

WELCOME DOCUMENT



*“The image of the tree signifies a retreat, a source of nourishment.
Under it's shade all living beings
come together.
In Indian iconography
the tree symbolizes celebration, prosperity, and growth.
The motif in the form of a tree
is conceptualized as a signifier
of these properties,
created in perfect rhythm”*

WELCOME DOCUMENT

Index

1	Welcome note by the Unit Head
2	GreenPark History
3	GreenPark Culture
4	Top Notch Dignitaries of GreenPark Hotels & Resorts Ltd
5	Board of Directors
6	Managers at the Corporate office - Hyderabad
7	Managers at the GreenPark - Hyderabad
8	Managers at the GreenPark - Visakhapatnam
9	Managers at the GreenPark - Chennai
10	Managers at Marigold by GreenPark
11	Managers at Avasa - Hyderabad
12	Awards and Achievements
13	Fact Sheet GreenPark - Hyderabad
14	Fact Sheet GreenPark - Visakhapatnam
15	Fact Sheet GreenPark - Chennai
16	Fact Sheet Marigold by GreenPark
17	Fact Sheet Avasa Hotels
18	Human Resources Department
19	A Few Don'ts
20	In case of Emergency - FIRE
21	We care for better tomorrow
22	My Commitment

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Dear**Date:**

“A journey of a thousand miles starts with the first step”

You have taken the first step on this journey of a successful career with us. We believe in being the best as far as guest satisfaction is concerned. As part of this philosophy, you will be looked upon with a lot of expectations. We believe in delivering the highest levels of customer delight, hence we have adopted the motto of **four-G's**. These are:

**GUEST IS OUR GOD
GREEN PARK IS OUR TEMPLE
GOOD WORK IS OUR PRAYER
GUEST DELIGHT IS OUR REWARD**

Here at Green Park, you will always find the highest levels of motivation, dedication and commitment towards one's responsibilities. Needless to say we expect the same from you too. We are a family because we are ready to do that little extra to make everyone more comfortable.

The purpose of the Induction is to help you learn all about the Hotel to work effectively as a part of the team and we as a team need your commitment towards the organization. I am confident that you will concentrate all your efforts towards our objectives and enable GreenPark to surge ahead on its path to greater success. On behalf of the GreenPark family I wish you all the best in your career and future endeavors.

Sincerely yours,

**NAMIT SINHA
GENERAL MANAGER**

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GREENPARK HISTORY

Formerly known as Diana Hotels Ltd, the GreenPark Hotels and Resorts Ltd (w.e.f July 2010) started in the year 1991 under the dynamic leadership of our founder chairman Sri G.Harischandra Reddy. The first Hotel GreenPark Hyderabad with 148 rooms started in the year 1991. GreenPark Visakhapatnam with 110 rooms and GreenPark Chennai with 171 rooms were opened in the year 1995 and 2005 respectively.

The company forayed into the five star segments with its two new ventures in Hyderabad, Marigold by GreenPark with 181 rooms opened in 2011, and Avasa Hotels with 217 rooms in Hi-tech City of Hyderabad in 2012.

To add feather in the cap GreenPark Hotels and Resorts Ltd has taken over the complete hospitality services at Indian School of Business Hyderabad (which is ranked 12th among the top business schools in the world) with effect from 1st June 2011.

Designed with classy touch and the right ambience for comfortable stay, the GreenPark have been contoured to provide an ambience that soothes and refreshes. Elegantly fitted with every requisite for a luxury stay, our rooms reflect opulent refinement at its very best.

At GreenPark, Our world is built around the Guest, “Service” and “Care” is part of the core philosophy that leads our guests with enviable conveniences and comforts and the discerning business traveler, “a home away from home”.

The Hotels have achieved global standards of product quality and service excellence since the beginning of its industry experience. The great attention we pay to every little detail has given rise to a clientele that has forged strong bonds with us and made GreenPark always the first choice of the discerning business travelers offering exceeding service standards at real value for money.

Welcome to the GreenPark experience...

