



Welcome Document

WELCOME TO AVASA

We are happy to welcome you as an employee of AVASA. You were selected after due consideration of your qualification and experience. We hope you will justify your association with us performing your duties to the best of your ability. The important thing our hotel has to sell is “Quality Service” and here are some of the qualities you are expected to display at all times.

- A pleasing personality and a pleasant way of speaking.
- A clean and neat appearance and good personal habits.
- Ability to understand instructions quickly and to carry out duties accurately.
- A good memory – making it possible to remember the names of guests and the likes and dislikes of regular guests.
- Judgment to prevent disagreeable situations or if they arise, the ability to handle them well.
- Open mindedness and willingness to accept new ideas and methods.
- A desire to learn and the ambition to do an outstanding job and to offer brilliant service.

We wish to emphasize that our success in business depends entirely on the standard of service we extend to our guests, who visit us from every corner of the world. It will essentially be our humble responsibility to extend to them the most courteous professional service. This calls for maximum co-operation from each and every one of us, regardless of our position in the team. Please remember that a high standard of service and hospitality cannot be maintained without the necessary co-operation of all concerned.

This booklet has been prepared with a view to provide you with information and guidelines related to your performance at work. Please therefore, study it carefully and comply with the various instructions laid down therein. In case you come across any problems or doubts during the course of your duty, your Head of Department or the HR Department will be pleased to help you find a solution.

We wish you all success and hope our association will be sincere, lasting and mutually beneficial.

General Manager

AVASA HOTEL

AVASA, derived from Sanskrit word Vash which means **Place to Live**.

AVASA a stunning 15-storey building is ideally situated in the heart of software center, a jog away conveniently located in Hitech city Hyderabad with only about a 35 Km drive from the Rajiv Gandhi International Airport and in vicinity to the Hyderabad International Convention Center, Mindspace, HITEX and Shilparamam.

Avasa -- the new 5 Star hotel with 217 rooms has been designed by renowned International Architect Ed Poole of Singapore. The branding of Avasa hotel has been done by International branding consultant from Australia – Joseph McGlennon .

Avasa is managed by GreenPark Hotels & Resorts Ltd. – a trusted name in hospitality. Avasa brings together contemporary style and time tested service.

The hotel has a spacious parking approximately 304 cars.

Guest Rooms

All rooms are tastefully designed to relax and renew with a series of thoughtful amenities having both twin and king bed rooms with lively and earthy colors made up floor wise.

Category of Rooms:

Type of Rooms	No. of Rooms
Type – 1 Avasa Silver (Area : 375 Sq ft)	116 (7 th - 11 th Floor)
Type – 2 Avasa Platinum Club (Area : 375 Sq ft)	87 (3 rd - 6 th Floor)
Type – 3 Avasa Studio Suite (Area : 425 sq ft)	10 (5 th - 9 th Floor, each floor 2 rooms)
Type - 4 Avasa Gallery Suite (Area : 750 Sq ft)	4 (3 rd , 4 th , 10 th & 11 th Floor)

AVASA Ethos:

**GUEST IS OUR GOD
AVASA IS OUR TEMPLE
GOOD WORK IS OUR PRAYER
GUEST DELIGHT IS OUR REWARD**

OUR VISION	OUR MISSION
<p><input type="checkbox"/> <u>TO BE FOCUSSED</u> We will display a spirit of continuous improvement and dedicate energy, attention and resource to make our processes and practice as efficient and effective as possible.</p> <p><input type="checkbox"/> <u>TO BE FAST</u> As a company and as individual team members, we will display a sense of urgency and a bias for action. We will react quickly to market changes, customer needs and team member input.</p> <p><input type="checkbox"/> <u>TO BE FLEXIBLE</u> Co-operation and teamwork among team members and between department and properties will keep us aligned and increase productivity. We would continually encourage idea exchange and participate decision making</p>	<p><input type="checkbox"/> CUSTOMER INTIMACY Fast Service, Hassle free service, Deliver more value, Superior quality, Care and concern</p> <p><input type="checkbox"/> OPERATIONAL EXCELLENCE Proper people, Proper systems, Proper training, Defect free product, Eye for detail , fast and flexible, Communication, feedback, controls and correction mechanism.</p> <p><input type="checkbox"/> PRODUCT LEADERSHIP Superior product, Superior value, Up-to-date, Innovation and creativity</p> <p><input type="checkbox"/> TO FOSTER INTELLECTUAL CAPITAL – Focus on people, Build knowledge, Build creativity, Build talent at all levels, To nurture “ Thinking”, “Analysis” and “innovation”</p>

