



# WARM WELCOMES AND HYGIENICALLY CLEAN, INVITING SPACES

Scientific approach. Global best practice. Risk reduction.

## THE CHALLENGE

Cleanliness and hygiene are of utmost importance in the hospitality industry. Hotels, restaurants, resorts, cruise ships, and other places where people stay, dine, or enjoy leisure activities provide a very personal service. They are in many aspects, a home away from home. Therefore, maintaining high standards of cleanliness and hygiene are crucial.

The guest's overall satisfaction, comfort and enjoyment are largely influenced by the cleanliness of the establishment.

The hospitality industry is one where large numbers of people gather in close proximity regularly, the risk of transmitting infections can be high. Maintaining cleanliness and hygiene helps prevent the spread of germs, bacteria, and diseases. Proper cleaning and hygiene practices mitigate these risks and create a safer environment for both guests and staff.

Overcoming these challenges requires a proactive approach, investment in staff training and development, the use of the appropriate cleaning tools and technology, and a commitment to maintaining high cleanliness and hygiene standards across all aspects of the hospitality business.



## OUR SOLUTIONS

Tsebo customises its solution based on low, medium and high-risk areas, such as spas and swimming pools, rooms and kitchens

The cleaning and disinfection need of each area is assessed to determine the level of risk for cross contamination as well as peak times of use, and cleaning methodologies and timetables are adapted accordingly. Our competent and vetted staff are trained by knowledgeable instructors on the correct use of chemicals, spill clean-up, best practice cleaning methodology, safety, waste removal importance of proper hand washing techniques and colour coding practices. We understand the time constraints in hospitality, and that housekeeping must be done efficiently to prepare rooms and facilities for new guests, but never at the expense of quality.

The hospitality industry is about friendliness and making guests feel at ease, and through our soft skills programme we enhance understanding and empathy in our staff resulting in a friendly, welcoming and caring workforce. This contributes to maintaining the professional reputation of your brand. We aim to put your guests at ease while we carry on our work on site. Managers reinforce training on a regular basis.

Tsebo employs the Science of Cleaning and Hygiene with a continuous focus on infection prevention.



## Our solutions include:

- Day-to-day cleaning and disinfection of surfaces and touchpoints in line with best practice.
- Specialised cleaning includes a wide variety of services such as the restoration and grinding of marble and natural stone floors, carpet cleaning, kitchens and canopy cleaning, ablution deep cleaning, IT cleaning and disinfection, emergency cleaning after flood damage and high-level window cleaning (above 2 metres) using advanced methodologies.
- COVID-19 specialised cleaning (pre-occupation and rapid response cleaning in the event of an outbreak)
- Hygiene Solutions includes installation and replenishment of dispensers for toilet paper, sanitiser, soap and other hygiene-related products. Our consumables are certified and approved for use in the Healthcare Sector and our sanitisers and disinfectants are effective against a wide range of viruses, bacteria and fungi.
- Our registered pest-control operators ensure the environmentally friendly eradication and removal of rats and mice; cleaning and disinfection after rat and mouse activity (droppings, carcasses and nests); as well as elimination, spraying, baiting and trapping for problem insects, e.g., Bees, Birds and Cockroaches.
- The design and installation of sustainable, water-wise gardens specifically tailored to the unique requirements of your location. Our indoor plant solutions bring the garden into your workspace with an extensive range of indoor plants and also maintenance options.
- Innovation in technology is driven by our forward-thinking approach. Embracing international trends and leveraging technology, we boost productivity, ensure consistency, and deliver cost-effective solutions to our clients. Technology solutions such as Cobotic vacuum cleaners, water saving equipment and quality management apps to name a few.



## THE BENEFITS

- ✔ Clean and hygienic facilities enhance the overall guest experience. Guests are more likely to feel comfortable and satisfied when staying in a clean room, dining in a spotless restaurant, or using well-maintained leisure facilities, which leads to repeat visits and positive word-of-mouth.
- ✔ Maintaining a clean and hygienic workplace is essential for the well-being of employees. It fosters a healthy work environment, reduces sick leave, and boosts staff morale and productivity.
- ✔ Our science of cleaning and hygiene practices reduce the risk of spreading infections and making guests and patrons sick.
- ✔ Tsebo's infection prevention practices and products are benchmarked against best-practice protocols of the National Centre for Disease Control, World Health Organisation and South African Department of Health to ensure health and safety and COVID-19 compliance.

**When you choose Tsebo Cleaning and Hygiene Solutions you will always have complete peace of mind.**

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Partner with the winner of **6 Diamond Arrow and 2 Golden Arrow PMR.africa awards** across 8 sectors.



Scan here to contact us for more information.

**GET IN TOUCH**

**Cleaning and hygiene beyond the obvious**



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**ENVIRONMENTALLY FRIENDLY PRODUCTS**

