



 **micronclean**
QUALITY TODAY · INNOVATION TOMORROW

**ON-SITE SERVICE & VENDOR
MANAGEMENT PROVISION**

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Depending on your site, the provision of our On Site Service (OSS) personnel might help you obtain maximum benefit from your Micronclean garment contract. This paid for service is available at three levels, which are:



BRONZE SERVICE

Including Driver locker loading

A basic locker service is provided only, duties will include the collation of soiled garments from collectors and distribution of clean garments into lockers or dispensers.



SILVER SERVICE

OSS/ Vendor Management

A more managed service is provided to the customer. In addition to the soiled garments being collated and the clean garments being distributed and put into lockers, the operative will also distribute consumable products around the site, provide a point of contact between the customer and the Business Development Manager (BDM) for this account. Additional duties may include:

- Responsibility for liaising with the BDM to ensure the smooth running of the contract. E.g. new starters, leavers, customer issues etc.
- Carrying out garment surgeries.
- Responsibility for correct locker allocation.



GOLD SERVICE

OSS/ Vendor Management

A fully managed service is provided to the customer. The OSS operative will be responsible for all aspects of the service and some other aspects of the account. Whilst not replacing a BDM, the OSS operative will work in conjunction with a BDM and very much be the face of Micronclean on the customer's site. Additional duties above a Silver Service provision could include:

- Measuring staff for new garments and passing that info on to the BDM/Customer Services.
- Providing a first point of contact for the customer, their employees and the BDM to ensure the customer's needs are met promptly.
- Stock Management.
- Responsibility for liaising with the customer to ensure the wearer list is updated on a monthly basis and any amendments are made accordingly.

The OSS operative will be provided with a laptop and mobile phone to assist with communication between the customer & Micronclean.



If any of the on-site services are of interest to your organisation, please contact your Micronclean Business Development Manager for a quotation. As our various services are charged by the hour, your BDM will schedule a site survey to help determine the number of hours and service level required to best meet your needs. If you aren't currently a Micronclean customer, please contact sales@micronclean.co.uk with your enquiry.





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