ORGANIZATIONAL GOALS	5 Q's We ask ourselves every day to keep up the good job and continue the path of success.
<p>1. To Foster a nurturing work environment.</p> <p>2. To develop leadership at all levels through effective delegation.</p> <p>3. To sharpen skills at all levels through focused training.</p> <p>4. To encourage creativity and value addition at all levels</p>	<p>1.What have I done to touch the heart of our Guest to-day?</p> <p>2. What have I done to add value to our company to-day?</p> <p>3. What have I done to change things for the better to-day?</p> <p>4. What have I done to reach out and help my colleague's to-day?</p> <p>5. What have I done to make myself a better human being to-day?</p>

MANAGEMENT LEADERSHIP



SHRI HARISCHANDRA REDDY
Chairman



G V PRASAD
Vice Chairman



B GAUTAM
Chief Executive Officer



PARVATHY REDDY
Executive Director



K MOHAN KRISHNA
Vice President Operations



M NARAYANAMURTY
Vice President Finance



K A SRINIVAS
General Manager
Business Process
Management



K M RAO
General Manager
Business
Development



**S VENKATESWARA
RAO**
General Manager
HRD



CHALAPATHI RAO
Corporate Chef



P RANGASWAMY
General Manager
Engineering



CH V V S MURTHY
General Manager
Materials



G SRINIVAS
General Manager
Sales



MANESH KUMAR
General Manager
Project, Renovation
& HK

OPERATIONS TEAM



SHRI HARISCHANDRA REDDY
Chairman



G V PRASAD
Vice Chairman



PARVATHY REDDY
Executive Director



B GAUTAM
Chief Executive Officer



K MOHAN KRISHNA
Vice President Operations



M NARAYANAMURTY
Vice President Finance



SUDIP SENGUPTA
General Manager
GreenPark Chennai



JULIUS FERNANDES
General Manager
AVASA Hotels



RAJ KUMAR SINGH
General Manager
GreenPark Hyderabad



JAWED AHMED
General Manager
MARIGOLD



NAMIT SINHA
General Manager
GreenPark Visakhapatnam



MARIO CHERIMAN
Asst. General Manager
ISB Location



Mr. Julius Fernandes
General Manager - Operation



Mr. K Suvarna Kumar
Resident Manager



F & B Manager



Mr. Uday Bhaskar Reddy
Sr. Manager Housekeeping



Mr. Chandu Raj
Deputy Manager Purchase



Mr. Varmesh
Unit Finance Controller



Mr. Sudhir Nair
Executive Chef



Mr.Sunil
Dy. Manager-Training



Mr.T.Malikarjun
Manager IT



Mr.Saurabh Mukherjee
Deputy Manager FO

Mr. Mahesh Babu
Chief Engineer

Mr. Devaraj Choudhury
Security Officer



Mr. Krishna Mohan
Deputy Manager HR

STAY

Room Rates		
Room Type	Single Occupancy	Double Occupancy
Avasa Silver	Rs.6000/-	Rs.6500/-
Avasa Platinum Club	Rs.8000/-	Rs.8500/-
Avasa Studio Suite		Rs.10000/-
Avasa Gallery Suite		Rs.15000/-

Services & facilities in Room

1. Menu of Indian / International newspaper (morning or evening)
2. Choice of Magazines
1. Coffee and Tea maker
2. Iron and Iron Board in all the rooms
3. Cable and Satellite TV Channels
4. Ipod Dock
5. Hi- speed Internet Connectivity
6. Electronic Safe
7. Mini Bar Facilities
8. Hair Dryer in all Rooms
9. 40" Flat Screen TV's

Apart from above facilities the Platinum Club Rooms will have

- Bowers& Wilkins Zeppelin I pod Dock
- Media Hub

Extra Bed: Chargeable

Baby Crib: Free

Check In: 12:00 noon

Check Out: 12:00 noon

F & B OUTLETS

Pi
Ohm
In Room Dinning
Banquets
Bridge
Sky Bar & Lounge

Pi

Pi is an All Day Dining restaurant offering an a la carte and buffet menu round the clock.

