



CASE STUDY



spectrum

PARTNERSHIP WITH CLIENT SPECTRUM SERVICE SOLUTIONS

THE COMPANY

Spectrum Service Solutions are an award-winning contract cleaning and facilities management provider with an industry-leading event cleaning division. They deliver cleaning and facilities services throughout the UK to globally recognised brands and events, such as The Open.

PROJECT BRIEF

They engaged Morgan Jones to help at The Open, supporting the internal recruitment process, to provide cleaning and litter-picking staff.

As one of the suppliers to The 149th Open and it taking place at Royal St George's golf course in Sandwich, there needed to be a wealth of staff to ensure

PROJECT SCOPE

- 159 People Placed - Multiple Positions

Wide variety of shifts ensuring that the grounds and areas were kept to standards, including COVID precautions.

TIMEFRAME

Planning began 6 months prior to the 2020 date. However, the event was postponed until 2021, halting planning.

This then left 1 month to recruit for cleaners during the build phase and 3 months to recruit the main event team for a variety of early, late and nightshift positions.

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Anna was very thorough and regularly asked for more detail, I felt this showed her commitment to getting things right for Spectrum and the candidates she was placing. There was regular support if anyone was absent or any information had to be relayed to us out of hours or if Anna was on leave. The Accounts team were also very thorough which made for complete transparency and trust that Spectrum were getting value for money.

Rebecca Bell - *Operations Director at Spectrum Service Solutions*

EXPANDED DETAILS

The Open is one of the premier golfing events in the world. In 2020 it was due to arrive in Sandwich, Kent to thrill and delight all with the greatest golfing talent. However, the pandemic hit and this event got postponed. Whilst the world recovered, it was then announced that the event would still go ahead in 2021.

This left little time for Spectrum to find all of the people that they had carefully prepared for in 2020. This meant that Spectrum and its second-tier suppliers (i.e. Morgan Jones) needed to work hard to find the right people quickly to provide a world-class event world-class service.

Spectrum had chosen Morgan Jones in 2020 thanks to a recommendation from Dover District Council and because we shared their ethos, we set to work.

"Morgan Jones helped me to feel reassured and supported whilst delivering a large project at shorter notice than usual due to the pandemic. Morgan Jones were also able to facilitate last minute changes and additions and actually provided higher numbers of staff than initially anticipated." said Rebecca Bell the Operations Director at Spectrum Service Solutions.

CONCLUSIONS

HOW LONG HAVE YOU BEEN USING US?

Since 2020

WERE THERE ANY OTHER ADVANTAGES YOU DISCOVERED AFTER USING US?

Knowledge of the local market and ability to provide cover for additional roles.

ARE THERE ANY TEAM MEMBERS YOU CONSIDER TO BE ADVOCATES FOR US AND OUR SERVICE?

Anna and Nicole were excellent, I would highly recommend working with them. Janet, Wendy, Shauna and Ruby were the superstars that I wish I could take to every golf event.

ARE YOU LIKELY TO OR HAVE YOU RECOMMENDED US TO A FRIEND OR COLLEAGUE?

Would be very happy to recommend without hesitation.

IF YOU HAD CONCERNS; HOW DO YOU FEEL ABOUT THEM NOW?

I used another Agency who did not fill name slots until much later than Morgan Jones, they said it wouldn't be possible to put names in spaces so early (6 weeks before the event) as people would drop off. I did have an expectation some would drop off however Morgan Jones filled slots and didn't have many name changes - this made me feel reassured and ultimately Morgan Jones exceeded the initial requirements.

PHOTOS & MEDIA



STAFF MEMBERS ASSISTING THE TEAM ON-SITE AT THE 149TH OPEN

