



# FRESH THINKING FOR YOUR LINEN SERVICES

Superior Kitchen, Hotel and Restaurant Linen  
for the ultimate customer experience.



## JOHNSONS

Hotel, Restaurant & Catering Linen

by STALBRIDGE

[www.johnsons-stalbridge.com](http://www.johnsons-stalbridge.com)



## INDUSTRY LEADER AT SERVICE DELIVERY AND PRODUCT QUALITY

CHLOE  
STANTON

## WE SET THE BAR VERY HIGH FOR SERVICE, RELIABILITY AND QUALITY.

Since 1975 Johnsons Stalbridge Linen Services have been providing a linen hire and laundry service to Caterers, Hotels and Restaurants.

We set the bar very high for service, reliability and quality and do not tie our customers in to long term contracts. The loyalty of our customers is dependent on us delivering on our promises and fixing any problems that may arise quickly and effectively.

Communication and response is key, and we are available to talk to you by phone or on email at any time. If you go to our website you'll find contact details for all of our management and service team.

We have developed a product range that is both traditional and contemporary, and service methods that complement and enhance our customer's experience. The annual survey that we conduct provides us with valuable customer feedback, you can find details of that on page 23.

Finally, we look forward to being of service to you in the future.



Donald Smith  
Managing Director

t. 07771 874383 e. [donaldsmith@jsg.com](mailto:donaldsmith@jsg.com)



## CONTENTS

Quality, Service & Expertise	4-7
Kitchen Linen	8-11
Restaurant Linen	12-15
Hotel Linen	16-19
Our Process	20-26

For orders, call us on  
**0800 093 9933**



*fresh*  
THINKING FOR YOUR  
LINEN SERVICES

ANNA  
BARDO



ALI  
DERVISH

# QUALITY, SERVICE & EXPERTISE

We understand how much hard work goes into running your business. That is why we do everything we can to make sure your service is as trouble-free as possible.

## Flexibility that suits you

Within our industry many of our customers have busy and quiet times throughout the year. We give our customers the flexibility to increase and decrease their stock levels, to suit their seasonality.

## No contracts

Our 'no contract' policy is unique in the industry. We do not believe in tying our customers into long term contracts.

Our customers remain with us for many years due to our high quality products and excellent standard of service.

## Free exchanges

If you have a change of chef or redecorate and want different coloured table linen, you can easily swap your order by calling our customer service department. All at no extra charge.

## No hidden costs

At Stalbridge you won't incur any additional costs or residual charges.

## Quality control

Our linen goes through quality control checks to ensure that all of our customers receive the highest quality products. Our staff are fully trained to process, pack and store our products to the highest possible standard.

## First class service

From our drivers, our factory operatives, to our service staff, all are carefully selected and fully trained, to provide a first class service. At Stalbridge we do not have a high turnover of staff, so our employees understand our business, and your business.

## Customer Satisfaction Survey

We aim to be the industry leader at delivering service and product quality. That is why we employ The Leadership Factor to survey our customers every year; to discover what improvements need to be made to achieve world class service.

For more information about our customer survey results, please see page 23.