Timing:-

Breakfast Buffet : 7:00 hrs – 10:30 hrs

Lunch Buffet : 12:30 hrs – 15:00 hrs

Dinner Buffet : 19:30 hrs – 23:00 hrs

Cuisine : World cuisine

Capacity : 96 covers including a private dining room for 12

Menu : A'la Carte & Buffet

Pricing : Buffet

i. **Breakfast – Rs.650/-++**

ii. **Lunch / Dinner – Rs.900/-++**

Ohm: A tastefully designed Oriental Specialty Restaurant for serving Chinese, Japanese, Singaporean, Thai & Indonesian cuisine.

Timing :

Lunch: 12:30 hrs – 15:00 hrs

Dinner: 19:30 hrs – 23:00 hrs.

Cuisine : Oriental

Capacity : 77 Covers

Menu : A'la Carte

Bridge : A Club Lounge exclusively for the Platinum Club room guests & above. Tea, Coffee and cookies will be served throughout the day and Cocktail hours for the Club room guest from 7pm – 9 pm.

Timing: 09:00 hrs – 22:00hrs

Sky Lounge: The USP of Avasa will be a Sky lounge and bar on the 10th & 11th level whose unique glass front design offers a stunning view of the city scape.

Location : 10th & 11th Level

Timing : 12:00 Noon – 23:00 hrs.

In Room Dining: It is a 24 hrs operating department, where the guest can order and get food & beverages delivered in the guest room.

Timing : Round the Clock

Cuisine : World cuisine

Menu : A'la Carte from the Menu provided in the Room.

Banquets: There are 5 Banquet halls in the hotel for function and meetings.

Constellation

Vega

Nova

Orion

Omni

Venue	Area (Sq ft)	Theatre	Banquet Sit Down	Reception
Constellation	5730	550		1500
Vega	2005	140		-
Nova	1570	110		-
Orion	794	25		-
Omni	744	25		-

Other Facilities:

Swimming Pool (Level 3)

Usage : 07:00hrs - 19:00 hrs

Depth : 4 fts

Gym : (Level 3)

Usage : Only for In-house Guest - 24 hrs (Gym trainer available from 6am–10am & 6pm-10pm)

SPA : (Level 3)

Soul Spa : Steam, Sauna, Unisex Salon, Massage Room.

Hyderabad: Places of Interest

Hyderabad is India's fifth largest city and the state capital of Andhra Pradesh. Hyderabad is a major centre for Business, Information Technology and Biotechnology, as well as a fascinating tourist destination with a rich cultural history and stunning architecture.

Also known as the City of Pearls, Hyderabad is located in the heart of India and is noted for its natural beauty, bazaars, hills, lakes, mosques and minarets. It is clean, green, progressive and is endowed with culturally rich tourist attractions in addition to an encouraging Business climate. It is a place that offers the contemporary along with the traditional and its 400-year old history is contrasted with the offices of global giants such as Microsoft, Google, Citibank, and Dell.

Charminar

The Charminar is as much the signature of Hyderabad as the Taj Mahal is of Agra or the Eiffel Tower is of Paris. Mohammed Quli Qutb Shah, the founder of Hyderabad, built Charminar in 1591 at the centre of the original city layout. It was said to be built as a charm to ward off a deadly epidemic raging at that time. Four graceful minarets soar to a height of 48.7m. above the ground. Charminar has 45 prayer spaces and a mosque in it. Visitors can view the architectural splendour inside the Charminar. The monument is illuminated in the evenings and a pedestrianisation project around the monument is under implementation.

Golconda Fort

Golconda is one of the famous forts of India. The name originates from the Telugu words "Golla Konda" meaning "Shepherd's Hill". The origins of the fort can be traced back to the Yadava dynasty of Deogiri and the Kakatiyas of Warangal. Golconda was originally a mud fort, which passed to the Bahmani dynasty and later to the Qutb Shahis, who held it from 1518 to 1687 A.D. The first three Qutb Shahi kings rebuilt Golconda, over a span of 62 years.

Salar Jung Museum

This museum houses one of the biggest one-man collections of antiques of the world by Mir Yousuf Ali Khan, Salar Jung III. The objects d'art include Persian carpets, Moghal miniatures, Chinese porcelain, Japanese lacquerware, famous statues including the Veiled Rebecca and Marguerite and Mephistopheles, a superb collection of jade, daggers belonging to Queen Noor Jahan and the Emperors Jahangir and Shah Jahan, Aurangzeb's sword and many other fabulous items.

