

dexterra

Hospitality

Great food. Empowered people.



Many people count on you every day and you can count on Dexterra to serve your customers with friendly, reliable and quality services. We've been creating and managing places that play a vital role in the lives of millions for over 75 years.

SCALABLE SERVICES TO MEET YOUR NEEDS

-  Culinary
-  Facility Maintenance
-  Housekeeping
-  Management

OUR VISION

To be your partner of choice for customized, high quality resident dining and hospitality services.

VALUES WE LIVE BY

We use our values to influence every decision we make. Our commitment to becoming your most trusted provider is driven from our roots in the service industry over the past 75 years.

Each employee, supervisor and manager are grounded by these values when making empowered decisions. This broad approach to managing our business has allowed us to be innovative and flexible to every situation. We empower our associates at every level to make a positive impact on the people we serve.

Our commitment to you is to weave these values into each service we provide and operate with accountability, trust, diversity, and always in the spirit of partnership. Becoming your partner of choice means we are more than just another service provider. We want to be your solution to an exceptional customer experience.

ACCOUNTABILITY

We don't just walk by. We own our successes and setbacks. If we see something wrong, we act to resolve it. If we see something right, we celebrate it.



TRUST

Our actions speak louder than our words. Trust is earned through clarity, compassion and competence. It is our commitment to our clients, our colleagues and our communities.



DIVERSITY

Everyone has a voice. Sharing is how we learn. It's how we make progress and move forward as a team.



PARTNERSHIP

Service is what we sell. By asking for, listening to and acting on client feedback, we create long-term, successful partnerships.





WHY PARTNER WITH US?

Robust Quality Management Program

Our quality management program ensures your clients and customers receive the best service, every time.

Exceptional Health and Safety System

Health and Safety forms the foundation for everything we do. Our Health and Safety systems ensure we keep you, your customers and our employees safe at all times. We strive to set a higher standard in the industry.

Empowered People

Our managers, supervisors and associates are empowered to make any change to positively impact the client experience. This ability allows us to remain fluid and provide immediate solutions to any changes in the business environment.

Full Complement of Support Services

Each of our account managers, chefs, and supervisors are backed up with a team of experts in related fields. Support such as human resources, health and safety, quality, culinary, environmental and more are always ready to assist our on-site team.

Strong Indigenous Partnerships

After many years conducting business with Indigenous Communities, we have solid relationships and respect for Indigenous Communities across the country.

CULINARY SERVICES

Food is at the heart of what we do, having a direct impact on health, quality of life and happiness. We take our culinary service seriously. Through years of experience in various settings, we have fine tuned the art of a good meal!

Our culinary team starts by understanding your specific clientele and the vision for culinary services provided in your facility. We then custom design seasonal menus for each client, tailor made to suit the needs of your customers with health, comfort, and enjoyment in mind. Offering seasonal rotational menus ensures your clients can always look forward to the next meal, and not feel repetitive in the selection.

Dexterra's on-site culinary teams are supported by our regional team. Each of our regional chefs are Red Seal certified with many years of hands on experience. Our corporate chefs are certified Chef de Cuisine, with a deep understanding of quality food, food safety, nutrition and efficient kitchen operations.

On-site teams make use of Red Seal Chefs, certified cooks, bakers and other skilled professionals. Each staff member undergoes food safety training, hospitality training and general safety so you can be sure each individual will provide consistent quality service.

We have a large presence in the market, which allows us to get exclusive access to the highest quality and freshest products the market has to offer. You can be assured each meal is crafted with the best ingredients, using innovated techniques to reduce time from cooking to customer. Fresh quality meals at great prices.

HOUSEKEEPING

From the moment clients, visitors, or staff walk through the door, your facility should sparkle. Our experienced housekeeping teams take pride in their ability to make any space feel clean, comfortable and fresh.

Dexterra uses the most innovative technology to reduce our overall environmental impact, all while working safely and efficiently. The result is a clean space in which you can have confidence that all work was done responsibly.