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GREENPARK CULTURE

OUR VISION	OUR MISSION
<p>☑ <u>TO BE FOCUSED</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>☑ <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>☑ <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>☑ CUSTOMER INTIMACY – Fast Service, Hassel free service, Deliver more value, Superior quality, Care and concern</p> <p>☑ 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>☑ PRODUCT LEADERSHIP – Superior product ,Superior value, Up-to-date, Innovation and creativity</p> <p>☑ 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 everyday to keep up the good job and continue the path of success.
<ol style="list-style-type: none"> 1. To Foster a nurturing work environment. 2. To develop leadership at all levels through effective delegation. 3. To sharpen skills at all levels through focussed training. 4. To encourage creativity and value addition at all levels 	<ol style="list-style-type: none"> 1) What have I done to touch the heart of our Guest to-day? 2) What have I done to add value to our company to-day? 3) What have I done to change things for the better to-day? 4) What have I done to reach out and help my colleague's to-day? 5) What have I done to make myself a better human being to-day?

QUALITY STATEMENT OF GREENPARK

TO PROVIDE WORLD CLASS HOSPITALITY SERVICES AT THE MOST ECONOMICAL PRICE

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MANAGEMENT LEADERSHIP

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



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

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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

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Board Of Directors

Mr. G. Harischandra Reddy	Chairman
Mr. G.V. Prasad	Vice Chairman (C.E.O - DR.REDDY'S LABS LTD)
Mrs. A. Parvathy Reddy	Executive Director
Mr. K.V. Ravindra Reddy	Director
Mr. G.Harischandra Prasad	Director
Mr. K. Satish Reddy	Director (M.D. - DR.REDDY'S LABS LTD)
Mrs. G. Anuradha Reddy	Director
Mrs. G.Shyamala	Director

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Managers at the Corporate office

Chief Executive Officer (CEO)	Mr. B. Gautam
Vice President – Operations	Mr. K. Mohan Krishna
Vice President- Finance	Mr. M.N Narayana Murty
General Manager – Business Process Management	Mr. K. A. Srinivas
General Manager – Business Development	Mr. K.Manmadha Rao
General Manager - HR	Mr.S.Venkateswara Rao
Corporate Chef	Mr. Chalapati Rao
General Manager-Engineering	Mr.P.Rangaswamy
General Manager-Materials	Mr.Ch.V.V.S.Murthy
General Manager-Sales	Mr.G.Srinivas
General Manager – Renovation, Projects & Housekeeping	Mr. Manesh Kumar
Group Manager -Training	Mr.V.Narendra Kumar

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Managers at GreenPark- Hyderabad

Designation	Name of the Manager
General Manager	Mr.Raj Kumar Singh
Executive Assistant Manager	Mr.Joydeep Mazumdar
Executive Chef	Mr.D.Ravindra (Sous Chef)
Front Office Manager	
Manager - House Keeping	Mr. Kumar Jambarapu
F & B Manager	Mr. Vasanth (Asst.Manager)
Finance Manager	Mr. Sesha Sai
Deputy Manager I.T	Mr.Satyanarayana
Deputy Manager – Purchase	Mr.Ganesh Babu
Manager - H.R	Mr.N.Krishna
Security Officer	Mr.Satyanarayana
Chief Engineer	Mr.Abdul Azeem Hasmath
Training Manager	Mr.Ravikanth Reddy (Executive)
Doctor	Mr. I.V.Reddy

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Managers at GreenPark- Visakhapatnam

Designation	Name of the Manager
General Manager	Mr.Namit Sinha
Regional Executive Chef	Mr.L.M.Bhatnagar
Front Office Manager	Mr.K.Srinivasulu Reddy
F & B Manager	Mr.Samit Kumar Trifaley
Housekeeping Manager	Mr.Eswara Rao CH
Manager – HR	Mr.Bharani Kumar S
Manager Accounts	Mr.Rajasekhar CH V
Manager Sales	Mr.Vykuntavasulu I
Deputy Chief Engineer	Mr.Sivaram Chainulu N
Asst Manager – Purchase	Mrs.Aruna Devi B
Security Officer	Mr.A Pavan Kumar
Manager I.T	Mr.K.Srinivasulu Reddy
Deputy Manager – Training	Mr.Karthikeyan Pandiaraj
Doctor	Dr.V.V.Rao

