

# DELIVERING OUTSTANDING CUSTOMER SERVICE

## Directors Message

I am very pleased with the team on our success with the Golden Service Awards. I was excited about GJK Facility Services being the first cleaning organisation to have a true externally audited "Integrated Management System (IMS)".

Astonishing achievement can be made when organisations think outside the square. Lateral thinking across business opportunities, physical & human resources, goals & objectives leads to innovation. The organisations that perform are now those that truly embrace new and innovative ways to partner with people to achieve mutually beneficial outcomes.

GJK is an organisation that keeps putting equity back into its people and the business. I am happy to announce that as a response to customer demand, our future plans include the setting up in Brisbane of a fully operational branch, Queensland Facility Services.....more news on this in my next message.



George Stamas, Director

**George Stamas, Director**

## Golden Service Awards

The implementation of the IMS System has certainly paid off for GJK "There has been an excellent uplift in the skills of our people which have helped us achieve 2 Golden Service Awards in 2004" said Mario Vella West (CEO).

The awards won were in the Commercial Office (5,000 to 40,000 m2) category for the Raymond Priestly Building at the University of Melbourne and in the Commercial Offices (<5,000 m2) category for our work at the AAMI Customer Service Centre in Moorabbin. We also received 5 finalist distinctions in other categories in education, manufacturing, venues and retail "Congratulations to all".

**Mario Vella-West, CEO**



From left to right: Victor Jaja (Kimberley-Clark), Don Wilson & George Sarkissian (GJK Facility Services)



From left to right: Victor Jaja (Kimberley-Clark), Don Wilson & George Tsimbouris (GJK Facility Services)

## The Michael Murray Award

It is with great sadness that we acknowledge the recent passing away of Michael Murray, one of the icons on the Office of Housing Project. Whilst riding his bicycle to work, Michael was struck by a car and did not survive. A fit and active man in his 60's Michael worked at the Fitzroy Estate. He was a true character and full of heart and soul. He will be missed by all.

In recognition of Michael's commitment and positive impact on the project, we have donated a plaque to be placed on the estate. In conjunction with this, we will have an annual outstanding service award titled "The Michael Murray Award". Nominations for this award will be made by Office of Housing Project employees.

## Office of Housing – Public Tenant Employment Program

The Office of Housing is a pilot project by the State Government of Victoria. It is a partnership between the Office of Housing Property Services and Neighbourhood Renewal. GJK are proud to participate in this exciting project on a contractual basis with the engagement of public housing tenants as employees on the Atherton Gardens and Collingwood Estates.

A recent State Government report found that GJK's performance exceeded all benchmarks in its participation with the project and more importantly has had outstanding results in providing social outcomes for all participants. The Government, the employer body, the employees and the community in general all benefit. One of GJK's employees, field operator John Dahoud commented "I was over the moon when I got this job. I was unemployed for 3 years and it has changed my life. I feel really proud of my work here on the Estate."

One of the key elements in this program is the training and up skilling of the participants. These operators have now gained a Level III Certificate in Asset Maintenance (Cleaning Operations).

The ABC's Sunday evening television program, "Compass" has picked up on the importance of this project. In association with the Brotherhood of St. Laurence, the employment resource officers for the project, "Compass" approached GJK and recently conducted an overview filming of this social project. The program will be aired sometime in the near future.



Some of the GJK Public Tenant Employees after receiving training certificates



GJK P. T. Employees, Henry Renwood (right) & Milan Radisic being interviewed by the "Compass" program ABC

## Facilities Management Association of Australia

GJK are proud to be a key sponsor of the Facilities Management Association. It provides us with the opportunity to promote the facility services management organizations and enables us to enhance our own professionalism by understanding in depth and detail our potential customer's service needs.

GJK sponsors around 8 to 9 Vic Branch Lunch forums each year which includes the invitation of keynote speakers to address FMA members and guests on relevant and important industry issues.

GJK's Director, George Stamas sits on the Victorian Board of the FMA and has the responsibility of membership recruitment. "We have 1,500 members nationally and about 500 in Victoria. We are enjoying around 17.5% growth rate each year in Victoria so we are pretty pleased about that" says George. "We have been involved with the FMA for two years now and we are happy to align ourselves with a professional group of people who share our understanding and commitment to systems, procedures and reporting."



## Formula One Grand Prix Rally

GJK Facility Services were one of the major sponsors of a White Porsche Carrera Coupe that participated in the Formula One Grand Prix Rally this year. The Grand Prix Rally is one of Australia's most successful touring road events. The rally commenced in Echuca on Friday, 25th February and weaved its way through the mighty historic Victorian Goldfields, across the Grampians Mountain Range and winding its way back to Melbourne via the Great Ocean Road and finishing on 2nd March.

