



**FARNEK**

**HOSPITALITY  
SOLUTIONS**

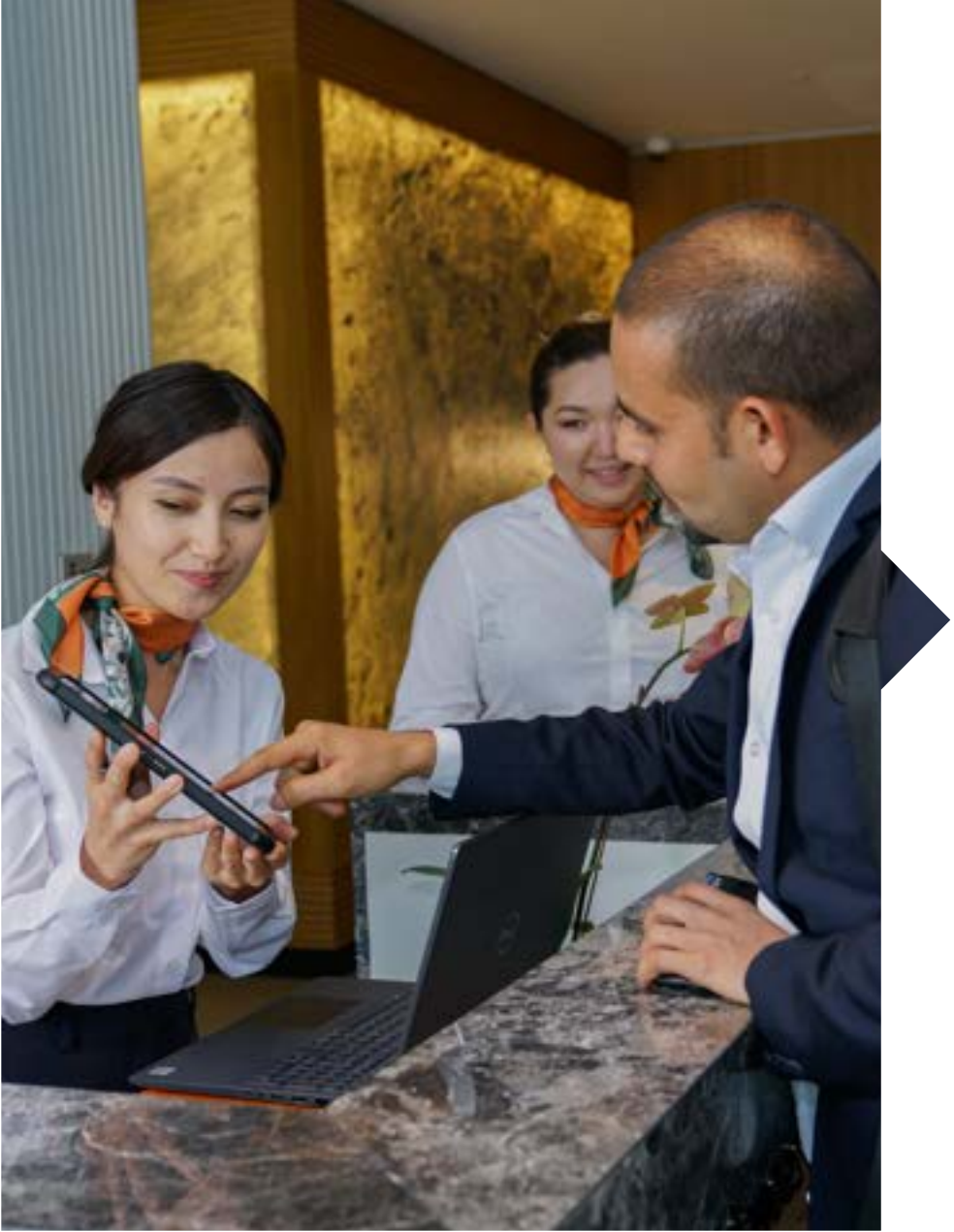
A woman wearing a blue woven hat and a blue and white striped shirt is sitting at a wicker table outdoors. She is holding a glass of orange juice with a straw. In the background, there is a swimming pool and some greenery. The image has a warm, golden-hour light overlay.

