



Total Service

Our Total Service solution delivers all the services you require as an integrated suite, including the core cleaning and security services as well as non-core activities such as concierge services, car park management, receptionist staff, on-site admin support, waste recovery and environmental solutions, mailroom solutions and washroom services.

A new approach

We've taken everything back to basics and discarded traditional thinking to enable us to structure our business to be as efficient as possible at every level.

Our staff are trained to be multi-skilled, allowing us to operate more effectively using fewer staff. This saving is passed directly on to our customers. Developing a multi-skilled team also provides cover for any absences, both planned and unplanned, as well as ensuring a prompt response to any issues.

We've taken away the multiple margins of subcontracting, to keep costs as low as possible and taken away any unnecessary administration to save time and money.

We aim to save you 10% of your current individual service costs

What this means for you

Anchor Group Services' Total Service solution provides you with the following benefits:

- One key contact, ensuring no time is wasted speaking to several service providers
- One invoice to pay, rather than several to different suppliers
- Streamlined procedures to save time
- Substantial cost savings due to the synergy of service disciplines
- Improved efficiency due to performance driven standards, benchmarking and applying best practices

All of this combined, leaves you more time to concentrate on your core business.

“ Our approach is one of professional curiosity - we take the time and trouble to understand what our customers' core goals and values are, and then we build a support structure that meets and exceeds those objectives ”

Andrew Harper – Chief Executive, Anchor Group Services



Fosse Park Shopping Centre, Leicester

Anchor Group Services provide a Total Service solution for Fosse Park in Leicester, one of Britain's biggest outdoor shopping parks. We supply 25 staff to assist in customer service, cleaning, security and first aid, to ensure a safe and clean environment for the park's customers.

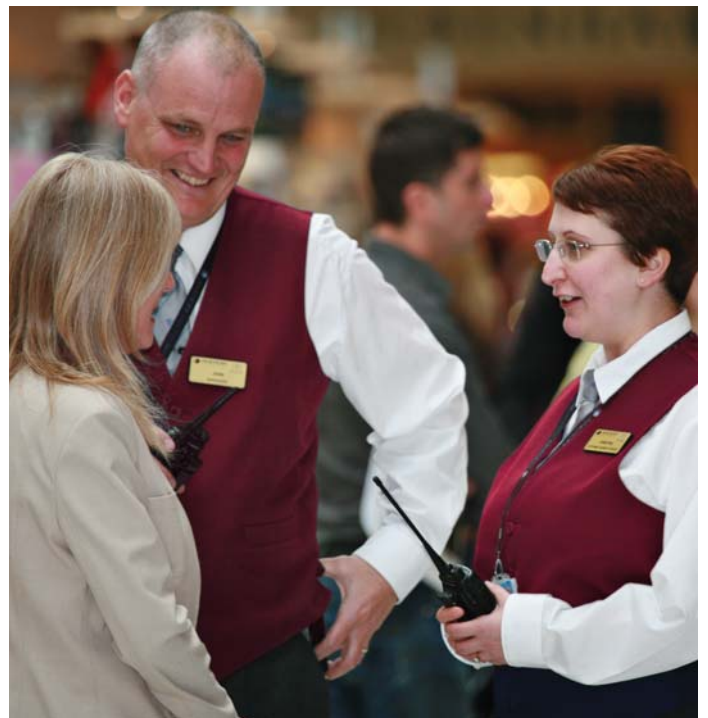
“ Fosse Park is one of the country's premier shopping parks, and we wanted to select a company to provide cleaning and security services that supported our ethos and after a careful selection process, we chose Anchor Group Services to provide a safe and clean environment for our customers. We chose Anchor because they offered proactive professionalism, combined with the dedication we needed from a medium sized owner-managed organisation. They have shown skill and commitment in the way they handled the complicated transfer process and have communicated exceptionally well with the staff on a one-to-one basis. We are delighted with their service ”

Kathy Murdoch – Centre Director, Fosse Park

Cherry Tree Shopping Centre, Wallasey

“ We awarded Anchor the joint cleaning and security contract due to their careful approach to evaluating the benefits to the centre, combined with their proactive management team ”

Colin McCory – Centre Manager, Cherry Tree



Shouldn't you have Anchor on your side?
To discuss your requirements, please call 01244 354 700



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