



مركز ورزیدنس البستان  
Al Bustan Centre & Residence  
FEEL AT HOME

Issue 61 / Winter 2019

# OUR NEWS

Newsletter of  
Al Bustan Centre & Residence

# 2019

The **BEST YEAR**

is yet to come



ABCR hosted  
5th Fazza  
Boccia  
Delegates  
page 3



ABCR celebrates  
Commemoration  
& UAE National  
Day  
page 4



ABCR  
Team  
Building  
page 10



**Moussa El Hayek**  
Chief Operating Officer



“  
*On the road to success,  
the rule is to always look ahead.*

”

Dear Readers,

An eventful year has passed and we toast to the new one with great optimism and enthusiasm.

Being named as one of the safest countries in the world, the UAE remains to be a top destination in the Middle East and North Africa (MENA). Furthermore, preparations are well underway for the much-awaited EXPO 2020 wherein the country's hospitality industry is positioned for a steady growth in the coming year. Al Bustan Centre & Residence is all geared up to deliver service excellence by adding value to our guest experience.

Winter is a lovely season to explore the outdoor activities Dubai has in store. The seasonal theme parks are now open and massive sale promotions such as Dubai Shopping Festival (DSF) are running until early February. Without a doubt, Dubai never runs out of thrilling offers for families and other travelers during this season.

In this issue, we highlighted our continuous efforts to build a stronger and better team as we held our annual four-day team building coinciding with the Dubai Fitness Challenge. Part of our commitment in keeping our employees taken care of is by organizing yoga sessions and regular health screenings through our Responsible Awareness Program.

We take pride in being recognized as the official hospitality partner of the Dubai Club for People of Determination as we hosted the 5th Fazza Boccia World Open 2018. Over 107 delegates from 23 countries participated in the said event. Dubai plans to host more of these sport events with the goal to empower and support people of determination.

In a round-up of events, Al Bustan Centre & Residence paid tribute to the legacies and values inculcated to us by our great leaders as we celebrated the Commemoration and UAE National Day.

2019 will be the Year of Tolerance a characteristic embodied by the UAE as a nation of diversity and peaceful co-existence. Al Bustan Centre & Residence embraces this value in welcoming our guests from all walks of life.

A blessed and prosperous 2019 to all!

# Al Bustan Centre & Residence hosted the participants of the 5th Fazza Boccia World Open 2018

Hosted at the Shabab Al Ahli Dubai Club, the competition registered a record breaking participation of 107 athletes representing 23 countries. The competition is governed by the Boccia International Sports Federation. Al Bustan Centre and Residence is named as the strategic official hospitality partner for Dubai Club for People of Determination and hosted the participants from 14-21 December.

***“Participation in any active recreation or any sports championships like these helps people of determination to feel independent and equal in society, with choice and control of their lives. Dubai plans to host a lot of such opportunities to remove the barriers that restrict life choices for people of determination. We, at Al Bustan Centre, as the official hospitality partner pledge to provide the best of services and amenities and ensure to cater to the tiniest needs of these individuals so that they can focus on the sport and excel in their performance.”***

*- Moussa El Hayek, Chief Operating Officer*



*Mr. Yasser Moussa, Executive Assistant Manager, warmly welcomed representatives from Greece and Morocco.*

To show our appreciation, the management of Al Bustan Centre & Residence hosted a gala dinner for all the participants.

Participating countries included seven new entrants from nations such as Croatia, France, Netherlands, Greece, Morocco, South Africa and Slovenia. From the UAE, a squad of nine athletes – five men and four women participated in the competition. Other countries included Belgium, Australia, Thailand, Chinese Taipei, Germany, Portugal, Hong Kong, Japan, South Korea, Kuwait, Poland, Morocco, Singapore, Slovakia, USA and Iraq.







## Al Bustan Centre and Residence pays tribute to the martyrs of the country on Commemoration Day

*“Along with the great leaders, the rulers of this country and residents, we mourn the loss of the lives on the battleground and pledge to always remember the values they taught such as of sacrifice, dedication and loyalty to the homeland.”*

*- Moussa El Hayek, Chief Operating Officer*



*The senior management and hotel staff joined the nation by observing a minute's silent prayer to honor the sacrifices of the countrymen who offered their lives and blood on the battlegrounds. After the silent prayer, the UAE country flag was hoisted high and the national anthem was played.*

## UAE National Day Cake Cutting at Al Bustan Centre Shopping Mall

Showing our patriotism as we celebrate UAE's 47 years of union and solidarity.



Mr. Moussa El Hayek, Chief Operating Officer of Al Bustan Centre & Residence led the cake cutting ceremony at shopping mall's centre court together with department heads, shop owners, and tenants.



# Familiarization Trip



Minsk Belarus



Odeon



Novosibirsk



St. Petersburg



Volgograd



Diwali Festival



Christmas Day







## UAE Flag Day Celebration with Amer and Tasheel



*A commemorative plaque was awarded by the management of Amer and Tasheel to Al Bustan Centre & Residence top and senior management headed by Mr. Yasser Moussa (Executive Assistant Manager), Mr. Arun Kumar (Resident Manager), Mr. Mouhanad El Ramah (Mall Manager), Mr. Majid Farah (Front Office Manager) and Mr. Omar Dahmouni (Assistant F&B Manager).*

## Newest Shopping Mall Entrants



**Smart Stylish Jewellery LLC**



**Queen Haute Couture**



**Aryana Tanha Fashion**

## Casa Amore Events



**Feel Happy in Your Big Day, and Leave The Details on Our Team**

We offer a wide range of high quality work and professional services to plan any event from birthdays to weddings, Kosha, conferences, family gatherings, sound and light systems, henna, balloons decoration, graduation ceremonies, inflatable toys and kids' games, tents' rental and more!



