



**FOOD & BEVERAGE LINEN, UNIFORM AND FACILITY CARE SOLUTIONS**



*People You Can Count On*



# A PARTNER TO SIMPLIFY YOUR LIFE

In your world, reputation is everything. Sure, great food is a must, but it's just one part of the equation. Quality table linens, clean washrooms, the appearance of your staff—these details are also critical to creating a positive guest experience. That's why you can't afford to trust them to just anybody.

Count on the people that understand your business and get the job done right. Choose Canadian Linen® & Uniform Service—and you'll see that we do business differently.

We're all about accuracy and honesty. No hidden costs or "gotcha" contracts here. We just want to make your life easier. So let us take care of your linens, uniforms and facility care solutions—the things you don't have time for—while you focus on what matters most for your brand: great food and great service.

*People You Can Count On®*



# BRAND REPUTATION

One source for linens, uniforms and facility care solutions.

You can get it all from Canadian Linen. Show guests they've made the right choice with high-quality table linens and napkins, available in a range of colours to match your brand. For your staff, our hard-working chef and server wear—including chef coats, oxford and polo shirts, aprons and pants—keep them cool, comfortable and looking professional. Plus, our comprehensive selection of floor mats and premium facility care products help you maintain a clean and safe environment, and drive a superior guest experience.

# 95+%

Customer Retention Rate

When customers start with us, they stay with us.



**Linen Guarantee**  
OUR PROMISE  
OF HIGH QUALITY

We strive to deliver clean, crisp products, day-in and day-out. But should a set of linens not meet your expectations, just set them aside. Your Customer Service Representative will replace the products at no additional cost.

# FLEXIBLE PROGRAMS

The right fit for your linen and uniform program.

Your needs are different from the restaurant down the street. That's why our programs are not "one size fits all." Only Canadian Linen offers you complete flexibility to customize your service to work precisely for you.

Turn to your expert Customer Service Representative to help you find the right balance of full-service rental, flex lease and purchase options—and set up a Focused or Custom eStore to streamline uniform purchasing for your employees. As your business grows, we'll help you evolve your program to ensure you see the greatest return.

- Rent** ★★
- Lease** ★★★
- Purchase** ★★★★★



# FULLY MANAGED PROGRAM

Leave the details to us so you can focus on your guests.

Food is your passion, and you're here to keep your guests happy—not to manage vendors, deal with inventory shortages and scrub washrooms. Let us help.

With our Complete Customer Care program and proprietary C3 Mobile Technology, your account is in great hands. And with our Inventory Assurance program, you can rest assured that we have the details of your inventory covered—from freshly pressed linens, uniforms and aprons, to floorcare and washroom services. Your dedicated account team brings deep industry expertise to develop a program optimized for your operations and closely monitor your inventory to ensure delivery of the right products in the quantities you need.

Best of all, with our set contracts and transparent pricing, you always know what you're going to pay. There are no hidden costs or surprises, so you can forecast and manage your budget with ease.

**88% OF CONSUMERS** correlate cloth linens with better service.

Source: Jackson Marketing Group



We help more than 350,000 restaurant professionals maintain a quality appearance and enhance consumer confidence every day.



