



TAILORED
SERVICES PTY LTD

CAPABILITY STATEMENT

> COMMERCIAL > RESIDENTIAL > EDUCATION



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TAILORED SERVICES ARE MEMBERS OF:



WHO WE ARE

Tailored Services is a family run business built on the principles of honesty, reliability and personal relationships at the forefront.

After identifying a need to provide a more comprehensive and professional cleaning service to the commercial, residential and education sectors, we have grown into a successful company, but our home-grown principles remain. We're about more than just cleaning. We're about developing relationships and partnerships with our clients and working with them to find a Tailored Services to their problems.

We're proud of our past but focused on the future and that means continuing to provide outstanding customer service and quality outcomes for all of our customers. Our culture of continuous improvement places us as leaders in our field as we continue to build on our reputation for delivering innovative cleaning and maintenance solutions for a wider range of customers across the Mackay region.

Our experienced team of highly skilled professionals are supported by our administration team, who work hard to ensure that every project we undertake is delivered on time and to budget.



Education Sector Cleaning



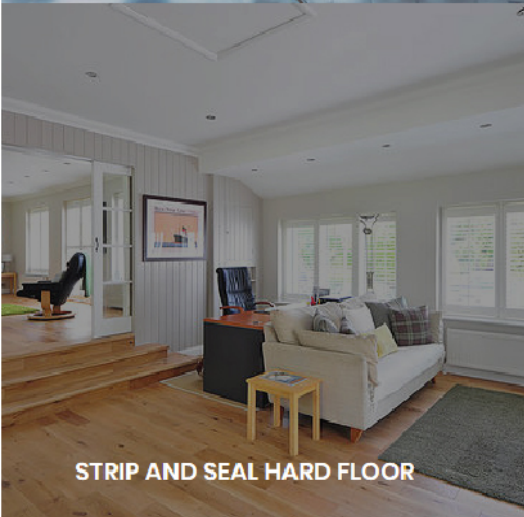
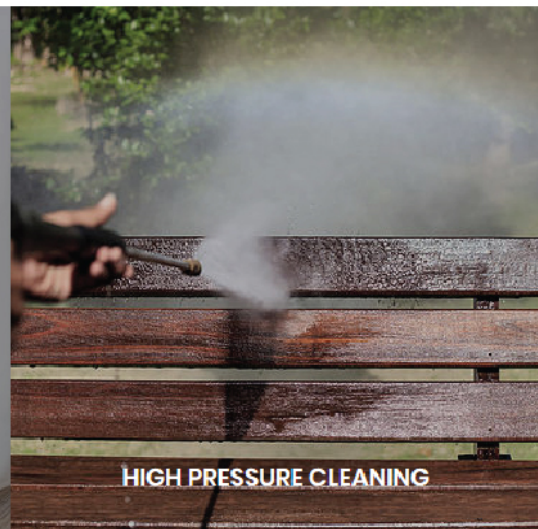
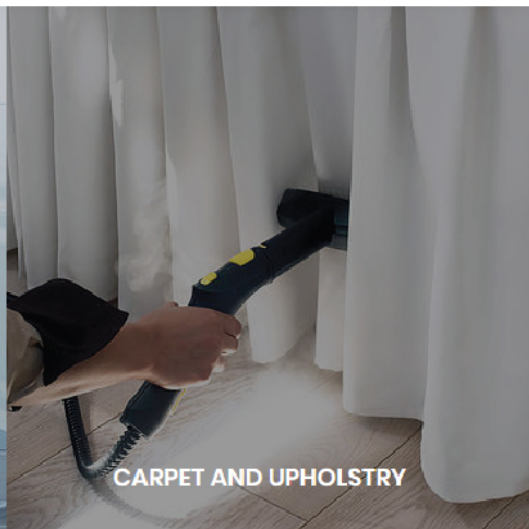
Commercial Cleaning



Residential Cleaning

OUR CAPABILITIES

The main sectors we service are the commercial, residential and education sectors. We have the experience, expertise and resources required to meet any scope of works.



