

Premier Children's Retailer

Janitorial Services

This iconic retailer has helped people create some of the most captivating memories of their childhood. Kids can customize their dolls in every way, from their looks to their clothes. This retailer needed to mitigate costs, and ABM implemented an approach that increased operating profits, while ensuring that the dolls are showcased in a pristine environment.

This store is known for its top-ranking dolls and developing the largest consumer toy catalogue. Over 30 million products have been sold by this premium children's retailer since its opening. Additionally, this retailer sells accessories, furniture for dolls, clothing, and books for children. Their mission is to promote child's play and fun. Nationwide, over 46 million people have visited their stores since it opened.

CHALLENGE

With stores continuing to open in major U.S. markets, the retailer needed a janitorial service provider who could handle the cleaning demands at their corporate headquarters and retail stores. As the stores are centered around children's creativity, dress-up, and special events hosted throughout the year, impeccable presentation

of the showroom, salon, ear piercing station, cashier's tables, bathrooms, and corners is vital to the business. Every piece of this interactive building must be spotless.

SOLUTION

This retailer needed a facilities provider that could be flexible and care for all stores in a way that made children and their parents feel comfortable enjoying the spaces for entertainment. Whether hair is being styled, or a child and doll are at the cafe enjoying a meal together, ABM ensures that trash is never in sight, and that children are playing with the dolls in an environment that is interactive and free of trash, dust, and debris.

To ensure that we are meeting their goals, ABM tracks key performance indicators across the contract. The janitorial work at each location is tracked and monitored for optimal performance. ABM has implemented a variety of metrics and methodologies such as customer satisfaction surveys, work order reports, financial documentation, and service request tracking so that performance can be measured.

ABM helps this retailer showcase their stores in a way that is appealing and makes a good impression on customers.



CONTRACT FACTS

- Service: Janitorial
- Start Date: 2010
- Number of Locations Serviced: 9
- Square Footage: 1,000,000+
- Benefits: Cost Savings

Retail

Case Study: Premier Children's Retailer

BENEFITS

This retailer has experienced several benefits by partnering with ABM, including:

- Cost savings and streamlined operations as a result of operating through a single national contract
- Ability to stay actively informed of all operations nationwide through ABM's single point of contact structure and dedicated account management
- With ABM as a key contributor to the aesthetic appeal, the stores have won numerous awards and are recognized as premier models for experiential retail
- Increased consumer enjoyment



About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



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