Dolphnom enterprise was established in 2015 and has over the years evolved to become a specialized cleaning and fumigation service provider in Ghana. It is one of the wholly citizen owned commercial and domestic cleaning and fumigation establishment in Ghana currently. Dolphnom cleaning and fumigation services was incorporated in Ghana under the registration of business names Act, 1962 (No.151). The company registration number is BN0A0NJ2015. It has extensive experience in cleaning and fumigation of all kinds of related properties such as schools, industrial buildings, hotels, shopping malls, government and private offices, hospitals, banks and more.

The employees are critical to the services we provide and we are very selective in taking on new working staff and as well the working staff are provided with regular and updated 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 Ghana. Our services include the provision of hygiene supplies, pest control, once-off specialized cleaning, landscaping, gardening services and chemical supplies (disinfectants).
Our working crew follows a very easy and efficient execution approach. All cleanable areas and times that the areas need to be cleaned are discussed and agreed with each worker before they start the working. They are given charts of daily cleaning and fumigation 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 and fumigation schedules. These would state which areas need to be cleaned and fumigated and when. For example, high windows/glazing, deep cleaning of carpets, strip and seal of floors, cleaning of upholstery, residential fumigation, restaurants fumigation and office fumigation, etc. 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 and fumigation inside respective offices should be done to minimize disturbances and interferences in the offices. Our working crew starts work at 6:00am, they start with the office interior following the cleaning procedure outlined. The cleaners then move to other areas such as hallways, restrooms, kitchen and the outside surroundings. Our working team 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 break to resume cleaning. This ensures minimum disruptions to officers. Areas such as kitchen, main entrances and restrooms are cleaned frequently to ensure high class hygiene standards.
WHY CHOOSE DOLPHNOM CLEANING FUMIGATION SERVICES

- Adherence to the occupational health and safety act
- Fair allocation of equipment to all sites
- Regular site visits by senior management and area supervisors
- Competence rating
- Customers have the opportunity to request for customized services
- Immediate response to clients queries
- Regular inspection program
- Effective operations

DOLPHNOM ENTERPRISE

We also incorporate the following service responsibilities:

- To maintain health, hygiene and safety
- To preserve surfaces, finishes and fittings
- To enhance the image of clients organization through our work
We use high standard products which are environmentally friendly and meet the Ghanaian standard, performance standards, reliability and life span make for cost efficiency and full product guide and specifications available on request.
QUALITY MANAGEMENT

- Quality, safe and user friendly machinery
- Regular services schedules for machinery.
- Use of machinery and chemicals that adheres to international recognized standards.
- Staff training in safety issues, good work practices
- Monitoring tools and following cleaning and fumigation protocols (To ensure just in time delivery)

PROPOSED AREA SUPERVISORS ROLE

He/she 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 and pest control technicians on site.
- Keep services records of machinery and inventory.
- Quality assurance on the site
- To see that cleaning and pest control standards are met.
- Health and safety supervisor
- Environmental policy
- Records keeping

SUPERVISION OF CLEANERS

At Dolphnom cleaning and fumigation services, our workers are supervised by experienced and competent supervisors. The supervisors use checklist and daily duty charts. This method is highly effective as it cover all areas that need to be cleaned on a daily basis. This checklist is also used on schedule cleaning activities for floor care and pest control activities. The cleaners' 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.
OUR SERVICES

HYGIENE SUPPLIES

▪ Towel dispensers and hand dryers
▪ Toilet roll holders
▪ Soap dispensers
▪ Air fresheners and sanitizer
▪ Consumable toilet requests (paper towels, toilet rolls, liquid hand soap)

CLEANING SERVICES

Day to day maintenance cleaning services of:
▪ Hospitals
▪ Hotels
▪ Government offices
▪ Industrial premises
▪ Schools
▪ Nursing homes
▪ Shopping centers

FUMIGATION AND PEST CONTROL SERVICES

Space Fumigation (warehouses, office structures, residential structures, farms, shipboards, restaurants, hospitals, hostels, hotels, dormitories and more)
Our staff is trained on customer care and the importance to our business and the business growth. They are also taught discipline and communication skills.

TRAINING

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

MANAGEMENT STRATEGY
## STAFF SERVICE COURSES

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### HIV/AIDS
We take our workers through awareness on HIV/AIDS and MALARIA and the topic forms part of basic training.
Our vision is to be recognized as the most respected professional cleaning and fumigation service provider in Ghana and to match the current standards of cleaning and fumigation in the market solely to promote hygiene and create enough employment opportunity to the unemployed.

- Dolphnom cleaning and fumigation will strive to be the industry leaders in superior quality and maintenance through the latest technology and equipment. Fumigation and cleaning is our core business, achieving the priority of the customers will help us grow and survive in the industry wide.
- 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 which will always encourage, inspire and motivate our team ensuring a productive work environment.
We provide professional fumigation services to various customers throughout Ghana. And we aim to offer solutions on fumigation and related issues that might help you to identify specific related problem or issue.

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