

2017



NEW ZEALAND, COVERED AT WORK

## CUSTOMER INFORMATION PACK

“Get the most from your laundry provider”

# Welcome

...to your Apparelmaster Waikato & Counties "Customer Information Pack"  
In here you will find answers to the most commonly asked questions, a list of who is on hand to help and other tips and services you may not have been aware of. We are all busy people but please read, at the very least, any articles relevant to your fields of business.

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"Our Core Values are to 'delight the Customer' and we are fully committed to achieving these Values"



Clark Massey – General Manager



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# Contact Sheet



**Rae Massey 07 957 0210 Email: [rae@waidry.co.nz](mailto:rae@waidry.co.nz)  
Administrator/Owner**

The first face in the door, and the first voice on the phone for general enquiries. Always friendly and full of life. Striving to provide the high level of service expected of Apparelmaster.



**Elaine Jones 07 957 0212 Email: [elaine@waidry.co.nz](mailto:elaine@waidry.co.nz)  
Accountant**

The person responsible for keeping our financial heads above water! Customer contact for any queries in relation to any invoice and statement queries.



**Karen Mead 07 981 1426 Email: [warehouse@waidry.co.nz](mailto:warehouse@waidry.co.nz)  
Warehouse Supervisor**

Managing your changes on your account. Keeping contacts open to make sure our business to business relationship goes as smoothly as possible. Responsible for Addmen, quitmen, orders and extra garments. At the centre of it all. Constantly managing the flow of thousands upon thousands of garments



**Lynton Cooke 07 981 1440 Email: [lynton@waidry.co.nz](mailto:lynton@waidry.co.nz)  
Sales and Customer Services Manager**

The person responsible for existing customer care and the go-to person for new sales.

## The Story So Far



Like many New Zealand businesses, the Apparelmaster Waikato & Counties franchise you know today was built from the ground up. A lot has changed in that time.

Starting out servicing the Dry Cleaning needs of Morrinsville in 1978, Warren & Raewyn Massey soon set about establishing their own spot in Hamilton acquiring Waikato Drycleaners in 1983. They joined the Apparelmaster franchise and made the jump to industrial laundry. The company hasn't looked back since. Clark Massey now steers the company from his position as GM as we look forward to yet more solid growth in 2017.



2014 and 2015 were very tough years. A fire devastated our building in July of 2014 and shook our well-organised system to the core. It was over a year before we were once again solely operational in Hamilton. It was a true test and we were all stretched to the full. As the General Manager I take great pride in the hard work and effort the employees at Apparelmaster put in to help get us back on our feet. With our plant rebuilt from scratch it has given us the chance for new growth and technology. Our state of the art plant now runs quicker and more efficient than ever.

To see a video of our state of the art plant in action visit our website [www.apparelmasterwaikato.co.nz](http://www.apparelmasterwaikato.co.nz)



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# Making Staff Changes

Karen in our warehousing department controls over 100,000 garments across the Waikato & Counties. You can find her at:

[warehouse@waidry.co.nz](mailto:warehouse@waidry.co.nz) or by phone on 07 981 1426

An ever-changing workforce is a common thing for many New Zealand businesses. Here at Apparelmaster we try and make these changes as seamless as possible and we have set up our **brand new website** in order to assist Customers to make any changes they require to their workwear requirements - [www.apparelmasterwaikato.co.nz](http://www.apparelmasterwaikato.co.nz). Use "Client Tools" and the relevant tab to advise us of your request:

## WORKWEAR FOR NEW EMPLOYEE

Click into the relevant tab under "Customer Tools" and advise us of your requirements. **It is very important to ensure that you provide us with the correct size in relation to the staff member. Providing garments can become a very costly business and if we are advised of the wrong size we may have to pass the charges onto you! If you have any doubts regarding staff sizes please let us know and we will do our very best to assist you.** Alternatively click on the garment size guide link on our website for further details, or ask the staff member to try on overalls already in your possession.

The aim is to get the garments into your next delivery if we are given at least 72 hours notice (excluding special made to order garments). Sadly supply issue has made this target increasingly harder to achieve. We make sure, as soon as we receive the items, we process them as quickly as possible. Our suppliers assure us they are working through their issues fast as they can.

