



**Quality  
Endorsed  
Company**  
ISO 9001  
Lic No.  
QEC23821



# CAPABILITY STATEMENT

# GAVS HOSPITALITY SERVICES



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## To Hotel Client

Dear Prospective Client,

We appreciate your time in reviewing our capability statement as a prelude to further discussions with our company in relation to your housekeeping and commercial cleaning requirements. We believe that GAVS Hospitality Services is well placed to provide cleaning services due to its attention to the following points of difference:

- **Cost Saving:** We train our staff in efficiencies that complete tasks to the highest of standards saving time and money for our clients.
- **Briefing and Specifications:** GAVS Senior Management meet with our new clients for site inspections to get a full understanding of required specifications guaranteeing service delivery.
- **Communication:** A GAVS Hospitality Services manager will be assigned to your site with a 24 hour mobile number access. We understand that in the hospitality industry, quick fixes could be required at short notice. GAVS will supply on the spot solutions whenever possible.
- **Accountability:** GAVS Hospitality will utilize daily check lists that are completed and signed off by your management and our staff. Each cleaning task will be graded so that standards are maintained at the highest level.
- **Experience:** GAVS Hospitality has experience providing in room service for 5, 4 and 3 star hotels, large stadiums, office towers, factories, hospitals and schools. Its management staff have over 75 years combined hotel and facility management experience
- **Legal Compliance:** All GAVS hospitality staff are employed and paid in line with Australian / State legislation and work practice laws avoiding possible litigation and fines.
- **ISO 9001 Cleaning Standards and Systems:** GAVS is committed to making sure that cleaning standards are internationally certified.
- **Additional Services:** We pride ourselves on offering allied services such as Carpet cleaning, window cleaning, strip and seal of flooring, high dusting at competitive prices without sacrificing quality.
- **Superior Equipment:** GAVS utilises the most modern and up to date equipment – such as microfibre cloths to reduce chemical use and the most powerful vacuum cleaners to ensure the smallest particles of dust and food are removed from carpets and upholstery.
- **Allied Services:** Waste and Paper Products. GAVS is dedicated to helping our clients to quickly source a variety of property management services such as Waste removal and paper products. We offer a free waste management assessment advice via our service partners and resolve glass and general waste problems.

We trust that you will find the information provided in our submission comprehensive and suitable to your organisation.

If you require anything further please do not hesitate to contact us.

Yours sincerely

Victor Lopes, General Manager

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Suite 3.04, 1753-1765 Botany Road  
Banksmeadow NSW 2019



## COMPANY DETAILS

Company Name: GAVS Group Pty Ltd

Trading Name: GAVS Hospitality Services Pty Ltd

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ABN 85 106 957 515

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Year Established: 1996

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Legal Structure: Company

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Location(s): Banksmeadow NSW, Canberra ACT

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Postal Address: P.O. Box 356 Mascot NSW 1460

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Phone Number: (02) 9666 4266

Fax Number: (02) 9666 4277

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Email: [info@gavsgroup.com.au](mailto:info@gavsgroup.com.au)

Website: [www.gavsgroup.com.au](http://www.gavsgroup.com.au)

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**Primary Contact: Victor Lopes**

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Position title: General Manager

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E mail: [victor@gavsgroup.com.au](mailto:victor@gavsgroup.com.au)

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Mobile (after hours): 0414 974 797

Telephone: (02) 9666 4266

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## COMPANY PROFILE

**Core Competencies:** GAVS has been involved in Commercial Property cleaning since 1996. This involves servicing Hotel /Motel properties, office buildings, warehouses, factories, medical facilities, sports stadiums, gyms and defence and government offices. Commercial cleaning that requires a high degree of attention to detail and consistent high standards on a daily basis is achieved from a management team that has over 75 years of combined cleaning experience. A dedicated hospitality division known as GAVS Hospitality Services was formed to manage the dramatic increase in new housekeeping clients.

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**Brief History:** The existing company was founded in 1996 and has had new management since 2010 including Antonio Cerquiera ( founder of Oporto Chicken ), Victor Lopes and Alan Serebro . The company focuses on providing a rapid response to its prestige client list in regard to cleaning whether these involve the daily in room service or public areas

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**Value Proposition:** Our mission statement at GAVS Hospitality is to offer the most efficient cleaning service at a work rate that achieves the specifications of each site as requested by our clients – at the highest cost savings possible. Our ten points of difference our outlined in the introductory letter

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**Competitive Advantage:** GAVS Hospitality is able to integrate basic cleaning tasks needed for in room service with waste removal and cost savings on offering paper disposable products so that a property management solution is offered for daily services

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## CAPABILITIES AND CAPACITY

**Business Units:** GAVS Hospitality has a head office based in Banksmeadow NSW as well as a office in Canberra

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**Services:** In Room Cleaning, public area cleaning, carpet cleaning, high rise window cleaning strip and seal of flooring, power washing of walkways, kitchen detail, high dusting

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**Products:** Features environmentally friendly cleaning products and micro fibre cloths systems to minimize use of chemicals

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**Equipment:** High Powered Vacuums, Floor scrubbers, Wet vacs - Site Specific