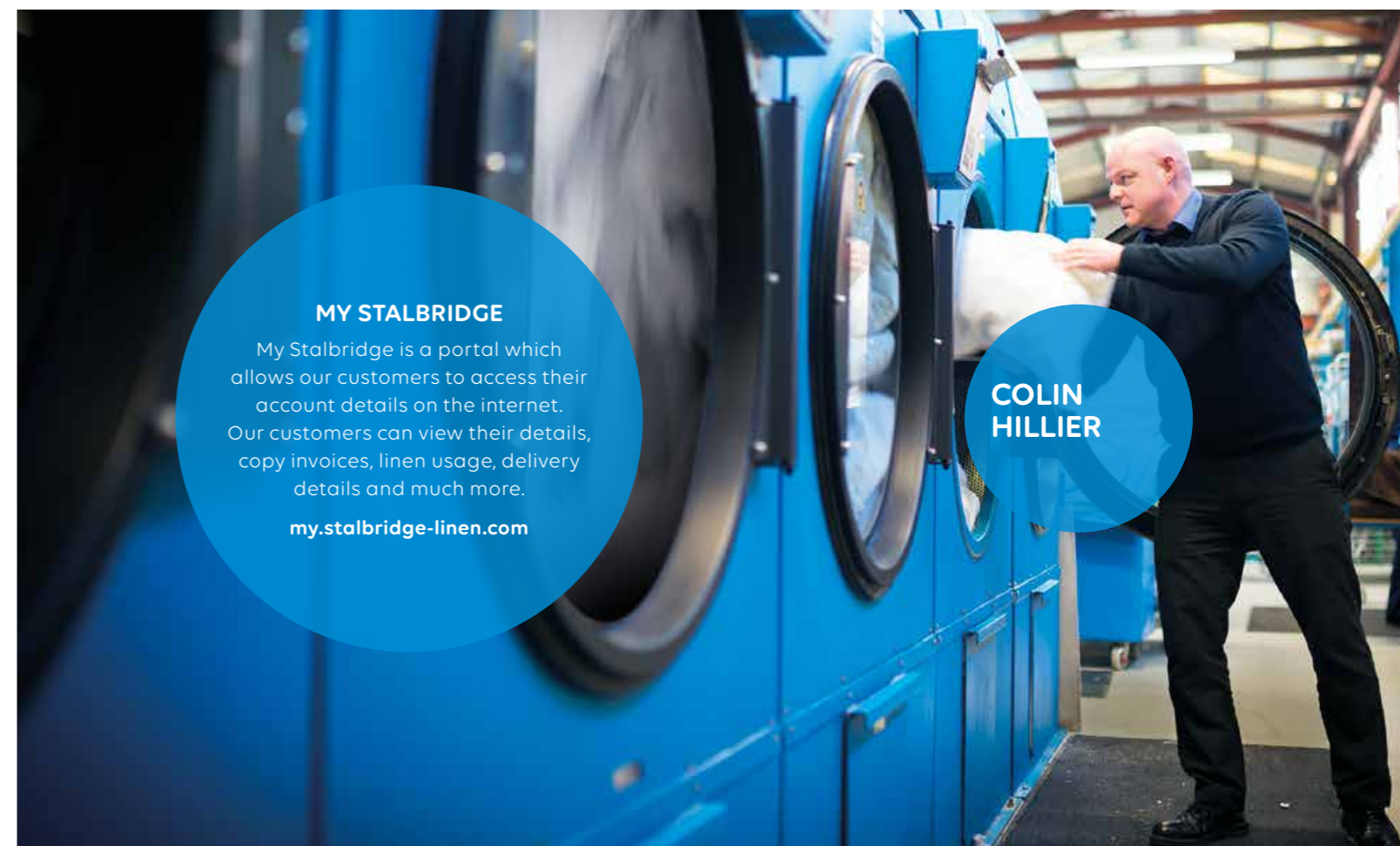
## Investing in our environment without compromise

Being green is all part of our commitment to providing a first class service to our customers. We invest substantially in energy efficient machines and techniques as well as using readily biodegradable detergents. This reduces our impact on the environment whilst we ensure we never compromise on the quality and service that we provide.

For more information about the work we do to reduce our environmental impact, please see page 24.



REBECCA  
CLEMENTS



## MY STALBRIDGE

My Stalbridge is a portal which allows our customers to access their account details on the internet. Our customers can view their details, copy invoices, linen usage, delivery details and much more.

[my.stalbridge-linen.com](http://my.stalbridge-linen.com)

COLIN  
HILLIER



*Service  
please!*

## FRESH THINKING FOR YOUR **KITCHEN LINEN SERVICES**

Every successful restaurant and kitchen manager knows the overwhelming importance of kitchen hygiene and high standards of cleanliness and presentation. With that in mind, it's no coincidence that the chef's wear for so many of the country's leading kitchens is supplied by Johnsons Stalbridge.

Our range of kitchen linen is all about choice and flexibility. Our uniform range has been designed for comfort and durability with a busy kitchen environment in mind.

*"The no contract agreement that Stalbridge offer means there are no hidden costs or surcharges should I need more or less of any item from them at any time."*

Rik Razza, Head of Chef Development  
**Baxterstorey**





## CHEF JACKETS



Gourmet Jacket

Press stud button, available in long or short sleeve, the short sleeve style has a vented back.



Black Gourmet Jacket

Press stud button, available in long or short sleeve, the short sleeve style has a vented back.



Executive Bragard Jacket

Available in long sleeve or short sleeve, popper fastening, pocket on the front with a fitted style back.

**Currently available on a 2 year agreement.**

## CHEF TROUSERS



Drawstring Trouser

Black

## POLO



Polo Shirts

Available in Black or Navy

## APRONS



Butchers Apron

Navy/White stripe



Bib Apron

Available in Black or White



Waist Apron

Available in Black or White



Gourmet Apron

Available in Slate



Gourmet Apron

Available in Mocha



Gourmet Apron

Available in Olive



### Embroidery

We are able to offer a professional embroidery service, including logos and text.