## CANCELLATION OF STAFF

Once you have notified us that a staff member has left, we immediately remove the charge from your invoice, a service that is unique to Apparelmaster. However, if the garment has not had the anticipated number of washes we will raise a Residual Value Charge. Please ensure that the garments are returned to us with your designated driver - we would prefer not to raise a lost garment charge if at all possible.

## QUIT GARMENTS

We are looking to recover our items within 2 weeks. The quicker the items are accounted for the less likely they are to go missing.

Now that our laundry process is so efficient, even if you notify us on your day of service it is still very possible that your laundry will already have been washed, scanned and packed out again before Karen can even enter it into the system. If you do receive the garments back one last time please just put them aside for collection where your soiled garments normally go.

Garments not being returned are a huge cost to Apparelmaster. Now that we have detailed



tracking in place for our rental garments, items not returned after being removed from your invoice, will have to be charged for as stated above in "Removing Staff". Our Residual Value Charge takes into account the exact loss to Apparelmaster's investment.

### GARMENT CONDITION

In the same respect, garments that come out of circulation after only a short time period, but are returned in a condition unable to be used again, may also likely incur a Residual Value Charge.

## Putting Your Own Items In For Laundering

We clean so many different items throughout the year. From rugby kits and industrial filters, to horse blankets and boat covers. It can be a challenging and costly process to monitor unmarked garments once they enter our 500 kilo per hour processing system. If you are putting an item in for washing for the first time it won't have the markings required for us to process it. Therefore we must insist the item is clearly labelled with your account number or passed directly to your driver. Your account number can be found on the top of an invoice or simply call us on 07 957 0210 to find out.

### WHERE TO MARK YOUR ITEMS

(Simply writing in permanent marker will be sufficient.)



Overalls  
Under right  
hand collar



Shirts, Jumpers & Vests  
Inside back of collar or on  
collar tag



Trousers & Shorts Back of  
waistline, lining of rear  
pocket or on rear tag



Towels, Cloths & Linen  
Any corner will do but please mark  
one corner on both sides

**Please ensure that you check your pockets for any personal items.**

## Hospitality

Making up a smaller percentage of our income we have been working over the last few years at honing our skills when it comes to servicing this demanding industry.



There are a few things you can do to help us maintain the deliveries you need:

- Keep heavily soiled items separate from things such as chef jackets or polishing cloths that need to be kept to a high standard.
- Please give as much notice as possible for any irregularly large orders so as to help us control stock numbers accurately.
- Whilst we try our best to deliver last minute orders when required this is not how our delivery system is set up. We have set routes and delivery times to keep efficiency up and costs down. We will be including a \$10+gst delivery fee on last minute orders (less than 6hrs notice) when a driver is not heading that way usually.

## Repairs & Heavy Industry

### Heavy Industry

Not surprisingly our garments have a hard life in some of the toughest industrial settings. Overall shortages are most common when an industry has only a 3/1 change of overalls that are in continuous need of repair or replacement. If you experience these problems or shortages please call us to discuss various options we have available to try and alleviate any issues. There are 3 points of inspection as your garments travels through our plant. With up 5,000 garments going past each day it can still be hard to catch every repair. To ensure your repair is dealt with please log a repair request on our website. You only need to fill out the details of your repair eg: hard to find like a hole in an inside pocket. If you require an extra laundry

bag to keep your garments requiring repair separate please let us know. Our standard rule is to repair holes the size of a 10 cents piece or larger.



# Apparelmaster Services

Apparelmaster can offer far more than just a laundry service....



- Regularly Serviced First Aid Kits
- Continuous Roller Towels
- Hand & Bath Towels
- Tea Towels & Face Cloths
- Hi Vis Vests & Jackets
- Work Boots



- Wet Weather Gear
- Safety Compliant Clothing
- Soap Dispensers
- Air Fresheners
- Auto Sanipods
- Sanitizers
- Safety Mats
- Welcome Mats
- Anti-Fatigue Mats
- Personalized Logo Mats



- Bed Linen
  - Tablecloths
  - Alterations & Repairs
  - Embroidery
  - Name Badges
  - Company Logos
- ....We've even tried our hand at making bee suits.