Shilparamam

The Arts & Crafts village. Another attraction at Madhapur beyond Jubilee Hills in Hyderabad is the 30-acre village, which showcases arts and crafts of the country. India is an ocean of various arts and crafts but the talent of most of the artisans and artists goes unrecognized. To encourage them and give the necessary boost to their art, the crafts village hosts annual bazaars, where artists and artisans from all over the country exhibit their talent.

Ramoji Film City

A dream world created for the celluloid on a sprawling 1000 acres, with every imaginable set and location, Ramoji Film City on the outskirts of Hyderabad offers facilities to produce any kind of movie. Apart from sets, there are hotels where artistes and technicians can stay. Visitors too can go round in conducted tours that the management organise.

Hussainsagar Lake

Excavated in 1562 A.D. by Hussain Shah Wali during the time of Ibrahim Quli Qutb Shah, the lake has a promenade that is a busy thoroughfare today. Boating and water sports are a regular feature in the Hussainsagar. One of the World's tallest monolithic statues of the Buddha stands on the 'Rock of Gibraltar', in the middle of the lake. Added to all these, AP Tourism has additional boating facilities like speed boats, motor boats, 48 seater launch etc. Starlit dinner on-board and private parties also can be arranged on the Launch.

Personal Appearance & Grooming Standards

Your success in the hotel industry will depend on your overall grooming, the code of conduct, poise, posture, mannerism and the friendly approach you exhibit at all times. A well groomed appearance is an employee's foremost asset. Therefore you need to look your best at all times. Here are a few basic rules to be followed:

Ladies

Hair:

Long hair should be left open only if it is above shoulder length. While at work it should be away from the face.

Hair styles recommended are

The French knot

The figure of 8

A simple bun

Short hair should be cut in an elegant contemporary style which is manageable and looks neat throughout duty hours.

Hair styles to be avoided are

Elaborate coiffeurs, knots or coils

Low loose knots tied at the nape of the neck

Oily hair and plaits

Hair styles to suit your face:

- The perfect oval shaped face can carry off almost any style.
- A square shape (chin) can do with a little softness around it.
- A broad forehead can wear a fringe, or soft waves on the sides or on one side.
- A narrow forehead should stay uncluttered.

Face:

- Eyebrows should be neat and well-shaped. Skin should be well cared for. Facial hair should be bleached or removed regularly.
- Make-up should be neat and carefully applied.
- Bindies should be small and simple (no designs and not oversized).

Day make-up:

- Should be light, subtle and carefully applied. Light to medium shades of lipsticks e.g., pinks; peaches and russets should be used.

Eye make-up:

- A light application of mascara, a light shade of eye shadow or alternately a kohl application.
- Dark shades of eye shadows e.g. brown, pink, red should be avoided during the day time.
- Dark circles should be covered with under-eye make-up.

Blush - on:

- Blush – on, on the cheek bones and along the neck is a must. It enhances your features.
- Medium shades of pink and rust should be used during the day. Darker shades of blush - on e.g. Maroon, should be saved for the night. A soft orange is usually beautiful on an Indian colouring.

Hands:

- Hands should always be clean and well - manicured. **Mehndi designs are not allowed.**
- Arms should be kept hair free, with a regular routine to ensure this.

Nails:

- Should be well shaped, with a light to medium colour application of nail polish.

Transaction Type	Bill Payment
Date of Transaction	Oct 15, 2013
Transaction Details	
Biller	ICICI BANK CREDIT CARDS
Nickname	Rajesh
Account Number	007501557386 (INR) CHEPTY RAJESH KUMAR
Amount (INR)	4200.00
Payment Remarks	MIN PAY ICICI CRDT CRD

- Nail polish should never be chipped. A good rule is to remove nail polish, and repaint every three days. Of course, nail polish need not be used at all, but nails must be well filed and clean at all times.

Personal Hygiene:

- Bath daily and use a deodorant under your arms after bath to avoid body odour.
- Mouthwash often and brush teeth twice a day to avoid bad breath. Visit a dentist twice a year.
- Smokers should take care to avoid nicotine stains on teeth and hands as well as 'tobacco breath'. Chewing paan shows.
- Avoid the use of cheap perfumes and strong colognes. If any are used at all, they should not be over-poweringly musky.
- Wash your face frequently to appear fresh.
- Adequate rest at night adds to your good looks.

