



Rider University “Partnership” Nets Unprecedented 10-Year Contract for UNICCO



It takes a lot to create a nationally recognized university. A recent *U.S. News & World Report* edition of America's Best Colleges has again ranked Rider University in the top tier of northern regional universities under the new designation of "Best Universities - Master's." This designation recognizes Rider's more than 60 undergraduate programs and 18 graduate programs. But it also says something about the overall University environment.

UNICCO® Service Company has been part of that environment since 1992. UNICCO provides housekeeping at the main campus, in Lawrenceville, New Jersey, as well as both housekeeping and maintenance at the Westminster Choir College, which affiliated with Rider in 1992 and is located a few miles away in Princeton. By servicing the 38 buildings including academic, recreational and residential facilities on both campuses, UNICCO is a partner in the 5,000-student university's success.

This close partner relationship between a facilities services outsource provider and the college is unusual. "Prior to UNICCO, Rider University had 17 contractors in 22 years," commented Mike Reca, director of facilities management at Rider. "Since UNICCO began their services in 1992 we have had one -- and we just renewed the contract for an additional 10 years. This renewal was based in part on the cost effectiveness of their program but also on the excellent quality standard and customer satisfaction level they have been able to maintain. For example: student satisfaction survey scores have gone from 65% when UNICCO came on board in 1992 to 93% last year."

During that time, Rider's campus has undergone major improvements. A new science and technology center and admissions building have been built. Major renovations of Memorial Hall, Science Hall, the student center and The Yvonne Theater have also been completed. UNICCO has helped bring these new buildings on line and has remained flexible as buildings were being renovated – all while maintaining the highest quality standards.

Facilities services at the University is a year round challenge. In addition to the regular academic year, Rider hosts summer camps that use the dorms and other campus facilities. These activities, coupled with major annual cleaning and refurbishment projects, keep UNICCO's employees busy every month of the year. "This is an account that's built on outstanding service," commented Ken Gomulka, UNICCO regional operations director. "We have strong management and our heritage is in services to colleges and universities, so we know how to become an integral partner in academic environments."

Phillip J. Vorhees, Rider University assistant vice president for facilities management agrees, "Our relationship with UNICCO is not a vendor relationship. UNICCO is part of the Rider family. Their on-site manager is an extension of the Rider facilities management team. To me, this partnering approach is key to their success as a company. We highly recommend UNICCO as a service provider."



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