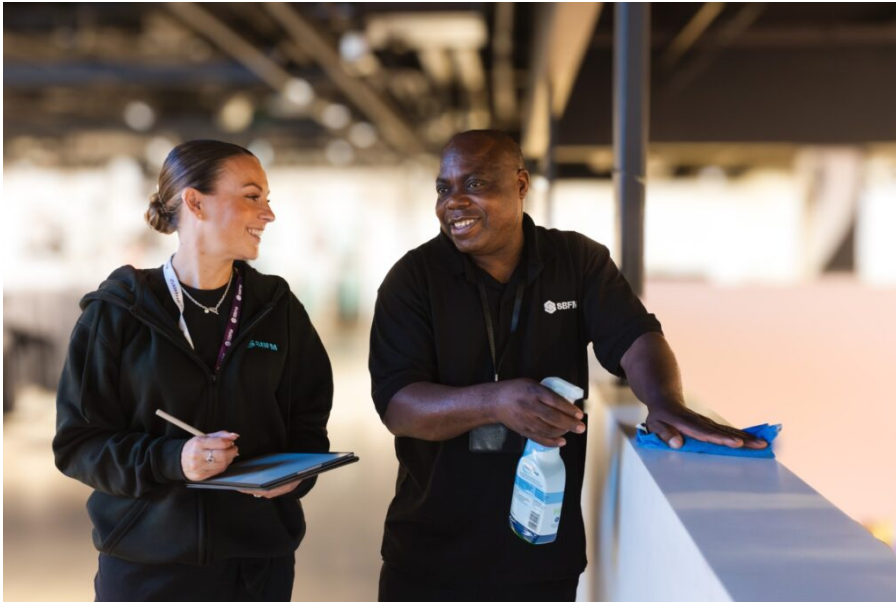


Quintessential Fortnum & Mason awards contract to SBFM

6 months ago



Leading soft service provider [SBFM](#) has won a contract with 18th century luxury groceries department store, Fortnum & Mason. The agreement will see a team of 60 cleaning operatives providing services across retail areas, restaurants, kitchens, and back-of-house operations at three Fortnum & Mason stores across London. This marks the first time Fortnum & Mason has changed cleaning providers in nine years.

The contract will cover Fortnum & Mason's flagship London store in Piccadilly, as well as its store in St. Pancras International Station, and the Royal Exchange in The City of London. SBFM colleagues will provide housekeeping throughout the day, kitchen cleaning, window cleaning, resourcing for events, and ad hoc deep cleans, including for carpets and chandeliers. Fortnum & Mason selected SBFM at tender for its transparency, technological infrastructure, and dynamic leadership.

With deep rooted English heritage, Fortnum & Mason is a prestigious 18th-century department store known for its gourmet groceries, including tea and posh preserves, located in the heart of London. Opening its flagship Piccadilly store in 1707, the organisation has grown to include restaurants, bars and additional stores, including in the Grade I listed building, the Royal Exchange.

Matt Chapman, CEO at SBFM, said: "Fortnum & Mason stands as a quintessential jewel of British retail. Partnering with such a globally renowned brand is a true honour and a reflection of SBFM's dedication to excellence. We are proud to help preserve the immaculate beauty of Fortnum & Mason's iconic shops and restaurants, ensuring they continue to delight and inspire for generations to come. This collaboration is a testament to our unwavering commitment to delivering exceptional services of the highest standard."