## OTHER PRODUCTS



Microfibre Cloth



Oven Cloth



Tea Towel & Cloths

Kitchen, Glass and Waiters Cloths also available





*Bon  
appétit!*

"It gives us great confidence to be associated with Stalbridge due to the compliments we receive about the quality of the linen, the customer service and support is second to none."

Ryan & Liam Simpson-Trotman  
**Orwells Restaurant**

## FRESH THINKING FOR YOUR **RESTAURANT LINEN SERVICES**

Your table linen plays a vital part in making a great first impression for your restaurant. We have an extensive range of square, rectangular and round table cloths and serviettes, all supplied and laundered without a contract to meet any restaurant needs.

If you are a Stalbridge customer, our linen is also available to you on a temporary hire basis.



## ELITE TABLE LINEN & SERVIETTES



### OUR RANGE OF ELITE TABLE LINEN

Our elite range of table linen and serviettes is made from a luxurious 235gsm 100% cotton, and features a 2cm deep hem and mitred corners all round. Featuring a Partridge Eye design it is uniquely available under the Stalbridge contract free terms.



## SERVIETTES ONLY



White - Satin Band



Moss Green



Periwinkle



Medrite Grey



Rustic Charcoal



Rustic Red



Rustic Blue

## TABLE LINEN & SERVIETTES



White



Buttermilk



Red



Biscuit



### FREE SAMPLE

Call us on **0800 093 9933**  
to request a colour and  
size swatch



Black





*sleep  
well!*

## FRESH THINKING FOR YOUR **HOTEL LINEN** **SERVICES**

When staying in a hotel, good quality linen is a must for every guest. Our ranges of bedding and towels meet the needs of any establishment.

Premier range offers our customers quality and affordability, and our elite range is made from 100% Egyptian Cotton for a touch of luxury to your bedrooms.

"We are very happy with all aspects of service which Stalbridge provide us, which in turn gives us great confidence. The linen is of a very high quality and standard which is what we have come to expect from Stalbridge. All customer service calls are dealt with quickly and efficiently. And the delivery drivers are always happy and helpful."

Jayne Brittain, Housekeeping Manager  
**Ardencote Manor Hotel**





## ELITE BED LINEN



Elite Plain

Available in Oxford pillowcases, and sheets - single to superking size



Elite Satin Stripe

Available in Oxford pillowcases and duvet covers - single to superking size

## PREMIER BED LINEN



Premier Plain

Available in Housewife pillowcases, sheets and duvet covers - single to superking size



Premier Stripe

Available in Housewife and Oxford pillowcases and duvet covers - single to superking size

## OTHER PRODUCTS



Bath Robe



Leisure Towel



Elite Towels 600g  
Premier Towels 500g

Available in face cloth, hand towel, bath towel, bath sheet and bath mat



### QUALITY CONTROL

Our linen goes through quality control checks to ensure that all of our customers receive the highest quality products.

**KIMBERLEY  
SEARLE**



# our process

## SUPPLYING QUALITY LINEN TO YOUR DOOR

Providing a quality range of linen and uniforms for rental is only one part of what we do. A huge investment in machinery and staff is required to provide the laundry service that is needed to support your business.

We employ over 1500 staff across 11 locations, and process over 147 million pieces of linen, uniforms and towels a year – that equates to 58,000 tonnes of washing.

Ensuring those items are returned in pristine condition is no easy task. Every item is checked to ensure our customers receive a quality product; Our staff take great pride in the quality they deliver.

Our drivers are a dedicated bunch, they are out on the roads very early every day.



CALLUM CRABB



# SET UP YOUR MY STALBRIDGE ACCOUNT

## MY STALBRIDGE EXPLAINED

My Stalbridge is a portal which allows our customers to access their account details on the internet. With your personal online account management portal you can view...



Account details



Linen usage



Copy invoices



Delivery details



Wash ticket entry

To set up your account visit [my.stalbridge-linen.com](https://my.stalbridge-linen.com) or call us on 0800 093 9933



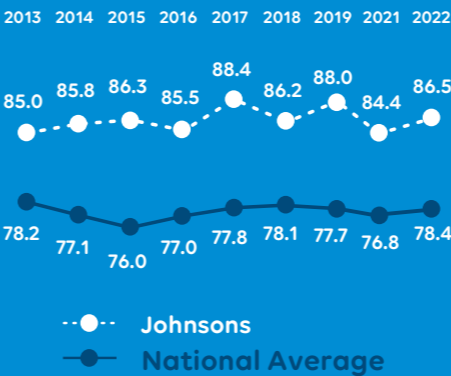
GOSIA M  
GIERAKOWSKAWACH

# ANNUAL CUSTOMER SATISFACTION SURVEY

We aim to be the industry leader at delivering service and product quality. This is why we employ The Leadership Factor to survey our customers every year to discover what improvements need to be made to achieve world class customer service on a consistent basis.