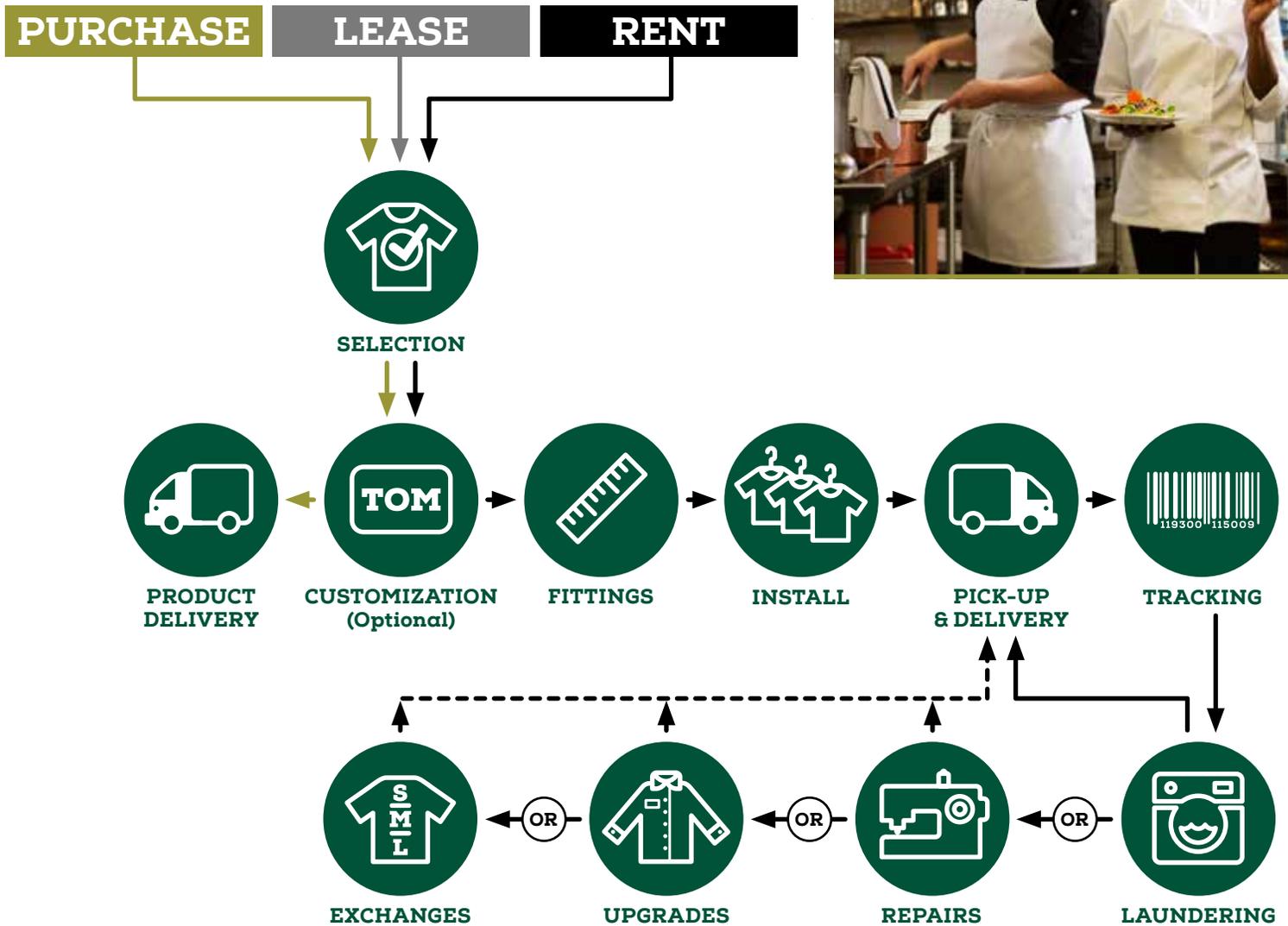
## SUPERIOR SERVICE

Our passionate, disciplined people keep your program going strong.

Count on your local Canadian Linen team to make sure your program runs smoothly. From laundering table linens and uniforms, to keeping washrooms stocked, to monitoring inventory and responding to emergency needs, we're everywhere you need us to be. Put your trust in a partner with 125 years of restaurant industry experience and dedicated, friendly professionals who'll never let up, never let you down and always work to improve your program.

- Urgent need? Our emergency on-call, weekend service ensures you have the inventory on hand to keep your business going.
- Our 114 laundering facilities and service centers clean more than 10 million pounds of linens, uniforms and more every week.
- Rigorous sorting, tracking and quality-assurance processes ensure your deliveries will always be accurate, clean, crisp and on time.
- On-site, outdoor soiled linen containers free up interior storage space and help keep your restaurant sanitary and odor-free.
- Inventory Assurance program ensures you have what you need — no more, no less.