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**Typical Value of Projects:** Provide range in size from \$40k per annum office cleaning to \$2million hotel in room service contracts

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**Geographical area served:** Entire state of NSW, Canberra

## KEY PERSONNEL

Name: Victor Lopes - 0414 974 797 / 0409 611 105

Position Title: General Manager

*25 Years Commercial Cleaning Experience including managing Cleaning Services at Sydney Opera House , Qantas Business Lounges , Senior Managements Roles at leading companies in Commercial Cleaning Hotels*

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Name: Jose Pacheco

Position Title: Operations Manager CBD accounts

*25 Years Cleaning experience of major office towers in Sydney CBD*

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Name: Robert Lillington

Position Title: Manager Hotel Services : 30 years Hotel Experience including work at the Venetian Resorts in Macau and various exclusive properties in Australia and overseas

## QUALITY COMMITMENT

Quality Management: GAVS has a quality management system in place that involves weekly audits of all its clients service coverage. This commitment has earned GAVS a nomination in the Smart 50 Australian Fastest Growing Business Awards in 2013 and 2014.

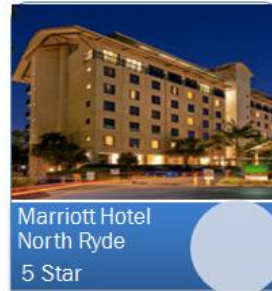


**NATIONAL CODE OF PRACTICE:** GAVS Hospitality is a ISO9001 certified supplier of cleaning systems as certified by SAI Global



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Our company is also certified in Electrical Appliance Test and Tag conducted to meet the Australian Standard AS/NZS 3760:2010. This Test and Tag service would be useful for hotel rooms to reduce fire risk from appliances such as irons and kettles.



## CLIENT SHOWCASE:

Hotel Hotel Canberra, Rydges QT Canberra, Marriott Hotel North Ryde, Parklands Hotel Canberra. References available on request.

Project Name: QVB Building

Project Description: *Heritage and Iconic Building in Sydney CBD*

Scope: Heritage work conducted on steam cleaning of internal and external areas – car parks washing, flooring areas of food court scrubbed and escalator cleaned, high dusting and attending to light fittings and various fixtures

Location: George Street, Sydney

Referee/testimonial: Pascal Antunes, Group Facility Manager , Ipoh Property Group Direct 02 9265 6806, Mobile: 0433 561 607

## INSURANCE COVERAGE

Public Liability: \$20 Million

Work Cover: Workman Comp Insurance on all staff



## Standard Operating Procedures / Template\*

### Housekeeping Department

**Purpose:-** To ensure all cleaning procedures are completed to the Hotel standards

**Scope:-** All House Keeping Staff

- Commence work at 0800am
- COLLECT room status report

#### Step 1. Cleaning a vacant/departure room

- Go to the housekeeping store and collect your trolley, ensure that your trolley is fully loaded before going to your allocated floor.
- You will have a list of rooms that you are required to clean, some are departures and some are stays/mini services/mid service. The Hotel reception will have marked your list with "arrival" or priority rooms. If these rooms are vacant and available to clean then these will be the first rooms you will clean, then all the departed rooms for the day, followed by the stay rooms.
- Knock on the door of the room you will be cleaning (twice) and announce yourself "Good morning this is housekeeping". If no answer, enter the room with caution and ensure you announce yourself again in case the guest is in the bathroom. Once you have entered the room, check to see that the room is empty and the guest has left so you can commence cleaning.
- Open all blinds and curtains.
- Take all dirty crockery, glasses and cutlery and place in kitchen sink, fill with hot water, detergent and soak. (Rooms with a dishwasher, place dishes in the dishwasher and turn onto the quick cycle).
- Strip all beds and the bathroom of used linen and place in the dirty linen trolley.
- Empty all bins and replace with bin liners and remove any other rubbish in the room.
- Remake the bed with clean linen, the bottom sheet tucked in at all 4 corners, followed by the second sheet with the doona on top all tucked in with hospital corners. The second sheet folded twice at the head of the bed. 4 pillows upright against.
- Clean stove top with glass cleaner, making sure no smear marks. Wipe the fridge inside and out, defrost fridge if required and replace the milk, tea, coffee and sugar, check toaster for crumbs. Wipe down all cupboards inside and out, finish with wiping down the bench tops and shining the kitchen sink.
- Wash and dry dishes, or unpack dishwasher and replace back to appropriate areas, replace used laundry, dishwasher, washing up detergent sachets.

