In-house vs Outsourced Cleaning Services

Fluid Insight #2

Fluid
MAKE IT POSITIVELY CLEAN
There is often a misconception that outsourcing cleaning is only cost effective for large organisations and not a beneficial tool for small businesses. However, this idea is far from the truth.

**All in a day’s work:** Clean floors, seating, windows, toilets and kitchens are key to attracting footfall. While your in-house staff would be cleaning and clearing tables during the day, as well as all the ‘side work’ that goes in between, keeping on top of scheduled, specialist and deep cleans won’t ordinarily be in their remit or skill set. It is tempting, especially in an economy of low margins, to ask staff to put in a few extra hours at the beginning and/or end of the day to clean windows, scrub kitchens and clean toilets.

However, slap-dash hygiene will inevitably end up costlier to the business in the long run. Hiring a cleaning contractor gives you the benefit of time, allowing your in-house staff to do what they do best. This will not only make your team feel valued but will add sustainability to your business continuity, in terms of legislative compliance, customer loyalty, lower staff turnover and therefore higher revenue – in short, if you get yourself a good cleaning contractor, it will pay for itself.

**Keeping up appearances:** By outsourcing cleaning, successful restaurateurs know that they have a head start on being clean and staying clean on a daily basis. The use of a standard checklist of in-service cleaning for staff and training, is an easy way to encourage a healthy routine, as everyone knows what is expected, increasing the value of business by reputation. By going with your gut and checking your facts you can avoid contractor disasters. By digging a little deeper and ensuring your contractor has the necessary experience, you can make sure your tables keep turning.

**Balancing the books:** One argument that is often cited as a reason not to use a cleaning contractor, is that it is seen as an unnecessary cost and one that small businesses could not absorb in their budget. However, it can in fact help your business save money in the long term. A competent cleaning contractor will ensure that your premises is constantly being assessed for any potential maintenance issues that may arise, thus eliminating huge costs that could be incurred by reactive maintenance charges. However, if an unforeseen problem does occur in your office then a one-stop point of contact, better still, a 24/7 helpline, who are able to deal with any issue you may have and ensure that a qualified operative visits you promptly to sort the problem out.
The hidden costs of in-house cleaning can amount to a significant expenditure. Housing and maintaining your own equipment, compliance and paperwork, costs time and money. Your ‘must have’ specialist tools and equipment (which a cleaning company would ordinarily have) such as a steamer, de-greasing chemicals, mops and vacuums add to the expense and take up space to store, as well as you need more time and money to train staff to do the job in-hand well, allowing for holiday cover and extra hours on top.

**Taking a risk:** By running a busy bar or restaurant managers are faced with a whole host of potential threats and risks; fire, flood, slip and trips, burglary & theft, vandalism, not to mention being taken to court (rightfully or not) for a huge range of civil and criminal offences, such as Right to Work checks, Licensing processes, Local Authority Safety and Hygiene compliance. By using a competent external cleaning contractor, you can objectively offset potential risks by having your facility independently assessed, and who will address areas where problems could occur in advance. This would not only occur on an initial scoping of premises but regularly, on a daily basis, through feedback and orderly management of rotas.

Ultimately we all want to own or work in the most efficient, cost effective, productive and profitable business possible – a good cleaning contract will allow you to focus on what you do best by doing what they do best, whatever the size of your operation.
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