# FARNEK

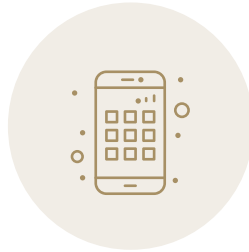
# HOSPITALITY

SOLUTIONS 

Hospitality is one of the UAE's key economic drivers, requiring staff with the professionalism to welcome and interact with guests to maintaining cleaning standards to BICSc standards, Farnek is adept at providing staff who can do this effectively and efficiently.



## OVERVIEW



### TECHNOLOGY

- Flexi Guest
- Hotel Optimizer
- HITEK



### SUSTAINABILITY

- Net Zero Strategy
- Green Globe
- Energy Management / ESCO



### MANPOWER SUPPLY

- F&B
- Housekeeping
- Front Desk ..



### SECURITY SERVICES

- Security Guards
- CCTV
- Life Guards



### FM / H&G

- Special Cleaning
- Kitchen Maintenance
- Maintenance
- Cleaning



### TRENDZ

- Hotel Management

# FLEXIGUEST APP

## Guest Experience

A secure app which digitalizing entire guest journey from pre arrival till checkout which empowers hotel staff to improve guest engagement by offering personalized services virtually anywhere across the property.

## Real-time Information

The dashboard provides summary information of the activities in real time with drill down functionality to the various departments.

## Mobile PMS

Differentiate the guest experience by effectively managing the check-in & check-out process using Mobile PMS.

The **Flexi Guest App** serves as a one-stop-shop for the whole operational staff, whereby will increase operational efficiency by untethering front desk operations, streamlining housekeeping, and increasing maintenance efficiency.

Make your hotel stay  
Carbon Neutral through Flexi Guest App

## Maintenance Efficiency

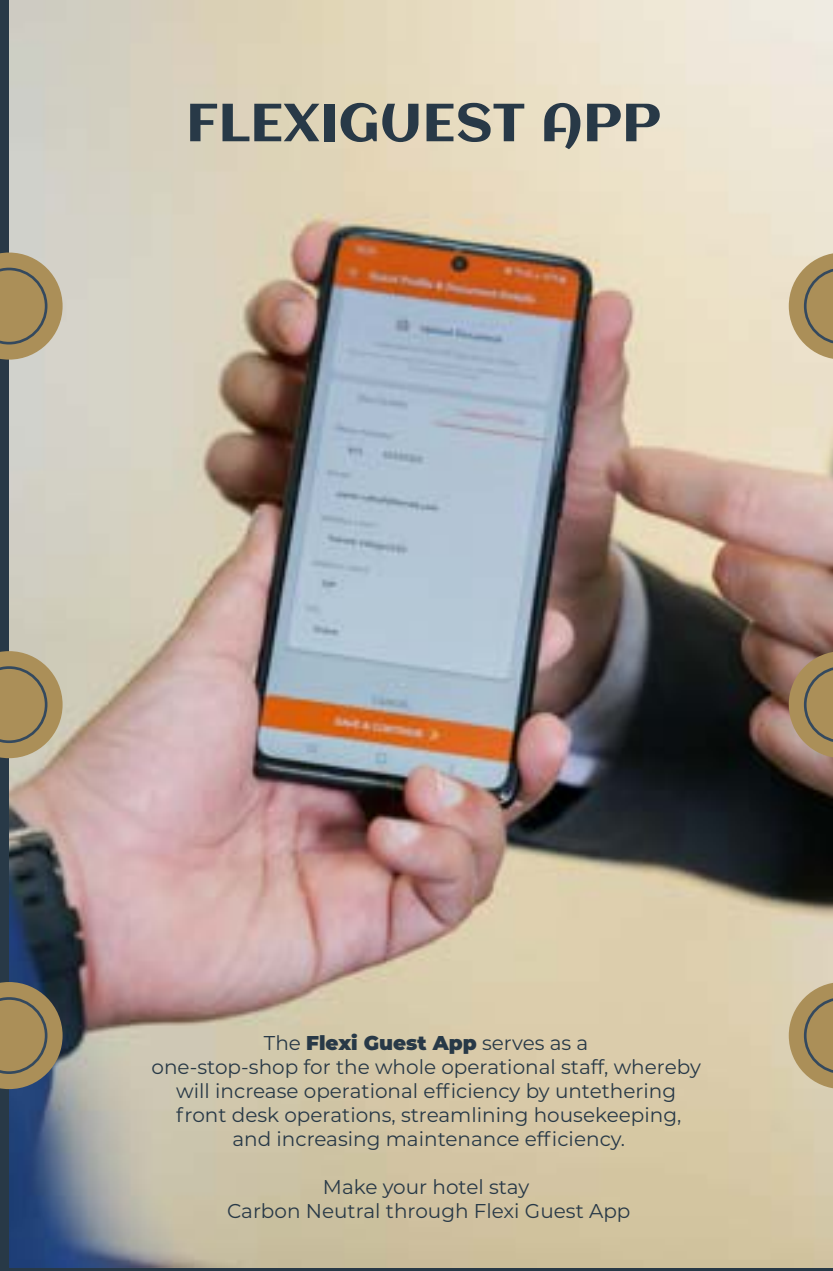
Increase the operational efficiency by untethering front desk operation and streamline housekeeping with increased maintenance efficiency