Clothes:

If a uniform is worn it must be:

- correct
- well fitting
- clean
- worn according to design

Shoes:

- Low heeled or high heeled shoes or sandals are appropriate with most clothes.
- Kolhapuri chappals or flat sandals give rather an ungainly walk and could be avoided.
- Shoes and sandals should be in good condition - footwear in poor condition spoils the entire image.

Jewellery:

- Light authentic jewellery e.g. a thin gold chain, a light gold bangle, small gold, pearl or diamond earrings add to style.
- Artificial or costume jewellery in oxidised silver or plastic should be strictly avoided at work.
- Bangles should not jangle.

Accessories:

- Handbags are often too large for our small Indian bodies.

- They should be of neutral colours, clean and well maintained, and with all straps intact.
- If possible match them with your footwear.

Gentlemen

Hair:

- Clean. Neatly cut, not extending below the ears.
- Always well combed.
- Frequently shampooed.
- Kept in place, but not oily.

Face:

- Clean shaven. No stubble of beard or moustache.
- Moustache well-trimmed, above lip level and not drooping.
- No beards (exception for Sikhs: Must look neat).
- Teeth clean.

Hands:

- Regularly washed.
- No ugly marks or nicotine stains.
- Nails: Short even length. Clean. Always well-trimmed.

Personal hygiene:

- Bathe daily and use a deodorant under your arms after bath to avoid body odour.
- Mouthwash often and brush teeth twice a day to avoid bad breath. Visit a dentist twice a year.
- Smokers should take care to avoid nicotine stains on teeth and hands as well as 'tobacco breath'. Chewing paan shows.
- Avoid the use of cheap perfumes and strong colognes. If any are used at all, they should not be over-poweringly musky.
- Wash your face frequently to appear fresh.
- Adequate rest at night adds to your good looks.

Clothes:

- Well-coordinated, conservative colours.
- Cream / beige shirts with brown trousers.
- Grey / blue shirts with navy blue or grey trousers.
- Light coloured shirts with light coloured trousers.
- Light coloured shirts with dark coloured trousers.
- But no dark coloured shirts with dark coloured trousers.
- Well ironed and Properly fitting.
- No loose ends, threads, open seams or missing buttons at the cuffs or on the shirts.
- Stitching below trouser pockets needs special attention. No loose piping on trousers.
- Ties to be of coordinated colours and well knotted.
- Shirt and jacket pockets must remain empty.

If a uniform is worn it must be:

- correct
- well fitting
- clean
- worn according to design i.e., buttoned up

Shoes:

- Colours coordinated with the clothes worn.
- Conservative styles.
- Well repaired heels.

- Always clean and polished. Make it a habit to wipe your shoes each time you go to freshen up.
- Laces tied neatly at all times.
- Socks clean and colour coordinated. Stale socks smell.

Jewellery:

- Restricted to a ring. No bracelets or necklaces. (Exception: Sikhs allowed kadas).

Employee Star Attributes

Uniform / Laundry

Whenever an employee is required to wear uniforms, such uniforms shall be supplied and laundered by the hotel. Uniforms/shoes must not be worn outside the hotel unless specified duties require this. Upon leaving the service of the company, uniforms/shoes must be handed over to the Housekeeping department. Failure to do so will result in deduction of salary for the cost of uniform.

Valuable & Cash

Employees will not be in possession of any valuables while reporting on duty except

- a. Wrist watch
- b. Ring
- c. Mangalsutra/Chain
- d. Limited cash.(Not over Rs.500/-)
- e. Earrings.

The Security has been instructed to frisk each and every employee as he/she leaves for the day just to make sure no valuables have been taken away ,by mistake or design, what belongs to you or the vice versa. Hotel is not responsible for any loss of cash or valuables in the hotel premises. However, the Security will make a thorough check when the loss is reported to them.

Personal visits/Telephone calls

Relatives and friends of employees are not allowed in the hotel at any time whilst on duty, except in emergency.