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Managers at GreenPark- Chennai

Designation	Name of the Manager
General Manager	Mr.Sudip Sen Gupta
Resident Manager	Mr.Ravikumar
Senior Executive Chef	Mr. V.S.Thangappan
Front Office Manager	Mr. Hari Prasad
Manager - House Keeping	Mr. Shyam Kumar
F & B Manager	Mr. Monideep Jas
Unit Financial Controller	Mr. V. Radhakrishnan
Deputy Manager I.T	Mr.G. Sivaprasad
Deputy Manager – Purchase	Mrs.Pramila (Asst .Manager)
Senior Sales Manager	Mrs.Jasbir Brar Roy
Sr. Manager - H.R	Mr.Ragu Prasad Rao.
Deputy Manager - Security	Mr.Thiruvalluvan
Chief Engineer	Mr.E.Arul Das
Asst Manager – Training	Mr.Yeshwanth (MT)
Doctor	Mr. John Balan Samuel

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Managers at Marigold by GreenPark

Designation	Name of the Manager
General Manager	Mr. Jawed Ahmed
Executive Chef	Mr. Partha Chakravarty
Executive Asst Manager	Mr. Vinod Kumar Singh
F & B Manager	Mr. Alok Bhardwaj
Manager – HK	Ms. Nalini. J
HR Manager	Mr. Mahesh (Asst. Manager)
Chief Engineer	Mr.Sri Hari
Security Officer	
Accounts Manager	Mr. Ramanjanelu
Manager - IT	Mr.Chinni Kesava (Exe)
Purchase Manager	Mr. K.Polinaidu
Deputy Manager - Training	Mr. Ashwin Kumar
Doctor	Dr. I. V Reddy

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Managers at Avasa – Hyderabad

Designation	Name of the Manager
General Manager	Mr. Julius Fernandes
Resident Manager	Mr. Suvarna Kumar
Executive Chef	Mr. Sudhir Nair
Executive Housekeeper (Senior Manager –HK)	Mr. Uday Bhaskar Reddy
F&B Manager	
Front Office Manager	Mr.Saurabh (Deputy)
HR Manager	Mr. Krishna Mohan (Deputy Manager)
Chief Engineer	Mr. Mahesh Babu
Manager IT	Mr. Mallikarjun
Security officer	Mr.Devaraj Chaudary
Training Manager	Mr.Sunil Kumar (Asst Manager)
Accounts Manager	Mr.Varmesh (Deputation)
Manager Purchase	Mr.Chandu Raj
Doctor	Dr.Rama Rao

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Awards and Achievements

1. **Mr. Varghese George**, Vice President – awarded as the “**Best General Manager of the year 1998**” by H&FS.
2. **Mr. Madhu Nair**, General Manager – Awarded as the “**Best General Manager of the year 1999**” by H&FS.
3. **Mr. Mohan Krishna, FOM** awarded as the “**Best Front Office Manager of the year**” in the Year 1999 by H&FS India.

National Awards

1. **GreenPark, Visakhapatnam** won “**Best Economy Business Class Hotel**” for the year 2002.
2. **GreenPark, Visakhapatnam** won “**Star Achiever Award** “for Excellence in Hospitality Industry for the year 2007.
3. **Diana Hotels Ltd** awarded “**Emerging India 2007**”. (Under Travel and Tourism Category)

State Awards

1. **Green Park Hotel, Hyderabad** – “**The Best 4 star Hotel in the State**” by the Department Of Tourism – Andhra Pradesh for the years 2003, 2004, 2005, and 2007.
2. **Green Park, Hyderabad**-Recognized for “**Excellence in Conservation of Energy** “by the Institute of Engineers (India), A.P State.
3. **GreenPark Hotel, Visakhapatnam** –“**The Best 3 star Hotel in the Region** “by the Department Of Tourism, Andhra Pradesh 2003, 2004, 2006, and 2007.

