, such as booking theatre tickets or making restaurant reservations
  - Parking guests' cars and retrieving them as needed
  - Ensuring that bags and guests belongings are properly tagged and get to the right room
  - Responding to guest requests and making sure they are comfortable throughout their stay
  - Assisting the room service staff on busy days
- Running errands, Doing small jobs such as buying medicine for a client or picking up dry cleaning
- Ensuring the safety of guests by, for instance, placing and removing signage that indicates wet floors or paint

## Hotel Cleaners

Our hotel cleaners clean, stock and supply designated facility areas e.g. dusting, sweeping, vacuuming, mopping, and restroom cleaning. Our team members are experienced, responsible and insured while on duty.

### What We Do:

- ✓ Clean lounges, lobbies, bathrooms and hallways.
- ✓ Vacuum and wash carpets and rugs.
- ✓ Empty wastepaper baskets and ashtrays.
- ✓ Transports trash to waste disposal equipment.
- ✓ Dust and polish wooden surfaces and furniture.
- ✓ Replace light bulbs and repair fixtures.
- ✓ Perform document routine inspection and maintenance activities.
- ✓ Carry out heavy cleansing tasks and special projects.
- ✓ Notify management of occurring deficiencies or needs for repairs.

### Why We Are The Best:

- Our staffs all have proven experience in cleaning.
- Ability to maintain a high level of performance.
- Customer orientated and friendly.
- Prioritization and time management skills.
- Insured.
- Professional attitude.

## Domestic Cleaning

We offer a wide variety of domestic cleaning services from a one off basic domestic cleaning to a complete full spring-clean, or regular cleaning.

City's professional cleaners will help you make your house sparkling clean. Let's face it, how many of us have enough strength left to do the domestic cleaning properly after a hectic week. Our professional cleaners will take this problem off your hands. This service is designed to suit every schedule by providing daily, weekly or fortnightly visits based on your cleaning priorities.

### What we do:

- ✓ Wash skirting boards, frames, doors, floors and windows.
- ✓ Clean and polish furniture and mirrors.
- ✓ Vacuum all carpets, de-grease all kitchen surfaces.
- ✓ Clean cupboards outside, clean and defrost the fridge.
- ✓ Clean the oven inside and out.
- ✓ Clean and de-scale the sink all taps and toilets.
- ✓ Wash bathrooms and toilets.
- ✓ Deodorise all areas.
- ✓ Laundry and ironing.

### Why we are the best:

- Same cleaner attending every time.
- Able to provide your own checklist.
- Replacement in case of illness or holiday.
- Quality control and constant monitoring.
- 24/7 customer service.

## End Of Tenancy Cleaning

Is it time to move out? Wondering who to hire for your end of tenancy cleaning? Look nowhere else for the best end of tenancy cleaning service. Through our vast experience in conducting an end of tenancy cleaning service, we know the requirements of the leading estate agents in the capital and will deliver outstanding service every time.

Our cleaning teams are fully equipped, trained, vetted, and insured to guarantee the best cleaning experience possible. Unlike other cleaning companies who employ subcontractors to do their work, we provide in-house training and all our cleaners work directly for the company. This ensures quality, reliability, and efficiency.

### Why We Are The Best:

- Fully trained cleaners.
- Available the same day or at short notice.
- 100% Customer satisfaction.
- Free stain removal.
- Eco friendly cleaning products.
- 100% Safe cleaning solutions.
- No hidden charges, including parking & congestion.
- Lowest prices in the country.
- Free, no obligation quotation – online, phone or in person.

## Commercial Cleaning

Our professional cleaning company is here to make a difference in your needs. Cleaning can be a daunting task when proper strategies have not been taken up to ensure that an area is well cleaned.

Our desire is to help each company attain the highest excellence in keeping a clean working environment that will make the company's services appeal to the market. We can offer you excellent cleaning services alongside great price offers that are unmatched across the country. With experienced and highly skilled professional cleaners, the company has nothing but quality services to offer the market.