## One-Stop Solution

A one-stop-shop for F&B services, Asset & inventory tracker, Carbon Footprint, Artificial Intelligence Hotel Energy Management

## Call Center Support

WhatsApp chatbot for call center alongside supporting the hotel backend operations





# TECHNOLOGY

Operations to guest experience to marketing, **smart hotel technology** offers a variety of **cost savings and revenue opportunities**, and it is enabling **hotel owners to reach new levels of profitability**.

FlexiGuest

Hotel Optimizer

HITEK





 **hotel  
optimizer**  
brings more light into your business

## HOTEL OPTIMIZER

Hotel Optimizer is a state-of-the-art online platform that reports on a hotel's sustainability and environmental performance; it evaluates energy and water consumption, waste creation, costs and carbon emissions. It then benchmarks the hotel's performance with similar properties, and evaluates its genuine performance taking into account variations in its operations. The platform also analyses the hotel's performance using a strong engineer methodology of data analysis, and provides recommendations for improvement based on this analysis.

The Hotel Optimizer platform includes three modules; **energy and water management, waste management and carbon emissions.**



## HITEK

The evolution of technology continues to change the way businesses work. Companies that want to excel in their industry sectors must embrace HITEK technologies. HITEK is a suite of intelligent Smart & Green solutions, providing businesses with a holistic approach, connecting support to operational units and Management to Workforce. This bridges potential communication and information gaps, producing the ultimate productivity and efficiency outcome, which today is a prerequisite.

**CAFMTEK    WASHROOMTEK    TRACKTEK**

**IOTEK    MEPTEK    EYETEK    PARKTEK**

**FLEETEK    SAFETEK    POWERTEK**



# SUSTAINABILITY

Farnek is a leading provider of Sustainability consultancy and Facility Management Services in the United Arab Emirates. With sustainable best practices and innovative technology driving our business strategy, we deliver service excellence that satisfy the needs and exceeds the expectations of our customers, business partners and other stakeholder.

