



**GUILD
OF CLEANERS
& LAUNDERERS**

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Guild of Cleaners and Launderers



April 2015 E - Bulletin

Plans For Your Diary

Future Guild Conferences and Exhibitions

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Web site at
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**Booking
Places Now
Clothes
Care
Conferences
and
Exhibitions**

**Exhibition opens at 9.00am
Conference starts at 10.00am
See right hand panel for
more information**

Guild Membership Renewal? Your Membership Subscription for the year 2015/16 is now due and remember that you can now pay on line by visiting the Guild Website at www.gcl.org.uk, or alternatively, Telephone 01698 322669. Many thanks to those who paid on time last year because this saves money and time in having to check and chase late payers. Contact enquiries@gcl.org.uk

Diary Dates for 2015

General Council Meeting 17th June
Annual General Meeting 17th June
both of these will be held at the Ramada Encore Hotel, Haydock, WA11 0GR Just off the M6 Motorway at Junction 23
Scottish Centre Conference and Exhibition Sunday 6th of September, Westerwood Hotel and Golf Resort, Cumbernauld, G68 0EW. Just off the M80 Motorway

**Guild of Cleaners
and Launderers**

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September 6th 2015 Scotland Conference and Exhibition at the Westerwood Hotel and Golf Resort, Cumbernauld, G68 0EW.

Only 12 miles from Glasgow and just off the M80 motorway.

February 28th 2016 (North West England) National Conference and Exhibition at the Park Royal Hotel and Spa, Stretton Road, Warrington, WA4 4NS, just off the M56 motorway, and less than 25 miles from the cities of Chester, Liverpool and Manchester.

Suppliers wishing to take up exhibition space at either please contact enquiries@gcl.org.uk or Telephone 01698 322669

Guild's Professional Cleaners Shop Competition—A new competition with photographs required of the shop front and also the customer area.

After the success of the previous competition we are running a new one for the year 2015/16 but now including the view of the customer area as well as a view from outside of the shop. If you think that you have the shop that most appeals to customers of our business then send in your photographs and have them entered. Remember we are looking for the shop that in the opinion of the panel of judges is most likely to appeal to dry cleaning (including wet cleaning) customers.

Appeal for Help? If you think that you could help the Guild by serving on the Guild Council and taking on some of the tasks involved in running the Guild then would love to hear from you. The Guild Council meet four times per year, usually on a Wednesday, and the affairs of the Guild are discussed with reports being submitted by various committee members.

If you have ideas on the future direction of the Guild, but do not currently have the time to attend Guild Council Meetings, then please send in your ideas. It would be nice to hear from you and to get some new thoughts on what would interest members in the future.

Interested in taking on the work of Guild local Regional Centres? The strength of the Guild is its regional roots but too often these days members find that they have too little time to spend on organising local Centre activity. If you would like to assist in your local area please let us know. Contact Council Chairman Archie Kerr, or send a message to enquiries@gcl.org.uk
Amber Alerts We all have problems, sometimes we don't like to admit that we have missed the fault or we processed the item incorrectly, but it happens even to the best of us. The Guild's Amber Alerts are a valuable way of raising the standards of the industry for the benefit of all. Sadly, it is true that the view from the general public of the industry is not that great and most potential customers can remember when something went wrong at the cleaners, even if it was someone else's problem being recalled. By making each of us aware the Amber Alerts can help improve quality and the customer's experience of the visit to the cleaners. Help us in this task by giving us information on the problems you are experiencing with items and by sharing these we can bring it to the attention of others.

Technical Bulletins Every month we issue a new technical bulletin and never really know if the information we supply in this form is useful or not. We need feedback, first to say you read it, second to see if it was helpful, but more importantly what would you like to know more about in the future. In the past your Guild published technical books and monographs, we still do to support Guild Qualifications and Examinations, but they will never be on the list of best sellers and taken over all they cost the Guild, rather than provide an income. With Technical Bulletins we hope to provide information to help and assist in an easily digested form. Are we achieving that?

Training Your Guild Council has allocated money for subsidised training for members and to achieve this objective we need to get sufficient people together who wish to further their knowledge and skill in a particular task. If you would like to benefit from this help please let us know what you would like the training to be on and if we can get enough interest in a region then we can get something organised. If we don't hear from you then we cannot help. Please let us know so that we can put something together in your area?

News from China The Master of the College of Fellows of the Guild, Brian Pearce, has been for several months helping to set up a Jeeves Cleaning franchise in Chengdu Province of China. Whilst visiting a bamboo forest he managed to break his leg, but with the help of his new friends and colleagues at Jeeves Chengdu he is carrying on with his job. To prove this in May of this year he is to give a talk to the Chinese dry cleaning trade association and hopefully his leg will be out of plaster by then.

Guild News The latest issue is out now and will be in post soon. A bumper issue with 20 pages full of facts and information. If you have something to say and would like it published in our next issue please send it in now because we are always looking for something new.

Guild DVD on Hand Ironing. A new DVD produced by the Guild is available and is a video version of the Guild's book on garment finishing. Members will get a free copy when they renew their membership—to get your copy send your payment now.