



Individual Solutions Provide Customer Satisfaction and Make Eyes Light Up

# A Fantastic Appearance at Cologne Zoo



Sandra Oelgeklaus, managing director of Kareima GmbH, presents the Swift 43 B

At Cologne Zoo, visitors young and old have been able to enjoy more than 500 animal species from all continents and oceans since 1860. Every year, more than 1.5 million visitors stroll through the third oldest zoo in Germany and visit highlights such as the largest elephant park in Northern Europe with a total area of two hectares. And every proper zoo visit also naturally includes a stop for refreshments: with Kölner Zoo Gastronomie GmbH, Cologne Zoo acquired a first-class catering partner. With five different locations embedded in the remarkable setting, the zoo gastronomy offers its guests, young and old, everything that their stomachs might desire. In order to meet the extremely high hygiene requirements in the individual gastronomy and kitchen areas, Zoo Gastronomie has entrusted a professional service provider with routine and building cleaning: DieGandi Facility Services GmbH cleans here with equipment from the full line distributor Kareima.

“Smiles and professionalism should fill our guests with enthusiasm.” With this guiding principle, Waldemar Kujawski communicates his vision of a somewhat different event and party service to the team of Zoo Gastronomie. He sets the highest of standards for his kitchen and service team, but most particularly for his service provider. “It should not only look clean, it should be clean. The employees of both companies are required to maintain the specified standard of quality.” DieGandi Facility Services GmbH is able to fulfil this requirement. The managing director Reiner Schulte-Barth won over his clients with a holistic hygiene concept that also includes intensive kitchen hygiene in addition to the standard cleaning and disinfection measures. The zoo restaurant with its numerous auxiliary areas and kitchen is a family-oriented self-service restaurant with about 250 seats. In addition to the year-

round business during the day, the facilities also regularly play host to events and celebrations, for which Thomas Schwirtz is responsible. “Children’s birthdays, in particular, are always connected with a

quite high level of dirtiness and everything has to be brought back to its original condition immediately afterwards because other festivities sometimes take place the same day,” explained

Machine operator Franz Billen during the daily surface cleaning in the winter garden of Zoo Gastronomie



On peak days, the zoo restaurant serves up to 10,000 visitors of Cologne Zoo

the event manager and personnel manager. Zoo Gastronomie deliberately selected DieGandi Facility Services GmbH because the owner promised 100 % engagement and flexibility. DieGandi Facility Services GmbH is an affiliate of DieGandi GmbH, an agency for audio-visual communication. “We have worked very successfully with the agency in the event sector, so I knew about the strengths of the company group,” Waldemar Kujawski said about his decision. With DieGandi Facility Services GmbH, a service provider that offers its clients a new, integrated concept has now positioned itself on the market.

## At Centre Stage: the Cleaning Machine

Routine cleaning is performed, for organisational reasons, in the early morning hours seven days a week. The scrubber dryer Swift 43 B from Kareima GmbH is deployed in doing so. What particularly sets it apart is its mobility, long runtime and high suction power. “The machine is extremely versatile and simple to use,” Sandra Oelgeklaus, managing director of Kareima GmbH, knows. “The strengths of the Swift are especially apparent when one needs to clean larger areas but also heavily traversed or narrow areas.” The cleaning machine can be delivered in various versions.

There are cord and battery versions, the choice of working widths of 43 cm or 50 cm, and versions with or without traction motor. Despite the compact dimensions, the Swift 43 B nonetheless offers a 50 l tank, which is quite a large volume for this size of machine. “The Swift meets with great approval from our clients and is also used in retail shops, schools and also in many small to medium-sized industrial companies,” Sandra Oelgeklaus reported. “The outstanding price-performance ratio and the wide range of possible uses is what wins over our clients.”

All these points were also the criteria that were decisive in Reiner Schulte-Barth’s selection of the Swift 43 B. The trained facility-cleaning master who also has a diploma in facility management has been active in the field of facility cleaning for 16 years, previously as managing director of a facility cleaning company that is active throughout most of Germany. “I have known the Kareima company for many years and know about the strengths of their products and how service-orientated the company is,” Reiner Schulte-Barth recalled. The service-orientated philosophy of Kareima GmbH was an important criterion in DieGandi Facility Services GmbH’s decision. “We needed good product consulting to be able to solve the difficulties connected to these



Sandra Oelgeklaus, Reiner Schulte-Barth, Michael Becker, Thomas Schwirtz and Franz Billen (from the left) worked together to solve the cleaning problems in Cologne Zoo Gastronomie

facilities to the client's satisfaction."

Kareima calls itself a "service provider for service providers". From the initial inspection of the property to cost calculation to quick, competent after-sales service, the company based in Kamen in North Rhine-Westphalia provides support for service companies. "Here at Zoo Gastronomie the challenge was to find a good solution for the extremely crowded conditions and for diverse types of flooring," said Sandra Oelgeklaus. Due to the mixture of safety tiles, terracotta, linoleum and PVC flooring, a special brush under the Swift 43 B is used. With it, the machine operator can work in all areas without having to change the brush type. Doing so would require although only little but nonetheless additional time, which is not available. The 1500 m<sup>2</sup> of surfaces that have to be cleaned every day are moreover quite full of nooks and crannies. The zoo restaurant was built at the beginning of the 70s and was later remodelled. It is currently being remodelled again, which means additional work for the cleaning personnel due to the large amount of dust and dirt caused by the construction work that has to be disposed of every day.

