

Inviting tenders

Fergusons Ltd
Baltimore Street, Majortown MD4 3PQ

14 September 2013

Janice Smith
Smiths Cleaning Services
32 Oldacre Grove
Oldtown SF4 6PL

Re: service-cleaning of offices in Baltimore Street

Dear Mrs Smith

Thank you for visiting Fergusons on Friday. As per our conversation please submit a tender in writing for the contract of the office-cleaning at Baltimore Street.

The cleaning will be of all the rooms on both floors, WCs, corridors and reception area five days per week. As discussed, once each week the windows are to be cleaned and air-freshener products serviced as necessary. Handtowels, soaps and WC accessories to be provided and serviced as necessary.

Please confirm your annual price, fixed and firm, and let us have a copy of your standard terms and conditions.

I look forward to hearing from you.

Yours sincerely

Peter Simms

Peter Simms
Office Manager

Peter Simms has the job of finding a new office-cleaning service.

Two suppliers have been to see him, and after meeting each of them Peter writes the two letters here asking for their prices.

Fergusons Ltd
Baltimore Street, Majortown MD4 3PQ

15 September 2013

Will Popham
Corporate Cleansing Services Ltd
Unit 6, Apsley Business Park
Oldtown SF5 6KL

Re: service-cleaning of offices in Baltimore Street

Dear Will

Thank you for your time yesterday and for your samples and information. As per our conversation please now submit a tender in writing for the contract of the office-cleaning here at Baltimore Street.

The cleaning will be of all the rooms on both floors, WCS, corridors and reception area five days per week. As discussed, each week the windows are to be cleaned and linen changed and laundered and air-freshener products serviced as necessary. Handtowels, soaps and WC accessories to be provided and serviced as necessary. I appreciate your company's guidelines on environmentally sound products which you demonstrated yesterday.

Please confirm your annual price, fixed and firm, and let us have a copy of your standard terms and conditions.

I look forward to hearing from you.

Yours sincerely

Peter Simms

Peter Simms
Office Manager

What subject did Will Popham raise at his meeting with Peter Simms, which Janice Smith did not?

Sending a quote

Smiths Cleaning Services
32 Oldacre Grove Oldtown SF4 6PL

23rd Sept 2013,

Mr Peter Simms,
Office Manager,
Fergusons Ltd,
Baltimore Street,
Majortown MD4 3PQ,

Cleaning offices in Baltimore Street.

Dear Mr Simms,

I enclose our proposal for the cleaning of your offices, as requested. Our charge is £195 per week inclusive of standard cleaning supplies.

If you require any more information please let me know.

With best wishes,

Yours sincerely,

Janice Smith

Janice Smith
jsmith419@outmail.co.uk

Services Ltd
Business Park
6KL

What do you
imagine to be
the differences
between Smiths
Cleaning
Services and
CCS Ltd?

Specialist corporate cleansing service

Dear Peter

It was a pleasure to meet you last week. I here enclose our proposal for CCS Ltd to provide a full professional cleaning service in your offices.

Our team of professional cleaners are supported with the latest cleansing technology. All our products are tested to be environmentally sustainable. The cost of our service is £996 + VAT per calendar month.

If you need any more information I shall be delighted to help. It will be a pleasure to work in partnership with Fergusons.

Yours sincerely

Will

Will Popham
Regional Manager
will.popham@ccs.co.uk

Follow-up emails

INBOX from Will Popham

To: peter.simms@fergusons.co.uk

Cc:

Subject: Office cleaning - Baltimore St

Dear Peter

Thank you for your time on the phone yesterday.

You mentioned your holiday in France - You might like to know we do an air freshener odour under the title 'Rustic France'! I will drop in samples.

Best regards
Will

Will Popham
Regional Manager
CCS Ltd

CCS ... caring for *your* environment

INBOX from Peter Simms

To: will.popham@ccs.com

Cc:

Subject: Office cleaning - Baltimore St

Dear Will

Thank you for the sample cleaning products 'Rustic France', and for your message this morning.

I do apologise for the delay. The MD has been out of the country for a few days. I shall contact you as soon as a decision has been made.

With best wishes

Peter

Peter Simms
Office Manager
Fergusons Ltd

INBOX from Peter Simms

To: janicesmith02@hotmail.com

Cc:

Subject: Office cleaning quotation

Dear Janice

Thank you for your call yesterday.

We are close to making a decision how to go forward with regard to the office cleaning here, and I will contact you as soon as this is finalised.

One issue that staff do raise - Can you confirm whether your products are tested for the environment?

With best wishes

Peter Simms
Office Manager
Fergusons Ltd

ROLEPLAY

Your tutor is Janice Smith. She telephones you (Peter) to ask what you mean about testing for the environment and reassures you that all her cleaning materials have stood the test of time.

Your teacher is now your boss. Report both options and give your opinion as to which you should choose.

