

from the ceo



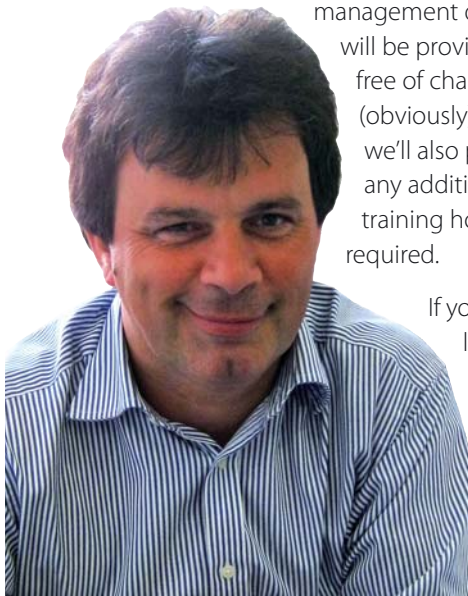
Last month I was enthusiastic about the achievements of the people who work in AMFM and the rapid growth which we've experienced in our first year but there is one small niggle which I have about formal training as part of AMFM employment.

As most people know, the very best time to ask a bank for a loan is when you can prove that you don't really need one and in similar fashion, I think the best time to develop your skills for employment is when you have a job and you work for a company which will actively assist you.

So here's the offer.

NVQ qualifications to Level 2 in any cleaning or facility management discipline will be provided free of charge (obviously) and we'll also pay for any additional training hours required.

If you would like to pursue a part time course in



anything else then we will, subject to a reasonable maximum, pay the course costs for you. The subject might be something which has general application, computing skills being an obvious example, or it could be an all-about-you subject which has the potential to offer you a more personally fulfilling career. If the future Gok Wan or Julia Roberts is being held back by lack of opportunity, this is how they get started.

And here's the small print.

1. While you're doing the course, you're working for AMFM. If you leave our employment before the course is complete then we're going to ask for some of our money back. Not always, and not necessarily all of it, but we're investing in you and want to protect our investment.
2. If you don't attend the course we pay for, you pay for all of it. That should be incentive for you to attend the course, we hope.
3. Your course must be through an accredited provider – 'Rahoul Medjool's School of Cool' and *degrees-r-us.com* may be perfectly acceptable centres of academic excellence but if the Office of Qualifications and Examination Regulation haven't got them on the list then we're not likely to approve your application.

I recognise that studying isn't for everyone and that there are many people who are entirely happy doing what they're doing so there's no pressure on anyone to take

In this issue...

| | |
|--------------------------|---|
| A word from the CEO | 1 |
| Employee of the month | 2 |
| Staff news | 2 |
| Supplier contribution | 2 |
| amfm golf day | 3 |
| Company news | 3 |
| Leisure time | 4 |
| Contacts and competition | 4 |

advantage of our offer but I want to be satisfied that everyone knows what's available and that nothing we are saying is putting people off the idea.

So.

If there's anything which prevents you personally from taking up this offer, please talk to your supervisor and let us know why. Or you can e mail carolyn.leach@amfacilitiesmanagement.co.uk if you prefer.

If we've got it wrong then we'll change it.

Callum MacLeod
CEO

staff news



Thanks Peter!

Peter Collins, previously AMFM Supervisor for cleaning and related activities, has been promoted to Reactive Maintenance Manager and will take on responsibility for national service delivery. We are delighted that Peter has taken on this role and extend our thanks for his invaluable help in setting up our cleaning division.

Warm congratulations!



to **Camila Martinez** who has successfully completed a Level 2 BTEC course in Travel and Tourism. We wish her the best of luck as her training continues.

Picnic in the Park

We would like to invite all staff to a **picnic in Hyde Park**. A date in August will be announced soon.

supplier contribution

Russell Eckert is Divisional Director of Mustang Hygiene Solutions, AMFM's sole washroom hygiene services supplier.

His listed interests include current affairs & politics, gardening and long distance air travel. Russell also enjoys discovering fine hotels and restaurants in the UK & Europe and has a weakness for perfect chocolate, cakes and pastries.

Mustang Hygiene Solutions are supporters of CHSA, Safe Contractors, and members of the UKHA, and BIFM.

Starting my career working in London's West End and City for the once brand leader in Health & Hygiene, The Wellcome Foundation, my early days involved a lot of learning and understanding of what customers expect from a supplier.

My experience of both European and Pan-American service markets brings extra added value and understanding into the UK Market and has always taught me; Customers are Our Business.

The foundations from those early days of customer interaction have also taught me that there are two clear expectations - TRUST and SERVICE DELIVERY.

