



DAYSTAR
CLEANING SERVICES

COMPANY PROFILE

Daystar University Enterprises Ltd (DEL)

P.O. Box 44400-00100 Nairobi

Tel: +254709972000 / 020 - 2723002/3/4

Email: del@daystar.ac.ke

INTRODUCTION

Daystar University Enterprises Ltd is a private limited company and the commercial arm of Daystar University. The company's main business lines include:

- Cleaning services
- Transport services

Our operational offices are located at both campuses of Daystar University with the registered office at the Main campus in Athi River.

We offer personalized services to our customers and with a focus on professional and quality services at an affordable price. Our clients benefit from a bespoke service that is tailored to each customer's needs. Quality of service and the commitment of the directors and staff have ensured that we have a high customer retention rate in the industry.

The daily operations are led by a Manager - Mr. Sospeter Githu. Other Operational coordinators and Area Supervisors are well equipped and organized to urgently respond to the needs of our clients and staff. The company has enjoyed steady organic growth based upon quality and customer satisfaction.

At its present level, the company is well placed to ensure that all of the benefits associated with medium organizations are available, whilst remaining at a size which ensures that clients receive personal attention from senior management and directors.

All our equipment are regularly checked and fully tested for safety on a continuous basis. We use environmentally friendly materials that all our employees have been trained to use and our health & safety record is impeccable.

We believe that Daystar University Enterprises Ltd enjoys one of the lowest turnovers of staff. This essential continuity of key personnel has ensured total consistency in quality service delivery which is key to our successful and growing business. Careful selection, training and support are of upper most importance.

THE BUSINESS

Our commercial business name is "Daystar University Enterprises Ltd".

Daystar University Enterprises Ltd was incorporated in Kenya under companies Act in 2013 and has extensive experience in transporting staff members for Daystar University and many other organisations. It recently span into the cleaning business and is in charge of cleaning the two campuses of the university. We do thorough and deep cleaning of the offices, classrooms, student hostels and the expansive grounds of the university.

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 relies in its ability to train and manage the many staff to achieve the stringent standards demanded by the customers we serve in Kenya. The cleaning department specializes in the provision of cleaning consumables, chemicals & detergents, cleaning equipment, pest control, one-off specialized cleaning, office plants supplies, landscaping and garden services.

LEADERSHIP

The board membership have over 100 years accumulated experience in key sectors of the economy such as Banking, Financial management, Legal, Project Management and also in logistics.



OUR PHILOSOPHY

DEL understands that customers have their own individual requirements and that no single service supplier cannot fulfill all their diverse needs.

We are committed to meeting the needs of all our customers in the most cost effective manner while ensuring no compromise in quality.



VISION AND MISSION

Our vision is to make Daystar University a financially sustainable institution.

MISSION STATEMENT

"To engage in profitable, ethical, God honoring commercial enterprises with excellence and efficiency for the growth and sustainability of Daystar."

OUR APPROACH

- Provide our clients with the highest quality services delivered in a safe, professional, considerate and harmonious manner.
- Provide a safe and secure working environment and monitor the health of all our employees and workforce.
- Carry out all activities in a sustainable and environmentally conscientious manner.

OUR VALUES

We intend on becoming one of Kenya's largest independently owned Office, industrial and commercial cleaning service providers through:

- Exceeding customer's expectations by understanding their work place hygiene expectations.
- Providing competitive and cost effective cleaning solutions combined with new technology and innovation.
- Providing first class service being customer centric focused.

Daystar University Enterprises Ltd (DEL) as a company, and as individuals value

- God honoring
- Ethical practices
- Valuing people
- Equity in dealings
- Stewardship
- Excellence

We believe that integrity, trustworthiness and honesty are integral to which we are as a company, and so, we insist that at every stage of what we do. DEL works in partnership with suppliers who share our values. We insist on 'Fair Trade' principles and ethical business practices that support even the smallest manufacturer.

We also stipulate the choice of cleaning products we accept, and delivery to our warehouses and to operational office and janitors closets, are all done to the highest ethical and quality standards.

It is this passion for getting things right and our refusal to compromise on quality that have established our reputation.

QUALITY ASSURANCE

Our drivers and cleaners are supervised by experienced and competent personnel. The supervisors use check lists 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.

Every operation is guided by various policies and procedures as approved by management. Performance is also monitored by random/ surprise checks by supervisors. Performance is also used as an incentive to qualify for performance bonuses at the end of the year.

CLEANING SERVICES

Contract Cleaning Services

Our aim in DEL is to provide a long and short term professional cleaning services, customized to our client's needs. We offer free estimates from our professional cleaning consultants in order to provide you with the best cleaning solution.

We are extremely flexible in adapting to special needs and can provide the services necessary to deliver an outstanding cleaning experience.



