



## **MWEWE CLEANING AND FUMIGATION SERVICES LTD**

### **COMPANY PROFILE**

#### **Our Vision**

To meet the growing demand of Cleaning& Fumigation Industry with the latest art of technology and personalized services in order to satisfy our customer needs.

#### **Our Mission Statement**

To provide professional cleaning and pest control services to both commercial and domestic clients that exceeds all expectations in regards to effectiveness, cost, and client satisfaction.

#### **Our Values**

- Customer is KING
- 100% Customer Satisfaction
- Trust, Honesty and Integrity
- Promote and utilize green products and offset our carbon footprint

### **INTRODUCTION**

#### **Who we are**

Mwewe Cleaning and fumigation is a niche contract cleaning and fumigation company expert that started its operations in 2011 as a sole proprietor business by a long serving hotelier who has worked in various five star hotels in Kenya as an Executive Housekeeper.

The company was incorporated in Kenya in 2014. As a young and fast growing professional company, Mwewe Cleaning and Fumigation provides a new approach to cleaning and fumigation. We understand the importance of meeting a company's specific cleaning and pest control needs within a specific budget and time frame.

To achieve this we deliver a broad-based customized quality cleaning and fumigation services that can be tailored to suit each client's unique requirements.

### **Hands-on management**

Our company Directors, Ruth Mwangi and David Thanju, are personally involved in the day-to-day operations of the company and regularly meets with our clients for feedback. Their constant onsite management, and vested interest in maintaining their company's reputation, ensures the highest standards of quality – always.

### **Easy communication**

Mwewe management team are involved in every aspect of the day-to-day tasks involved with the contracts, and are available 24/7 and will respond immediately to any client requests and concerns. Building close working relationships is an important part of our company culture: by nurturing a long-term successful partnership with our clients, ensures working together for continuous improvement and to add value to the services we provide.

### **Exclusive Sustainability**

We take environmental concerns and other aspects of sustainability seriously, and use eco-friendly products and processes to minimize the detrimental effect of our work. In situations where chemicals are required, our staffs are properly trained in handling and disposal techniques to ensure personal and environmental safety.

### **Our reputation is built on the following guiding principles:**

- **Always deliver the highest standards of cleaning and Fumigation:**

Attention to detail is critical in commercial cleaning and the Mwewe Cleaning team pride themselves on their impeccable cleaning quality that is always delivered on time.

- **Customer service is our top priority:**

From initial engagement through to the actual cleaning and post project follow up, Mwewe Cleaning's customer service is second to none. Our management team is active in every project to ensure that our clients are satisfied.

- **Health and Safety of our clients and staff is of paramount importance:**

Mwewe Cleaning and Fumigation Service Ltd is committed to protecting its clients and staff from the hazards of cleaning and pest control. All necessary rules and regulations are strictly followed, and our teams come equipped with the leading equipment and materials.

- **All staff are fully trained and committed cleaning professionals:**

A cleaning job is only as good as the staff that does the work. All Mwewe Cleaning and Fumigation staff are carefully selected and go through a thorough training process to equip them to deliver high standards and exceed client expectations.

- **Be flexible - Adapt to the challenging schedules of our clients:**

Cleaning and Fumigation is critical for the success of any establishment. With a large team of cleaners and efficient scheduling, Mwewe Cleaning and Pest Control teams can be as flexible as your project/ institution requires.

### **Policy**

Mwewe Cleaning and fumigation policies are to deliver cost effective cleaning solution choices to meet each individual client's specific needs in a timely and professional way. From a careful assessment of your needs, we work with you to agree the most efficient and cost effective solution that adds real value to your operations.

### **Our services**

Trust, cost effectiveness and an ability to adjust our service to meet our clients' changing needs is the ethos on how we have built our business.

At Mwewe Cleaning and fumigation customer care is central to our success and all our clients can expect:

- Fully trained, supervised and uniformed staff.
- Systematic approach to all duties and a willingness to take responsibility and show initiative in how our staff carries out their work.
- Consistent high levels of service and standards.
- An effective client feedback communication system.
- A professional and friendly approach.
- Top quality equipment and material for all jobs.

### **Our staff**

Mwewe Cleaning ensures that all staff undergoes a thorough screening process before they are employed. We place great emphasis on staff training. In addition to on job training, which ensures our operatives are prepared for whatever tasks they will take on. Health & Safety training is an integral part of our staff induction, and not just there to comply with the regulations.

All operatives are methodically trained to carry out their duties safely, efficiently and with a high level of skill and to use their initiative when called upon. They receive task specific training as well as induction in all equipment operation. In addition, by encouraging our teams to use their initiative, whatever situations arise we can guarantee very high standards of service.

All our operatives are fully aware of their Health & Safety responsibilities and receive ongoing Health & Safety training.

Our team of customer service personnel and supervisors ensure that clients have an immediate and effective feedback system to monitor work progress and ensure all work is completed to the highest standards.

### **Chemical and Detergents used**

We use chemicals approved by Pest Control Produce Board as Domestic Public Health Products and at each stage we issue a certificate of service with a guarantee. Due to the environmental awareness and HACCP requirements the company maintains material safety data for all products in use and this is provided on demand to Clients. Any change in the technical aspect of the product is promptly updated on records.

### **Our services**

- Office Cleaning
- Fumigation and Pest Control
- Post Construction Cleaning
- Sanitary Bins provision and Servicing
- Industry Cleaning
- Upholstery Cleaning
- Carpet cleaning
- Landscaping
- Window Cleaning
- Rubbish removal
- Scheduled spring cleans
- Deep kitchen cleans

### **References**

It is our pleasure to be working with the following organizations:

- Sarit Centre
- Yaya Centre
- Wrigley
- Brood Kenya Limited
- Sagana Getaway
- Chaka Ranch

- Sugar Board Directorate
- Nairobi Java House
- News Cafe Restaurants
- Knight Frank
- Kenyatta National Hospital
- Daykio Plantations
- Royal Tulip Canaan Nairobi
- BRCK Kenya
- Ushahidi
- Nyama Mama
- Machakos University
- Lloyd Masika
- NCCK
- Moi Girls Secondary School
- State House Girls
- Hotel Ambassadeur
- Fairmart Supermarkets
- Jacmill Supermarkets
- Kerugoya University
- Kirinyaga University
- Kenya Police Sacco among others
- World Bank Kenya
- African Development Bank

### **COMPANY DETAILS**

**Name of Company: Mwewe Cleaning and Fumigation Services Ltd**

**Physical office: Muthiga, Wambaa Road Number 11**

**Telephone Number: 0716 545488**

**Email: [info@mwewe.co.ke](mailto:info@mwewe.co.ke)**

**Website: [www.mwewe.co.ke](http://www.mwewe.co.ke)**

**Address: P.O Box 9563, 00200 - Nairobi**

**Date of Incorporation: 29 May 2014**

**Company Registration No: CPR/2014/145339**

**Bankers: Kenya Commercial Bank**