OUR DIFFERENCE

Our clients can count on *Tailored Services* - we have many years of experience and we're going to be here for many more years to come.

We proudly stand behind all of our work and we genuinely always live up to our word.



All of our support crew are employed directly by us – we don't contract service work out to third parties because we like to be in control of every aspect of the project that our team undertakes. We always keep abreast of new cleaning and maintenance trends and new technologies so we can stay at the cutting edge of our industry.



We're innovators and we like to think outside the box, so if we think there is a better, safer or more cost effective means to get a job done, we'll always talk to our clients about a different way of doing things. We foster strong, long term relationships with our clients and our commitment to exceeding customer requirements is why we enjoy repeat business from our established client base.

OUR KEY PEOPLE



HALEY CROFTS

Director

Haley's humble beginnings in the cleaning industry started as a cleaner on Mt Isa, George Fisher & Black Star open cut mines in 2006 soon working her way up to management running all three mine sites cleaning operations for a few years then offered an opportunity to move to Brisbane to help operations from there while still liaising on the running of Mt Isa sites.

Haley moved back to town to further her career and be closer to family. Haley began working with a well know cleaning company in Mackay in 2009 helping them grow and succeed as their operations manager for 7 years until opportunity came to branch out and grow Tailored Services.



JASON CROFTS

Operations Manager

While relatively new to the commercial cleaning industry, Jason has over 13 years hospitality experience which includes day to day running of restaurants, deep cleans and overseeing of full refurbishments of restaurants and kitchen facilities.

After moving to Mackay in 2006 Jason was after a new challenge going into retail as the Mackay BCF manager, this included the 2008 flood refurbishment. Jason has been in the mining/ manufacturing industry for the past 8 years now as a fully qualified mechanical fitter. Jason's leadership skills and eye for detail was welcomed at Tailored Services and he is passionate about taking the company forward.



KELLY BECKINGHAM

Thrive Bookkeeping Mackay

Kelly began working with Tailored Services in Jan 2020, bringing 15 years experience of bookkeeping and business finance management. Her role is to provide clients like Tailored Services with either temporary or ongoing bookkeeping and payroll assistance, new file set up, cloud accounting software programs as well as ongoing support.

According to Kelly the best part of working with clients like Tailored Services is the alignment of values that Thrive Bookkeeping Mackay and Tailored Services share around life/work/family balance, flexible working business relationships and great ambition and drive to improve and support the successful growth by supporting each other in local business.

OUR MISSION

Our Mission is to gain trust and respect, by safely delivering a diverse range of quality cleaning and maintenance services and consistently exceeding customer expectations.

OUR VISION

To be industries first choice for access solutions.

> ONE BIG TEAM

We trust, we share, we support each other – in good times and bad

> SAFETY IN PRACTICE

Safety is what we do, not what we say

> INTEGRITY IS KEY

We do the right thing – even when no one is watching

> PRIDE

We take pride in our team and the work that they do

> REWARD

We save our clients' money and create opportunities for our team members in the process

HEALTH & SAFETY FOCUSED

The safety of our workers is a top priority for us, and our safety first policy is deeply entrenched throughout the business. All staff take part in regular safety briefings and toolbox talks, and we are extremely proud of our zero-injury safety record.

QUALITY & ATTENTION TO DETAIL

At Tailored Services, all of our staff are trained to pay close attention to detail throughout every aspect of the job – right from the first contact through to the project quote, works delivery and all communications during and after the project. We're focused on getting it right first time; not just so we can provide great service to our customers, but also because it makes us more efficient so we can keep our costs down for our clients.

RESPECTING OUR ENVIRONMENT

Respecting and protecting our environment is important to us. It's not just adhering to regulatory compliance – here at Tailored Services we are focused on improving energy efficiency, reducing and recycling waste, minimizing impact to waterways and ecosystems and controlling noise, vibration and air quality.



CONTACT DETAILS

GENERAL INFORMATION

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