Communicating the decision

Fergusons Ltd
Baltimore Street, Majortown MD4 3PQ

17 October 2013

Janice Smith
Smiths Cleaning Services
32 Oldacre Grove
Oldtown SF4 6PL

Re: service-cleaning of offices in Baltimore Street

Dear Janice

Thank you for your proposal and the work you have put in to the preparation of your tender.

After much consideration by the directors I regret that we have decided on this occasion to use the services of another supplier.

Thank you again for your interest.

Yours sincerely

Peter Simms

Peter Simms
Office Manager

Fergusons Ltd
Baltimore Street, Majortown MD4 3PQ

16 October 2013

Will Popham
Corporate Cleansing Services Ltd
Unit 6, Apsley Business Park
Oldtown SF5 6KL

Re: service-cleaning of offices in Baltimore Street

Dear Will

I am pleased to confirm that Fergusons wish to use the cleaning services of CCS. I understand that it is a twelve-month contract and Fergusons have the right to cancel the contract in the first 30 days if not fully satisfied.

Congratulations, and we look forward to making a start in November.

Yours sincerely

Peter

Peter Simms
Office Manager

Issues arising

INBOX from Peter Simms

To: will.popham@ccs.com
Cc:
Subject: Office cleaning

Dear Will

Further to my call to your colleague this morning, please note that three of the offices were not cleaned last night. I understand there were illnesses among the staff. However, I ask for CCS to make sure absentees are covered to ensure full and proper services are carried out.

I look forward to hearing from you.

With thanks

Peter

INBOX from Will Popham

To: peter.simms@fergusons.co.uk
Cc:
Subject: Office cleaning - Baltimore St

Dear Peter

Many apologies - I was at an exhibition all day yesterday and did not receive your message from the office until now.

We have spoken to the people concerned, and I am sure this will not occur again.

Best wishes
Will

CCS ... caring for *your* environment

INBOX from Peter Simms

To: will.popham@ccs.com
Cc:
Subject: Office cleaning

Dear Will

More problems to report I'm afraid.

Some of my colleagues working in the evening found it difficult to communicate with your staff. The cleaners were unable to change the waste bag of the vacuum-cleaner, and it turned out that none of them spoke English.

Can this be rectified as soon as possible?

Peter

INBOX from Will Popham

To: peter.simms@fergusons.co.uk
Cc:
Subject: Office cleaning - Baltimore St

Peter,

Sincere apologies. I will sort this immediately. It may take a day or two, as there are protocols of recruitment we have to observe. One issue is beyond our control - we are not permitted to demand that any particular language is spoken.

I am sure this will be resolved quickly. Again, many apologies.

Will

CCS ... caring for *your* environment

INBOX from Peter Simms

To: will.popham@ccs.com
Cc:
Subject: Office cleaning

Dear Will

The offices were not cleaned at all on Thursday or Friday evenings last week. Can you confirm that anyone attended?

We need to have this resolved as soon as possible.

Peter Simms
Office Manager
Fergusons Ltd

ROLE PLAY

You are Peter Simms. The MD (your teacher) calls you to complain that his/her office was not cleaned overnight, and asks you to resolve the problem as soon as possible.

And finally ...

INBOX from CCS Admin

To: peter.simms@fergusons.co.uk

Cc:

Subject: Office cleaning - Baltimore St

Dear Mr Simms

Thank you for your email. Please be assured that your concerns are being attended to.

Also to let you know that Will Popham has left the company and your account is being looked after by Dave Usborne. Dave is on leave until Monday and will contact you immediately on his return.

With best wishes
Sandra Poole
Services Supervisor
CCS Ltd

CCS ... caring for *your* environment

Fergu
Baltimore Street,

25 November 2013

Sandra Poole
Services Supervisor
Corporate Cleansing Services Ltd
Unit 6, Apsley Business Park
Oldtown SF5 6KL

Re: service-cleaning contract - Baltimore Street

Dear Ms Poole

I regret to say that we are obliged to cancel our contract with CCS while still entitled so to do.

With immediate effect, we require no further services from CCS Ltd.

Yours sincerely

Peter Simms

Peter Simms
Office Manager

ROLE PLAY

You are Dave Usborne of CCS, now back from holiday. Telephone Peter Simms (your teacher) to see if you can call in and restart things more positively.

INBOX from Peter Simms

To: janicesmith02@hotmail.com

Cc:

Subject: Office cleaning quotation

Dear Janice

I'd be very grateful if you could give me a call when you have a moment. There has been a change of strategy here at Fergusons and I am pleased to report that our MD has asked me to offer you the cleaning contract, if it something you are still able to provide.

If you are still in a position to offer this service, can you ring me asap to discuss how we might take this forward? My mobile number is 04567 189245.

With very best wishes
Peter

Peter Simms
Office Manager
Fergusons Ltd