

# CLEANING SERVICES

## Profile



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**“Let it Shine”**

# COMPANY PROFILE

## LANDSCAPE SOLUTIONS CLEANING SERVICES

Landscape Solutions (Pty) Ltd was established in 2000 and has over the years evolved to become the largest and most specialized cleaning company in Botswana. It is one of wholly citizen owned commercial cleaning company in Botswana. Landscape solutions were incorporated in Botswana under companies Act 42:01. The company registration number is 2000/2727. It has extensive experience in cleaning all types of buildings such as **schools, offices, industrial building (premises), hotels, shopping centre's, government offices, commercial premises and hospitals, banks and others.**

The employees are critical to the services we provide and we are very selective in taking on new staff. Our staff has an excellent track record and many years of experiences and they are provided with regular training.

The company's success lies in its ability to train and manage hundreds of staff to achieve the stringent standards demanded by the customers we serve in Botswana.

Our services include the provision of hygiene supplies, pest control, once off- specialized cleaning, office plants supplies and landscaping and garden services and chemical supplies.

## OUR SERVICES

### Hygiene Supplies

- Towel dispensers and hand dryers
- Toilet roll holders
- Soap dispensers
- Sanitary bins
- Air fresheners and sanitizers
- Consumables toilet requests (paper towels, toilet rolls, liquid hand soap)



### Contract Cleaning Services

Day to day maintenance cleaning services of:

- Hospitals
- Hotels
- Government offices
- Industrial premises

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- Schools
- Nursing homes
- Shopping centre's
- Other

## Once-Off Specialized Cleaning

Once off/more periodic cleaning services:

- Stripping and sealing of various floor surfaces
- Pre-occupation cleans
- Preparation and restoration of floor surfaces
- Building exterior cleaning
- Flood or fire damages
- Deep cleaning of ablutions
- Window cleaning
- High pressure cleaning
- Spring clean offices, factories, houses
- Steam cleaning of carpets and upholstered



## Labor Outsourcing

- We have well trained presented and competent staff for different labour demands.
- Permanent recruitment services.
- Committed to supply the best staff

## Some of the Current Garden Contracts we have

- Ocean tides (Pty) Ltd
- Trench plant hire(Pty) Ltd
- Lift off Investment(Pty) Ltd
- Botswana secondary education teachers union (BOSETU)

# COMPANY PROFILE

## LANDSCAPE SOLUTIONS CLEANING SERVICES STAFF COURSES

### Basic Training

- Basic safety
- Quality assurance
- Cleaning process
- Vehicle cleaning
- Carpet cleaning: wet extraction, stain removal, dry powder extraction
- Paint rectification
- Tea /Kitchen services

### HIV/AIDS

Landscape Solutions has ongoing awareness lectures for HIV/AIDS and the topic forms part of the basic training.

### Our Vision

Our vision is to be recognized as the most respected professional cleaning services provider and to match the current standards of cleaning in the market.

### Our Mission

- Landscape Solutions would strive to be the industry leaders in superior quality and maintenance through the latest technology and equipment.
- Cleaning is our core business, achieving the priority of the customers will help us grow and survive in this fiercely competitive environment
- To encourage close and everlasting relationships with our customers therefore building their trust and confidence.
- To achieve a reputation in the marketplace for outstanding delivery
- Allow customers to judge the quality of services provided
- It will always encourage, inspire and motivate our team ensuring a productive work environment.

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## Equipment and Cleaning Chemicals

High standard products are used

Environmentally friendly products are used to meet Botswana standards

Performance standards, reliability used and life span make for cost efficiency

Full product guide and specifications available on request

## Cleaning Equipments

- Soap Dispenser
- Cleaning machines
- Brush ware
- Mops
- Chemicals
- Cloths
- Floor pads
- Hand pads
- Window Cleaning Equipment
- Plastic buckets
- Stainless still(wet/dry vacuum cleaner)
- Safety equipment

## Why Landscape Solutions Cleaning Services

- Adherence to the occupational health and safety ACT
- Fair allocation equipment to all sites
- Regular sites visits by senior management and area supervisors
- Competence rates
- Customers also have opportunity to request for customized services
- Regular communications with clients
- Immediate response to client's queries
- Regular inspection programs
- Operations

## Landscape Solutions as Cleaning Specialists Incorporate the following Service Responsibilities

- To maintain health, hygiene and safety
- To preserve surfaces, finishes and fittings

# COMPANY PROFILE

- To enhance the image of clients organization through our work.