Nominations

1. **GreenPark, Hyderabad** was nominated as “**Best Economy Hotel** “1994 to FHRAI.
2. **The General Manager** of Green Park, Hyderabad was nominated as **Best General Manager** - 1997 to FHRAI.
3. **The General Manager** of Green Park, Visakhapatnam was nominated as **Best General Manager** -1997 to FHRAI.
4. **Front Office Manager** of Green Park, Hyderabad was nominated as “**Best front Office Manager** “- 1998 to FHRAI.
5. **Executive House Keeper** was nominated as “**House Keeper of the Year** “by H&FS in the year 1999.
6. **GreenPark, Visakhapatnam** was nominated as “**Best Economy Hotel** “1999 to FHRAI.
7. **GreenPark, Hyderabad** was nominated as “**Star Achievers Award** “2007 to FHRAI.
8. **GreenPark, Hyderabad** nominated for CNBC Awaaz Travel Awards 2008 in the Category – ‘**Best Leisure Hotel**’.

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GREENPARK - H Y D E R A B A D

Hotel Address : 7-1-26, Green Lands, Begumpet, Hyderabad - 500 016

Telephone : 040 - 66 515151 040 - 23 75 75 75

Fax : 040 - 23 75 76 77

Website and E- Mail: www.hotelgreenpark.com / hyd@hotelgreenpark.com

Hotel Location: Situated in Green lands Area in Begumpet 32 kms. from Shamshabad Air Port, 7 kms. from the Railway station and a ten-minute drive from the business and commercial area.

Accommodation: 147 Rooms in three floors.

Room Type	No of Rooms
Deluxe	90
Business Club	43
Junior Suites	9
Executive Suite	3
Quality Suite	3

Banquet Halls

Function Space	Area (In sq ft)	Conference /theatre style	Reception	Banquet (Sit down)
Residency	3,350	250	400	150
Chancery	1,000	65	100	30
Consulate	425	20	25	10
Gardenia	7,000	-	700	300
Senate	575	25	40	20

Restaurants

Name of the outlet	Where	Capacity covers	Remarks
Tulips	Lobby Level	60	Coffee Shop
Once Upon A Time	Lobby Level	106	Lunch – Tycoons Buffet Dinner – A la carte
Business Club Lounge	2 nd Floor	25	Breakfast Cocktail hour Exclusively for Business Club, Junior and Executive Suite Guests
Mustang Bar	Lobby Level	24	Bar
Torque – The Fun Place	Basement Level	80	Pub

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GREENPARK - VISAKHAPATNAM

Hotel Address : 12-1-17, Waltair Main Road, Visakhapatnam- 530 002

Telephone : 0891- 661 51 51.

Fax : 0891- 2563763

Website and E- Mail: www.hotelgreenpark.com / vizag@hotelgreenpark.com

Hotel Location: Located in the heart of the city at close proximity to the railway station and shopping area.

Accommodation: 109 Rooms in six floors

Room Type	No of Rooms
Executive	30
Deluxe	41
Business Club	25
Executive Suite	5
Quality Suite	8

Banquet Halls

Function Space	Area (In sq ft)	Conference /theatre style	Reception	Cluster
Chancery	2,550	275	275	100
Consulate	750	50	50	35
Forum	650	30	30	25
Meadows	12500	600	600	180
Star Lights	5500	300	300	150

Restaurants

Name of the outlet	Where	Capacity covers	Remarks
Tulips	Lobby Level	88	Coffee Shop
Once Upon A Time	Lobby level	94	Breakfast, Lunch, Dinner and Midnight Biryani- Buffet
Business Club Lounge	4 th Floor		-
Mustang Bar	Lobby Level	33	Premium Bar
Escape – The fun Place	First Floor	54	Fun Bar

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GREENPARK - CHENNAI

Hotel Address: 183, N.S.K. Salai, Vadapalani Chennai-600 026

Telephone : 044 – 66 51 51 51 / 044 – 23 75 75 75

Fax : 044 – 23 75 76 77

Web and E- Mail: www.hotelgreenpark.com / chennai@hotelgreenpark.com

Hotel Location: Situated on N.S.K Salai (Arcot Road) Vadapalani, at a distance of 12 kms from the Airport, and Railway station and 15 minutes drive from the business and shopping centre.