### In-depth Briefing

"The routine daily cleaning has to be performed in a first class and efficient manner.

Everything here has to be tiptop during operating hours," Waldemar Kujawski explained. In the end his team, which consists of 45 employees, serves up to 10,000 zoo visitors on peak days in the heavily frequented zoo restaurant. Up to 25,000 zoo guests are expected during the summer night at the zoo that takes place each year. "A total of 70 tonnes of chips were produced in the kitchen and sold in 2007," the chef Michael Becker proudly reported. In addition, those responsible for gastronomy at the zoo plan and realise events for over 1,000 individuals on and off site.

Well-tended floors do not only promote a positive image but are also important for the safety of visitors to the zoo, guests and staff. For this, Waldemar Kujawski counts on the experience and the concept of his service provider, and is convinced by the cleaning results.

After Reiner Schulte-Barth had decided for the Swift 43 B as well as other cleaning equipment from Kareima, in the managing of the facilities, great value was placed on giving the cleaning personnel an in-depth briefing on using the machines.

Kareima GmbH offers their clients individual briefings and training courses free of charge. "We take this as a matter of course. It is what we understand by service," according to Sandra Oelge-

klaus. "Simply put, when it comes to our clients, no service costs are saved. We don't want to earn money from customer service but rather have satisfied customers."

The machine operator Franz Billen in any case knows how he can clean the tank and hose of "his" Swift 43 B quickly and easily, and how to turn or change the suction lips and adjust the suction foot. "All of the cleaning machines from our company are designed in an extremely user-friendly manner. Wearing parts can be changed easily without tools. This results in substantially reduced downtimes, greater customer satis-



As a result of its mobility and compact design, the Swift 43 B also cleans in the crowded kitchen areas without difficulties



The machines from Kareima GmbH are designed to be extremely user-friendly

faction and significant cost reduction per facility," explained the business administrator Oelgeklaus. - This is something that Reiner Schulte-Barth can only confirm: since beginning to work with equipment from Kareima, there have not been any downtimes.

### A Creative Company

High quality service, reliability, the expertise of the staff and customer-orientated services are the guiding principles for quality at DieGandi Facility Services GmbH.

The still young company from Troisdorf, located between Cologne and Bonn in North Rhine-Westphalia, offers a modularly constructed, complete service offer for properties. By means of variable and flexible concepts, Reiner Schulte-Barth and his team develop tailor-made service packages. DieGandi Facility Services GmbH offers a complete range of infrastructural, technical and commercial facility management services. In addition to cleaning services, the core business also includes facility manager and winter services as well as maintenance management. With this range of services, the company may well establish a reputation in the Cologne-Bonn region in a very short time. Its affiliate, DieGandi GmbH, an agency for audio-visual communication, has been planning and realising events, film and video productions and print campaigns for 15 years. Since the establishment of DieGandi Facility Services GmbH, both companies have placed an emphasis on the use and realisation of synergies and networks. Today the DieGandi company group offers everything from one source. Fast, flexible and competent.

### Cooperation of Mid-sized Companies

And here DieGandi was able to build on a trading partner that makes the same demands of its own company. Kareima

GmbH was established in 1989 by Günter Oelgeklaus, who already had over 16 years of experience in the fields of service, consulting and the sale of cleaning machines at that time. The acquired knowledge led to the company's guiding principle "Premium quality at an affordable price and with perfect service". Since then Kareima GmbH has developed into one of the largest suppliers in North Rhine-Westphalia of all the equipment necessary for the cleaning of companies and buildings. Since 2001, with the business administrator Sandra Oelgeklaus, the second generation has been involved in the management of the

company. With the establishment of Kareima Concepts GmbH & Co. KG in 2003, the portfolio was rounded off. The subsidiary provides interesting offers for leasing and financing, and a broad range of machines for hire. "In the last couple of years, long and short term hires have increasingly become a focus for clients since the durations of contracts have become ever shorter while amortisation periods have become ever longer," Sandra Oelgeklaus described the market. "The demand for used machines has also grown substantially, so that we want to be able to offer our clients reasonably priced alternatives."

Kareima GmbH is furthermore also a founding member of the trade group Cleanring, which was established in 2005. Since then, along with the companies Schulze-Paschen Hamburg and Reiko GmbH from Freiburg, the Cleanring Group has built up a supra-regional dealer network. As a result, Kareima and Cleanring are able to offer also nationally active service companies with 21 bases an uninterrupted service network in Germany. The extensive range of products offered by the Cleanring trade group includes e.g. scrubber dryers, sweeping-vacuum cleaners and polishing machines. The product range also includes everything that makes a one-stop supplier, from mopping supplies to service carts.

The personal engagement of the owners of Kareima GmbH and DieGandi Facility Services GmbH and their down-to-earth attitude to work won over the clients at Cologne Zoo.

The gastronomy at Cologne Zoo is a good example of how the cooperation of mid-sized companies can function. The expert knowledge and the experience of real specialists makes every property shine and customers' eyes light up.

*Sandra Oelgeklaus,  
Reiner Schulte-Barth*



Sandra Oelgeklaus shows Franz Billen how easy it is to change the brush of the Swift 43 B



In the self-service restaurant it is necessary to get into all the corners