

Excel

Commercial Cleaning Services



Franchise Document

Who is Excel Commercial Cleaning Services Ltd?

Excel Commercial Cleaning Services Ltd was set up in 2010 by Sarah Davies, the company Director. Sarah has a passion for cleaning and used that passion to start up the business from scratch after having many successful years within the leisure and retail sector, she used contacts from her previous roles to gain contracts and went out cleaning herself along with a couple of friends and her son's au pair, and the office was based in Sarah's dining room. Initially concentrating on cleaning within bars and restaurants, where we gained our reputation for high standard, reliable, good value cleaning, the business quickly grew and expanded to include a client base of offices, sports clubs, golf clubs and factories. We moved to commercial premises in 2013, and now employ in excess of 75 staff consisting of both full-time and part-time staff all across the North West. We still strongly believe in the same values, offering local, reliable cleaning staff who work to a high standard, maintaining a close working relationship with our clients to ensure they remain happy, and offering all of this at the most competitive prices we can.

As a Franchisee, you will receive an initial contract from Excel Commercial Cleaning Services Ltd based on a guaranteed minimum of 10 hours per week. You will also receive an Operations Manual to guide you through step by step how to set up the business to maximise success, and a dedicated trainer who will come and spend time with you when you are ready to launch. You will have access to our website, our marketing materials, and any contacts in your franchise area linked to existing customers in other areas.

Excel Commercial Cleaning Services Ltd is expanding and we have a variety of new franchise opportunities right now in several locations. If you want to join with us as we continue our expansion we would like to hear from you!



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What does an Excel Commercial Cleaning Franchise consist of? What do you get as a Franchisee?

So many people think of starting their own business - not just for the financial rewards but for the opportunity to be your own boss and run your own life. But the downside is that although you get all the rewards, you also take the risks. Taking on a franchise within a proven operation reduces those risks substantially. By joining Excel Commercial Cleaning Services Ltd, you can reduce them even more!

You will receive Operational support in terms of how to train staff, how to put together a cleaning checklist together, what to look for when carrying out a cleaning audit. You will receive Administrative support in terms of how to recruit staff, interview staff, TUPE regulations, training of office staff (if required), training of sales staff (if required).

Established Track Record - As a franchise buyer, you become part of a proven system of operation. Your franchisor offers a concept with products and services that have sold successfully. You have history to learn from and to help you predict your own future.

Faster Start Up - You have a short learning curve as a franchise owner, because you have assistance from a franchisor with lots of experience to draw upon in starting other new operations successfully. You and your personnel often get on-the-job instruction.

Less Risk - Your chances of failure are lower with a franchise operation, because of the experience, expertise and proven resources that support you in your business. Franchises succeed at the rate of 90%.

Low Investment - Most franchises keep their front-end investment demands low, which favours new entrepreneurs. Moreover, a franchisor will often help new franchisees borrow by facilitating arrangements with lending institutions, which look positively on lending to franchisees because of their high success rates.

Purchasing Power - The group purchasing power of franchisees can make a big difference in your costs of doing business. Large buying groups can typically demand significantly lower prices on goods and services.

Name Recognition and Brand Awareness - With an established franchise, you get the benefits that occur from marketing an established brand of products or services. With a new franchise, you can grow and contribute to the creation of the brand.

www.excelcommercialcleaning.co.uk

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Business Support

As a franchisee, you will receive valuable, ongoing business support, including site selection, training, marketing, new technology and more. Franchisers will assist you in developing a business plan, in learning the best ways to hire and manage personnel, and in how to profitably manage your facility.

Everyone working for Excel Commercial Cleaning Services Ltd is an important player on the team. We believe in building personal professional relationships with our customers and being polite and helpful at all times. We must make it easy for people to do business with us.

As a Franchisee you buy the right to develop your business in a defined geographical area, with a guarantee from Excel Commercial Cleaning Services Ltd of no Excel Commercial Cleaning Services Ltd competitor in that area. Franchisees can offer their Clients the full breadth of Excel Commercial Cleaning Services Ltd expertise, all supported by the full span of our capabilities.

Our aim is to provide a nationwide quality service to customers with an emphasis on personal service and professionalism. We aim to build up a strong two way working relationship with all our franchisees, and make the Excel Commercial Cleaning Services Ltd name synonymous with excellence.