Accommodation : 171 Rooms in six floors

Room Type	No of Rooms
Deluxe	109
Business Club	42
Junior Suite	4
Executive Suite	16

Banquet Halls

Function Space	Area (In sq ft)	Conference/theatre style	Reception	Banquet (Sit down)
Board Room I & II	650	15	40	24
Ashwini	1000	40	70	36
Bharani	1000	40	70	36
Pallavi	1700	80	150	60
Vijaya	1900	150	225	60
Vauhini	1900	150	225	60
Sesh Mahal	4800	450	1500	200

Restaurants

Name of the outlet	Where	Capacity covers	Remarks
Tulips	Lobby Level	102	Coffee Shop
Once Upon A Time	Lobby Level	104	Lunch - Buffet Dinner- A la Carte
Club Mustang	Lobby Level	72	Bar
Business Club Lounge	2 nd Floor	30	Breakfast Cocktail hour Exclusively for Business Club, Junior and Executive Suite Guests
Escape – The Fun Place	Basement	107	Pub
Roast and Grill	1 st Floor	75	Pool side Barbeque Restaurant

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MARIGOLD by GREENPARK**Hotel Address:**

**Marigold by GreenPark
Greenlands, Begumpet
Hyderabad-500016.**

Telephone : (040)- 67363636

Fax : (040)- 67363637

Website : www.marigoldhotels.com

Hotel Location : Situated adjacent to Hotel GreenPark –Hyderabad, Greenlands Area in Begumpet 32 Kms. from Shamshabad Air Port, 7 kms. from the Railway station and a ten-minute drive from the business and commercial area.

Accommodation : 181 Rooms

Room Type	No of Rooms
Luxury	98
Premium	59
Studio	19
Royal Suite	4
Presidential Suit	1

- **5 Star Business Hotel with Upscale Market positioning.**
- **Land area-4.5 acres, Carpet area-2 Lac sq ft.**
- **RGI Airport-35km, Rly Station Secunderabad -9km, Bus Stand-10km.**

Service Design:

- Vibrant Rooms with modern facilities.
- 40"LCD in all Rooms.
- I-Pod Docking Station.
- Dual Connectivity in Rooms.
- Tea/ Coffee Maker.
- Iron & Ironing Board.
- Well Stocked Mini-Bar.
- Eco-friendly supplies from Woleco.
- E- Safe
- Weighing Scale

Exclusive Lounge for Club & Suites:

- Refreshing Water Body.
- Complimentary Breakfast.
- Designer Tea / Coffee.

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FOOD & BEVERAGE FEATURES**SAFFRON SOUL – Coffee Shop:**

- 24 hours Live interactive Kitchen.
- International cuisine buffet spread with exotic display of bakery products.
- Thin Crust pizza.
- Kids Menu.
- Non Allergy menu option.
- Naturals and Sugar free ice creams & Desserts.

MEKONG - Pan Asian Specialty:

- Live and interactive Kitchen.
- Teppayanki counter.
- Authentic dish from Thai, Burmese, Indonesian, Japanese and North of China by the Master Chef.

MYSTIQUE - Lounge Bar:

- The bar will be equipped with finest of Scotch, best of single malts, aperitifs, spirits and wine from all over the world.
- Flambé trolley will be used for making different types of fondue' live in front of the guest.
- Flaring and Juggler Bar tender will make the place happening.

BUSINESS LOUNGE:

- Exclusive lounge for club & suites.
- Complimentary breakfast.
- Designer tea / coffee.
- Cocktail hours.

