



Alpha Hospitality Services Pty Ltd
ABN: 18 154 763 765
www.alphahospitality.com.au

Information Pack

Kitchen Cleaning to Regulation Standards

Alpha's commitment to customer service means we're available 7 days a week, 24 hours per day.

Our clients include aged care facilities, nightclubs bars, hotels, restaurants, colleges, hospitals, medical centres, cafes, takeaway bars, supermarkets, and many more.

We currently service and maintain 3500 venues in and around the Melbourne Metropolitan area, from large scale commercial establishments, to owner-operated local businesses.

The Company approaches all works in a professional and personal manner, combining our Management and 'sleeves up/hands on' approach to produce efficient and cost effective services. This is reflected and evident from our first point of personal contact, throughout the duration and upon completion of our services.

Alpha Hospitality Services maintain a Service Book History that details precise records of all our services to your venue, including before and after photos and written reports from Service Supervisors.

At Alpha Hospitality Services we take your legal responsibilities as seriously as you do.

That's why we have a \$20 Million public Liability Insurance Policy, CGU Insurance Limited, Policy #15T2156206, and Work Cover Insurance Policy, Gallagher Bassett Victorian Work Cover Authority, Policy #13667634, all our staff are trained, uniformed and have had security checks.

We provide a Certificate of Compliance for all receipted Canopy/exhaust Fan cleaning we have performed. Valid for 6 months, the Certificate is recognized by regulators including the Health Department, Insurance, and fire authorities as per Australian Standard AS 1851-2005, Table 18.4.11, and Page 222. See below for a copy of the standards.

Alpha Hospitality Services Pty Ltd provides our own J.S.A. as per OH & S regulations.

The Service Team

Our team comprises trained Customer Service personnel, on-site Supervisors, Servicemen, Filter Cleaning Specialists and Filter Exchange servicemen/drivers.

Senior Management

Paul Casey Chief Executive Officer

Leeanne Casey Managing Director



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Obligation-free Quotes

Does the thought of a visit from the Health Inspector leave you a little nervous...? After all, it is your livelihood and reputation on the line.

Why take risks? ... we'll happily give you an obligation-free quotation for your kitchen and exhaust cleaning. And you can rest assured that any findings are completely and totally confidential. That's right we'll work with you, not against you and give you a certificate you can show a health inspector. Ask us now for your obligation free quotation.

Services

Alpha Hospitality Services provides solutions in all areas of commercial kitchens including;

- **Full Canopy** clean (including Canopies, Exhaust Fans, Filters, Fire wall and Floor under equipment) – we get right up inside to ensure it's cleaned to regulation requirements
- **Exhaust Filter** exchange service – we swap your dirty filters with clean ones
- **Exhaust Fan** 24 hour emergency breakdown and replacement service
- **Full Kitchen Compliance Audit** cleaning (including; Ceilings, Walls, Floors, Benches, Behind Equipment and Pipe Works) – get your whole kitchen up to standards
- **Kitchen equipment clean** (including; Ovens, Deep Fryers, Hotplates and Salamanders just to name a few) – let our experts clean your equipment
- **Floor Cleans** using our special purpose equipment and **Scrubbing** of hard floor surfaces to get it really clean
- **Certificate of Compliance** Inspections
- **Air Conditioning** and ventilation system cleaning
- **Cool Room** cleaning
- **Exhaust Flue** installation of code compliant access panels
- **Fire Damage** 24 hr Emergency clean up service
- **Pizza Conveyer Oven** cleaning
- **Window** Cleaning
- **Rubbish Removal** service
- **Daily janitorial** cleaning services, (including Bathrooms, Offices and front-of-house cleaning)
- **Cleaning products** and detergents for all of your needs



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Benefits of Regular Cleaning

There are many benefits to committing to regular cleaning. It not only reduces the risk of failing health and safety inspections but also helps avoid kitchen fires, improves ventilation and odour removal, provides a better working environment and can result in LOWER insurance premiums and reduce the risk of not being covered when there is a problem.

