



# عشرة نجوم للصيانة العامة ذ.م.م

## Tenstars General Maintenance L.L.C.

### Corporate Profile









# Profile

Tenstars General Maintenance L.L.C is a dynamic, innovative organization established in the year 2005, Abu Dhabi-UAE, providing best in class service through an experienced management team and robust support infrastructure with head office in Abu Dhabi to provide complete range of building maintenance & Janitorial services. Our service offers complete commercial office cleaning and building maintenance for corporate buildings, shopping centers, high rises, schools, and small businesses. We utilizes the latest building maintenance equipment, office cleaning techniques and commercial janitorial supplies to meet and exceed your high standards of cleanliness and building appearance.



Here is a quick reference outlining some of the industries where we provide Building Maintenance and value-added Commercial Cleaning Janitorial Services:

- \* Offices/Office Buildings
- \* Theaters
- \* Schools & Banks
- \* Medical Groups
- \* Financial Institutions
- \* Retail Stores
- \* Gyms/Fitness Centers
- \* Restaurants
- \* Factories/Industrial Buildings
- \* Sports Facilities
- \* Institutional Facilities
- \* Government Facilities
- \* Hotels
- \* Transportation Companies
- \* Airports

We work with our clients to create winning combinations of services that meet the individual needs of their facility. Whether big or small, daily or monthly, we provide customized solutions with our team of experienced professionals. Tenstars General Maintenance L.L.C has the manpower necessary to ensure that proper workmanship is being performed at every stage and on every job site.

I look forward to hearing from you and to, hopefully, working with you soon.

Sincerely at your service,

**Shams-ul-Hadi**  
General Manager  
Tenstars General Maintenance L.L.C  
Abu Dhabi - UAE  
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## Vision

Consistently deliver “High Quality & Affordable” services to our valued customers while creating a safe, clean and comfortable work environment.

## Mission Statement

“Our mission statement concentrates on the three key components that we consider essential; these are commitments to our customers, our employees and the environment in which we operate”

### \* Quality to our Customers

We value our customers as the foundation of our business. Our relationships with customers and suppliers are based on principles of respect and mutual benefit. We aim to develop profitable and lasting relationships. We want to build on what we do well and to innovate to meet changing customer needs.

### \*\* Quality to our Employees

We respect the experience and skills of our employees and value the contribution that every person makes to the business. We recognize that pride and enjoyment in the job come from commitment; leadership by example and accomplishment. Our goal is to work together to reward, train and develop our staff in ways that acknowledge performance and individual abilities. We also believe that this entitles us to call ourselves a caring and equal opportunity employer.

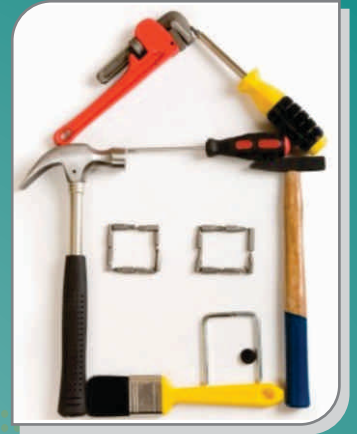
### \*\*\* Caring for the Environment

We recognize that our actions must acknowledge our responsibilities for the well being and stability of the environment as a whole. With this in mind we will aim to support the environment through the involvement of our staff and sub-contractors.

# Building Maintenance Services

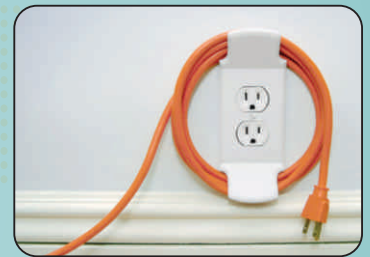
A well-maintained workplace can create the right impression, improve employee efficiency, and reduce your operational costs. As a proven leader in building maintenance, Tenstars has provided unparalleled attention since 2005. We satisfy even the most demanding clients.

Our General Maintenance service includes Electrical work, Plumbing, Air Conditioning, Painting Work, Masonry, Carpentry of villas and multistoried buildings. Our team worker includes skilled electricians, painters, masons and carpenters aimed at repair and maintenance of villas and offices to a higher standard.