**Net Zero Strategy**

**Green Globe**

**Energy Management / ESCO**

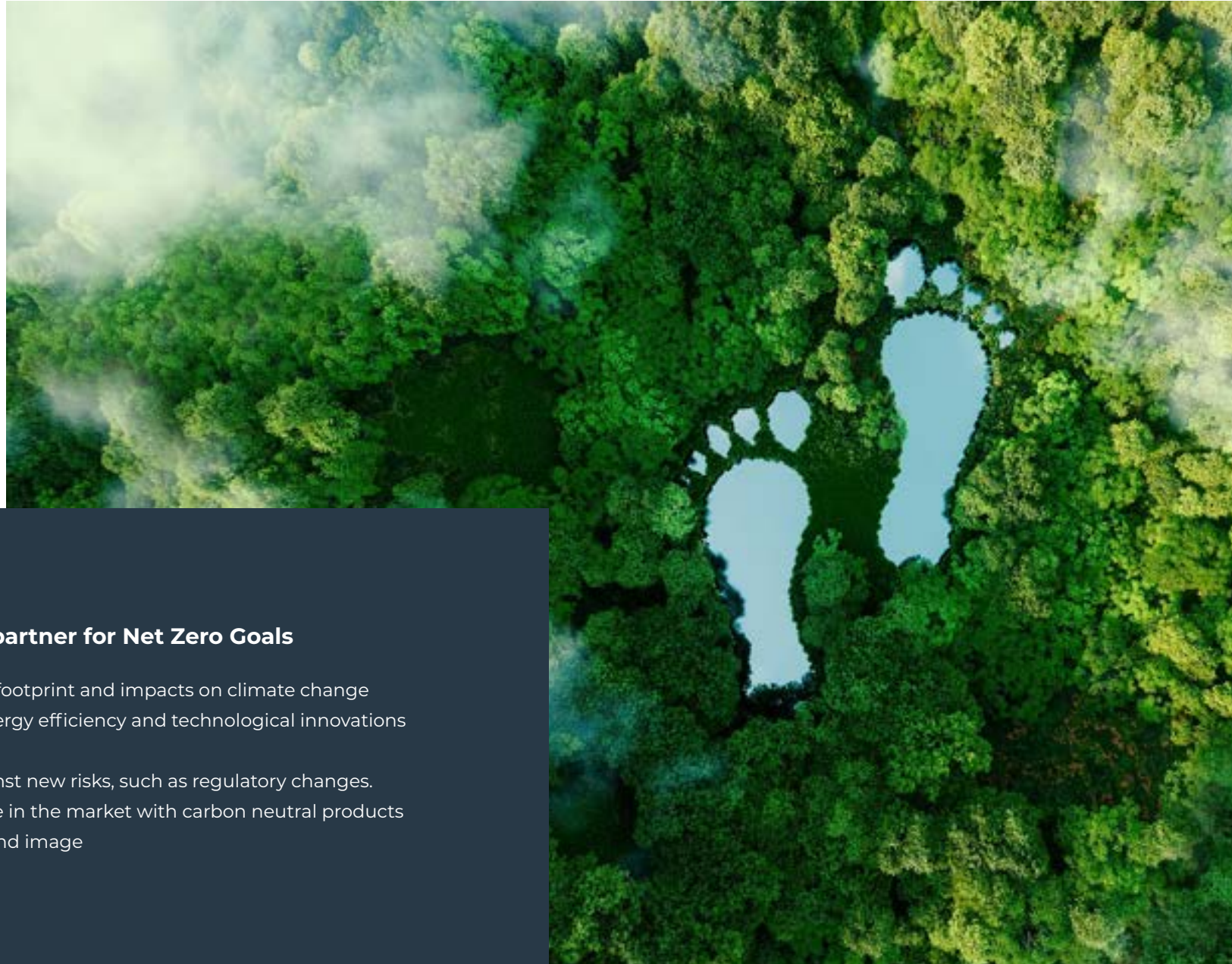




# NET ZERO STRATEGY

## Farnek is your sustainability partner for Net Zero Goals

- ✓ Helps you to reduce your carbon footprint and impacts on climate change
- ✓ Results in reduced costs from energy efficiency and technological innovations
- ✓ Important for ESG reporting
- ✓ Future-proofs your business against new risks, such as regulatory changes.
- ✓ Provides a competitive advantage in the market with carbon neutral products
- ✓ Enhances your company and brand image



