



CROMBIE LOCKWOOD CASE STUDY

Why Crombie Lockwood has stuck with CMOS for over 5 years

AT A GLANCE

PREVIOUS ISSUES

- Lack of action
- Lack of communication
- Poor cleaning

CMOS SOLUTIONS

- Consistency
- Great communication
- Timely
- Reliable

"We have been utilising CMOS cleaning services since 2017. They are attentive and act quickly on any concerns we may have.

They provide excellent attention to detail to our cleaning requirements and if there is a one-off or special "outside the norm" job they are willing and able to help us out quickly without drama.

We highly recommend their services!"

CARLY BROWN

Crombie Lockwood



PREVIOUS PROVIDER

What issues did you have with your previous cleaning provider that prompted you to make the change to switch to CMOS?

Lack of action on issues, lack of communication, poor cleaning results that were consistently raised and not addressed.

SOLUTIONS

What drove you to choose CMOS as your cleaning provider instead of other cleaning providers?

Existing client of ours, really approachable and friendly (Both Jack and Harvey were key to making us choose CMOS, and key to making us stay with CMOS)

BENEFITS

What is it about CMOS that drives you to keep us as your cleaning provider?

We are approached almost weekly to look to change our cleaning services, there are multiple reasons we stay with CMOS

- Consistent and quick response to any issues- that are dealt with in a very timely manner.
- Very good communication, very helpful and always willing to improve if we do have a problem.
- Still one of our clients and we will continue to use CMOS for all the above reasons.