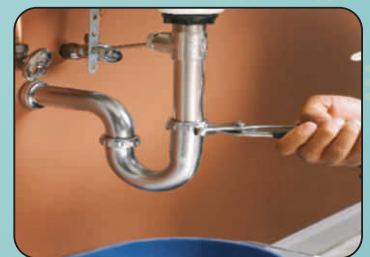
## Electrical Work:

All types of electrical works, repairing and maintenance. Provides prompt and professional electrician services to meet all your needs lighting, wiring, fans, fixtures, power panels, fuse boxes



## Plumbing

All kinds of plumbing work, Fixing of plumbing accessories for old and newly constructed buildings. Rectifying complicated plumbing problems.



## Air Conditioning Work

Repair, Services & Maintenance work of all types of air conditioners. We undertake annual maintenance contracts for centralized, split and window air condition units.





## Paint

Specialized in all kinds of interior & exterior painting work.  
Excellent Painting work for commercial buildings and apartments.  
Building renovation services and building whitewash work.



## Masonry

Includes wall making, plastering, tile fixing and repair work etc.



## Carpentry

All types of door fixing and furniture work with smooth finishes  
cupboard and table making, Wood furniture polishing, refinishing and touch-up etc.



# Janitorial Services

We are an established organization that has built a successful reputation by being committed to providing our customers with, top-quality cleaning service. We have been able to reach the highest standard of quality through the management of personnel we hire. We continually search for the best quality people to join our team. Our staff has an extensive experience in the janitorial service industry. Our service also includes:

- ✧ Restroom Cleaning and Disinfecting.
- ✧ Stair and Elevator Cleaning.
- ✧ Sweeping, Mopping and Polishing the floors
- ✧ High Dusting
- ✧ Trash Gathering, Collection, Removal and Recycling.
- ✧ Vacuuming.
- ✧ Entrance and Foyer Cleaning.
- ✧ Horizontal Surface Dusting.
- ✧ Window Washing & Blinds Cleaning.
- ✧ Sanitizing all Lavatory fixtures, Sinks, Partitions, Walls etc.



## Tile Floor Maintenance (Wood or Composition Tile)

- \* Scrubbing and refinishing
- \* Damp mopping
- \* Paste waxing
- \* Polishing
- \* Buffing



## Window Cleaning

- \* Washing
- \* Scraping
- \* Frame cleaning (mullions)
- \* Scratch removal



## Carpet Maintenance

- \* Rotary Shampooing
- \* Extraction Cleaning
- \* Spotting or surface cleaning
- \* Protection treatment
- \* Anti-static treatment
- \* corner vacuum



## Lighting Maintenance

- \* Appraisal of your system(s)
- \* Daily/weekly/monthly inspections
- \* Emergency repair/replacement
- \* Lamps/bulbs/fluorescent lights
- \* Fixture and lens cleaning



## Furniture Maintenance

- ✧ Wood furniture polishing, refinishing
- ✧ Glass top desk and table cleaning
- ✧ Formica desk and table cleaning.
- ✧ Furniture Repair



## Computer Room Maintenance

- ✧ Specialty cleaning/ anti-magnetic cleaning
- ✧ Vacuuming under raised floor
- ✧ Dry method cleaning of raised floor
- ✧ Fabric spot and stain removal
- ✧ Fabric protection treatment





# The Management

Our Management comprises of highly professional and technical staff who are capable of handling duties assigned to them individually with utmost care and diligently. We are equipped with latest technologies for efficient work on time. Our management team works round the clock catering to the demands and needs of our customers by providing quick reliable and brilliant services. It works for fullest satisfaction of our clients. Customer's queries are answered and resolved immediately as customer satisfaction is prime objective of our company.



We arrange weekly staff meetings to hear the welfare of our employees. In this way it helps us to strengthen the employer and employee relationship. Every worker here is treated homely and properly motivated by nurturing company values and bringing them together to built unity and integrity. Our team is international and multicultural with different nationalities, which enables us to adapt our services to local cultures and customs. We believe that as a business we have a responsibility to our consumers and to the communities in which we have a presence.

## Organizational Structure



# Our Team



**Mr. Shams-ul Hadi**

General Manager

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050-5211214



**Mr. Hazir Mohammed**

Operation Manager

Mob: 055-9565173



**Mr. Fazal Hadi**

Manager Admin & Finance

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**Mr. Wasi ullah**

Human Resource Manager



**Mr. Asif Mahmood**

Business Development Manager

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Prompt, Quality and Reliable Services  
at the Customer's Doorsteps





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