# YOUR UNIFORM PROGRAM



## SELECTION

We offer an extensive selection of linens, chef coats and work apparel, and will help you find the right inventory and uniforms for your front- and back-of-house staff.

## CUSTOMIZATION

Your company and employee names can be added to your apparel with emblems, embroidery or screen printing to enhance your brand and increase guest confidence.

## FITTINGS

We'll bring in uniform samples for on-site fittings to ensure your employees find the right fit and comfort level.

## INSTALL

We make your switch to Canadian Linen seamless. Our Sales and Service Teams work together to handle the details and ensure your transition is smooth, allowing you to stay focused on the day-to-day.

## PICK-UP & DELIVERY

Based on your unique business needs.

## TRACKING

We assign uniforms to individual employees and track them through every stage of the laundering process. Tracking reports can be provided at your request.

## LAUNDERING

We wash, dry and finish your linens, uniforms and aprons to ensure a clean, professional presentation.

## REPAIRS

Garments are inspected throughout the laundering process and repaired as needed. We'll take care of lost buttons, broken zippers, tears and other issues before returning the uniform.

## UPGRADES

We continually monitor and inspect your uniforms. When their time is up, we'll set you up with fresh, new replacements.

## EXCHANGES

If an employee needs different sizes, we'll have them at your facility the next week.

# BRANDS

## High-performance solutions from brands you trust.

It's not only the quality of your food that keeps guests coming back. It's also the experience you provide, from the freshly pressed look of table linens, napkins and uniforms to the smiles on your staff's faces.

We partner with ChefWorks®, Red Kap®, Dickies®, GOJO® and other leading manufacturers to bring you the best apparel, linen and facility care products designed specifically for the hospitality industry. Together, we can help bolster your image and build customer loyalty.



# DIGITAL TOOLS

## Customer Portal

Get quick online access to your account, 24/7, with the new Canadian Linen customer portal. Use your computer, tablet or smart phone to view and pay bills, check account information and contact your service team.

## Canadian Linen Web Store

Our Web Store makes it easier than ever to order so that you can take full advantage of your options to rent or purchase your uniforms, depending on your business needs. Our Web Store is intuitive and easy to use, so you can focus on what's really important – growing your business and serving your customers. Our Web Store includes:

- Easy registration for Canadian Linen customers
- Logo and name customization
- Easy group purchasing options

## Focused eStore\*

Looking for a simpler way to manage your employees' uniforms? We've worked with Chef Works, Dickies and other top brands to identify key apparel for members of your staff, from the host to the head chef, so that all your employees present a consistent look to your customers. Your Focused eStore includes all the features of our general Web Store, in addition to:

- Your brand on the website
- Curated product selection for you to select from to manage your brand
- Employee allowances that you can manage 24-7
- Launch tools including customizable email templates to raise employee awareness

## Custom eStore\*

For our larger customers, we can set up a Custom eStore to support your uniform program. The Custom eStore includes the standard Web Store features, but it also provides additional control and support for our Program Customers looking for a more robust experience. Options for a Custom eStore include:

