



## ***Our Values***

### **Deep Management Experience:**

Our management team has 15 years' experience in Hospitality Industry. With different segments like **QSR, Banquets, ODC, Fast Food & Corporate Catering Services**. (IT Corporate, Manufacturer Industries, Educational Institutions & HealthCare Sectors) etc.

### **Service Spirit:**

It is Excellent Behalf of Management everything we do for the Guest and Customer orientation hospitality service. In order to serve them very well on a daily basis, at all levels, we have to demonstrate our availability, our ability to listen, our capacity to anticipate their expectations, our sense of conviviality, our responsiveness to their needs and our pride in satisfying Customers.

### **Team Spirit:**

Each person's skills should combine with other team member's knowledge to help them and ensure "ANNAPOORNA PANCHAMRUTHAM HOSPITALITY SERVICES" success. Team work depends on the following: listening, transparency, respect for each other's, diversity, solidarity in implementing major decisions, and respect of rules and mutual support, particularly in difficult times. It is an imperative in all of our operations; our business supports functions, as well as our management committees.

### **Respect for People:**

Royal Humanity is in the heart of our business. Annapoorna Panchamrutham Hospitality Services is committed to provide equal opportunities regardless of Race, Origin, Age, Gender, Beliefs Religion, Nationality or lifestyle Choices.

### **Transparency:**

This is one of The Annapoorna Panchamrutham Hospitality Services major principles and a constant with all stakeholders: Clients, Consumers, Employees and Shareholders and Public Opinion.

### **Business Integrity:**

We do not tolerate any practice that is not born of honesty, integrity and fairness, anywhere in the world where we do the business. We clearly communicate our position of this issue to the Guest, Suppliers and employees and expect them to share this rejection of corrupt and unfair practices.



**Purchase & Stocking (Vendor Management System)** Groceries, Vegetables, Meat, Frozen and Dairy Products Supply of Quality products will purchase through branded & selected vendors as per the Client requirement, Purchase indents to be maintained forth nightly Or Monthly.

**Meeting Management:**

Weekly, monthly/ whenever required, we will attend without fail.

**Key Reporting Procedure:**

Organizational structure refers to the way companies arrange their departments and reporting authority.

**Staff Training & Development:**

- ✚ Set and deliver food service standards on site along with the team through daily briefing of staff on related to the service and day to day operation need to be planned.
- ✚ Ensure all the HR processes and staff welfare activities are implemented and training also carried out as per calendar
- ✚ How on earth do people know what is expected of them on a day-to-day basis, let alone know how they can contribute to the business or develop their career?
- ✚ Training our staff in SOP's standards of the business operation puts them in a better position to contribute to cost control and income generation. If people understand how the business makes its money they are then in a position to contribute to this and put forward their own ideas.
- ✚ Make training a part of day-to-day management, so it's not seen as something that is additional or optional. This goes for both sides Identification those who have an interest in developing their career and are willing to take on training responsibilities as part of their own development.

**Staff Recruit & Termination:** As the sector is growing with rapid speed, but we have good team and relationship with all level staff and strictly maintain all necessary documents & proofs while recruiting new staff this industry as per GOVT guideline.

**Safety & Hygienic:**

Food Safety & EHS policy will follow on daily operation.

Personal Grooming & Hygienic will maintain at all time.

**Menu & Recipe:**

Menus & recipes as required company standards & client expectations as per annexure.

**Food Quality & Quantity:**

"Great food (quality and quantity) at a right price"



## *Our Quality Policy* *"QUEST"*

Happiness, Knowledge, Truth.

- ⇒ **Quality** of daily Life, will improve the Our Customers by making every day is a better day through our Management and Hospitality Service.
- ⇒ **Understanding** the needs and expectations of our Guest & customer to build sustainable partnerships.
- ⇒ **Effective** Implementations and continual improvement of our quality Management systems will process.
- ⇒ **Statutory** compliance with all regulatory requirements.
- ⇒ **Training** the team regularly and encouragement of Our People strive them to retain talent.



### Value of Addition – Individual

- ❖ As a proprietor, I was being worked different areas in hospitality industry and practically observed, implemented, processed and maintain to reach customer satisfactory as unique brand of feedback through our service reach to client offerings.



### Work Experience

- ❖ We have 15 years' experience in Hospitality & Catering service industry in MNC companies like RKHS Pvt Ltd, Adigas Fast Food Pvt Ltd in variance sectors as Unit Manager, Hospitality Manager, Sr Hospitality Manager Project Manager, Operation Manager and senior Operation Manager Etc.
- ❖ **Work experience with Clients- QualComm, HINDUSTAN UNILIVER, Philips and The Oxford Education Institutions etc.**

#### Achievements: -

- + Received consistent good employee feedback score 4.5 out of 5 on satisfactory score.



#### Strength: -

- + Experience in high pressure catering environment, preferable in a health care, and corporate, & education sector.
- + Ensure that all service deliveries are carried out as per the condition agreed upon with the client.
- + Consistently maintain standards of quality, taste, presentation, and flavour of foods with safety and hygienic.
- + Ensure implementation of company disciplines at client premises.
- + Adhere to proper food hygiene and storage practices.
- + Follow all safety rules and procedures as per the client requirement.
- + Good team leader and co-ordinate to maintain sustainability in daily service.



### Business Opportunity

- ✚ We started our own company with name of **Annapurna Panchamrutham hospitality services** as we got business opportunity by Oxford College Management to run canteen and student's hostels. We are running successfully from 2016 Feb to 2020 with safety food process, quality of food, customer happiness, and hygiene.
- ✚ And we build good reputation with retention of another 3 years' contract from Oxford Management and they referred us some other client's also here.

### Client Portfolio:-

1. Qual Comm - Whitefield
2. OXFORD COLLEGE OF ENGINEERING AND MEDICAL.
3. Philips – Manyata tech park.
4. Infosys – Mysore FC1 (Will start from June 16<sup>th</sup> 2018).

### Performance Standards:-

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- ✚ AP Hospitality Service team will handle corporate employees in a courteous and respect.
- ✚ Communications with the employees and APHS authorities will be on timely and Professional way.
- ✚ APHS team employees will be held to high standards of appearance and cleanliness.

**If provided an opportunity, AP Hospitality services would like to assure that we would maintain the highest standard of quality and would like to have a long term association.**



Annapoorna  
**Panchamrutham**  
HOSPITALITY SERVICES

**Best Regards,**  
**AP Hospitality services.**