

Christmas Client Dinner

Our Christmas event was a bit different this year with ACS hosting an intimate client dinner at *No.8 by John Lawson* in the Crown complex, Southbank.

The exclusive gathering was held in appreciation for our valued clients and to thank them for their support over the year. Importantly, it also allowed ACS managers and clients to get to know each other on a more social level.

The invitation-only dinner was a huge success and ACS looks forward to extending the event to more clients at the 2016 event. It will still be limited numbers, so we suggest you get in early when the invitations are sent out.



Welcome from the Managing Director



2015 was an excellent year for ACS and we thank all our clients, employees, contractors and suppliers for their support, allegiance and commitment.

It was wonderful to meet on a more social level with our clients and their partners at the Chef Hatted *No.8 by John Lawson* in Southbank. We look forward to welcoming new and existing clients at this exclusive affair later this year.

Last year the company experienced net growth of around 15 per cent. We expect this to increase further over the coming years as ACS embarks on expansion that will see it delivering services nationwide and striving to become a major player in the industry.

Our focus remains on providing a high level of customer service and employing a professional, skilled workforce that we train and develop so that everyone who is part of the ACS family shares the same philosophy.

We welcomed many new and renewing clients in 2015 including Wesley College, Moreland City Council, St John's Regional College, Victorian College for the Deaf and Specsavers, to name just a few.

The new year is well underway and we hope it will be as exciting for you as it will be for ACS.

Lewis Igini

Referrals Welcome



Since ACS Property Services was established in 2003, it has received numerous referrals for organisations that require a professional cleaning and maintenance service.

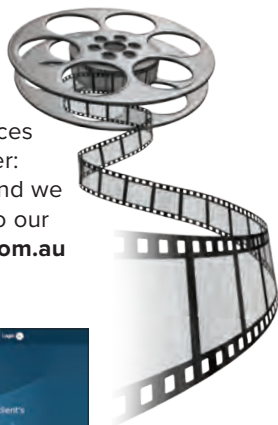
As we embark on our growth strategy, we thought it was worth mentioning that ACS welcomes referrals for new business. Our key sectors/industries are:

- Education • Government • Corporate

In addition, if you would like to provide us with a testimonial or have any other feedback this would also be welcome. Please contact a Client Services Manager with this information, which will be greatly appreciated.

New Video

A new two-minute video has been launched where an ACS 'client' introduces their cleaning and maintenance provider: ACS, of course. It's a slick production and we hope you take a look at it. Head over to our website at www.acspropertyservices.com.au and check it out on our home page. We'd love your feedback!



The new ACS video can be viewed on the ACS website.



Stills from the new ACS video.



CASESTUDY



Sarah Walsh is happy that Frontier Software now uses ACS for its cleaning and maintenance services.

Frontier Software

It would be unusual for any cleaning contract not to have its challenges. ACS was awarded Frontier Software's contract almost a year ago because the previous supplier missed the mark in providing a professional level of cleaning.

Frontier Software is a world leader in HR and payroll management serving more than 1,700 public and private sector organisations across Europe and Asia-Pacific with customer headcounts ranging from 100 to 70,000 employees.

Around 200 staff at the four-floor Melbourne CBD head office and another CBD building supply and maintain a leading edge HCM (Human Capital Management) solution including payroll outsourcing, integrated and hosted HCM modules, project management, data migration, support and training.

Because the buildings are older style, it means the surfaces and floors are never going to sparkle as if they were new but this doesn't mean they can't be clean.

Sarah Walsh, Frontier Software's Sales Administration Assistant who is responsible for managing the cleaning contract, said ACS has made her job so much easier.

"Before ACS came on board I was always chasing the cleaner to fix this or that, but now I usually only contact our Client Services Manager when I want some extra cleaning done.

"We recently had our carpets steam cleaned and have also had special power cleaning done on our showers and the tiles outside the building. It was such a good job, we are now getting this done on a regular basis," said Sarah.

ACS has also provided recommendations to further improve its service such as adding foam soap dispensers, wall mounted air fresheners and urinal screens, which have been adopted and are improving the offices' ambience.

"We are happy we switched to ACS because they not only provide us with a very good service but they are reliable and trustworthy," Sarah added.

WHO'SWHO

Kelly Hodge
Client Services Manager



From the day that Kelly joined ACS in September last year, she has made a positive impact and is now an effective and integral part of the management team.

Bringing with her more than five years of industry experience including senior roles, along with considerable customer relationship skills, Kelly has achieved success in working on numerous contracts for new and existing clients that have affirmed ACS as a valued provider of cleaning services.

Kelly's clients cover commercial offices, car showrooms, Peters Ice Cream, schools and the large contract of Moreland City Council, where ACS recently installed two large water pressure washer tankers to assist with cleaning concrete floors in the toilet blocks and BBQ areas.

Kelly's pride and joy are her three children aged 22, 20 and 17 with the youngest representing Victoria in FUTSAL (indoor soccer).

With a passion for interior design on a personal level, it's not surprising that Kelly's former career was a make-up artist for Estée Lauder. A career highlight was being chosen to do the make-up for finalists in the Melbourne Cup Fashions on the Field. And then having to do it again for The Age!

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