



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:

- Routine cleaning and disinfection of surfaces and touchpoints following industry standards.
- Specialised services like marble and natural stone floor restoration, carpet cleaning, kitchen and canopy cleaning, deep ablution cleaning, IT cleaning and disinfection, emergency flood damage cleaning, and high-level window cleaning (above 2 meters) using advanced techniques.
- Infection control specialised cleaning for pre-occupation and rapid response during outbreaks.
- Hygiene Solutions including installation and restocking of dispensers for toilet paper, sanitiser, soap, and certified hygiene products effective against a wide range of pathogens.
- Environmentally friendly pest control services for rats, mice, and insects, including eradication, cleaning, and disinfection after activity.
- Design and installation of sustainable, water-wise gardens and indoor plant solutions tailored to specific locations.
- Technology-driven innovation for enhanced productivity and cost-effective solutions, including Cobot vacuum cleaners, water-saving equipment, and quality management apps.

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.**

Cleaning and hygiene beyond the obvious

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

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Sales Queries: +27 87 820 4146
info@tsebo.com

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