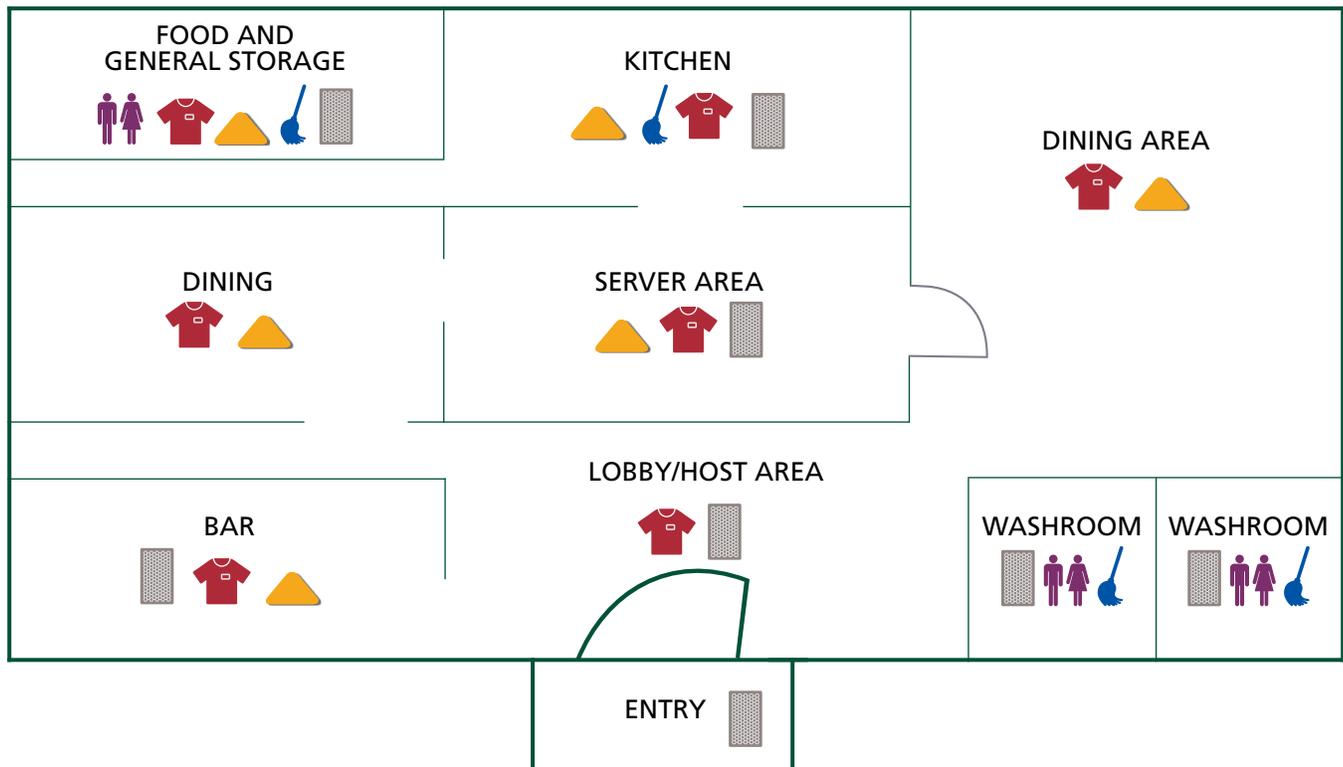
- Custom look of your eStore, including custom URLs and home page images
- Use of pre-approved uniform customization, including logos and colours for each product
- Additional eStore management options, including employee allowance budgeting and order approval processes
- Dedicated program managers and eStore launch support including customizable print and digital tools to raise employee awareness

\*Focused and Custom eStores can be created for businesses that meet certain criteria



# SOLUTIONS FROM THE FRONT TO BACK OF HOUSE

Trust Canadian Linen or the best selection of chef coats, linens, uniforms and facility care products to help you maintain a professional, safe and inviting environment—and keep your employees looking their best.



## LINENS

Ensure a welcoming, hygienic and superior experience for guests.

- Table linens
- Napkins



## FLOOR MATS

Programs to enhance staff safety and increase productivity.

- Anti-fatigue and no-slip kitchen mats
- Logo and message mats
- Classic and scraper mats



## CLEANING AND MAINTENANCE PRODUCTS

Maintain a sparkling clean image, even in high-traffic areas.

- Microfibre and cotton towels
- Hot pads
- Mops
- Pot and pan detergent
- Sink sanitizer
- Multi-purpose cleaner
- Hard surface sanitizer
- Heavy-duty degreaser
- Glass and surface cleaner



## UNIFORMS

Rent, lease or purchase branded uniforms to meet every job function.

- Chef coats, pants and hats
- Cook shirts and pants
- Aprons and smocks
- Oxford, denim and polo uniform shirts
- Twill pants



## WASHROOM CARE

Improve customer satisfaction through clean, fresh washrooms.

- Paper products and dispensers
- Hand soaps, sanitizers and dispensers
- Odor control program
- Disinfectants
- Washroom mats



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