

Cleaning firm's committed team halts revolving door



TEAMWORK: Jon Gilbert and Barbara Bennett from Adam's Cleaning and Maintenance Services.

Picture: MATT CARTY

FRANCES STEWART

STAFF turnover in the cleaning industry is traditionally high, but one South Australian company has improved its staff retention significantly by ensuring they find the right people to hire.

Adam's Cleaning and Maintenance Services director Jon Gilbert said shifting the focus to recruitment had helped the company defy industry norms and cut staff turnover rates by two-thirds.

"Traditionally, the turnover of staff in the cleaning industry sits between 35 and 40 per cent," Mr

Gilbert said. "Ours has reduced to an all-time low of between 12 and 15 per cent."

By working in partnership with online recruitment tools provider Expr3ss!, the cleaning company has refined its recruitment processes to identify the most suitable candidates.

"The screening questions have enabled us to identify the most suitable person for the job, testing basic things like literacy - a must in our business as our staff need to be able to read things like safety signs at client sites," Mr Gilbert said.

"We've noticed a substantial

drop-off in the number of unsuitable applicants applying for jobs, saving our business both time and money."

Expr3ss! managing director Carolyne Burns said Mr Gilbert was an industry leader in applying effective recruitment practices.

"There's a high level of consistency with Jon's staff which is typically lacking given the industry's high turnover rate," she said.

"This is especially important for businesses where regular client contact is prevalent and relationships are important."