



Sparkling+



Hotels



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Who are we?



Sparkling provides Cleaning Services across London for a wide range of clients including Hotels, Holiday Rental Homes, Private Homes and Commercial Facilities.

A clean and tidy environment is key to a healthy and inviting place.

In this publication you will understand how we can support your Hotel with high quality cleaning services. We believe that it's not just a matter of the products, equipment, and processes; it is first and foremost about how we focus on empowering and supporting the members of our Sparkling team so they can meet and exceed your expectations!

Welcome to Sparkling!



How do we make it Sparkle?



SPARKLING TEAM

All of our team members have passed rigorous background checks, are fully insured and professionally trained to deliver high quality results. The process of recruiting team members who have need to have the necessary experience, training and qualifications isn't an easy task. However, we are always up for the challenge, so our management focuses on selecting team members that enjoy working within the hospitality and guest services industry. They are given all the tools needed to achieve results and ensure the process runs smoothly and efficiently.



SKILLS-BASED TRAINING

Sparkling has its own in-house training scheme which means that our team members come to work with the best skills in the business. We pride ourselves with a working ethic that encourages engagement between management and team members on a regular basis to review and develop their skills. They are also trained to provide personalized services with a high attention to detail in everything they do.

DEDICATED ACCOUNT MANAGER

We understand that each Hotel has its own unique requirements, therefore a dedicated account manager would work closely with you by using the preferred staffing model that is most suited for your operations. Additionally, the account manager will also provide on-site directions to ensure that high quality results are maintained. Most importantly though; before we send our team members to your worksite location they will be fully educated on the specific tasks and needs of your hotel.

Our work Process



Sparkling employs a dedicated housekeeping team who work for a wide range of hotels. Through selective recruiting we can ensure you will receive motivated and reliable employees who can be used to provide support in any required areas such as:

- ✦ Guest rooms
- ✦ Floor Supervision/Inspection
- ✦ Public Area
- ✦ Events & Conference spaces
- ✦ Night Cleaning





Contract Staffing



We can provide a customized contract - whether you require either daily, weekly, monthly or even a one-off cleaning service for Rooms and Public Areas and/or Housekeeper Supervisor positions.

Outsourced Staff Management



All of our team members are directly managed by Sparkling – this is a great option for Hotels that want to maintain high quality and efficiency but without the worry of additional administration.

Sparkling offers:

+ Savings

Our Standard Operating Procedures and methodologies make savings possible without losing quality.



+ Quality

From recruitment to training to ongoing service, we aim for the highest level of quality throughout. Sparkling's work ethic is a continual drive towards perfection in all areas of our business.

+ Compliance

Ensuring that our clients are reassured that all work is carried out and completed in accordance with local and national regulations.

+ Safety

Our team members are fully trained with health and safety regulations as well as fire drill procedures.

+ Audit

We carry out audits to ensure that all team members are achieving targets to a level that exceeds the expectations of ourselves and our clients.

Training



Sparkling understands just how challenging it is to establish a qualified and talented team to look after the cleanliness of a Hotel. We support hotel management in providing a focused and personalized training programme for your room attendants the aim being to enhance their skills and ensure they know your expectations regarding cleanliness. This will result in a high level of quality and efficiency allowing your Housekeeper Leadership more time to focus on other demands of the hotel operations.



We will guarantee a complete training program customized specifically to accommodate your Hotel and business needs, which can include but not limited:

- ✦Duties & Responsibilities
- ✦Physical Demands & Ergonomic
- ✦Hotel Standards
- ✦Standard Operating Procedures
- ✦Qualities and Enhancing skills
- ✦Setting Room Attendant's Trolley
- ✦Cleaning Methods
- ✦Use of chemicals and Equipment
- ✦Principle of Hotel Laundry
- ✦Health & Safety
- ✦Fire protocol

Get in Touch

Contact us today for your first free consultation either in person or a phone call.



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