

Recent <sup>1</sup> \_\_\_\_\_ shows that outsourcing of office cleaning, catering for the staff restaurant and the customer helpline

<sup>2</sup> \_\_\_\_\_ financial benefits for the company.

Let's have a <sup>3</sup> \_\_\_\_\_ this slide. On the left you can see our expenditure five years ago ... I'd like to <sup>4</sup> \_\_\_\_\_ to give you some background about each sector we've outsourced. Firstly, cleaning.

<sup>5</sup> \_\_\_\_\_ to increasing personnel costs, outsourcing seemed to be our only option. You will <sup>6</sup> \_\_\_\_\_ this chart savings other companies achieved. We analysed these carefully and as <sup>7</sup> \_\_\_\_\_ decided to do the same.

OK, we've <sup>8</sup> \_\_\_\_\_ cleaning, so let's <sup>9</sup> \_\_\_\_\_ the staff restaurant.

After careful research, <sup>10</sup> \_\_\_\_\_ were clear: employing staff to run a restaurant was too expensive and not cost-effective.

<sup>11</sup> \_\_\_\_\_ look at these figures ...

Finally, I'd like to <sup>12</sup> \_\_\_\_\_ you with some interesting statistics regarding the customer helpline ...