



Philosophy | Service | Product



Your enthusiasm is our goal Ihre Begeisterung ist unser Ziel



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We only want to work together with customers who have the same philosophy about honesty, the best support, the highest quality, the guarantee of the spoken word and with the goal of a long term, trusting collaboration.

The best references in the retail market prove to us that with our **“Retail-Maintenance”** service we have developed a unique product for the European market.

With our own service technicians **“Man in the Store”** and the unique network of all trades we can inspire our customers throughout Europe on a daily basis.

Bk Services GmbH - a company of **baukreativ AG**

Service in the whole of Europe - according to your wishes

Service dans toute l'Europe - selon vos souhaits



Our service technicians are equipped with the **"Service-Pilot"**. With this hard- and software, the data from the visit to the store will be transferred to the headquarters of Bk Services.

3 | Benefits



- **Emergency service and repairs**

- » All emergency services will be carried out 24 hours a day - 365 days a year
- » All pending repairs not carried out by the **"Man in the Store"** will be completed in a highly professional manner by our European-wide partner firms

- **Your assessment and maintenance guarantee**

- » Country specific requirements and legal inspections
- » Air condition and ventilation system maintenance
- » Automatic door maintenance
- » Fire extinguisher maintenance
- » First aid kit inspection
- » Rolling and sectional door inspection
- » Escalator management
- » Lift management
- » All of the relevant work is done in the branches (e.g. risk analysis, cleaning inspection, fitting of POS-materials, changes to the layout)



- **One fixed price per branch**

- **One central contact person**

- **A 24hour-hotline for Europe**



• **You will receive a regular visit from your service technician “Man in the Store” with the following benefits:**

- » Repair to lighting appliances
- » Exchange of lighting appliances incl. material
- » Emergency illumination and illumination of escape routes
- » Outdoor advertising
- » Electricals (e.g. sockets, fuses, cables)
- » Improvements to floor-covering materials incl. finishing and transitional rails
- » Renewal of sealing joints
- » Improvements to ceiling (e.g. mineral fibre ceilings, paintwork)
- » Walls (e.g. paint walls, puttying, acrylic joints)
- » Sanitary facilities (e.g. bathroom fittings, boiler, washbasins, restroom facilities, waste water)
- » Windows (e.g. window catch, closing mechanism)
- » Minor repairs to changing rooms
- » Doors and locks (e.g. functional checks and minor repairs)
- » Kitchen devices (e.g. functional checks, inspection / implementation of repairs)
- » Roll-down trellises (e.g. visual inspection and minor repairs)
- » Blinds (e.g. functional checks, minor mechanical repairs)
- » Article monitoring (e.g. functional checks)
- » Air conditioning and ventilation systems (e.g. sight and sound inspection, vacuuming of filters or perforated metal plates if required, review settings)
- » Furniture (e.g. minor repairs to existing furnishing)
- » Miscellaneous (e.g. check room temperature settings, vacuuming till computer fans and those in the back-office area, determination of preventative measures)
- » Ensuring constant material availability through fully equipped service vehicles

Your advantages of the "Retail-Maintenance" solution

I Vostri vantaggi della "Retail-Maintenance" Solution



- Measurable reduction of cost and expenditure of up to 35 %
- 100 % planning reliability of your maintenance budget
- 2 year price guarantee
- 1 European-wide free phone hotline number
- Only 12 invoices per year/country
- Concentration on your store expansion
- All materials are included
- 1 contact person for the whole of Europe
- Professional project management
- The best references in the retail sector
- Your very own service technician **"Man in the Store"** in every country
- Direct contact possibilities available in 5 languages
- 24hour emergency firms in the whole of Europe
- Best price for refurbishments
- All maintenance and assessments from one source
- "Carefree package" for air conditioning and ventilation systems
- Completion guarantee
- Maintenance firm with the highest awareness of quality
- Controlling security
- 1 warranty partner
- Legal security in the whole of Europe
- Re-fits / building alterations / new builds managed by **baukreativ AG**

Your tailor made "Retail-Maintenance"

Su "Retail-Maintenance" a medida

For all your branches in **the whole of Europe** you will receive a **"Turnkey-Solution"** from Bk Services. Here you can trust in the German virtues - best quality, absolute reliability and a maximum amount of organisation.

Bk Services is **the only company in Europe**, which offers comprehensive retail maintenance with **own service technicians**

Trust, that you will also become an enthusiastic customer of Bk Services GmbH.



Theo Scheidel
Managing Director - Partner

"Our customers expect the best quality from us. I personally strive after this every day!"



Gerold Wolfarth
Managing Director - Partner

"In 1999, I discovered what a Retailer really wants and developed a unique product for the market!"

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