**\*Tailored site specific procedures developed for each site.**



- k. Wipe down all surfaces, bedside tables and lamps, bedhead, window ledge, top of TV, pictures, door handles, marks on walls, desk and all cupboard doors and handles so no finger marks or dust remain. Spot clean any marks on chairs, lounges and ottoman.
- l. Straighten coat hangers and ensure iron cord is neatly wrapped around iron.
- m. Clean the bathroom, start with the shower, remove any excess water from the shower by wiping down with used towels and dry with a cloth. Spray toilet with cleaner and using the toilet brush to clean the bowl and then flush the toilet. Spray around the toilet and toilet seat with cleaning solution and wipe clean, ensuring there are no hairs. Remove any finger prints on toilet flushing plate. Spray hand basin, mirror and fixtures with window cleaner and wipe clean, ensure the tap if facing forward, plug is in up position and tap is shining. Fold toilet paper neatly and replace if required, check 1 spare rolls and fold tissue paper. Replace toiletries and towels and ensure the hair dryer cord is wrapped around neatly. Dry bathroom floor with used towel, vacuum floor, behind the toilet and bin, under the shelf and behind the door. Mop floor using fresh hot water, a little toilet cleaner and clean mop, ensure there is no soap scum on the shower floor. CHECK BATHROOM FOR ANY HAIRS.
- n. Vacuum the whole room, under tables, beds and chairs.
- o. Finally, exit the room taking all cleaning equipment with you.

## Step 2. Cleaning a Stay Room or Mini Service/Mid Service

- a. Knock on the door of the room you will be cleaning (twice) and announce yourself "Good morning this is housekeeping". If no answer, enter the room with caution and ensure you announce yourself again in case the guest is in the bathroom. Once you have entered the room, check to see that the room is empty and the guest has left so you can commence cleaning.
- b. Open all blinds and curtains.
- c. Take all dirty crockery, glasses and cutlery and place in kitchen sink, fill with hot water, detergent and soak. (Rooms with a dishwasher, place dishes in the dishwasher and turn onto the quick cycle).
- d. Remake bed with existing linen unless stained. CLEAN LINEN ON ALL MID SERVICES day 3.
- e. Empty all bins and replace with bin liners and remove any other rubbish in the room.
- f. Wipe down bench tops, replace milk, tea, coffee, sugar and coffee pods.
- g. Wash and dry dishes, or unpack dishwasher and replace back to appropriate areas, replace used laundry, dishwasher, washing up detergent sachets.
- h. Wipe down the shower, spray toilet with cleaner and using the toilet brush to clean the bowl and then flush the toilet. Spray around the toilet and toilet seat with cleaning solution and wipe clean, ensuring there are no hairs. Remove any finger prints on toilet flushing plate. Spray hand basin, mirror and fixtures with window cleaner and wipe clean, ensure the tap if facing forward, plug is in up position and tap is shining. Fold toilet paper neatly and replace if required, check 1 spare roll and fold tissue paper. Replace toiletries and towels and ensure the hair dryer cord is wrapped around neatly.



- i. Mop floor using fresh hot water, a little toilet cleaner and clean mop, ensure there is no soap scum on the shower floor. CHECK BATHROOM FOR ANY HAIRS.
- j. Vacuum the room if necessary.
- k. Finally, exit the room taking all cleaning equipment with you.

### Step 3. Do Not Disturb Rooms

- a. Some rooms will place a “Do Not Disturb” notice on their door, you MUST NOT ENTER this room for any reason.
- b. Note down the room number and return later in your shift, if the notice is still on the door by the end of your shift advise front desk.

### Step 4. Good Housekeeping Practices

- a. Keep the guest corridors clean and free of vacuums, hoses and cords.
- b. Remove dirty linen trolleys regularly throughout your shift.
- c. Remove the rubbish regularly throughout your shift.
- d. Keep unnecessary talking with other staff to a minimum.
- e. Make sure you keep your voice down low as guests might be sleeping.
- f. No mobile phones on the floors.
- g. Your appearance is really important, you must wear your correct uniform at all times, black pants and shirt are to be clean, ironed, and tucked in, black polished shoes and a hair net when working in the rooms.
- h. Your personal hygiene is also very important, hair clean neat and tidy, fingernails cut short and you must use a deodorant and re apply as necessary during your shift.
- i. The staff room is for everyone to use, please keep it tidy and free from mess, clean up your own dishes and regularly check the bins to be emptied and fridge cleaned.

### Step 5. Lost Property and Maintenance Issues

- a. Should you find any lost property you must report it immediately to your Supervisor.
- b. If you are unsure if an item is lost property, ask your Supervisor.
- c. All lost property is kept in the reception area for collection from the guest.
- d. Any maintenance issues, either in the guest rooms or around the building must be reported to Hotel front desk listed on room check list sheet.







## Chart of Services\*

Service	Specification
Mini Service	Refresh room. Clean towels if required. Replace bathroom amenities if required. Replace tea/coffee making facilities if required. Remove rubbish. Make up bedding. Any maintenance issues report to front desk.
Mid Service (3 days or longer)	Refresh room. Clean towels. Change bed linen. Replace Bathroom amenities if required. Remove rubbish. Replace tea & coffee making amenities. Any maintenance issues report to front desk.
Full Check-out Service	Full clean of room. Linen Change, towel change, vacuum, wash tiles, full bathroom clean, replace all amenities to par levels, complete dust of room and fixtures. Glass spot clean, drawers and wardrobe clean, Split Bed if required. Add cot if required. Check appliances, lighting all working. Full check list vacant and inspected presented to front office and signed off.
Public Areas	Price per area and frequency.

\*Service and Specification may vary as per star rating of hotel property.