So if you're looking for a Franchise opportunity with some real strengths search no more

What kind of support can I expect from Excel Commercial Cleaning Services Ltd as a Franchisee?

We ensure that you are well equipped to start and grow your business. Training, ongoing business support and a wide range of resources are available when you become The Excel Commercial Cleaning Services Ltd Franchisee in your area.

One of the main benefits of Franchising is that it is a business partnership between Franchisee and Franchisor. Head Office support is essential especially in the early trading days of the franchisee, and it will always be readily available. In the early days there will be a very much hands on approach, gradually stepping back and letting you, the Franchisee take complete control as you become more confident, professional and experienced.

The operations manual contains all the information and know-how to run your own business successfully. It will be your point of reference for everything you do. It is a step by step guide on how to run and operate the business. This manual alone is worth the franchise fee. It's a treasure trove of useful information and will save you time and money every step of the way. It is written in a clear way, following an easy to understand format. All the facts of the business without the fuss, and all at your finger tips from day one.

The Earnings Potential

What you can earn out of Excel Commercial Cleaning Services Ltd Franchise is, in the final analysis, up to you: how hard you work, and how gifted you are. It's no different to anything else. But you'll be surprised at how the numbers can stack up.

	Year 1	Year 2	Year 3
Gross Income	£	£	£
Expenditure	£	£	£
Net Profit	£	£	£

It is important to emphasise that the above figures are projections provided for the purpose of illustration and are not intended to be a statement, representation, warranty or guarantee of individual franchisee earnings. It is essential that (prior to entering into the franchise) you satisfy yourself of the value of the investment you intend to make in terms of both time and money.

The initial contract you are given will be worth a minimum of £6214.00 Based on gaining a new contract of a similar size each month for the first 6 months, you would have a turnover of £130,494, and if this growth increased to 2 contracts a month in the second half of the year the turnover would be £484,692.



Meet The Team

Sarah Davies - Director and founder of the business

Sarah plays an active role in the business, attending sales appointments to gain new contracts and meeting with existing customers on a regular basis to ensure they are happy, she also gets involved in staff training to ensure the same high standards she started the business with are still present today.

Clare King - Office Manager

Clare joined the business in 2011, starting off her career with Excel as a telesales / appointment maker, and growing through the business to become Sarah's PA and eventually Office Manager. Clare looks after all aspects of the business including contracts, customer service, accounts, payroll, recruitment and HR.

Fernando Sanchez-Lacarcel - Area Manager

Fernando has worked for Excel since 2010, starting off his career as a cleaner, working his way up to becoming a supervisor and now Area Manager. Fernando is responsible for the cleaning standards of the staff, carrying out staff training, cleaning audits, compiling cleaning checklists and dealing with any day to day issues that arise operationally.

Joanne Williams - Office Administrator

Joanne joined the business in 2014 to provide additional office support as the business continued to grow. Joanne is involved in accounts, payroll, credit control, customer service, product ordering and stock control.

Satisfied Customers

Don't just take our word for it, read what our satisfied customers have to say...

"Having been recommended to Excel Cleaning services by a client of ours, we have been using the services of Excel for the past 6 - 8 months. We are delighted with the service they offer, they are extremely reliable, trust worthy, and most of all thorough in the cleaning of our offices, and we would have no hesitation in recommending them to others"

"The crews are really good - very thorough always prompt and nice to deal with so please send our thanks"

What You Need

What do you need to be successful as an Excel Commercial Cleaning Services Ltd Franchisee?

There is just no escaping the fact that running your own business can be hard work. However, you are doing it for yourself and the rewards of a Excel Commercial Cleaning Services Ltd franchise will be there for you to see from day one. If you possess the following attributes then an Excel Commercial Cleaning Services Ltd franchise could be just what you have been looking for:

- **A willingness to work hard, because there is simply no substitute for hard work.**
- **A willingness to persevere, because there will always be times when things don't go according to plan.**
- **The desire to work for yourself, and take proper control of your own destiny.**
- **The desire to work with others who all share your commitment to the highest standards.**

If everything you've read so far makes sense, and you think that an Excel Commercial Cleaning Services Ltd Franchise is something you want to know more about, we should talk further.

Call us on: XXXX XXXXXX



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