### What We Do:

- ✓ Clean entry glass door and frames.
- ✓ Wipe desks and working surfaces.
- ✓ Dust ledges and skirting boards.
- ✓ Empty all bins and replace bin liners.
- ✓ Vacuum carpets and clean wooden floor.
- ✓ Clean and de-scale the sink, all taps and toilets.

### Why We Are The Best:

- Same cleaner attending every time.
- Able to provide your own checklist.
- Replacement in case of illness or holiday.
- Quality control and constant monitoring.
- 24/7 customer service.

## Window Cleaning & Guttering

Our team of expert window cleaners use the 'reach and wash' system. With this method we employ a telescopic pole attached to the cleaning apparatus. This uses 100% pure water that is pumped directly through the pole. No harmful chemicals are required, effectively eliminating the environmental impact of our cleaning methods. City cleaning staffs are highly trained and have full public liability insurance so rest assured you are in safe hands.

In addition to our window cleaning services, we also provide gutter cleaning and maintenance. Our range of clientele includes residential properties, commercial offices, shops, schools and many more. We know that you will be completely satisfied with the services we offer. So contact us today for a free no obligation quotation, we look forward to hearing from you.

### Why We Are The Best:

- We handle jobs all sizes.
- We use purified water which prevents residue and dust build-up, and a powerful vacuum system for gutter cleaning.
- All technicians are fully insured and professional trained.
- Strict quality control.
- Regular window cleaning services can be arranged.
- We can come early in the morning to clean before your day begins.



## Carpet & Upholstery

Carpet and fabric furnishings get heavy use and show soil and dirt quickly. Keeping carpet and upholstered furniture clean will prolong the life of the carpet, fabric and furniture and also protect your investment.

Our professional technicians are experts at selecting the correct upholstery cleaning system for all fabric types and for different levels of soiling.

We use specialist equipment and expertise to remove not only the dirt but, shampoo residue and water from your carpet, so that your carpets stay cleaner for longer. Unlike professional carpet and cleaning, most rented carpet cleaning equipment leaves carpets wet with detergent residue.

Our fantastic technicians are trained and experienced to deal with all types of fabric, ensuring the best possible results.

### Why We Are The Best:

- All equipment and tools are provided by us.
- All fees are based on the actual size of the cleaned items.
- Fully insured and reliable.
- Bank holidays and weekends appointments with no extra charge.
- Flexible with dates, hours and payment methods.
- You can set up a regular visit with a single phone call.
- For large jobs we provide a preliminary viewing to ensure best quality.
- Hot-water extraction method or special dry cleaning method available.

## Landscaping & Gardening

We offer a wide variety of gardening services such as garden maintenance, clearance, tree surgery, jet washing and more. Your experienced gardening specialists will be fully equipped with high-end tools and equipment, ready to meet you at any need.

Landscaping is another high quality service that we are able to offer. The landscaping team here at City provide all aspects of soft and hard landscaping. This includes everything from transforming a neglected area of your garden to a full renovation project, incorporating, planting, pathways & patios, and decking & fencing.

We take your ideas, refine them, build them and present them to you, fully formed and ready to be grown and loved.

### Why We Are The Best:

- Fully insured and reliable.
- Bank holidays and weekends appointments with no extra charge.
- Flexible with dates, hours and payment methods.
- Fully equipped.
- For large jobs we provide a preliminary viewing to ensure best quality.
- Up to 180 litre of garden waste disposed of for free.

## Insurance

### Are you insured? What if something gets broken?

While our team members are trained on proper cleaning procedures and pride themselves in being careful, if anything were to get broken as the result of something one of our team members did while cleaning we want to step up to make it right.

That means as quickly as possible either repairing or replacing it and because all of our team members are insured, we would file a claim whenever necessary to help resolve the situation.