Employees are discouraged from using hotel telephones for outgoing private calls, except in an emergency and approved by Dept. Head. Incoming private calls are not encouraged unless they are of urgent nature. Use of personal mobile phones is prohibited in public areas. Personal mobile phones carried to work will either be switched off or be on silent mode through the working day. Speaking on mobile phones during shift timings will not be entertained

Packages and Parcels

No packages, articles of clothing, parcel, paper bags etc may be taken out of the hotel, without a gate pass signed by the department head covering the package and its contents. The security personnel have the right at all times to open and inspect the contents of such packages. Thereafter the security office will duly stamp the gate pass.

Lost & Found property

Please ensure that all lost property with the exception of cash is to be handed over to the Executive Housekeeper's office immediately and the concerned HOD informed. Money found must be handed over to the Duty Manager who will notify the Executive Housekeeper with a copy to the Financial Controller and place the all the lost & found property in a safe deposit box set for this purpose.

As soon as the goods are handed over to the Executive Housekeeper's office or notification thereon is received, suitable notation must be made in the lost property book. It is essential that full details are recorded i.e. location where found, description, found by, time discovered, handed over to etc together with a signature of the recipient.

All enquiries for lost property whether by telephone, verbal or mail etc must be forwarded to the Executive Housekeeper's office/Duty Manager.

Public areas

No employee is allowed in any part of the hotel building used by guests, unless the employee is authorized to be in those areas in the course of their duties & are required to be in complete uniform and carry their identity cards.

Use of guest elevators

Employees are prohibited from using guest elevators, unless specific duties require them to do so. Employees are encouraged to use staircases for going one floor up and two floors down. Whenever you need to use an elevator please use the service elevator ONLY.

Good telephone manners

Answer the phone promptly within three rings. Greet the caller pleasantly in the correct manner. Wish the person on the phone as per the time of the day. Identify your department.

E.g. Good Morning "Name of the outlet". "Name of the employee" speaking, may I help you?

Our Personal behavior

The guest is our God. Our objective is to make him/her feel welcomed & comfortable, at the same time being courteous to him & serving him well too. His wishes dictate our actions, his money pays our salaries. The happier he is, the better off we are. While being very demanding, our big boss makes the hotel business an exciting field to be in.

- The first impression received by the arriving guest creates the mood for his entire visit. A friendly and courteous welcome makes a guest feel at home.
- All guests must receive the same degree of attention and service. Never judge a guest by his appearance, age or manner.
- We must constantly be on our toes to serve a guest properly. The frequent use of "Please" and "Thank you" and "Pardon me" etc. in a pleasant manner and calling guests by name goes a long way towards making them feel important and welcomed.
- Speak clearly and pronounce your words properly. Keep your voice low when speaking to guest. Never correct a guest's pronunciation of a word.
- While it is our duty to be attentive and courteous we should definitely avoid the occasional temptation to become over friendly with guests.
- Do not discuss politics, religion or any other controversial subject with guests but do answer their questions about Sightseeing, the hotel or any other subject that will make their stay more enjoyable.
- Do not raise your voice to call another person's attention and no whistling, humming, chewing gum, smoking, chewing tobacco or eating in front of a guest.

Identity Card

Employees will be provided with Identity Cards. The identity cards shall be the property of the company and its loss should be immediately reported to HR Department. The new identity card shall be issued at a cost. The identity card is to be carried at all times while on duty.

Cafeteria

A healthy mind in a healthy body. Eat well and work well.

Remember the following timings of our CAFETERIA for your **DUTY MEALS**.

Breakfast	06:00hrs to 08:00 hrs.
Morning Tea	10:15hrs to 10:30 hrs.
Lunch	12:00hrs to 15:00 hrs.
Evening Tea	15:45hrs to 16:15 hrs.
Dinner	18:00hrs to 20:30 hrs.
Midnight Snacks	01:30hrs to 02:30 hrs.

- a. Food shall be served by buffet system.

- b. The management prohibits any employee to consume food anywhere in the Hotel premises except in the Cafeteria.
- c. Every employee is required to return his tray, crockery and cutlery to the wash area and assist in maintaining the cleanliness of the cafeteria.
- d. Friends, ex-employees and relatives are not allowed in the Cafeteria.
- e. The timing for each break would be displayed in the cafeteria from time to time.
- f. You are permitted to take duty meals in the cafeteria in uniform only.