## **Management Strategy**

- Communicate goals and objectives
- Clear detailed job specifications are set
- Have regular meeting to discuss progress, reinforce team goals, give customer feedback and allow them to air their concerns
- Set high standards
- Encourage mutual respect

## **MANAGEMENT PLAN**

### **Quality Management**

Landscape Solutions cleaning services will ensure that it provides quality services that adhere to the current cleaning standards. The following schedule/procedures will be followed:

- Quality, safety and user friendly machinery
- Regular service schedules for all machinery
- Use of machinery and chemicals that adheres to international recognized standards
- Use of machinery and chemicals that adheres to international recognized standards
- Staff training in safety issues, good work practices
- Monitoring tools and following cleaning protocols (TO ENSURE JUST IN TIME DELIVERY)

### **Proposed Area Supervisors Role**

S/he will be in charge of the following:

- To oversee all the activities on the site, communicate with both the clients and the manager
- Take register of cleaners on site
- Keep services records of machinery and inventory
- Quality assurance on the site
- To see that cleaning standards are met
- Health and safety supervisor
- Environmental policy
- Records keeping

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## QUALITY MANAGEMENT & QUALITY ASSURANCE SYSTEM

### Supervision of Cleaners

Our cleaners are supervised by experienced and competent supervisors. The supervisors use check list and daily duties charts. This method is highly effective as it covers all areas that need to be cleaned on a daily basis. The checklist is also used on scheduled cleaning activities for floor care, pest control and carpet and upholstery cleaning.

The cleaner's performance is also monitored by random/ surprise checks by supervisors. This method is highly effective as it keeps the cleaners on their toes to ensure that their job is done properly all the time. Performance is also used as an incentive to qualify for performance bonuses at the end of the year.

### Methodology and Cleaning Approach

Our cleaning crew follows a very easy and efficient cleaning approach. All cleanable areas and times that the areas need to be cleaned are discussed and agreed with each cleaner before they start the cleaning contract. They are given charts of **daily cleaning schedules**, fully stating what needs to be done on a daily basis per area that they are assigned to. They are also given **periodic cleaning schedules**. These would state which areas need to be cleaned and when. For example, high windows/glazing, deep cleaning of carpets, strip and seal of floors and cleaning of upholstery. They are well trained in all areas that they are expected to perform.

Our approach is that by the time officers starts work most of the cleaning inside the respective offices should be done to minimize disturbances in the offices. Our cleaning crew starts work at 06.30am. They start with the office interior following the cleaning procedure outlined (but not limited to), their daily cleaning schedules. The cleaners then move to other areas such as hallways, restrooms, kitchen and the exterior surroundings. Tea and refreshments are also served to officers as required.

Our teams take turns to break for lunch, however they ensure that by the time the officers go for lunch, they are all back from their lunch breaks to resume their cleaning. This ensures minimum disruptions to officers. Areas such as kitchens, main entrances and restrooms are cleaned frequently to ensure the highest hygiene standards.