## OUR LATEST RESULTS

We scored  
**86.5 %**  
for customer  
satisfaction



## DOING BEST WHAT MATTERS MOST

These are the areas that you told us were most important to you, that we will continue to improve on.



Clarity of Invoicing



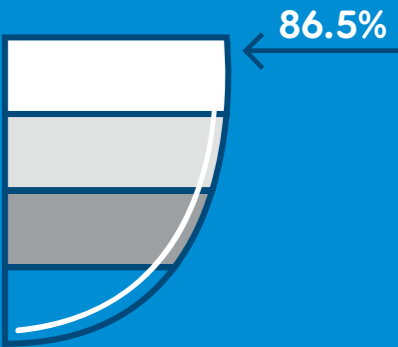
Completeness and accuracy of deliveries made



Suitability of products



The cleanliness of the goods delivered



Our most recent customer satisfaction survey gave us a TLF rating of 86.5 out of 100. This places us in the top 15% of business service delivery companies. The feedback we receive is used to target those areas that really make a difference to our customers – and shape the service you receive.

84.8% are **satisfied** or **very satisfied** with our performance



"The people in the office always answer the phone and any issues are dealt with there and then."

"All round I have found them a really amenable and friendly company to deal with."

"The communication from Johnsons is good and the staff are helpful."

"Our usual delivery driver is very polite, cheerful and we miss him when he isn't here."

# SUSTAINABILITY

"We are tackling sustainability not because we have to but because it is the right thing to do."

Peter Egan  
Chief Executive Officer of  
Johnson Service Group PLC



## 2022 Achievements at a Glance

Achieved our 2030 target of 25% female representation at senior management level – we currently have 30%

56% of our waste is currently reused/ recycle

Significant reduction in our carbon emission intensity rates (19% and 24% against revenue and weight processed respectively) when compared to our 2021 baseline

Achieved some 10% reduction in both water usage intensity rates when compared to our 2021 baseline

Successful completion of our first Employee Diversity Monitoring Survey

Published a refreshed and updated Equality, Diversity and Inclusion (ED&I) Policy

Determined the first group wide Waste Baseline

Refreshed Employee Code of Conduct

76% of "High-Risk" Tier 1 suppliers audited

Developed a new Supplier Framework and Guiding Principles

Published our Sustainable Purchasing Policy

£80,000 total Social Value from JSG charitable giving and community activities

Delivered 129 Volunteering hours



## This Years Objectives

By taking care of our Johnsons family and ensuring everyone feels that they belong we will deliver a first-class employee experience every day.

- Diversity Awareness Training
- Group Wide ED&I Strategy
- Review and Update Purpose, Mission and Scope of the Johnsons Academy



## This Years Objectives

By continuing to demonstrate our integrity and commitment to responsible business practices we will position the organisation for future stability and growth.

- Group wide strategy for transitioning to sustainable materials across our product range
- Employee Code of Conduct training
- Roll out the new Guiding Principles for Supplier and Customer Conduct



## This Years Objectives

By reducing our natural resource consumption and completing the transition to a fully circular approach for our operations, we will protect and enhance our environment.

- 40% of the Group company car fleet has transitioned to EV
- 5% reduction compared to 2022 performance across Scope 1 and 2 CO2e intensity
- 2% reduction of water intensity compared to 2022 performance
- Reduction of all waste to landfill by 5% based on 2022 baseline
- Reduction of plastics sent to landfill by 5% compared to 2022 baseline



## This Years Objectives

By further understanding the communities impacted by what we do, we can form better collaborative partnerships to support them as they grow and develop.

- Formalise volunteering policy
- 500 employee volunteering hours to be completed during paid time
- Increase total amount to be donated (direct financial donations) by JSG to good causes to £120,000
- Full roll out of the new JSG Local Communities Initiative

For linen hire with the perfect blend of commitment and industry knowledge...

