

## Commercial Cleaning Services

**Business Sector:** Cleaning  
**Business Size:** 1-49  
**Region:** South West

Business Profile: Set up in 2004, CCS employs 45 people serving about 70 clients across the South West.



*"We're aiming to be the most professional cleaning contractor in the South West"*

Brett Townsend  
Director

### The challenge

Norton Radstock Company Commercial Cleaning Services Ltd lives by its motto – 'Pride in Everything We Do'. It's a philosophy that underlies its fast growth.

Company Commercial Cleaning Services, set up in 2004 by Directors Brett Townsend and Jennie Adman, already employs 45 people, serving about 70 clients across the South West. This year the business is on course to turn over £1 million, and the aim is to increase that to £3 million by 2011.

### The solution



To find out about training its staff the company contacted Train to Gain. Business Link Adviser Stuart Veitch-Edwards found that the company was keen to gain a competitive advantage by making sure its cleaners were the best and most efficient – allowing them to follow the company motto and take a pride in their work.

As a result, 15 cleaners and team leaders are taking relevant NVQ training, while the company is also looking into working towards Investors in People accreditation.

Stuart said: "The directors of Commercial Cleaning Services have a very holistic view of how they want the business to develop, and Train to Gain is able to fit in with that approach very effectively, helping to identify the most relevant training and source funding."

### The results

Brett said: "Train to Gain has been invaluable to us because it enabled us to give our people a qualification, something to aspire to, while helping us make sure we offer the best service we can."

#### What is Train to Gain?

Train to Gain is a service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.