FITNESS CENTRE

- Certified trainer
- State of the art equipment
- Personal training for long staying Guest
- Fitness diet

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BANQUETS / BOARD ROOMS:

BANQUET HALL CAPACITY SHEET						
	HALL NAMES	PEACOCK	AZURE	AMBER	CYAN	TEAL
S.NO	Size(L/B/H)	85/69/13	39/26/13	39/26/13	52/26/13	27/27/10
1	THEATER STYLE WITH STAGE (24/16) PILLERLESS	575 TO 600	70 TO 75	70 TO 75	100 TO 120	NIL
2	THEATRE STYLE WITHOUT STAGE	675-700	90 TO 100	90 TO 100	125 TO 140	30
4	ROUND TABLE WITH STAGE	225 TO 250	32	32	50	10-Dec
7	U SHAPE STYLE	100-125	30 TO 35	30 TO 35	40 TO 45	18-20
9	CLASS ROOM STYLE	150-170	30 TO 36	30 TO 36	42 TO 50	15-18
10	BOARD ROOM STYLE	70 TO 75	25 TO 30	25 TO30	30 TO 36	15
NOTE:STANDARD STAGE SIZE IS 24/16 FOR PEACOCK AND 12/8 FOR OTHER HALLS						

- Clear Height of 13 Feet.
- Can accommodate 600-650 pax in theater style with 4 break away halls to suit the Medical and Technical conference in heart of the city.
- Motorized drop down screen with in built Audio and Video support.
- Web Casting &Video conferencing facilities.

MEDIA CENTRE:

- Personal theater.
- Hi-tech audio video gadgets.
- Music Zone.

OTHERS:

- Spa
- Fitness Centre
- Lap Pool
- 24 hrs. Doctor on call.
- 24hrs. Business Center.
- 24hrs. Currency Exchange.

AVASA HOTELS – HYDERABAD

GREENPARK HOTELS AND RESORTS LTD**Welcome Document**

Hotel Address: Plot: No 15, 24,25 &26 , Sector-I Madhapur, Hyderabad -500081
Telephone : (040) - 67282828

Fax : (040)- 66632828
Website : www.hotelavasa.com

AVASA a stunning 15-storey building is ideally situated in the heart of booming software centre, a jog away conveniently located in Hi-tech city Hyderabad with only about a 40 minutes drive from the Rajiv Gandhi International Airport and easy access very close to the Hyderabad International Convention Center, Mindspace, HITEX and Shilparamam. AVASA is tastefully designed by world renowned Interior designer to relax and renew with a series of thoughtful amenities having both twin and king bed rooms with lively and earthy colours made up floor wise.

Accommodation : 217 Rooms

Room Type	No of Rooms
Deluxe	116
Business Club	87
Junior Suite	10
Presidential Suit	4

Banquet Halls

Function Space	Area (In sq ft)	Conference/theatre style	Reception	Banquet (Sit down)
Constellation	5730	450	1500	225
Vega	2005	140	-----	90
Nova	1570	110	-----	60
Orion	794	-----	-----	25
Omni	755	-----	-----	25

Restaurants

Name of the outlet	Where	Capacity covers	Remarks
PI	Lobby Level	96	All Day Dining
OHM	Lobby Level	68	Lunch - Buffet Dinner- A la Carte
Club Lounge (Bridge)	5 th Floor	38	Breakfast/ Cocktail Hours
Pool Side Bar	3 rd Floor	48	Snacks and Cocktails
Sky Bar	10 th & 11 th	-----	-----

GREENPARK HOTELS AND RESORTS LTD**Welcome Document****HUMAN RESOURCES DEPARTMENT**

You would learn what is expected of you while you are working at GreenPark. Probably, this has set you wondering if you possess the requisite qualities to succeed in the hospitality industry

1. SELF CONTROL:

In hospitality industry customer is always right. Hence you'll be expected to be polite, calm, pleasant and friendly. Arguments, discussions, excuses and explanations are to be avoided at any cost as they only add fuel to the fire instead of helping you to resolve the problem.