If you would like, we would be glad to send you a certificate showing our insurance is complete and up to date.

- Comprehensive general liability.
- Property damage.
- Workers compensation.

## Health and Safety

It is the policy of this company to give prime importance to the health, safety and welfare of all its employees. Through its organization and arrangements, along with training of employees at all levels, the company will take all reasonably practicable steps to ensure the health, safety and welfare of all its employees whilst at work, and all persons likely to be affected by its operation; including customers, contractors, sub-contractors, visitors and the general public.

### The Company Is Committed To:

- Providing and improving a safe working environment through safe systems of work, risk assessments and by consultation between management and employees through employee health & safety representatives.
- Providing the facilities for the treatment of injuries which occur at work.
- Identify hazards, risks to employees and third parties affected by the work and will take all reasonably practicable steps to eliminate or control the risks adequately.
- Providing adequate information, instruction, training and supervision of all employees.
- Review and revise the safety policy at regular intervals as necessary and have a system to record all incidents, accidents and dangerous occurrences.
- Providing safe storage of hazardous substances or potentially hazardous substances.
- Providing adequate welfare facilities.
- The company has a 'no blame' culture, the emphasis being on learning from experiences and not to allocate blame. Safety awareness must therefore be an essential part of our day-to-day activities.

## City's Staff

### Recruitment Procedure;

- Identifying and understanding your needs - A personnel profile will be prepared to identify persons who will fit the job requirements.
- Attracting suitable applicants - City is an equal opportunities employer and recruits both male and female candidates as well as those from all ethnic origins. We expect potential employees to be able to develop a strong sense of personal responsibility, being a team player and exercising initiative whilst obeying authority.
- Initial telephone application - A brief telephone interview will be conducted to screen out clearly unsuitable candidates. Those that pass are then sent a detailed application form.
- Client's selection criteria - Candidates are assessed against the particular needs of the client if needed. We can also assess candidates against additional criteria, such as: attitudes towards authority and honesty.
- Formal interview - The next stage is a structured interview during which the candidates will be further required to prove their suitability for the role. The client may participate in this selection process if required.

By enabling our staff to develop we create competitive advantage. We believe that the investment in the development of our staff is key in order for our company performance to improve.

## Service Level Agreements

City is committed to the use of service level agreements (SLA) not only to measure the performance of the contract, but also to seek continuous improvement through adopting new solutions and cleaning methods.

If a SLA is to prove effective, it must reflect the key requirements of the client. From our experience the focus should be placed on the following;

- Quality cleaning standards – method statements, work schedules, checklists, etc.
- Client and management interactions – scheduled meetings and service reviews etc.
- Employee and management interactions – employee welfare.

### Key Performance Indicators;

KPIs are an excellent method of measuring contract performance and help to highlight areas of the service that need attention. Examples of KPIs that we measure:

- Compliance with specification.
- Personnel performance & appearance.
- Management meetings.
- Complaint investigation and resolution.
- Innovation.

The scoring system by which the contract is measured would be agreed upon by City and the client and the results would be reviewed by the contracts manager and the client on a regular basis. Any issues identified at the review would be acted upon immediately by way of the creation of an action plan. Sole ownership will be designated to an appropriate manager who will take responsibility for a swift resolution of the issue.

## Contact Us

City has established a reputation that is second to none with its effective strong management of its cleaning services. Effective cleaning solutions for every customer ensure that value for money is delivered on contracts of any size. The contract structure reflects the importance of strong management and has been designed to allow flexibility for future growth. It is the most comprehensive management structure in the cleaning industry and provides effective management and links with our clients at all levels of the company.

Operations managers are at the heart of the management structure. They are the primary point of contact for your contract and will be directly responsible for the service delivered by us from initial contract award, through implementation to full operation and thereafter.

Operations managers are supported by supervisors who are predominantly the point of contact for all cleaning staff and responsible for the out of hours' management of your contract.

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