

Case Study

Customer:
Selwyn College

Sector:
Education

HQ:
Cambridge

Founded:
1882

Size of Company:
Over 500 students
25 housekeepers

Customer Since:
July 2010

Smith &  Coburn Ltd

Suppliers of Cleaning, Hygiene & Associated Products

Selwyn College Cambridge

Background

Established in 1882, Selwyn College forms part of one of the world's oldest universities & leading academic centre through the prestigious red brick University of Cambridge. The University provides high-quality higher education for the brightest & best, regardless of background.

Each college, including Selwyn, are independent institutions with their own property & income. As a result each college is responsible for

selecting staff & students while maintaining the property & sourcing suppliers, in accordance with University regulations.

Selwyn College is based over 4 sites which forms the hub for over 500 students. To ensure the sites are maintained to the highest standards, the college employs 25 housekeepers who are responsible for the general cleanliness, laundry facilities & consumable replacement.

Challenge

As the place where students study, live, eat & socialise, each activity requires its own individual cleaning solution as well as the provision of consumables such as linen, mattresses & washroom paper. Selwyn's had utilised the same company for many years, however this company was due to go out of business leaving the college in a difficult situation.

With so many different needs to fulfill, the college had concerns that service levels, contact & contract details would differ from supplier to supplier if they were to individually outsource their requirements. The college could see that juggling between different suppliers for different solutions could lead to cost, stock & time management issues for the already busy Housekeeping Manager. Selwyn recognised that they could only ensure their high standards

continued across the 4 sites if all their requirements were consolidated with one supplier.

Additionally, the Housekeeping Manager was aware that the housekeeping team retained a sense of loyalty to the chemical range they'd traditional used. Any new or unfamiliar cleaning products could face animosity, therefore any new chemical ranges would need to meet, if not surpass, expectations to ensure high morale amongst staff.

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Glen 'Smith'
Director,
Client Accounts

Smith & Coburn Ltd

Suppliers of Cleaning, Hygiene & Associated Products

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‘ It was revealed that both quality & ‘cost in use’ were important factors for the college. ’

Solutions

After just one phone call to Smith & Coburn, Selwyn College were instantly put at ease. They were impressed with their ‘can do’ attitude combined with their large product portfolio all at the right price. With extensive experience in the Education sector, independent washroom & janitorial company Smith & Coburn were ideally placed to provide Selwyn College with the ‘one stop shop’ solution that they were looking for.

Smith & Coburn were able to deliver a streamlined, cost effective range of products which encompassed their

customers cleaning needs & washroom consumables, as well as the mattresses & duvets for the dormitories.

As with all their customers, Smith & Coburn discussed with Selwyn their requirements to ensure the right products were selected to achieve their personal objectives. It was revealed that both quality & ‘cost in use’ were important factors for the college. Once the right products had been selected, these were delivered to site within 24 hours, fully backed up with product & COSHH training, without a problem.

Results

Since switching to Smith & Coburn as their ‘one stop shop’ solution for their cleaning products & consumable requirements, Selwyn’s Housekeeper Manager couldn’t be more pleased.

“We now have a newly consolidated range of products which are proving to be more user-friendly & cost effective. Smith & Coburn are a trustworthy, friendly local service that I know I can call upon to delivery efficiency & advice. They always go above & beyond with their customer care to ensure our housekeepers maintain the highest standard. It is without doubt their solution has worked for us & we definitely plan to continue working with them in the future” Selwyn College, Housekeeper Manager.

A surprise result has come from the housekeeping team themselves. Not only are they extremely happy with the chemical change-over but they are now more open to the idea of new products & innovations in the future.

“We are delighted to be a total one stop shop supplier to Selwyn College & providing a complete outsourcing solution to the Housekeeper Manager”.

Glen Smith, Smith & Coburn.