2. FRIENDLY AND OUTGOING PERSONALITY:

If you are naturally friendly and outgoing you are more likely to be successful working in a hotel. Being able to deal with all kinds of guests and visitors combined with a keenness to serve them with a genuine smile is an asset.

3. RIGHT ATTITUDE TO WORK:

While working in the hotel, You should be prepared to do any kind of job if the circumstances demand it. Dignity of labour is one of the first lessons you'll have to learn. It is possible; you'll discover along how much more satisfying it is to work with one's own hands

4. GOOD HEALTH AND PHYSICAL FITNESS:

You need good mental and physical stamina to survive the long and odd working hours. Moreover, you may have to spend most of your working day on your feet, especially on busy days. You are required to be in good health all the time.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

5. GROOMING AND PLEASING PERSONALITY:

You are more likely to be confident if you are well groomed, neat, polite and have an easy way with people. An impressive and pleasing appearance is always a plus point in public relations.

6. READY SMILE AND CHEERFULNESS:

“A smile” It’s a universal welcome which has no language, it tells others that there is a caring, sharing person in you and as hospitality personnel you are never fully dressed without a smile.

7. ABILITY TO FACE CHALLENGES:

There is never a dull moment in a hotel. Everyday is full of challenges stimulating you and demanding your presence both mentally and physically.

8. TEAM SPIRIT:

In hospitality industry you are always working as part of a team, which needs your help, co-operation and willingness to listen to others. You must be flexible and accommodating and enjoy working as part of a team.

9. SELF DISCIPLINE:

Just about every item in a hotel can be useful; there can be lot of temptation to carry out small things for personal use. You must be able to resist such temptation, and be honest and sincere at your job.

10. ABILITY FOR HARD WORK:

Working in hotels is always demanding and only those work hard and sincere can hope to rise in their career. An employee, who works willingly is always noticed by the management and is likely to go places.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

11. HIGH MOTIVATION:

Self motivation is a very important attribute which can take you to greater heights of success in life. In fact, it is this quality which will help you to enjoy even the most menial job. Most people who succeed in life are highly motivated. They work with great enthusiasm, take initiative and do not mind learning even from their subordinates

12. SELF CONFIDENCE:

Working in a hotel, you'll come across People who are successful, rich and powerful holding high positions in life. You will discover that if you remain poised, composed and at ease in the company of such people you'll do your job better. Being self-confident will enable you to deal with people of all kinds.

13. TACT:

This is an indispensable quality needed to handle a tricky or nasty situation, whether it is guests acting difficult in the restaurant, or disciplining a member of the staff. Despite all pressures you must remain cool, even-tempered to handle each situation tactfully and coolly.

14. GOOD COMMUNICATION SKILLS:

A hotel job involves working with people all the time. Therefore, it will be a great asset for you and the hotel, if you are an impressive talker and can interact with people smoothly and gracefully. Good command over one or more languages will be an added advantage.

15. METICULOUSNESS:

You must have an eye for detail and ensure that everything is in order up to the last detail. The job will demand that you be aware, observant, alert and alive to all that happens around you.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

16. RESOURCEFULNESS AND INNOVATIVENESS: These are the two qualities to cope and deal effectively with new situations and difficulties that may arise. You must be able to think and react quickly without breaking down under pressure or running to your seniors for help and guidance all the time.

17. FLAIR FOR CREATIVE WORK:

Working in a hotel requires a creative and imaginative mind. There will be occasions when you will need to use your artistic sense, like- for table layout, flower arrangements, room decor, etc.

18. REASONABLY WELL INFORMED:

It will be of immense help if you keep yourself up-to-date on what is happening in the world-current affairs, political situations and recent developments, etc. After all, hotels get all types of guests from all over the world, you will find that your knowledge of different cultures and events will help you in making a personal contact and the right impression with the guests.

19. PERCEPTIVENESS:

To anticipate a guest's needs without spelling it out requires sensitivity, perception, and understanding of human nature, At times, people, appear complex because we don't understand them.

