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DONCASTER CLEANING FIRM WINS TOP UK BUSINESS AWARD

A Doncaster commercial cleaning firm, that dramatically increased its market share by putting a focus on customer service, has earned itself a prestigious UK industry award.

Townfields-based Solutions 4 Cleaning saw sales turnover grow to just under £2m this year, despite a tough economic climate.

The firm has won the national award for Excellence in Customer Service, sponsored by AXA PPP healthcare, at the British Chambers of Commerce business awards.

Judges were impressed with the company's growth in both turnover and client retention and its focus on developing staff, as well as the way they interact with customers.

John Longworth, Director General of the British Chambers of Commerce, said: "Solutions 4 Cleaning has done exceptional work to ensure it delivers what its customers want. Through training and relentlessly monitoring the work its staff produces, it has achieved an outstanding level of customer satisfaction. It has been able to retain existing customers and generate new business through word-of-mouth recommendations."

Solutions 4 Cleaning provides daily cleaning services for commercial clients between Scunthorpe and Leeds including IKEA, Pontefract and Market Rasen racecourses, as well as NHS health centres. Staff at the company receive training to British Institute of Cleaning Science standards, as well as the opportunity to earn NVQs. It also runs an in-house trainee manager apprenticeship over two years.

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Notes to editors:

The British Chambers of Commerce (BCC) is the national voice of local business.

The BCC sits at the heart of a powerful nationwide network of Accredited Chambers of Commerce, serving over **100,000 businesses** across the UK, which **employ over five million people**.

For more information visit: **www.britishchambers.org.uk**

There are nine categories in the annual Chamber Awards. Most Promising New Business, sponsored by BT Business, Entrepreneur of the Year, sponsored by BT Directories, Business of the Year, sponsored by Westfield Health, Innovation Through Technology, sponsored by Dell, Achievement in International Business, sponsored by DHL Express, The Sustainability Award, sponsored by the British Standards Institution (BSI), Excellence in Customer Service, sponsored by AXA PPP healthcare, Excellence in People Development, sponsored by Composite Legal Expenses and Finding New International Markets, sponsored by RBS and NatWest. The Award for Outstanding Business Achievement, sponsored by RBS and NatWest, is awarded to the overall winner, selected from any category.