COMPANY PROFILE · CHAMBERLAIN CLEANING

Clean spaces, run by people who care.

Since 2017 we've provided dedicated cleaning teams for offices, showrooms, embassies, schools and residences across the Klang Valley — backed by an attendance app, a standby replacement team and an account manager for every client.

106
sites

200+
cleaners

74%
NPS



TRUSTED BY TEAMS AT

...and more across 106 sites in the Klang Valley.

2017 IN OPERATION SINCE	106 SITES & CLIENTS	200+ TRAINED CLEANERS	RM 5.4 mil REVENUE A YEAR
74% NET PROMOTER SCORE	<5% CLIENT CHURN	RM 1 mil LIABILITY COVERAGE	RM 100k CAPITAL RESERVE

WHO WE SERVE

Built for buildings where first impressions matter.

Corporate offices

Shopee · Ipsos · Michael Page · BAT · Trip.com

Banks & finance

YTL Digital Bank

Car showrooms

Tesla · BYD · Hyundai · Chery · Great Wall · Bentley · Aston Martin

Embassies & foundations

German Embassy · Embassy of Belgium · Creador Foundation

Schools

KL Steiner School · Sasana International School

Retail, property & residences

MUJI · Habib · Gamuda · BRDB · Colony

WHAT WE DO

Our services

From a single office cleaner to a 13-person building team — scoped to your floor plan, hours and budget.

Contract cleaning

Dedicated full-time or part-time cleaners stationed at your premises.

- Offices, toilets, pantries, lobbies and lifts
- Supervisor on site for larger teams
- Weekday, Saturday and 7-day rosters
- Cleaning tools & chemicals can be included

Deep & specialist cleaning

One-off or scheduled jobs on top of daily cleaning.

- Upholstery and carpet deep cleaning
- High-level dusting and glass
- Post-renovation / post-construction
- Event cleaners and extra manpower

Hygiene supplies

Washroom and pantry consumables, delivered and topped up.

- Toilet tissue and hand towels
- Hand soap and sanitisers
- Washroom consumables
- Bundled with your cleaning contract

HOW WE RUN YOUR SITE

Reliable because it’s managed, not just staffed.

Most cleaning problems come from no-shows and nobody checking. We built our operation around fixing exactly that.

Attendance you can verify

Every cleaner clocks in and out on our app with a selfie and GPS location — so you know your site is covered, every day.

No-show? We send a replacement

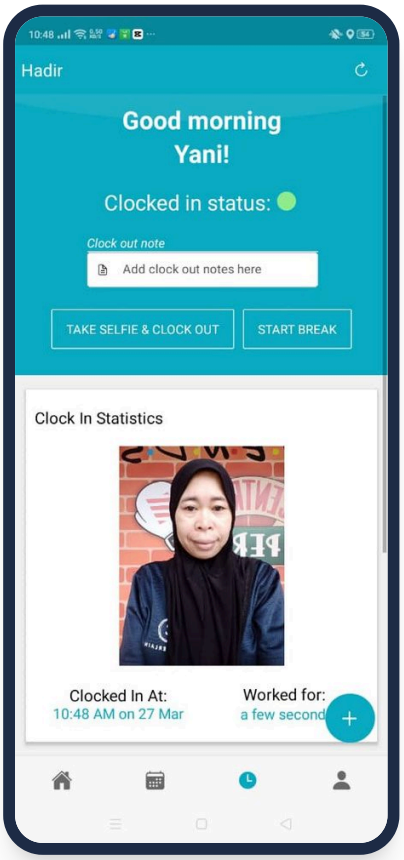
Our standby replacement team covers absences and leave, so your cleaning routine never stops.

One account manager for you

A dedicated account manager handles requests and complaints, and checks in regularly on service quality.

Trained before day one

Cleaners are interviewed, trained on SOPs and given a site orientation before they start.



Our cleaner app — selfie & GPS clock-in

GETTING STARTED

1. **Enquiry** — Tell us about your premises.
2. **Site visit** — We assess the space and recommend a setup.
3. **Quotation** — Clear pricing; sign to confirm.
4. **Hiring & training** — We select and train your cleaners.
5. **Start-up & care** — Orientation, go-live, ongoing account management.

IN THEIR WORDS

What our clients say

> We have been thoroughly impressed with your team's professionalism, attention to detail, and commitment to maintaining a clean and healthy work environment. Your team is reliable, efficient, and responsive to our needs.

Daniel Shaharudin
HR – Facilities, YTL Digital Bank Berhad

> We've been using Chamberlain Cleaning Services for 2 years, and they have consistently exceeded our expectations. The team is professional, thorough, and reliable. Highly recommended for anyone looking for top-notch office cleaning!

Office tenant
YTC Global · Menara 6

> Working with Chamberlain Services has been a good and seamless experience. The team is efficient, professional, and always very responsive to all our demands. I would highly recommend you to our partners.

Nadia Fadzil
Operations Director, SESO Berhad

SAMPLE DEPLOYMENT PLANS

What your team could look like.

Every site gets its own plan after the site visit. Here are two we've proposed before.

