



HOTEL MANAGEMENT SERVICES



YOUR WORK FORCE MANAGEMENT PARTNER

Email info@hmserv.co.uk or visit www.hmserv.co.uk

HOTEL MANAGEMENT SERVICES INTRODUCTION

Hotel Management Services has a trained and dedicated workforce focused on one, specific area of expertise - accommodation services. Our managers are entirely hospitality-trained, with vast experience in the management of hospitality team members. As guest service specialists with broad hospitality knowledge, we can provide a better quality service than the traditional in-house approach.

THE BENEFITS INCLUDE

- ✔ Lower guest service costs
- ✔ Lower human resource & training costs
- ✔ Trained health & safety compliant workforce
- ✔ Management support 24/7
- ✔ Improved quality



WHY OUTSOURCE YOUR HOUSEKEEPING?

Whether you're considering outsourcing your facilities for the first time or you've been doing it for years, our breadth of services and expertise means that we can increase efficiencies, lower costs and improve energy performance.

WHY CHOOSE HMS?

With Hotel Management Services quality is guaranteed. Our extensive quality assurance programme and specially trained hospitality team, enables us to deliver the quality of service you and your guests are accustomed to. Just like you, we pride ourselves on the quality we deliver to our clients.

OUR RESOURCE - READY FOR ANY CHALLENGE

As one of London's largest outsource guest service providers to the major hotel chains, we service thousands of guest rooms every day. We also have the infrastructure to do a lot more - team member placements, HR, linen and laundry, advisory services - whatever it takes to ensure the smooth and efficient running of your hotel.

With Hotel Management Services, you have a very experienced partner, solely dedicated to quality, comfort and convenience of your hotel guests.

WORKING WITH US

There are also many benefits for team members working with us. The opportunities for career advancement are much greater, and with comprehensive training programs and a large network of hotels, there are genuine opportunities for team members to pursue guest services as their chosen profession.

Call **0207 4024 517** for more information

TEMPORARY & PERMANENT PLACEMENT

FRONT OFFICE

- ✓ Receptionist
- ✓ Night Auditor
- ✓ Concierge / Luggage Porters

HOUSEKEEPING

- ✓ Head Housekeeper
- ✓ Housekeeping Supervisors
- ✓ Room Attendants

FOOD & BEVERAGE

- ✓ F&B Operatives
- ✓ Bar Man
- ✓ Stewards

KITCHEN

- ✓ Chefs
- ✓ Breakfast Chefs
- ✓ Kitchen Porters



SOME OF OUR EXISTING CLIENTS



“ WE THINK OUR MAIN DIFFERENCE IS THAT WE INVEST HEAVILY IN MAKING SURE ALL OF OUR PEOPLE HAVE THE RIGHT ATTITUDE, SKILLS AND GUEST FOCUS. WE HAVE A DEDICATED HR, TRAINING AND DEVELOPMENT PROCESS AND FOLLOW A DETAILED TRAINING PROGRAMME.”

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HOTEL CLEANING SERVICE

Our housekeeping services are designed to support clients in delivering excellence in service standards and the flexibility to meet the peaks and troughs of demand.

By varying the amount of trained labour deployed we ensure we provide you with the right people, providing the right service at the right time.

We also understand the importance of good presentation; the solutions we offer to our clients always meet the highest international standards. We successfully operate many housekeeping contracts for top international hotels in England.

OUR SOLUTIONS ARE BUILT AROUND THE NEEDS OF THE CLIENT BUT OFTEN INCLUDE THE FOLLOWING SERVICES

- ✔ **Housekeeping services, supervision and management**
- ✔ **Room, turndown and porter attendants**
- ✔ **Uniform and laundry attendants**
- ✔ **Consumables management and supply**
- ✔ **Hard floor maintenance and restoration**



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OFFICE CLEANING SERVICE



Let our expertise and over 12 years' experience assist you in designing a cleaning program for your office's cleaning needs.

Our cleaning team will provide your office with a worry free way of maintaining a professional atmosphere day after day. From small office buildings to large multi storey buildings, Hotel Management Services has the resources and expertise for cleaning your building and getting the job done. Regular office cleaning includes general and thorough cleaning in your office on daily, weekly and/or monthly basis.

Since office cleaning is one of the most competitive ends of the commercial cleaning market, we do not produce cheap quotes in order to just obtain cleaning contracts.

We feel this reflects in the service you receive. We provide our prospective clients with totally realistic quotes which ensures that any cleaning carried out on their premises to the highest possible standards.

Innovative, eco-friendly, environmentally focused cleaning services are provided in order to build and maintain long term relationships with our clients. We can offer you the most appropriate cleaning methodology to suit your business' needs. Our philosophy is to always aim at working in an environmentally friendly manner.

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SECURITY SERVICES

MANNED GUARDING

The safety and security of your staff, customers, buildings and goods is critical, so HMS provides a full security solution to protect both your personnel and your property.

Security officers throughout the UK are SIA approved and trained to the very highest standards, and we go to great lengths to provide you with the staff whose skills best complement your business.

All officers work under the careful direction of local management who understand your individual business and security requirements. While undertaking their duties, we encourage our officers to interact with customers to provide a personalized service - this is particularly relevant in public areas such as shopping malls and leisure areas where security guard presence offers peace of mind. In addition, staff receive market sector specific training, giving our teams the ability to transfer key skills from high profile hotels to shopping centers to high profile financial buildings and hospitals.

ELECTRONIC SECURITY

We also offer electronic security systems; one of our key strengths is the ability to provide fully integrated systems and manned guarding solution. Our security solutions provide you with the benefits you would expect from an international security provider, such as standardisation and consistency of service, with the flexibility and easy access of a local management team.

OUR SECURITY SERVICES INCLUDE

- ✔ Manned guarding
- ✔ Mobile patrols
- ✔ Key holding
- ✔ CCTV
- ✔ Alarm systems
- ✔ Access control
- ✔ Fire systems



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TOTAL FACILITY MANAGEMENT SERVICES



ONE STOP SHOP

Hotel Management Services provide affordable, efficient and sustainable total facilities management services to many of the most successful public and private sector organisations.

OUR CORE FACILITIES MANAGEMENT SERVICES

At Hotel Management Services we are committed to safety, sustainability and service. We put our customers at the heart of everything we do, invest in time to understand their needs through our specialist sector expertise and tailor our operations to provide high quality services that meet Hotel's business needs. Our aim is to add value to the services provided by our client.

CLEANING SERVICES

Organisations that choose Hotel Management Services to undertake their cleaning have the reassurance of knowing they are in safe hands.

CATERING SERVICES

Our catering professionals manage staff catering as an integral part of our customers' business operations.

SECURITY SERVICES

We provide a wide range of security services to organisations across the retail, financial and commercial sectors.

PROPERTY MANAGEMENT SERVICES

We can provide of a long list of services that contribute to optimising the value of a company's property service budget.

OUR OBJECTIVE IS TO CONTRIBUTE TO THE EXISTING PROPERTY INVESTMENT BY SERVICING THE FACILITIES OPTIMALLY.

FOR ALL YOUR FACILITY MANAGEMENT QUERIES PLEASE CALL US 0207 4024 517

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