

Monument Cleaning Services

**The first choice
in vehicle detailing
since 1999**

Reg No. :2011/022768/23



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 110 Carol Road, Silverfields
Krugersdorp, 1739

 Enquiries - carwash@monumentcs.net
Orders - admin@monumentcs.net

To Whom It May Concern:

Dear Customer,

Thank you for the opportunity to introduce my company and its services to you.

Monument Cleaning Services is a professional service company specializing in vehicle detailing. Monument Cleaning Services philosophy is to achieve detailing excellence through solid principals within the company.

Our excellence is achieved through our experience over 15 years and passionate staff, together with our consistent quality and professionalism which we consider to be of paramount importance.

We are not a part time venture, but promise to provide hands-on service. We guarantee to put our client's minds at ease and to cater for individual requirements.

ABOUT US

Being involved in the motor industry for the past 15 years we have come to the realization that there is a need for a reliable trustworthy service orientated company, which has a hands-on approach.

The company initially started an outsource service to Monument Toyota Horison, by cleaning serviced vehicles, valets and paint protection. After a period of 6 months several dealers in surrounding areas approached us to do their work. Currently we provide our services to more than 30 dealerships, making us the biggest valet centre in Gauteng and one of the biggest in South Africa.

PRODUCTS & EQUIPMENT

To keep your vehicles in pristine condition it needs significant detailing. This is where we come in. Our dedicated, passionate and highly trained staff is ready to perform any interior and exterior detailing services to you as the client. These services will be conducted wherever the vehicle is currently situated, my it be on the customers premises or on one of our closes branches in your area. Highly efficient products enable the staff to operate in all circumstances to achieve the best possible results. We go beyond merely cleaning by offering a full range of cleaning care services, keeping both your vehicles in pristine condition and customers satisfied.

Over the years we have gathered an extensive knowledge base of approved cleaning products and the impact on our environment. We are constantly talking to chemical manufactures and are involved in

their efforts to improve the products we use. Whether talking about interior or exterior detailing we only use what our experience sees as the finest available products. Our products all complying with the ISO 9001:2000, SABS, NCCA (Member of Master Chemicals Blenders Association) standards and with established work procedures enable their safe use in full compliance with industry standards.

QUALITY OPERATIONS

This is achieved through the use of rigorous policies and procedures and is managed through experience supervisors and managers. In our quest for better services, we invite our customers to be involved in all aspects of the work performed, and to provide feedback throughout the processes. All work contracts include pre and post checks, identifying the specific task requested and if it were addressed to your clients satisfaction. We monitor our performance through various quality control procedures and we are proud to measure customer satisfaction.

Quality operations also mean that the procedures in place enable us to be more time and cost-efficient which translate to cost savings to our customers. In a nutshell, we maintain your vehicles and fleet, keeping it in pristine condition for a lot longer, saving you time, money and keeping your customers satisfied.

HUMAN RESOURCES

Our services are performed by highly motivated staff that comes from a variety of backgrounds. They are rigorously selected, trained and managed in order to achieve the best possible results. As an efficient and trustworthy team, they will take pride in going beyond the call of duty. Their main qualities are efficiency, honesty, availability, adaptability and professionalism.

You will easily recognize them by there uniforms and equipment that is kept in impeccable condition and are worn with pride.

The advantages making use of outsource companies are that it does not just save time and money, but also takes away the responsibility and burden of the human resources issue. Issues such as hearings, dismissals and recruitment. The overall dealings with The Department of Labour and CCMA are our responsibility.

Taking all of the above in consideration we offer you the following with confidence:

1. Qualified and trained staff
2. Licensed drivers
3. Experienced supervisors
4. Strict employment standard for personnel used by us
5. Uniformed dress code at all times
6. Neatness and recognizable uniforms to be worn by all staff
7. Code of conduct to be signed by all members of staff
8. Short term insurance in respect of damages
9. Practice according to Manpower and CCMA standard
10. Black empowerment
11. Flexi shifts for busy periods

We firmly believe that, by paying above average remuneration to our staff and also providing them with promotion opportunities, we are not just providing them with jobs, but with careers; which in turn gives

us a positive work force and also offering a better lively hood for more than 100 of our employees and families., which is crucial to us in providing an above average service to our clients.

GENERAL

We as a company are also BEE compliant with an overall scorecard of 117.85% making us a level 3 contributor which in turn will assist you in achieving a higher BEE rating within your company.

We are also working on a well known accounting computer package (Pastel Evolution) and managed by professional capture clerks that will not only provide you with professional invoicing but also up to the minute queries and accounting related issues.

For more information regarding the service provided or concerns please do not hesitate to contact the office at 011 768-2351 or at carwash@monumentcs.net. Alternatively Leon on 082 497 7177 (lfenner@monumentcs.net) or Antoinette on 082 508 3752

Regards

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B.L. Fenner
Director