20. DOWN TO EARTH APPROACH:

You must be practical. Remember your attitude and approach to work will affect those directly under you. If you will not consider it below your dignity to work with your own hands, then your team will follow suit.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

A FEW DON'TS

Here are a few DONT'S, the non-observance of which can render you liable for disciplinary action. Please also see the service conditions to avoid any unpleasant situation in your employment with us.

1. Our telephone lines are for business use. Personal calls either outgoing or incoming are not permitted. Emergency telephone calls for employees will be routed through the Human Resources department.
2. Do not enter or visit other departments, public areas, or guest room floors, unless and until your duties require your presence there.
3. No employee unless specifically authorized by the General Manager is permitted to use, as a client or customer, any of the public facilities of the Hotel such as Restaurants, bar etc.
4. Employees should not use the guest Hotel parking area.
5. No employee is to drink alcoholic beverage during working hours, nor report for work or be in the Hotel premises while under the influence of liquor.
6. The use of morally evil or obscene languages is not called for, and it is expected that no one will ever resort to it.
7. Chewing gum, betel or munching of candy or cookies in public areas is prohibited. Reserve your appetite for the dining room.
8. "Horseplay" and practical jokes are not permitted in the Hotel at any time.
9. You are proud of your Hotel but please do not allow your friends or relatives to visit you while you are working.
10. No employee while in our employment may engage in other work or employment, it will be interpreted as "conflict of interest".
11. Business transactions either of personal nature, or which are in no way connected with your assigned duties, shall not be transacted in the Hotel at any time.
12. Avoid being in Hotel premises when your duty is over.
13. Do not use the toilet or locker room other than the one to which you are allotted or otherwise authorized to use according to the category of staff to which you belong.
14. Disobedience will render you liable for severe disciplinary action.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

15. Dishonesty will result in termination of services.
16. Habitual slowness at work will not be tolerated.
17. Overstaying on leave without getting it extended prior to the expiry of leave will be liable for disciplinary action. However, the same may be exempted under the peculiar circumstances of a particular exigency, to be established to the satisfaction of the Management.
18. Any action or language that is obscene or insulting is an act of discipline.
19. Use of intoxicating drugs is banned.
20. Excessive breakage or misuse of hotel linen and property by making scratches and dirty marks on the walls and furniture etc are acts of vandalism, punishable through dismissal or deductions from salary.
21. Inability or carelessness in maintaining safe working conditions for self or others is viewed seriously.
22. Any other action or conduct that may be detrimental to our interest, which may cause unfavorable reactions on guests, employees or hotel relations or operations, is also liable for disciplinary action.
23. Willful destruction of hotel property will subject you to the termination of your services.
24. Giving false information at the time of employment will be a cause for termination.
25. Violation of hotel rules and regulations which are in the best interest of maximum courtesy and service, good personal relations, and maintenance of the best possible working conditions for all concerned is deemed to be an act of in discipline.
26. Failure to deposit any articles found by you, in the House-Keeping Department, is liable for disciplinary action.
27. Employees getting poor reports in 3 consecutive performance reviews will be subject to disciplinary action as well.
28. Chronic absenteeism is an act of in discipline.
29. Lack of courtesy towards guests or inability to co-operate with fellow employees is looked down upon seriously.
30. It is strictly prohibited for employees to carry mobile phones when within the hotel.

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

IN CASE OF FIRE

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

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

WE CARE FOR A BETTER TOMORROW

At Green Park, 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

GREENPARK HOTELS AND RESORTS LTD

Welcome Document

My commitment

- 1) I commit myself to make best use of the induction period and learn about the various areas of work.
- 2) I commit myself to abide by the high standards of the Hotel.
- 3) I commit to stretch myself beyond my work sphere and to add value to the organization.
- 4) I commit to be friendly and show respect to everybody.
- 5) I commit to keep the guest's needs and satisfaction foremost in all my activities.
- 6) I commit to share knowledge to help growth of self and the organization and always keep an open mind.

I commit to all of the above and more, in order to be a part of a highly successful and motivated team.
