

ESSEX  
COUNTYWIDE  
BUSINESS AWARDS 2005  
Winner

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## Two sides of the coin

Separating the Business Man of the Year award from the Excellent Customer Service would be a hard task for us. People are at the heart of Albany's success and beside training and partner status, our staff are engaged in sponsored development, they share in Partner Conferences twice a year and are all Customer Champions. What impressed the judges so much was not just that this is the ideal of one man, but the pride and joy of everyone at AWS – dream turned to reality all the way through.

We're very proud of what we can offer our customers. They keep coming back to tell us and now we've been recognised as a success amongst others who are the best in their field.

Thank you – we very much look forward to being of service, our way, The Albany Way.

Albany Facilities Limited  
15 Brook Road  
Brook Road Industrial Estate  
Rayleigh Essex SS6 7UT

T 0870 366 5777  
F 0870 366 5778  
enquiries@albanyfacilities.com  
www.albanyfacilities.com

## Albany cleans up at the Countywide Business Awards

Cliffs Pavilion, Southend on Sea, Essex  
20th May 2005

albany   
washroom services a fresh approach



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## The Essex Countywide Awards

The awards ceremony was held on 20th May 2005 at the Cliffs Pavilion, Southend where 750 competitors and their guests nervously awaited the end of months of wondering and hoping. A stunning event, with lights, lasers and fireworks – and not just on the stage!

AWS is the sum of its people, led by Mike Burton's own vision and clarity. In such a young company, it is almost unique to find systems already in place which underpin the customer service values and reward the staff as Partners, with a stake in the business, not just a job.

This is reflected by the judges' final decisions so don't just take our word for it! Our fresh approach is your guarantee of quality.

# excellent customer service

## How did we do it?

Well, it might seem obvious but our customers are what we're all about and we realise that getting it right every time, on time is like a good story – it has a beginning, a middle and an end. Before we even install our products we talk to the customer to ensure we have all the details right. Once we're up and running we talk to our customers, both face to face and by writing, to find out how things are going. We listen to what our customers say and take action.

## Quality service

Albany Washroom Services (AWS) continues to provide a high quality service and it's not just their customers who say so. AWS took the star prize for Excellent Customer Service and Managing Director Mike Burton was voted Business Man of the Year in a major countywide search for distinction.

Organised by the Newsquest Group of newspapers, the Essex Countywide Business Awards were judged by high-ranking organisations, including the Learning and Skills Council, DHL International (UK) Ltd., Konica Minolta and The Training Team.

## Judged by the best

We've got the systems in place but crucially, it's our people who make them run. The judges in this category, DHL International were impressed with our highly motivated staff who receive training and career development from the outset. Partner status for everyone enhances the feeling of belonging and commitment to a bright future.

# businessman of the year

## Why is Mike Burton Essex Countywide Business Man of the Year?

The simple answer is that Mike combines his own creativity and imagination with his business skills, developed over many years of experience. Starting from school, he worked his way up from the shop floor, through college and by taking himself into other organisations, both in the UK and abroad.

## What the judges saw

For this award, Mike has shown the judges, The Training Team (who themselves coach around 2500 people every year) that everyone in the company has been involved in the development of the core values 'The Albany Way' and has contributed to the business plan. Mike was able to research and identify where competitors were not giving customers what they needed and been able to formulate his unique twin USPs of a guaranteed service day backed by his personal money-back guarantee.