Our housekeeping and janitorial services are much more than your lobby! We have the experience and ability to be full service providers from public areas to private rooms, exterior cleaning, laundry and industrial janitorial solutions. Whether its light dusting or scale removal and power washing, our complete cleaning program will ensure no area goes untouched.

The safety of everyone in our work areas is paramount. Using responsible cleaning products, scheduling to minimize impact and disruption, along with written procedures for each job, we ensure the job is done safely, on time and professionally each day.

In every instance of a gathering of people there is a risk associated with health related concerns, outbreaks and infection. We have the proven ability to manage and reduce the risks associated with community living situations. Our clients find it reassuring that we are well equipped to handle complex cleaning and sanitation plans to reduce instances of health outbreaks.

Each on-site unit has the support of our Health and Safety department, who are equipped with certified environmental and public health professionals.

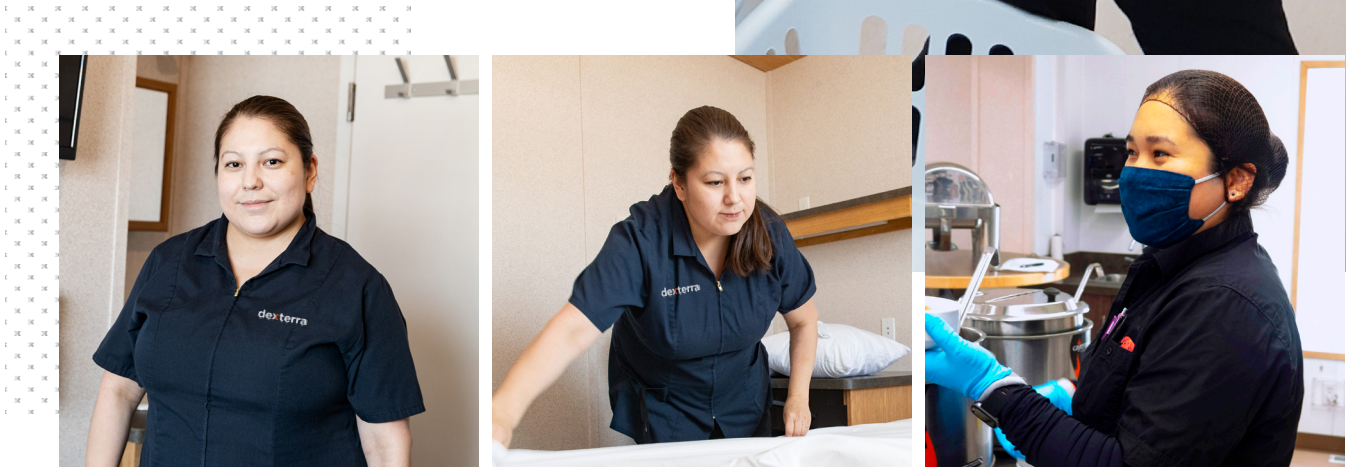


MANAGEMENT

At Dexterra, we want to become your go to partner for all things hospitality. Our ability to integrate into client facilities allows us to provide seamless support for your customers. Our management services allow you to focus on what you do best, while we take care of the details that support your operation.

Our management services cover everything from greeting clients, visitors and guests, to managing repair and maintenance work in your facility. We have a diverse background of services that allows us to maintain a consistent and reliable presence in your operations.

Our empowered leaders ensure you never have to worry about the service that your customers receive. We're here to ensure that no matter what comes out of each day, we're well equipped to add value to everyone's experience. You can count on us.



We're here to help. Our experts will work with you to determine the best solution for your needs.

CONTACT US

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dexterra.com



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Ottawa

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Ottawa, ON

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Nunavut

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Baker Lake, NU

Edmonton

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Edmonton, AB

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Richmond, BC

Quebec

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Amos, QC

Great food. Empowered people. The perfect ingredients for memorable experiences.

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