We custom design each cleaning program to meet your specific needs. Our wide array (Product Range) of services will give you all the solutions you need with the quality you expect.

CLEANING PRODUCT RANGE

Daily office Cleaning, Business premises, Apartments, Universities and Colleges

- General Cleaning of Commercial & Residential, Educational, Industrial (Deep cleaning of floors, carpets, windows and others)
- Floor Maintenance
- Floor polishing & stripping
- Gardening & environmental services
- Office boys and hospitality services
- Housekeeping (Room Attendant, Public Areas)
- Events & Emergency Cleaning

CLEANING PRODUCT RANGE

Our goal as a member of your community is to provide you with the best cleaning Service at an affordable price. We are committed to bringing you the personal attention, reliability, trustworthiness and quality care you deserve. Our staff are fully bonded and insured and are covered under worker's compensation insurance. We operate within the guidelines of the Occupational Safety and Health Act 2007. Whether it's your home, business, rental property or listed property, we can help.



Floor Maintenance



**Gardening &
Environmentalservices**



**Events &
Emergency Cleaning**



**Housekeeping
(Room Attendant, Public Areas)**

HOUSE KEEPING SERVICES

Because we feel you and what you might need and always deserve, we came up with this bespoke service for your convenience.

DEL house cleaning services can save your energy and your time by taking care of yourself and family while we keep your house always ready.

The housekeeping services include:

HOUSE KEEPING SERVICES

- Garbage and waste disposal
- Kitchen cleaning
- Dusting, wiping furniture and fixtures
- Sweeping floors
- Window cleaning
- Vacuuming carpet floor mats
- Wet mopping
- Restroom cleaning
- Tea girl services



PEST CONTROL SERVICES

Daystar University Enterprises Ltd is anchoring itself to be a trusted name in the market for providing professional services and reliable solutions for all Pest Control Problems. Our Company's desire to be in the business of providing a safe and healthy environment to its customers. Our service supervisors are well trained and experienced to take decision to use or not to use a certain component that often determines success or failure. It is a trusted name for all pest control services, safe and effective guaranteed treatment for termites, rats, wood borer, bugs, lizards etc. Quality and Customers satisfaction is our hall mark. We use high quality environmental & health friendly chemicals to control pests.

OUR SERVICES:-

- Gel Treatment
- Bed bugs control
- Herbal Treatment
- White Ant Spraying Treatment
- Fogging Treatment
- Rodent Control Treatment
- Wood borer treatment Anti-Termite / White Ants Treatment
- Pre-Construction Termite Control Treatment
- Post-Construction Termite Control Treatment



CLEANING STEWARDS

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

- Scrubber
- Polisher
- Wet and Dry vacuum cleaners
- Industrial dry vacuum cleaners

Our cleaners are also experienced in the following cleaning activities:

- Stripping and seal
- Buffing
- Carpet cleaning
- Upholstery care
- Scrubbing



All our staff are citizens of Kenya chosen through affirmative action targeting low income areas like urban informal settlements and slums.

CLIENTELE

We have developed a network of clientele which includes the private sector corporate firms, Schools, Churches, and others. Besides cleaning, our customers are fully satisfied by our services which represents our high quality standards and reliability.

Our main cleaning client is Daystar University where we work in both Nairobi campus and the vast Athi River Campus. Customers for our other services include:

- Christ Is The Answer Ministries
- Nairobi Baptist Church
- Daystar University
- AIC Church Athi River
- ABC Churches
- ACK Diocese of Machakos



Recycling Policy

We go to great lengths to ensure our activities are environmentally sustainable. Working with and to our clients guidelines we follow procedures to adhere to the following;

- o Reduction of environmentally harmful chemicals.
- o Energy and water conservation.
- o Increased recycling and waste minimization
- o Emission reduction from vehicle use.
- o Sustainability improvements included in job descriptions and staff objectives.
- o Increased provision of Fair trade goods.
- o Commitment to working with the Environment Forum.
- o Aiming for continual improvement on carbon emissions, recycling, water consumption, waste production, business mileage and use of sustainable products. All incidents, such as the spillage of chemicals, improper disposal of waste chemicals or other unnecessary emissions to water and the atmosphere must be prevented and reported to line management if they occur.
- o Where special collection facilities are available, waste shall be segregated to allow for separate processing of recyclable waste. Daystar University Enterprises Ltd will work alongside your organization to ensure all staff are retrained and ensure your recycling policy is correctly followed.



DAYSTAR

CLEANING SERVICES

Contact Person:

Sospeter Githu

Daystar University Enterprises Ltd (DEL)

P.O. Box 44400-00100

Nairobi

Tel: +254709972000 / 020 - 2723002/3/4

Email: del@daystar.ac.ke