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## Cleaners

All our staff has been trained in the use of cleaning equipment and machines. We also have staff that has more intense knowledge and experience on the operation of these machines. Our machine operators can operate machines such as:

- Scrubber
- Polisher
- Burnisher
- Wet and Dry vacuum cleaners
- Industrial dry vacuum cleaners
- Floor boy
- Our cleaners are also experienced in the following cleaning activities:
- Strip and seal
- Buffing
- Carpet cleaning
- Upholstery care
- Scrubbing

All our staffs are citizens of Botswana

## Training

The following training programs are offered to our staff:

## Customer Care

Our staff is trained on customer care and the importance to our business and the business growth. They are also taught discipline and communications skill

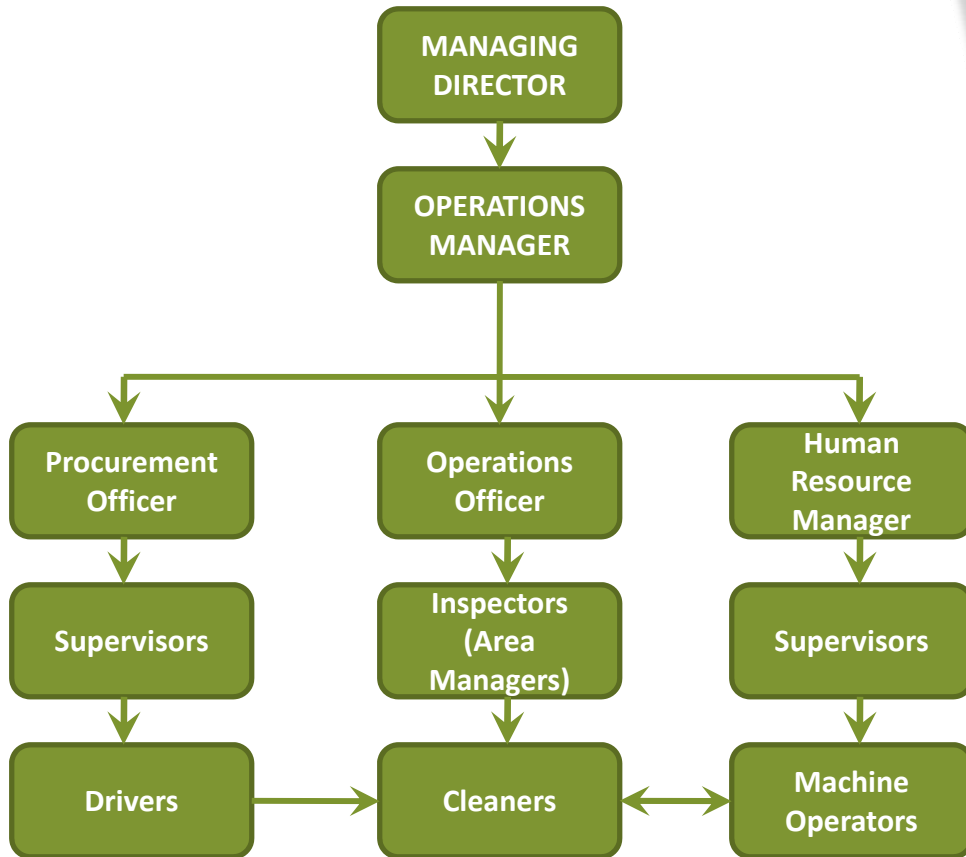
## INSURANCE TYPE AND COVERAGE

The company provides third party/public liability insurance, employer's liability, and workman's compensation and insurance against loss and damage to property.



# COMPANY PROFILE

## ORGANISATIONAL STRUCTURE



# COMPANY PROFILE

## PROVISION OF CLEANING SERVICES

### Daily cleaning

Item	Place	Description
1	Rooms/Offices	<ul style="list-style-type: none"><li>• General housekeeping.</li><li>• Open windows and curtains.</li><li>• Sweeping and mopping floors.</li><li>• Dump dusting of fixtures, woodworks fitting, electrical plugs and light switches.</li><li>• Spot cleaning metal, paintworks and internal glazing.</li><li>• Hand basin, soap dispenser, Kleenex holder</li><li>• Separation of waste :</li><li>• Bin clear plastic-paper as needed</li><li>• Bin black plastic-domestic paper – empty as needed</li><li>• Sweeping and vacuum carpeted floors</li><li>• Dump dusting windows and window seals</li><li>• Dump dusting and cleaning of top door frames and wall pictures.</li><li>• Cleaning and sanitizing of telephone and both mouth and ear pieces</li><li>• Dump dusting walls, skating, doors and door</li></ul>
2	Bathroom/toilets /showers	<ul style="list-style-type: none"><li>• General house keeping</li><li>• Scrubbing and cleaning of bath tub, showers and soap dishes/dispensers, walls, doors and door handles</li><li>• Sweeping and mopping floors</li><li>• Disinfection of bath tubs/showers and toilets</li></ul>

