

OUTSOURCING HOSPITALITY







THE PERFECT CLEANLINESS IS THE ESSENCE OF HOSPITALITY



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Hello, I'm Gianmaria Villa, the founder of Velox Servizi and I wanted to add this introduction to our presentation to highlight the important aspects that make us stand out from our competitors.

Velox Servizi was set up in 1990 and has always operated with business integrity, with special focus on our collaborators, who are the backbone of the company.

An artisan way of working and mindset applied on an industrial scale have ensured that Velox Servizi developed in a gradual, consolidated manner, winning a select number of customers annually and providing that personal touch that underpins relationships based on loyalty.

Working according to strict business principles provides a guarantee first and foremost for our customers.

Our strengths include the following:

Business continuity since 1990
Only working with personnel recruited directly
Work is never subcontracted
We have long-established customers
We have loyal employees
No company or union conflict

Regards

of ere Ville.





OUTSOURCED HOTEL SERVICES



High cleaning standards are the essence of hospitality

Clean and tidy premises reflect the care and dedication that is given to hotel guests.

Thoroughness and care to detail demonstrate a commitment to creating an atmosphere of wellbeing in a healthy, harmonious setting. Streak-free windows, polished flooring. clean rugs, anti-dust treatments and sanitised surfaces are the best way to make a lasting impression and make guests feel welcome.

PROFESSIONAL ROLES



🖾 Room cleaners



Housekeepers



A Hotel porters



Night porters



Restaurant waiting staff



Dishwashers



Receptionists



Valet parking attendants



Unarmed security staff



Storeroom staff



🖁 General porters



Maintenance staff



Lifeguards







IMPECCABLE SERVICE ENHANCES THE QUALITY OF AN ENVIRONMENT AND EMPHASISES ITS CHARACTER

SERVICES

Room services:

Velox room cleaners and domestic staff work efficiently and with respect for customer privacy. These expert personnel look after guests and their personal belongings with care, confidentiality and efficiency.

Services in communal areas:

Personnel in foyers, car parks and all other communal areas understand the value their courtesy and welcome bring to a guest's hotel experience, who values a smile and readiness to help.

General services:

Backroom personnel in any facility are essential, because it's what happens away from customers' eyes that's necessary to ensure complete customer satisfaction. As a result Velox can also provide specialist personnel for goods handling and dishwashing operations.











ADDITIONAL SERVICES

Supply of linen and courtesy supplies

To complete its service, Velox uses a trusted partner to supply hotels with courtesy supplies and washed and sanitised linen, to meet the requirements of hoteliers in a professional manner.

Catering services - Food & Drink

Velox can look after all hotel catering services, including the management of kitchen and dining areas using professional chefs, waiting staff, and dishwashers, and the management of bars and room mini bars.

Internal goods handling

Velox can also provide personnel to handle goods internally using electric pallet trucks and forklifts. These specialist staff can quickly and efficiently move goods, carry out small maintenance jobs, load and unload goods, and anything else necessary to support customers.

Room sanitisation service using Ozosì®

For Velox "Every Customer Is a Priority" therefore staff use the patented Ozosì® sanitisation system to enhance cleaning quality in rooms. This system uses the oxidising power of ozone to purify, sanitise and deodorise hotel rooms in a natural, safe and environmentally-friendly manner, making the room completely non-allergenic by eliminating mites and dust.

Velox App

All Velox staff use a global application to optimise procedures and enable immediate communication with reception for room availability.







VELOX, PROFESSIONAL SOLUTIONS AT THE SERVICE OF YOUR HOTEL

WORKING WITH VELOX MEANS

- ▶ Personnel organisation and management which is flexible, efficient and adaptable to various requirements.
- ► Financial savings Velox rates are lower than management costs for internal staff.
- Only set costs no need to worry about unexpected personnel management costs for illness, accident or maternity leave.
- Concentrate on your company's core business the solutions provided leave room for focusing on strategic business operations.
- An expert partner that adds value to your business.









A BENCHMARK IN THE CLEANING INDUSTRY

VELOX ACADEMY



High cleaning standards require ongoing training

Velox selects and trains personnel carefully, because achieving excellence and ensuring complete customer satisfaction means fully developing human resources. In line with specific customer requirements, Velox can provide competent, skilled professionals trained in specialist facilities who are experienced at providing customers with efficient, confidential services.



Velox places significant focus on all cleaning phases to ensure safe, effective results.

Thanks to highly specialist training, Velox personnel can evaluate the best treatments to be used, resolving small, large or established cleaning/maintenance issues and protecting surfaces appropriately.

The other secrets of Velox cleaning services



Environmentally-friendly detergents and consumables that are carefully selected to safeguard humankind and the environment.



The use of cutting-edge professional equipment to enable Velox specialists to optimise the effectiveness of products used, and complete operations as quickly as possible, keeping costs down considerably.





Certification: quaranteed results

The attention to customer needs and the quality of the services provided have allowed Velox to obtain in 1998 the ISO 9001 certification, recently updated in ISO 9001/2000, in the design and supply of cleaning services in the civil, commercial, industrial and food subject to HACCP regulations, in 2008 the ISO 14001: 2001 certification, in 2013 the BS OHSAS 18001 certification and Ecolabel certifications in 2020, with an equality rating certification ***

This means being able to guarantee professional results to the highest and constant quality standards in full compliance with the safety, legality and equity standards guaranteed by the dictates of a company code of ethics of Law 231/2001 on Corporate Responsibility that Velox has decided to guarantee and respect.

















Ethic Code Legge 231/2001