Office tower

12 cleaners + 1 supervisor · 23 floors + basement

SHIFT	HOURS	HEADCOUNT	FOCUS
Morning	7:30am – 4:30pm	10 pax (incl. supervisor)	Main cleaning: toilets, lobby, lifts, general areas
Noon	9:00am – 6:00pm	3 pax	Top-up cleaning, lunch-hour support, cafeteria, lobby
Saturday	8:00am – 1:00pm	13 pax	Weekly deep cleaning, glass & lobby polish, car park

AREA	PAX	SHIFT	KEY TASKS
Basement B1–B4	1	Morning	Car park sweeping, lift lobby, rubbish area
Ground & lobby	2	1 morning + 1 noon	Lobby glass, lift panels, reception, entrance
Levels 1–5	2	Morning	Toilets, corridors, lift lobby, vacuuming
Levels 6–20	6	Morning	Toilets, corridors, lift lobbies (2 pax per 5 floors)
Levels 21–23 + roof	1	Morning	Toilets, corridors, lift lobby
Cafeteria	1	Noon	Dining area, pantry, wash area, clearing plates
Relief / support	1	Noon	Toilet top-up, trash collection, covers absences
Supervisor	1	Morning	Inspections, stock control, reporting

Saturday detail clean
8am – 1pm · all 13 staff

- ✓ Toilet full wash & descaling
- ✓ Glass & stainless steel polish
- ✓ Vacuum & mop under desks
- ✓ Car park sweeping & cobweb removal
- ✓ Cafeteria deep clean
- ✓ Stock check & weekly report

Residential tower

4 pax Mon–Sat · 2 on Sundays & public holidays · 40 floors

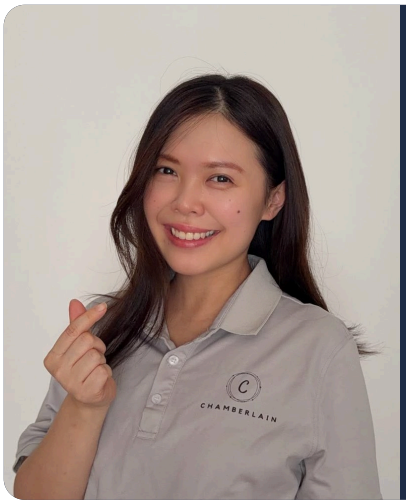
TIME	TEAM LEADER	CLEANER 1 · FACILITIES & LOBBY	CLEANERS 2–4 · FLOORS (BY ZONE)
8:00 – 10:00	Site inspection & briefing	Lobby & entrance	Sweep & mop floors
10:00 – 12:00	Patrol & assist	Gym / pool facilities	Bin collection
12:00 – 1:00	Staggered break	Staggered break	Break
1:00 – 3:00	Inspection & support	Facilities upkeep	Detail cleaning
3:00 – 5:00	Final inspection & report	Touch-up lobby / facilities	Touch-ups & complaints

Sundays & public holidays: one cleaner on lobby & facilities, one rotating through the residential floors.

OUR PEOPLE

The team behind your site

Led by directors from hospitality, property and finance — with a named account manager for every client.

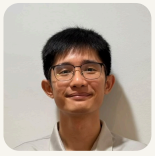


CEO & DIRECTOR

Victoria Wau

11 years in hospitality management

Leads the company and its day-to-day operations — from start-up of new sites to service quality across every account.



BUSINESS DEVELOPMENT DIRECTOR

Stefan Cheah

10 years in property management



FINANCE DIRECTOR

John Chiang

11 years in accounting

Operations

Deploys and supervises cleaners, runs site start-ups and replacements



Collin
Operations Senior Executive



Emir
Supervisor



Eusuff
Supervisor

Account management

Your day-to-day contact for requests and service checks



Yorga Chow
Account Manager



Jentz
Account Manager

People & HR

Recruits, onboards and looks after our cleaners



Suetyee
Head of HR



Amal
HR Executive



Sofiya
HR Executive

COMPANY DOCUMENTS

Registered, licensed and insured.

For vendor registration or tenders, we'll send certified copies on request.

Registered with SSM
202301022230 (1516153-V)
Chamberlain Services Sdn Bhd

SST registered
W10-2403-32000584
Royal Malaysian Customs

MOF registered supplier
Chamberlain Solutions Sdn Bhd
Ministry of Finance Malaysia

DBKL business licence
Licensed office premises
Dewan Bandaraya Kuala Lumpur

Public Liability insurance
RM 1,000,000 coverage
Any one accident

Workmen's Compensation
RM 400,000 coverage
Employees

Valid work permits
All hold valid PLKS permits
Foreign cleaners

e-Invoicing ready
Issuing e-invoices since 2026
LHDN MyInvois

OUR VISION

To be Malaysia's leading people-first cleaning & manpower solutions provider.

OUR MISSION

To create jobs our team can be proud of.

Integrity · Accountability · Respect · Growth

Let's look at your space.

Tell us about your premises and we'll arrange a site visit and quotation.

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