# GREEN GLOBE

## Green Globe Certifications for Hospitality, Travel & Tourism Industry.

- ✓ Green Globe Preferred Partner for the MENA region  
100+ CERTIFIED HOTELS & VENUES
- ✓ Create a Brand Image and roadmap to improve sustainability  
and operational efficiency
- ✓ Make your hotel one of the premier tier sustainable travel  
destinations with “Eco-certified” logo on Google and  
“Travel Sustainable” logo on booking.com





# ENERGY MANAGEMENT / ESCO



## **Energy Management:**

- ✓ Energy and Water Audits
- ✓ ESCO – Energy Performance Contracting
- ✓ Online Energy Monitoring and Management
- ✓ Energy Benchmarking
- ✓ Measurement & Verification
- ✓ ISO 50001 certification and consultancy

## **ESCO – Energy Performance Contracting:**

- ✓ Farnek is an accredited ESCO for providing energy efficient turnkey solutions including;
- ✓ Baseline establishment
- ✓ Field measurements and ECM identification
- ✓ Product sourcing
- ✓ Design and management of projects
- ✓ ECM's implementation with suitable Financing models
- ✓ Measurement & Verification (IPMVP)
- ✓ Operation and Maintenance

RSB Dubai, ADWEA Abu Dhabi & REEM RAK – Accredited

# MANPOWER SUPPLY

Our substantial recruitment solutions make sure that we deliver the skilled professionals to meet your specific business needs.

**F&B**

**Housekeeping**

**Front Desk etc..**







Hotel & resort are large areas in hospitality industry that require diversity in employees. Farnek supplies manpower for following positions:

- Managers
- Front desk supervisor
- Housekeeping staff and laundry
- Maintenance
- Security guards
- Bellboys
- Shuttle drivers
- Concierge
- Baker, cook
- Waiter/ waitress
- Bartender
- Gate attendant
- Dishwasher
- Parking attendant
- Cleaner

# SECURITY SERVICES

Our experienced and qualified team of experts work closely with each of our clients, understanding potential threats and challenges. We design state-of-the-art security solutions with flexible and integrated technology, supported by highly trained security personnel. Our goal is the safety and security of you and your facilities, ensuring the long-term sustainability of your company.

**Security Guards**

**CCTV**

**Life Guards**

**Concierge**

**GYM Attendants**

**Event Security**

**Event Security**





## SECURITY SERVICES

Every member of our guarding team undergoes the highest standards of training. We ensure the continual growth and development of our workforce through our rigorous in-house training programs and are committed to the career advancement of our personnel.

## CCTV

Utilising the CCTV systems at the site, our team can remotely monitor building premises in real-time. Our trained CCTV operators ensure the highest standards of surveillance and ensure complete security in the most challenging places.







## LIFE GUARDS

Farnek provides lifeguard services to monitor activities at the pool, preventing accidents and provide assistance to swimmers. Lifeguards are trained and certified to the highest international standards and are fully capable of providing first aid and accident response in the case of emergencies.

## CONCIERGE

Our objective is to provide a front of house service that is welcoming and polite, permitting ease of access to authorised persons and visitors. The Concierge will maintain a directory of local contacts and services and be knowledgeable of the client, the building and local amenities, being able to act as a source of information for all those using the premises.







## GYM ATTENDANTS

A fitness attendant is responsible for the general supervision of a fitness center. Farnek provides professional gym attendants, welcoming guests and working to ensure that they have a safe and enjoyable experience.

## EVENT SECURITY

With a wealth of experience at events throughout the UAE, our security personnel and management team expertise and experience in developing, manage, and secure your event successfully.



# FM / H&G

Farnek is the leading provider of sustainable and technology driven Total Facilities Management in the United Arab Emirates. With a skilled workforce of over 8,000 employees, Farnek delivers professional Facilities Management services across several sectors including; Aviation, Hospitality, Banking, Retail, Shopping Malls, Telecom, Residential, Commercial, Infrastructure, Government, Education, Leisure, and Entertainment.

