



“We asked ARAMARK to propose to the College a model for the delivery of both Foodservice and Housekeeping Services and further asked them to consider how this could be done cost-effectively in partnership with another independent school (BSS). The response surpassed our own expectations and contained innovative approaches to shared management and staffing, housekeeping techniques and equipment. The efficiencies of having one consolidated work force are evident and the control.”

- Patti MacNicol, Chief Administrative Officer

HELPING UPPER CANADA COLLEGE SIMPLIFY OPERATIONS

ALIGNING WITH CLIENT GOALS Canada's most prestigious preparatory boarding school for boys, Upper Canada College, is located in the heart of Toronto. UCC values diversity and are actively engaged in building a school that reflects a variety of backgrounds. Since 2000, ARAMARK has been UCC's foodservice provider and has been an active partner across campus. In 2007, the College wanted to combine the dining and housekeeping services under one management company. UCC realized they could leverage synergies to improve efficiencies with their sister school, Bishop Strachan School (BSS), by sharing labor resources across the campuses. ARAMARK recognized the opportunity to minimize costs and improve overall service if they brought the housekeeping service in-house for both campuses. Later in 2007, UCC awarded ARAMARK the bundled services for both schools because of their long-standing relationship and superior customer service.

Toronto, Canada
1,130 Enrollment
1,200,000* Square Feet
Partner Since 2000

* combined with the Bishop Strachan School

Services:
Custodial Maintenance



“ARAMARK has given me the balance of autonomy and guidance, so that I am better able to focus on supervising my staff and conducting training programs in order to meet the needs of the client. The camaraderie with the management and staff enables me to get my job right, with the right people in place and this makes for a pleasant work environment.”

- Eleni Andreopoulos, Housekeeping Director, Upper Canada College



LEVERAGING EXISTING EMPLOYEE EXPERTISE In order to elevate the cleaning standards around the college, Upper Canada sought to partner with ARAMARK for facilities because of their unique and innovative approach to delivering custodial services. The quality of housekeeping standards were brought to a whole new level once the new contract commenced in 2007. Under the new contract, ARAMARK welcomed 20 new employees from the existing staff; 70% of whom still remain today.

70% retention rate among converted employees

ARAMARK wanted to leverage the institutional knowledge of the existing housekeeping employees. More specifically, Eleni Andreopoulos was immediately promoted to Housekeeping Director of UCC and BSS when ARAMARK recognized her invaluable knowledge and expertise she brought to the campus. With the proper staffing structure in place, Eleni concentrated on developing the appropriate skills with training sessions focused on cleaning guidelines, quality audits, equipment care, first aid and safety training programs for her team. ARAMARK implemented sufficient training so that employees can continue to learn and grow as well as provide an exceptional quality of service.



STREAMLINING MAINTENANCE OPERATIONS Upper Canada's approach of leveraging synergies across the schools is unique among higher education institutions, however, has proven to be effective in reducing costs with significant improvements. ARAMARK made the housekeeping services more efficient by increasing campus cleanliness and streamlining the management across both campuses to better support the custodial staff and needs of the clients. In addition to streamlining labor, ARAMARK also implemented the quad care program that leverages a "cross-functional" task team to clean a space, with designated experts. The quad care program has saved UCC approximately \$60,000 annually with an additional forecasted \$100,000 in the second year for a reduction in labor hours. ARAMARK's

Quad care program resulted in \$60,000 annual savings, with \$100,000 projected savings in labor hours

modification to a quad care cleaning program increased UCC's quality scores by at least 5%. Due to new equipment and the restructuring of the UCC and BSS housekeeping management with shared resources, the college achieved labor savings of approximately \$79,000 in the first year, or 9% annually, with ARAMARK managing their custodial services.

In addition, ARAMARK elevated the level of cleaning almost immediately to closely align with the prestigious school. After they assumed responsibility, the marble floors in the foyer was first cleaned, people on campus were buzzing because they thought that the tiles were black and grey, but are actually black and white! The quality assurance scores, that are conducted every other day, maintain an overall average of 95% in the high profile area. In addition, ARAMARK provides project cleaning to UCC at no charge, resulting in cost savings of about \$60,000 per year.



THE ARAMARK DIFFERENCE Passionate about aligning with your goals. Dedicated to employees' well-being. Committed to providing industry leading expertise. Delivering measurable outcomes.

Contact us at 866.428.1094 or aramarkhighered.com