

Toyota (GB)

Three years after helping Toyota move successfully into new headquarters at Burgh Heath, near Epsom, Sodexo was awarded an expanded multi-service contract. The new relationship covers cleaning, reception/switchboard, chauffeurs, mailroom/reprographics and grounds maintenance in addition to catering which had been handled from the outset. More than 550 staff are based at the building.



Sodexo services at Toyota (GB)

Cleaning
Reception/Switchboard
Mailroom/Reprographics
Catering
Hospitality
Kitchen Deep Cleaning
Hygiene services
Grounds Maintenance



According to Simon Lake, facilities manager at Toyota (GB):
“Sodexo’s management style and commitment to excellence in service are closely aligned to our own company philosophy. They have a strong customer focus and we actively encourage the entire team to be innovative in their approach to our business.”

In particular, Toyota highlight the strength of Sodexo’s management support at both regional and site level and a ‘can-do’ attitude among both management and staff. A dedicated general services manager at Toyota’s head office monitors activity and provides a single point of contact for day to day issues on the full range of Sodexo services on site. As a further administrative advantage, performance reviews and improvement strategies can be covered for all services at a single meeting.

As part of taking responsibility for the new services, Sodexo offered direct employment to 10 existing Toyota staff under TUPE regulations. Some staff members had more than 20 years’ service with Toyota. Sodexo has immense experience in the sensitive handling of TUPE staff transfers, which has been an important element in more than 800 contract wins.

Most of the office cleaning is undertaken outside working hours, although one member of the cleaning staff is on duty throughout the day to undertake janitorial duties and respond to unforeseen requests. Among unusual cleaning tasks in the atrium reception area are the regular dusting of show cars and a Formula 1 simulator. Sodexo’s general services manager undertakes a regular audit of cleaning against the Service Level Agreement.

Three Sodexo frontline staff combine reception and switchboard duties. As well as a very busy switchboard service, they also welcome, register and ‘badge’ an average of 150 visitors every day. Sodexo has been able to contribute a range of best practice innovations and procedures to the reception service: regarded by Toyota as being critical in setting and maintaining the right tone and image for the company. A Service Level Agreement is in place to guarantee a high quality of service and ‘mystery shopper’ style visits provide an independent check on performance.



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An equally busy Sodexho mailroom team of four people handles external mail and internal post deliveries to individual desks, including organising registered post, couriers and car tax. They also provide a reprographics service, including long-run copying, document binding and colour printing for regular mailings to Toyota's dealers.

Sodexho also manages a small team of chauffeurs and drivers. They provide chauffeuring services for Toyota directors and airport collections for high profile company visitors. There is a busy schedule of delivering and collecting cars used for test drives and other press and TV requirements.

Grounds maintenance is provided by Sodexho Land Technology, one of the largest specialists in the country. The Toyota headquarters estate requires both hard and soft landscaping services, including the planting of seasonal flower borders, shrub and tree management. Grass maintenance embraces both hard-wearing surfaces and high quality presentation lawns. Regular litter picking and sweeping keeps the grounds in pristine condition.

A creative Sodexho approach keeps the staff restaurant service fresh and lively. The exact menu mix is highly responsive to customer requirements,

with customer feedback discussed at the quarterly formal review and planning meetings. More than 200 people take advantage of the daily continental breakfast, which features fresh Danish-style pastries and coffee by Starbucks. A full, traditional breakfast is served every Friday.

The popular lunch service offers huge variety: from 'grab and go' snacks to salads and other healthy eating options, as well as plated chef's specials. Typical Japanese meals are included on the menu at least once a week. The excitement of live cooking has been expanded, with dishes being prepared individually to order in front of the customer. A pre-order delicatessen, with sandwiches, baguettes and wraps tailored to individual requirements, has proved a huge success.

Demand for hospitality catering remains high: everything from a refreshment service in meetings rooms to working lunches, hot and cold buffets and two or three silver service lunches in a typical month. The hospitality menu changes with the seasons, keeping the service fresh and taking advantage of seasonal produce.

The relationship between Toyota and Sodexho now extends to a number of other contracts in Europe, including catering for more than 4,000 staff at the Toyota assembly plant at Burnaston, Derbyshire and the engine plant in Deeside, Flintshire.