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## PROVISION OF CLEANING SERVICES

### Daily Cleaning

Item	Place	Description
3	Passages and corridors	<ul style="list-style-type: none"><li>• Daily sweeping and mopping</li></ul>
4	Store rooms	<ul style="list-style-type: none"><li>• General house keeping</li><li>• Putting everything stored in the places</li></ul>
5	Kitchen/tea rooms	<ul style="list-style-type: none"><li>• General house keeping</li><li>• Clean:</li><li>• tables and chairs</li><li>• Zink</li><li>• cabinets</li><li>• kitchen utensil</li><li>• widows and windows seals</li><li>• curtains/blinds and floors</li><li>• separation of waste;/domestic waste, cans and bottles</li></ul>
6	Office plants	<ul style="list-style-type: none"><li>• Dump clean and water them</li></ul>

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## PROVISION OF CLEANING SERVICES

### Weekly Cleaning

Item	Place	Description
1	Floors	<ul style="list-style-type: none"><li>Mopping scrubbing, polishing and shining floor.</li></ul>
2	Windows	<ul style="list-style-type: none"><li>Cleaning and of interior and exterior of widows, windows ledges and windows frames.</li></ul>
3	Storerooms	<ul style="list-style-type: none"><li>Dump dusting of internal shelves</li><li>Re –packing of stores items</li></ul>

### Monthly Cleaning

Item	Place	Description
1	Carpet floors	<ul style="list-style-type: none"><li>Steaming of carpet areas/floors and fabric chairs</li></ul>
2	Windows and Curtains	<ul style="list-style-type: none"><li>Washing and putting up new ones</li></ul>

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## CLEANING SERVICES

### Weekly/Monthly Checklist

Items	Place	Description	Sores/Marks awarded					
			1	2	3	4	5	
1	<b>Rooms/ Offices</b>	General good house keeping						
		Clean: curtains/rails and screen curtains/blinds						
		Windows and seal						
		File cabinets						
		Hands basin, soap dispensers ,urine basins and mirrors						
		Floors						
		Ceiling						
		Walls, skating, doors and door handles						
		Office plants						
		Waste: dust bins						
<b>Comments:</b>								
2	<b>Boardrooms</b>	General good house keeping						
		Clean :tables and chairs well arranged						
		Windows and window seals						
		Curtains/blinds						
		Walls ,skating, doors and door handles						

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## CLEANING SERVICES

### Weekly/Monthly Checklist

<b>Comments:</b>								
3	<b>Kitchen/tea rooms</b>	General good house keeping						
		Clean: tables and chairs						
		Zink						
		Cabinets						
		Kitchen utensils						
		Windows/window seal						
		Floors						
		Curtain/blinds and floors						
		Waste: bins						
<b>Comments :</b>								
4	<b>Bathroom/toilets /showers</b>	Clean: showers						
		Bath tubs						
		Hand basin						
		Soap dishes and doors handles						
		Walls, floor ,skating and doors						
<b>Comments:</b>								
5	<b>Storerrooms</b>	Floor						
		Walls						
		Doors and door handles						
		Windows						
<b>Comments:</b>								

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## SCORE/MARKS AWARDED

- 1 = Poor
- 2 = Better
- 3 = Good
- 4 = Very good
- 5 = Excellent

Name:  
Supervisor:

Name:  
Supervisor:

## REFERENCES

### **Ocean Tides (Pty) Ltd**

P O Box 5027287  
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### **Liftoff Investment**

P O Box 45721  
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### **Trench Plant Hire (Pty) Ltd**

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