**Special Cleaning / Kitchen Maintenance**

**Maintenance**

**Cleaning**





## SPECIAL CLEANING / KITCHEN MAINTENANCE

Special cleaning can give your hotel the much-needed deep cleaning it deserves.

- Window cleaning
- PVC, tile, laminate, and wood, including machine washing, waxing, oiling, and polishing
- Deep cleaning of upholstery and carpets
- Venetian blind cleaning
- Ventilation openings, tops of ceiling lights, and other elevated surfaces



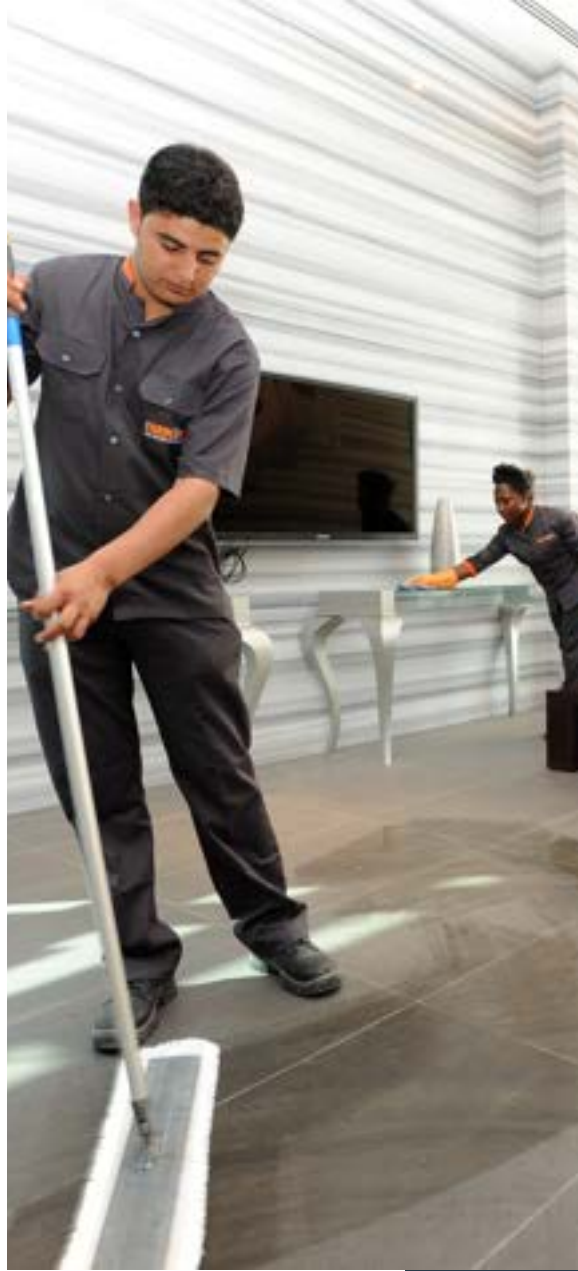


## MAINTENANCE

Farnek services air conditioning plants and carries out general MEP maintenance in all types of property on a contractual – annual basis. We cover:

- HVAC Services
- Mechanical services
- Electrical services including load balancing
- Plumbing and drainage, irrigation
- Water pumps and water heaters
- Elevator/lift maintenance
- BMS
- Generators





## CLEANING

Being certified by the British Institute of Cleaning Science (BICSc) and following international best practice in our own state-of-the-art training centre, Farnek's expertise covers a comprehensive range of hygiene and cleaning services.

# TRENDZ\*

“Reinventing the guest journey”

The need of a mid market funky hotel that is easy and fuss free while delivering great service, cost effective operations, providing authentic and innovative hospitality that helps us differentiate from other brands. Young, technology based, moves with the times, appeals to the young at heart.

**Hotel Management**





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**Thank you**