

## MITIE's customer focused client services team

MITIE celebrated its finalist position last night at the 2009 London Excellence Awards after its client services team who provide front-of-house and training services as part of its facilities management offering, were shortlisted for the Customer Focus award. The award recognises companies with the most rigorous demonstration of commitment to customers, evidenced by performance, satisfaction and ultimately the creation of sustainable customer value.

With many years' experience within the hotel, hospitality and corporate environments, MITIE is using innovative customer service training programmes and five star techniques to deliver truly customer focused front-of-house teams.

The London Excellence Awards received the largest number of entries in their five year history and the hotly contested Customer Focus category saw over 50 entrants whittled down to just four.

Debra Ward, Director of the client services team commented:

"Being a finalist in these prestigious awards is a fantastic achievement for us and reinforces our guiding principle of creating exceptional, memorable experiences...one guest at a time.

"Our focus has and always will be on our people and the service they provide to our clients and their guests. This award recognises the impact they are having on the organisations they work with and the exceptional work they are doing."

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### Notes for editors

#### What is MITIE?

We're the strategic outsourcing and asset management company.

What does that mean in practice? Providing everything from strategic consultancy, to world-class delivery on the ground. From long-term infrastructure planning, to facilities management, property and engineering services. Our strategic input can add value at the highest level, while our practical management expertise can save customers money and maximise their returns.

At the same time, it's not just *what* we do, but how we do it that makes us different. Our people are passionate about what they do, committed to working in partnership with their clients, and will always look for a fresh answer to a new challenge.

We work with our clients in three ways; some take full advantage of our whole range of expertise by buying the whole suite, others may only need one aspect of what we do:

**Strategy and consultancy**

**+ Facilities and project management**

**+ Service delivery**

In other words, we think, we manage, and we deliver.

The thinking phase is all about finding strategic answers to long-term challenges about assets and resources. Facilities and project management puts those plans in place, and our unrivalled range of services is one of the best in the business.

There's a lot more to MITIE than you probably think. We're a big company with big ambitions - a leading FTSE 250 support services business, with more than 50,000+ people, revenues in excess of £1.5bn, and a reputation for being the best.