

Jani-King

CLEAN and CANDID

Summer 2006

# 2005 – What a year!

## THANK-YOU

2005 has been another good year for Jani-King and I want to thank you, as our valued clients, for having given us the opportunity to be of service to you for another year.

I want to say a special thank-you to all our clients who have religiously completed our MCEs (Monthly Contact Evaluations), providing us with valuable feedback in relation to our services on a month to month basis. MCEs provide you with an excellent opportunity to interact with the franchisee responsible for your account and also with the Regional Office. Everyone in our Regional Office values your feedback and ensures

that any matters raised by you are attended to promptly.

This year, we have again conducted a formal Customer Survey, with the survey work outsourced to bpi Consultants (Graham Haines). Graham also conducted our previous survey in 2002. The survey questions were kept the same in order to enable us to make valid comparisons. Graham Haines personally interviewed 81 clients. The interview process has now been completed and we expect to have the final report in late December / early January.

I want to personally thank all client representatives who participated in the survey. We wish to

continue to improve our system and the service delivery by our people, and your feedback is absolutely crucial in this process. Thank-you very much.

Once the survey results have been finalised I will provide further feedback in the next edition of Clean & Candid, and also let you know what specific actions we will be taking to further improve our service to you.

In the meantime, we trust that you enjoy the festive season ahead, and we wish you all the best and a successful 2006.

*Ben Stolte* Managing Director

## Jani-King Appoints National EVS Manager

We mentioned in the last edition of Clean and Candid that Jani-King had established an Environmental Services (EVS) Division for training franchisees in the necessary cleaning procedures for the healthcare industry, in particular hospitals and aged-care facilities.

We envisage a bright future for this new sector of our business and believe it holds great potential for Jani-King franchisees. In September, we appointed Mike Liddle as the National Environmental Services Manager, with the role of promoting and managing the Division in Australia and New Zealand.

Mike recently returned from two weeks at Jani-King's international Head Office in Dallas, where he spent time with the Director of Healthcare Services

learning about the industry and how it can be applied to the Australian and New Zealand markets. Mike, who has a Bachelor of Applied Science in Nursing, joined Jani-King in 2001 as an Operations Consultant and was promoted to Operations Manager in the Brisbane Office and said he was enjoying finally being able to put his degree to practical use.

"I worked for a cleaning company to support myself through university and I've pretty much been in the industry ever since," he said.

"I worked in the nursing field for a small period of time, but realised I preferred the commercial cleaning industry and thought it held greater potential for me to move into managerial roles."

He said he was delighted with his new role and was looking forward to a very busy time ahead.

"I'm currently putting training manuals together and I'm just beginning to really dive into the hospitals side of things in order to raise awareness of the EVS Division and Jani-King's reputation.

"I've already had the opportunity to do a lot of travelling between our offices and I've been told I should get used to living out of my suitcase!"

Mike said Environmental Services would be the next big growth market for Jani-King as more and more private hospitals realised the need for cleaners with specific experience in the area.

## Did you know?

In 1647, the English parliament passed a law that made Christmas illegal. Christmas festivities were banned by Puritan leader Oliver Cromwell, who considered feasting and revelry on what was supposed to be a holy day to be immoral. Anyone caught celebrating Christmas was arrested! The ban was only lifted when the Puritans lost power in 1660.



# Jani-King 'Cleans Up' at Golden Service Awards

The Kimberly-Clark Golden Service Awards were recently held in Australia and New Zealand and Jani-King 'cleaned up' yet again, taking out a number of the prestigious awards in Sydney and Melbourne.

The Golden Service awards recognise excellence in the building services industry across Australia and New Zealand and nominees are judged not only on the actual presentation of the property, but also on how innovative they are in the delivery of their service.

The awards set the benchmark for performance and are the premier acknowledgement of excellence in the cleaning services industry. They are a great opportunity for our franchisees to be recognised for their work and we congratulate all winners and nominees.

Jani-King won the Golden Service Award in the following categories:

## Melbourne

- *Leisure & Hospitality*: Ian and Agnes Coventry for the Hilton Melbourne Airport Hotel (second year in a row)

## Sydney

- *Education – Primary/Secondary*: Mary Berry for Rouse Hill Anglican College (second year in a row)
- *Commercial Offices < 5,000sqm*: Mary & Nigel Turner for Agility Management Fyshwick
- *Healthcare – Aged homes / Aged care*: Gerry and Ismaleta Castro for DeeWhy Gardens.
- *Manufacturing / Industrial Contracts < \$500,000*: BM Mikhail for Columbia Pelikan.

Jani-King was finalists in the following categories:

## Melbourne

- *Manufacturing – Industrial Contract < \$500,000*: Mark and Lucy Bastine for Australian Arrow Pty Ltd.
- *Education – Primary & Secondary*: Mark and Lucy Bastine for St Margaret's School

## Sydney

- *Shopping Centres < 40,000 sqm*: Sambo Cheng and Kim Pheng Chhoe for At Home Penrith and Gerry Ibarra for Norwest Homemakers.
- *Healthcare – Hospitals > 100 beds*: Steve Tran for North Shore Hospital (also won in 2003).
- *Manufacturing / Industrial Contracts < \$500,000*: Danilo Estrada for Viscount Plastics.
- *Hospitality and Leisure*: Peter Pak for the Marriott Hotel.