Canopy Cleaning Service

Your kitchen exhaust system gets dirty with use. Health and Safety regulations and insurance policies require it to be properly cleaned. We get right up inside the exhaust system to get it clean and even show you photos of what we've done as well as provide a compliance certificate you can show a health inspector. Don't believe that your staff will know how to do this job properly – leave it to the experts at Alpha who know the standards and know how to clean. Don't let your premises be one you hear about in the news which is destroyed by fire.

We usually clean canopies every 6 months and come to your premises when it is most convenient to you such as after hours. You can trust Alpha to get the job done properly.

Filter Exchange Service

Make no mistake – poor filter management leads to bad air circulation in your kitchen and a reduced life span of your system, including the fan. Your filters need to be properly cleaned regularly.

Filter Exchange is the start of GOOD management and makes filter cleaning easy. And if Alpha looks after your filters we can swap your dirty filters for clean ones as frequently as you require. We can also lower the annual cost because we are fully aware of their condition and life span of the filters and we help you avoid wearing out your fan which can be expensive to urgently replace. Call us and let us explain our Filter Exchange Program to you.

Exhaust Fan 24 Hour Emergency Service

Alpha Hospitality has experts in exhaust fan repairs and replacements who are available night and day. We can get you back up and going quickly. Ideally call us at the first sign of fan problems (e.g. noisy fan or poor exhaust) so that we can look after things before a breakdown.

Even major fan manufacturers trust Alpha to provide service under their warranty. If you need a new fan whether covered by the warrantor not we can source it quickly and get it installed. If a new fan must be purchased we have access to good prices from the manufacturers.



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Emergency call out Service

Alpha Hospitality Services offers an **'Emergency Call Out' 7 Days a week, 24 hours a day** for call outs related to fan breakdowns, council compliance notices and insurance. The emergency number is **0411 254 071**. **If you've got a problem, we have a solution!**

Full Kitchen Compliance Audit Cleaning

Keeping the canopy and filters cleaned is not enough to meet the regulations. Let us do a complete kitchen clean including Ceilings, Walls, Floors, Benches, Behind Equipment and Pipe Works) – to get your whole kitchen up to standards. You and your staff work hard to keep the kitchen in order – let us come a few times a year to do a complete clean. We love to clean, have the right equipment and detergents and know what the standards require.

Call us now for an obligation free quotation!



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Australian Standards Table 18.4.1.11 - AS 1851-2005

AS 1851—2005

222

TABLE 18.4.1.11

INSPECTION, PREVENTIVE MAINTENANCE AND RECORDS SCHEDULE—FIRE AND SMOKE CONTROL FEATURES OF HVAC SYSTEMS—KITCHEN EXHAUST SYSTEMS

Item No.	Item	Action required & pass/fail requirement	Frequency					Records		
			Monthly	Quarterly	Six-monthly	Yearly	Five-yearly	Result	Pass/fail	Comments
11.1	Filters	CHECK grease-arresting filters for excessive grease accumulation.	✓	✓	✓	✓	✓	—	
11.2	Hood and plenum	CHECK hood and its exhaust plenum for excessive grease accumulation.	✓	✓	✓	✓	✓	—	
11.3	Gutters	CHECK grease gutters for excessive grease accumulation.	✓	✓	✓	✓	✓	—	
11.4	Filter (condition)	CHECK that grease-arresting filters are secured in the correct position and undamaged.	✓	✓	✓	✓	✓	—	
11.5	Filter (clean)	CLEAN grease-arresting filters as required.	✓ *	✓	✓	✓	✓	—	
11.6	Hood and plenum	CLEAN hood and its exhaust plenum.				✓	✓	—	
11.7	Filter (replace)	CHECK for excessive leaks or damage to grease-arresting filters, and replace as necessary. NOTE: Non-metallic grease filters and other special types have to be replaced at specific time intervals whether damaged or not. In these cases, follow manufacturer's instructions.				✓	✓	—	
11.8	Duct	CHECK duct for accumulated grease and clean.				✓	✓	—	

* Owing to wide variations in usage, frequency of cleaning is subject to the assessment of the inspector or the requirements of the regulatory authority. In some cases, cleaning may need to be more frequent than monthly.