Points To Remember

- You will enter the hotel through service gate and swipe your time card when reporting for work and again when leaving the premises at the end of your shift.
- You will always carry your Identity Card which will be given to you by HRD.
- Be punctual. Report to your department, in uniform, ready for work at least 5 minutes before your shift and do not leave until your shift ends and your reliever arrive.
- You may leave your place of work only with the permission of supervisor. To leave the hotel premises during duty hours you must obtain the written permission of your department head.
- We expect you to be well groomed on duty as per hotel standard. Let guests and colleagues appreciate your neat appearance. You will collect your uniform from the Uniform Room.
- On duty consumption of alcohol is strictly prohibited. Nor the team members can eat pan, tobacco or other intoxicants or smoke in the cafeteria or anywhere in the hotel .
- Please handover the lost articles to the Security or the Housekeeping department and ensure that necessary entry has been made in the Register.
- Please notify your department and the HR Department of any changes in your personal status such as, change of address or telephone number, marriage, change in the number of dependents, etc.
- When you return to work following an absence due to illness or an accident, report to the HR Department before going to your department.
- If any employee hears of the existence of any threat to the security of the hotel or guest property, he must report it promptly to the Management.
- No employee will stand for, let alone encourage, behaviour and attitudes which are unfair, derogatory or sexist, which infringe on equal opportunities or are otherwise inconsistent with the high standards expected out of a member of our team.

AND A FEW DON'TS

1. Our telephone lines are for business. Personal calls either outgoing or incoming are not permitted. Emergency telephone calls for the employees will be routed through the Departmental Head.
2. Do not enter or visit any other departments, public areas or guest room floors unless your duties require your presence there.
3. No employee unless specifically authorized by the General Manager, is permitted to use, as a guest, any of the public facilities of the hotel such as the restaurant, lounge etc.
4. No Employee is to drink alcoholic beverages during his working hours, nor report for work under the influence of liquor.
5. The use of vile and obscene language is not called for and it is expected that no one will resort to it.
6. Do not lend money to or borrow from fellow employees or your subordinates.
7. Written or printed material may not be distributed to employees without the authorization of the General Manager.
8. No form of notices, written or printed materials may be used, pasted on bulletin boards or elsewhere in the hotel without prior approval of the General Manager.
9. No chewing gum or paan or munching of candy and cookies in public areas.
10. May we repeat – no smoking in the hotel premises.
11. No “horseplay” and practical jokes will be permitted in the hotel at any time.
12. Please do not allow your friends to visit you while you are working.
13. Many of you will be exposed to or working with confidential information. Do not discuss with fellow employees and more importantly, do not divulge this information or details of our operation to outsiders.
14. No employee while in our employment may engage in other work or employment that may be construed as a “Conflict of Interest”.
15. Uniforms are not to be worn home or taken from the hotel premises for any reason whatsoever.
16. Do not criticize the hotel, its policies, operations, nor make derogatory remarks, particularly to non-members of our organization. If you have suggestions or constructive criticism to offer, please go to your Departmental Head or the HR Department. Your comments and suggestions will not only be welcomed but encouraged.
17. Business transactions which are personal in nature or are in no way connected with your assigned duties may not be undertaken in the hotel at any time.
18. Do not solicit any tips. The soliciting of tips by work or manner is forbidden.

IN CASE OF FIRE

- ✓ Raise alarm by breaking the glass of nearest FIRE Alarm call point.
- ✓ Dial #9 to inform the Telephone operator immediately.
- ✓ Give exact location and size of the fire.
- ✓ Give your name and department.
- ✓ Try to control the fire if you have been taught. Do not endanger your own life.
- ✓ Do not panic and do not gather any crowd, as it will hamper the emergency procedures.
- ✓ Do not open doors to rooms, cupboards and passages.
- ✓ Stand by to help Guests if required, and direct them to the Fire exit.

WE CARE FOR A BETTER TOMORROW

At Avasa, our values give special emphasis on environmental issues. We would like to constantly work towards building a better and sustainable way of living by providing facilities to our guests without compromising on the environment.

- SWTP- sewerage water treatment plant helps in cleaning the sewerage water for recycling.
- Recycled water is used for plantation.
- Powers saving bulbs are used to conserve energy.
- Plantation is done to maintain greenery.
- Rainwater harvesting is done maintain ground water resources.
- Environment friendly cleaning agents are used.
- Periodic eco- friendly awareness training is done to the staff to create awareness.
- Avoiding plastic inside the Hotel.
- Guest involvement in re-use of sheets and towels with redeemable incentive scheme

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