The 2005 Grand Prix Rally is a feature event leading to the Foster's Australian Grand Prix. As part of the sponsorship GJK invited Alan Smith, Facility Services Manager, from Melbourne University and Vito Chiodo, General Manager, Property Strategy & Accommodation Planning from Telstra to be their guests at a trackside marquee and also as passengers in the vehicle which participated in the Grand Prix Parade Lap on Friday, 6th March. Craig Bramich from Boulderstone, the driver of the vehicle allowed our guests to experience the thrills and excitement of motorsport at a major corporate event. It was a fabulous day allowing both the driver and guests to enjoy a "once in a lifetime experience" as quoted by Vito Chiodo from Telstra.



Sponsored White Porsche Carrera Coupe



From left to right: Vito Chiodo (Telstra)  
Craig Bramich (Boulderstone)  
Alan Smith (Melbourne University)  
and Tracey Gallagher (GJK)

## MEET THE SUPPORT TEAM

In each issue of the GJK News Review we would like you to meet some of the people who make things happen, not only in the marketplace, but also behind the scenes.

### Maria Panayi – IMS Manager & Internal Auditor

Maria has the dual responsibility of IMS Manager and Internal Auditor and enjoys the many facets of her role, "I like the challenge" she says.

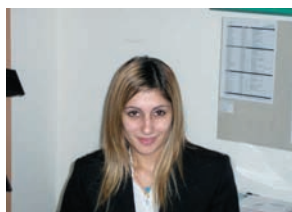
Maria manages GJK's extensive customer database and is in regular contact with clients to monitor their feedback ensuring all concerns or requests are dealt with immediately by the Customer Service Managers.

Maria works closely with the Customer Service Managers in preparing reports for a number of major clients on customer response, environmental and OH&S issues, induction and training, innovations and value-added services.

GJK's Integrated Management System (IMS) has played a major role in the company's success. Maria maintains the system procedures in preparing Quality Assurance, Occupational Health & Safety and Environmental Management Systems audits.

Maria has successfully completed an OH&S accredited course and is the company's OH&S representative. She handles all OH&S issues and attends regular OH&S Committee meetings.

Maria joined GJK three years ago after completing a Certificate IV in Business Administration. She commenced at reception and has developed her career within the company in a number of different roles, completing further training and is dedicated in her job to offer clients the maximum satisfaction while supporting our site operators.



Maria Panayi

### Margaret Ahon – Administration & Payroll Officer

Margaret has been working within the cleaning industry for approximately 22 years and says, "I have also been a cleaner myself so I know what goes on".

The key focus of Margaret's position is the accurate collation and processing of data into the Company's Accounting and Payroll Systems. The role also requires regular liaison with our Customers and Suppliers with regard to any queries arising from paperwork trail generated by our diverse business activities and preparation of monthly Statutory Returns for PAYG, Payroll Tax, Workcover and Superannuation. Margaret oversees the Traineeship Program and assists our many employees with Payroll related matters.

"My biggest challenge is ensuring that everything flows properly" says Margaret. "It is important to keep up with all the rules and regulations ensuring we get it 100% right".



Margaret Ahon

### Tracey Gallagher – Executive Services Manager

Tracey plays an important key link in ensuring the smooth and efficient running of the office with the support of Ann Carpenter. Together they provide support to all office service functions encompassing administration, office equipment, uniforms, telecommunications, IT support and supervision of staff. One of the key projects will be the upgrade of GJK's website providing a new fresh approach to the traditional website.

Through assistance from Ann Carpenter, Tracey oversees the internal stock control of the stores department ensuring that stock levels are appropriately maintained to guarantee prompt delivery of goods to sites. Within Tracey's role she is responsible in ensuring the Customer Service Officer and Administration Assistant provide the appropriate support to all departments.

"I find my role extremely challenging and interesting". As part of Tracey's busy schedule she also provides much needed support to Director, George Stamas as his Executive Assistant.



Tracey Gallagher

### Ann Carpenter – Office Services Coordinator

Ann joined GJK in 2003 bringing with her over 25 years office/administration experience particularly within the Government sector. Ann's previous role as Customer Service Officer has provided her with the knowledge and understanding of our Client's needs. Recently moving into the role of Office Services Coordinator, Ann comments "I am looking forward to providing our clients with up to date information and assistance via our website.

Ann oversees all GJK's Office requirements. This includes; mobile phones, equipment upgrades, company stationery, uniforms, supervising support staff and website maintenance.

"I am excited to work in such a busy and dynamic area of GJK. As my role is varied, each day is a new experience" says Ann.



Ann Carpenter