From left to right: John Binney (Rouse Hill Anglican College); Beth Chant (Rouse Hill Anglican College); Sandra Sully (Presenter); Mary Berry (Jani-King Franchisee); Rod Winterton (Jani-King Sydney Regional Manager)

## Business resolutions for the New Year

As the year draws to a close, it's a good idea to evaluate your businesses success over the past 12 months and devise new strategies to ensure your business remains prosperous into the New Year. Now is the perfect time to improve the areas that will help your business to grow.

To get you started, here are the top five things Entrepreneur.com recommends all business owners should put on their list of resolutions:

- 1. Plan ahead.** It's a good idea to sit down and write monthly and yearly business plans. Note the changes or enhancements you want to make and the steps you need to take to achieve your goals.
- 2. Stand out from the competition.** Take a good look at your business and ask yourself how you've distinguished your company and your products from the competition. Determine what you'll have to do and how much it will cost to put your company in a position where it's poised to grow.

### 3. Put your money where it counts.

Analyse your cash flow and decide if you're spending enough money on research and new product development. Constantly evaluating and upgrading your products and systems will keep you from falling behind your competitors.

**4. Know your customers.** Creating a trusting relationship with customers is especially important for small business owners because a strong customer base is what will drive the growth of your business. Set aside time to let your customers know how valuable they are to you.

### 5. Improve your supplier relationships.

Create relationships with your vendors that will help you stand out from competitors. If your vendors know and trust you, you may get extended credit or receive supplies before your competitors.

(Sourced from [www.entrepreneur.com](http://www.entrepreneur.com))

## Client's Corner

Jani-King constantly strives to provide a level of service that is unsurpassed by any other company and we like to know that our customers are satisfied.

Thank you all, for making us number one – Jani-King.

### Adelaide

**MACHA** "Peter and Bev provide a highly professional and comprehensive range of cleaning services to MACHA. MACHA provides housing to over 300 low income and homeless adults every night in houses, units and boarding houses across the inner city of Adelaide so the need is for a responsive, flexible and reliable service. Peter and Bev have provided this with a smile." – *Matthew Woodward*

### Auckland

**Ancab Shop Fitters** "We have found our Jani-King operators to be the absolute best and have found them extremely professional at all times. Nothing is ever too much trouble." – *Wendy Annan (Director)*



### Brisbane

**Highlands Health Centre** "Ever since our Jani-King cleaners have been cleaning our building it has never looked better. Everything is spotless, fresh, clean and a pleasure to enter the next day. They always do the little extras and we truly value their professional service. Thanks guys!" – *Caitlin McGuinness.*

### Darwin

#### Bridge Toyota

"Jani King has been engaged as the Cleaning Contractor for Bridge Toyota since 2004. The Jani King Contractor and Management have carried out all cleaning duties asked of them in a timely, efficient and professional manner." – *Neil Playford (Operations & Service Manager).*



### Hobart

**tops** "Jani-King has provided tops. with a very professional cleaning service at competitive rates. They are always available to help us with extra cleaning requirements and they do the little things that make all the difference." – *Paul Kingston (Assistant General Manager)*



### Melbourne

**Atlantis Hotels** "We are very happy with our decision to employ Jani-King franchisees to clean our hotel. Because it's their own business, they tend to care more about the work they are doing and all issues are addressed quickly, and with a very helpful management team, we really couldn't fault Jani-King." – *Danny Segman.*



### Adelaide

David Taylor

1 Avonmore Avenue, Trinity Gardens SA 5068  
(08) 8431 7766 [davidt@janiking.com.au](mailto:davidt@janiking.com.au)

### Auckland

Steve Phillips

Building C, 42 Tawa Drive  
Albany, NZ  
(09) 448 1138 [steve@janiking.co.nz](mailto:steve@janiking.co.nz)

### Brisbane

Mark Gosling

Suite 1A, 19 Lang Parade  
Milton QLD 4064  
(07) 3870 9966 [markg@janiking.com.au](mailto:markg@janiking.com.au)

### Christchurch

Roger Washburne

Building 3, 242 Ferry Road  
Christchurch, NZ  
(03) 377 0734 [roger@janikingchch.co.nz](mailto:roger@janikingchch.co.nz)

### Darwin

Glenn Rossiter

Unit 17, The Slipway Building  
48 Marina Boulevard, Cullen Bay NT 0820  
(08) 8941 1125 [glennr@janiking.com.au](mailto:glennr@janiking.com.au)

### Hobart

18 Chesterman St, Moonah Tas 7009  
(03) 6273 4566

### Melbourne

Dan Banks

13 Business Park Drive, Nottinghill Vic 3168  
(03) 9558 9050 [dan@janiking.com.au](mailto:dan@janiking.com.au)

### Perth

Joseph Marshall

85 Burswood Road, Burswood WA 6100  
(08) 9473 8555 [joseph@janiking.com.au](mailto:joseph@janiking.com.au)

### Sydney

Rod Winterton

Unit 43/7 Salisbury Road, Castle Hill NSW 2154  
(02) 9634 4133 [rod@janiking.com.au](mailto:rod@janiking.com.au)