

# Monthly E-News

*It's our second edition of the Service Alliance Group Newsletter and it was great to receive so many positive comments about our first newsletter.*

*As a result, some members have taken the opportunity to introduce themselves in this issue.*

*As a result of a recent project, Service Alliance Group was requested to provide project members financial information. The total collective turnover of the Service Alliance Group Members was in excess of \$500m **WOW!!!** That is an incredible achievement and certainly provides future clients with a greater level of confidence in the Service Alliance Group.*

## Who is Who at SAG



*(Associate Member)*

Welcome to Crown Coffee International. We are a Melbourne based company, with offices in Queensland, South and Western Australia and plans to open in Sydney in the next few months.

Here at Crown, we try to find the very best solution for our clients needs whether it be traditional (*the café style*), fully automatic (*the touch of a button*) or vending (*fresh bean or instant*).

A careful process asses' a clients needs offering:

- Appropriate equipment selection
- A complete range of coffee products and blends
- Mechanical or electrical servicing
- Passionate and professional consultants



Crown Coffee International can further enhance your client relationships by consulting on innovative solutions to your client's equipment, product and servicing needs.

***Life's Too Short For Bad Coffee. (And Bad Service!)***

Call Alan Chandler @ Crown Coffee International to arrange an appointment.  
(03) 9856 0700 / 0418 358 310



## Winning Formula at SAG

### *SAG Forges Ahead in Multi Service Contracts*

As we mentioned in our last newsletter, Service Alliance Group Members were successful in being awarded the contract for Gerrard Signode with the commencement date being the 1<sup>st</sup> July.

After meeting with our client representative from Gerrard Signode it was certainly a pleasure to hear compliments about how smooth the transition occurred between the out going companies and incoming SAG Members.

Congratulations are in order to those participating in this project;

- GJK Facility Services
- Bluestar Security
- Entire Fire Protection
- Scientific Pest Management
- Crown Coffee
- Programmed Maintenance Services
- Cleaning
- Security
- Fire Protection & Mechanical
- Pest Control
- Hot Beverages
- Horticultural

Additional services soon to added

- Speedie Waste
- AlSCO Fresh n Clean
- Waste Collection
- Wash Room Services



Above; Kersten Bader (*Plastic Manufacturing Manager - Gerrard Signode*) together with Don Wilson (*General Manager Operations - GJK Facility Services*) shake hands to the beginning of long business relationship.

## Members' News

### *What's happening at*



- Did you know that GJK achieved National Accreditation in Occupational Health & Safety and Environment Management System under AS4801 and AS 14001 respectively?

This combined with QAS 9001:2000 version provides GJK with a total Integrated Management System.

- Kaye Jowett has joined GJK as Financial Controller – Kaye has worked in Senior Administrative Financial roles with Berkeley Challenge and Menzies International and has been in the industry for over 20 years.
- GJK Facility Services has successfully enjoyed in the last four years approximately 30% growth per annum concurrent. This could only have been achieved and maintained with the excellent customer focus by all GJK operators & staff.
- GJK is the first contract cleaning company in Australia to participate with the Victorian State Government *Office of Housing* pilot project involving long term unemployed Government Housing Tenants as a component of its work force.
- Twelve months on, as a commercial performance based contract, GJK have exceeded all performance bench marks set within its contractual requirements



*Office of Housing Richmond Team*



*A Typical Office of Housing building*

## *SAG Improvement Team*

The Service Alliance Group Improvement Team is now up and operational and has had its second meeting, the minutes of which were distributed to Committee of Management and all participating members.

Mario Vella-West	- GJK Facility Services
Robert Costa	- Online Service Systems (Aust) Pty Ltd
Bruce Chaplin	- FM Essentials (Hendry Group)
Matt Doughty	- The Delron Group
Mark Collins	- Programmed Maintenance Services
Lou La Delfa	- Service Alliance Group Executive
Ann Carpenter	- Service Alliance Group Administration

The team has selected Bruce Chaplin to be the chair of this committee for the next 12 months. Meeting minutes will be posted on the members' only section of the SAG web site as soon as it can be arranged, so you can keep up with the team's progress.

The team has developed an Improvement Initiatives flow chart and an Improvement Initiatives input form. These forms will be made available in the near future for everybody to have their say in how the Service Alliance Group can improve. There will be incentives for you to participate and put forward you best ideas.

If you can't wait to put your ideas on the form then send your improvement opportunities to Lou via email [lladelfa@servicealliancegroup.com.au](mailto:lladelfa@servicealliancegroup.com.au) or to any of the above team members and the team will get working on it immediately. If you haven't got an idea yet then put your thinking cap on, it could be worth the effort.



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