Customers want and expect a focused approach to service provision; my customers know both Mustang Hygiene Solutions and I execute this work ethic and have complete confidence.

Mustang Hygiene Solutions is part of the Mustang Hygiene Group with headquarters in the South East London and a service capability which covers the UK. Our greatest concentration of customers is in the UK and encompasses a variety of clients including schools, hospitals, hotels and commercial environments.

Our service provision method delivers a total 'Peace of Mind' Service with our unique GPS Monitoring System enabling our customers, as well as ourselves, to monitor service activity.



Employee of the month

Congratulations

to **Ella Jury** who is awarded AMFM's Employee of the Month certificate for her hard work and dedication beyond the call of duty. Ella is awarded **£30** with all our thanks.



The inaugural amfm golf day

Westerham Golf Club, Kent | 18 May 2011



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The AMFM golf day was a well attended event and our thanks go to our clients and suppliers who braved the early morning showers to tackle a challenging course with varying degrees of success.



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Collier and Madge carried away most of the honours with directors John Redfern, Chris Carrick and Andrew Gibson respectively taking individual winner, longest drive and nearest the pin.

Welcome Vicki



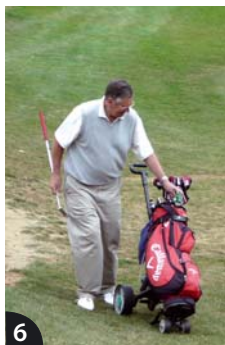
Vicki Roff has joined AMFM as support manager and brings a wealth of experience from previous positions in the facilities management industry. We'll encourage her to put pen to paper for next months issue to introduce herself but extend a warm welcome in the meantime.

Job opportunities

We currently have **supervisor** opportunities for suitably experienced people. Good standard of written and spoken English required, with previous customer facing experience desirable. Please contact **Carolyn** for more details.



company news



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1. Winner John Redfern (centre) with playing partners Simon Wignall and organiser, Callum McLeod.
2. The treacherous 18th hole.
3. Textbook bunker play from Paul Holmes.
4. The winning team.
5. Another 'miracle' recovery from Hubert Eisdell.
6. Andrew Gibson checks that the wheels are still on his trolley.
7. Callum and Paul enjoy the 19th hole.
8. Paul contemplates a circumvention of the 'snakepit'.



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Leisure time

Everyone's leisure time is precious and we thought you might like to know about five free fun things you can do in London:



1 Art galleries

Tate Modern and Tate Britain are exceptional national art galleries housing some of the finest artworks in the world. Tate Modern focuses on contemporary art while Tate Britain displays British Art from the sixteenth century to the present day. Other major London art galleries include the National Portrait Gallery and the National Gallery in Trafalgar Square. The Wallace Collection is just off Oxford Street so a perfect escape from a busy shopping spree.



2 Trafalgar Square

Trafalgar Square is one of Britain's greatest visitor attractions and was designed by John Nash in the 1820s and constructed in the 1830s. This iconic square has many sights to see including Nelson's Column and the National Gallery. It is both a tourist attraction and the main focus for political demonstrations. Every December, Norway donates a marvelous Christmas tree, to thank Britain for liberation from the Nazis.

3 Street performers

The West Piazza of Covent Garden Market has street performers to entertain you every afternoon. Good acts can draw huge crowds and the performers love to get audience members to help them with their act. All performers are licensed and have passed an audition to perform here. You will find more street performers at the weekend along the South Bank, particularly outside the National Theatre.



4 Westminster Abbey

You can see inside Westminster Abbey for free. The Abbey never charges people who want to worship but they rely on admission fees from visitors to cover running costs. Evensong is the most beautiful of services where the Abbey choir sings. The Choristers of the Choir are educated at Westminster Abbey Choir School and are all extremely talented. Evensong is at 5pm on Mondays, Tuesdays, Thursdays, and Fridays, plus at 3pm on Saturdays and Sundays.

Changing of the Guard

The Queen's Guard in London changes in the Forecourt inside the gates of Buckingham Palace at 11.30am every day in the summer and every other day in the winter. Get there early and view the spectacle from outside the front gates.



contacts

We hope you have enjoyed the latest edition of the *amfm bulletin*.

Contributions welcome
Should you have any contributions to the next edition or comments relating to this one please address them to **Carolyn Leach**:
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e: carolyn.leach@amfacilitiesmanagement.co.uk

Other contacts

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Customer comments are, of course, always welcome.

caption time...

WIN!

Hubert's in a(nother) sticky spot at the recent golf day. Can you think of a suitable caption to accompany the picture?



Contact **Carolyn** with your suggestion by **16 September**.

The best answer will receive a **£20 M&S voucher**.

The winner's name will be published in the next issue.

Good luck!