# MEET YOUR LAUNDRY A-TEAM



**Mick Cox**  
National Service Manager  
07960 249774  
mickcox@jsg.com



**Adele Dodsworth**  
Area Service Manager  
07795 952478  
adeledodsworth@jsg.com



**Amber Brady**  
Area Service Manager  
07785 347165  
amberbrady@jsg.com



**Andrew Foran**  
Area Service Manager  
07483 044642  
andrewforan@jsg.com



**Brian Cottle**  
Area Service Manager  
07867 506919  
briancottle@jsg.com



**Cherelyn Youngs**  
Area Service Manager  
07825 386481  
cherelynyoungs@jsg.com



**James Ray**  
Area Service Manager  
07810 181653  
jamesray@jsg.com



**Michele McClay**  
Area Service Manager  
07789 944869  
michelemccloy@jsg.com



**Linda Smith**  
Area Service Manager  
07768 558252  
lindasmith@jsg.com



**Nicola Wrench**  
Area Service Manager  
07766 497539  
nicolawrench@jsg.com



**Richard Gomersall**  
Area Service Manager  
07909 872396  
richardgomersall@jsg.com



**Shana Duncan**  
Area Service Manager  
07483 057071  
shanapope@jsg.co.uk



**Steve Smith**  
Area Service Manager  
07811 373221  
stevesmith@jsg.com



**Vanessa Pope**  
Area Service Manager  
07483 018705  
vanessapope@jsg.com



**Dave Cupitt**  
Area Service Manager  
07485 361244  
davidcupitt@jsg.com



**Elaine Collins**  
Area Service Manager  
07508 010907  
elainecollins@jsg.com



**Abbie Taylor**  
Head of National Accounts  
07768 556148  
abbietaylor@jsg.com



**Danielle Strong**  
National Account Manager  
07776 491472  
daniellestrong@jsg.com



**JOHNSON**  
Service Group PLC

LEADERS IN TEXTILE SERVICES  
[www.jsg.com](http://www.jsg.com)



London Linen provides an extensive range of table linen, napkins and chefs' wear to the restaurant, catering and hospitality market.  
[www.johnsons-londonlinen.co.uk](http://www.johnsons-londonlinen.co.uk)



Fresh thinking for your linen services. Superior kitchen, hotel and restaurant linen for the ultimate customer experience.  
[www.johnsons-stalbridge.com](http://www.johnsons-stalbridge.com)



Cornwall and Devon's leading specialist for laundry and linen hire solutions. South West Laundry provides full linen rental and laundry solutions.  
[www.johnsons-southwest.co.uk](http://www.johnsons-southwest.co.uk)



Johnsons Hotel Linen provides high quality linen to a complete cross section of hotels, holiday village resorts and many hotels in the rapidly growing budget hotel sector.  
[www.johnsonshotellinen.com](http://www.johnsonshotellinen.com)



The UK's market leading workwear rental, protective wear and workplace hygiene services provider.  
[www.johnsonsworkwear.com](http://www.johnsonsworkwear.com)



## FRESH THINKING FOR YOUR LINEN SERVICES

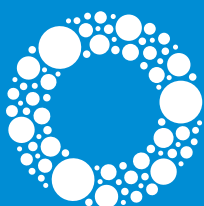
Specialist linen hire and laundry service for the catering, hotel and leisure industries.

For more information on our services please contact us on

**0800 093 9933**

[www.johnsons-stalbridge.com](http://www.johnsons-stalbridge.com)

   @StalbridgeLinen



# JOHNSONS

Hotel, Restaurant & Catering Linen

by  **STALBRIDGE**

### GATESHEAD

0141 774 4477

Unit 11,  
Chainbridge North  
Chainbridge Road  
Blaydon-on-Tyne  
NE21 5ST

### SHAFTESBURY

01747 851 585

23 Wincombe  
Business Park  
Shaftesbury  
Dorset  
SP7 9QJ

### GLASGOW

0141 774 4477

259 Summerlee Street  
Queenslie Ind. Est.  
Queenslie  
Glasgow  
G33 4DB

### SOUTHALL

0204 516 6550

1-3 Jackson Way  
Great Western  
Industrial Park  
Windmill Lane  
Southall  
Middlesex  
UB2 4SF

### GRANTHAM

01476 567 667

Unit 2-7 Alma Park Road  
Grantham  
Lincolnshire  
NG31 9SE

### STURMINSTER NEWTON

01258 473 339

Station Road  
Sturminster Newton  
Dorset  
DT10 1BD

### MILBORNE PORT

01963 251 215

Higher Kingsbury  
Milborne Port  
Sherborne  
Dorset  
DT9 5EB

### WREXHAM

01978 859070

Aerial Road  
Llay  
Wrexham  
LL12 0TU

### SOUTH WEST LAUNDRY

01736 759174

Units U,V & W  
St Erth Industrial Estate  
Hayle  
Cornwall  
TR27 6LP