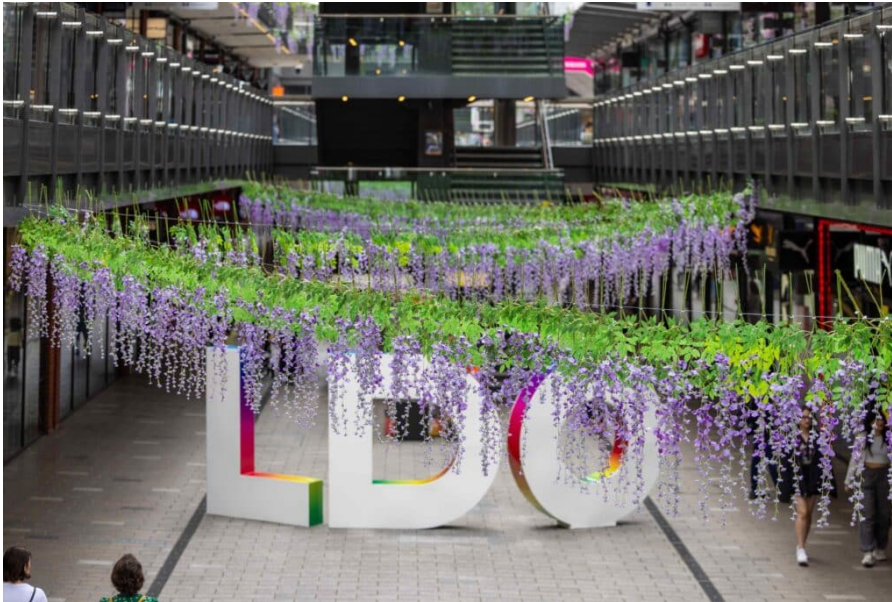


ABM extends partnership at flagship multi-realm retail site

1 year ago



[ABM](#), a global leader in integrated facility and aviation services, has extended its contract to provide full facility and guest services at Multi-Realm's retail destination, London Designer Outlet in Wembley Park.

The move builds on ABM's longstanding partnership with the retail operating partner, which manages over half of the outlet retail sites in the UK. ABM has worked in partnership with Multi-Realm since 2016 to shape the Wembley Park location into one of the most successful in the portfolio; transforming it into a retail destination at the heart of its community.

ABM will continue to provide cleaning, security, mechanical and engineering and guest services under the company's proprietary Performance Solutions offering – a turnkey solution to all facilities solutions needs. The news underpins the business' focus on deepening customer relationships to support ambitious growth plans under the strategic guidance of SVP & President, Richard Sykes and Business & Industry Managing Director Campbell Murdoch.

Leveraging the strength of ABM's Technical Solutions division and world class guest experience expertise – ABM Performance Solutions offers customers a holistic approach to facilities services, promising efficiencies across sites alongside world class service delivery.

Lee Fitzgerald, Divisional Director at ABM said: "This is a true partnership story. The journey over the last 8 years has seen ABM and Multi-Realm face the challenges of the pandemic and evolve the services and experiences on site to meet ever changing guest expectations, the dynamics of a strong local community and the transformation of the local area which is now welcoming increased tourism.

"Developing our exceptional teams to drive excellence and innovation, investment in technology which

allows our people to focus on strategic tasks, and a tailored security approach have been and will continue to be vital in supporting Multi-Realm as it grows. We look forward to this next phase of the partnership.”

A particular success of the relationship has been the development of the Guest Services team. Drawing on the expertise of ABM’s Blackjack Promotions division, a bespoke learning and development programme was designed and delivered to focus on soft skills and emotional intelligence which drive human connection and enhance experience.

Daniel Tomkinson, General Manager, London Designer Outlet: “Providing each and every guest on site with the best possible experience we can is priority number one at the London Designer Outlet. ABM’s expertise in guest experience and dedication to service delivery has contributed significantly to delivering on our mission to making every visit seamless for every visitor.

“This extended partnership will enable us to continue to maintain this high standard of service, while also delivering a value-for-money service charge to our partners and tenants.

“ABM’s focus on team member evolution on site has also been a success story of the relationship with Multi-Realm.”

Michael O’Dwyer, Maintenance Manager at London Design Outlet comments on his experience: “Retaining talented people benefits ABM and our customers, and so it has been a privilege to have my progression supported so much. From being allocated an off-site engineering mentor and attending engineering network events, to completing leadership workshops and training on managing my P&L, I have been given every opportunity to elevate my knowledge and push my career forward as part of the London Designer Outlet team.”

With a comprehensive array of facility services, including cleaning, engineering, electrical & lighting, energy solutions, HVAC & mechanical, guest services and mission-critical solutions, ABM operates globally, serving over 20,000 clients.