**Contact Details:**

**Telephone**

055 3868 100

052 4399 950

**Email:**

[casamore.events@gmail.com](mailto:casamore.events@gmail.com)

## Miracle Garden



It's that time of the year again when everything blooms at its fairest.

Dubai Miracle Garden – the world's largest natural flower garden opens up with new concept and design, giving a whole new experience and variety of exciting attractions to more than 1.5 million visitors per year.

Set in the heart of Dubailand, the garden is open every year from mid-November to Mid-May and was first launched on Valentine's Day of 2013. Every year, residents and tourists look forward to visiting this family-friendly destination as the garden is set in full bloom with millions of flowers arranged in different patterns and lovely floral creations.

### Timings:

9am-9pm Sunday to Thursday

9am-11pm, every weekend (Friday and Saturday)

**Location:** Al Barsha South 3, Dubailand, Dubai, UAE

### Fees:

Adult (12 years old above): 50AED

Children (12 years old and below): 40AED

Disabled and 2years old and below: Free of Charge



## Global Village



القرية العالمية  
Global Village

Celebrate fun in diversity and get ready to experience an adventure around the world as Global Village takes you to different traditions that makes every part of the globe unique.

As the region's first multi-cultural festival park, you will be left with awe with bazaars from around the globe, the fiery fountain Lake & Fire Show, spectacular and amazing Circus Circus, Stage Shows and gravity Super Loop Stunt Show.

Be ready to be entertained to a whole new level with all-new shows you can only enjoy at the Global Village.



### Timings:

From 30th October 2018 until 6th April, 2019:

Saturday to Wednesday from 4:00pm – 12:00am  
(entry gates close at 11:30pm)

Thursday, Friday and Public Holidays from 4:00pm – 1:00am  
(entry gates close at 12:30am)

Mondays are dedicated to Families and Ladies only.

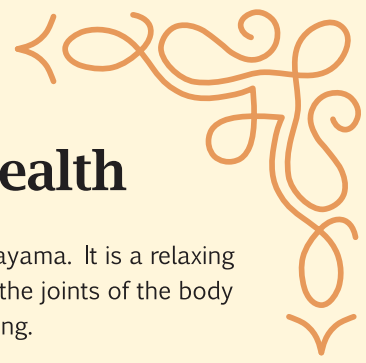
**Fees:** AED 15 – per person /day

The following are eligible for free entry:

- Children under 3 years
- People of determination
- Seniors above 65 years

**Location:** Exit 37, Sheikh Mohammed Bin Zayed Road and Emirates Road, Dubai, UAE  
Contact RTA for bus timings.





## Practicing Yoga to Achieve Optimal Health

The Yoga session for Al Bustan Centre & Residence employees focused on practicing Sukshma Vyayama. It is a relaxing technique to help the participants de-stress from work and life. This type of yoga helps loosen up the joints of the body and eliminate energy blockages developed due to sitting too long at a desk or from prolonged typing.



*Yoga participants from different departments together with Mr. Yasser Moussa, Executive Assistant Manager and Ms. Liza Ortiz, Director of Human Resources*



*Yogini Sapna Rana emphasized various benefits of yoga to create perfect harmony between mind, body and spirit*

## Health screening for employees in partnership with Axis Insurance Brokers

The health talks and screening sessions are part of a long-term strategy to promote healthy living in the workplace. A range of tests were conducted to help early early detection of risks to health and improve the wellbeing among staff who were screened for body mass index, blood pressure, random sugar blood test. They were also given advice from a cardiovascular health expert on living a heart-healthy lifestyle.





# Heartfelt Customer Service

Considered as the heart of the hotel, the Rooms Division is responsible for creating a positive first and last impression among guests. Majid Farah, our recently promoted Rooms Division Manager, knows well the significance of this role. Having assumed key positions during his 12-year stint with Al Bustan Centre & Residence, Majid has shown perseverance and commitment in ensuring a high level of guest service. Here's a look into his journey as a hotelier and what inspires him to aim for excellence.

## 1) What course did you take up in the university and how was your university life?

I studied hotel management in a Lebanese University and it was an interesting part of my life before my hotel career started. I was able to build strong and close relationships with people I've met. I was very enthusiastic with the practical classes such as servicing and kitchen production.

## 2) How did you land the job at Al Bustan Centre & Residence? How was your first few days with your new found career?

I had an interview with our COO when I was still in Lebanon. At that time, my plan was mainly to acquire training for three months to gain more practical experience and knowledge in the hospitality field.

I landed a training in the F&B department as a Captain in the Banquet Hall. The first days were good and I felt I was learning a lot of new skills. More importantly, I felt at home and decided to continue my career with Al Bustan Centre & Residence for more than a decade now.

## 3) What do you enjoy most about your job? What are the challenges you face and how do you cope with those challenges?

I value my role and I enjoy all the tasks and my responsibilities that come with it. The most rewarding part for me is when I see that the operation is going smoothly and staff members are well trained and ready to deliver the best service that our guests expect from us. What inspires me to excel is when we are able to look after the needs of our guests and make them feel satisfied throughout their stay. By making our guests happy, we are able to achieve good results that will have an impact on the revenues by the end of year. It gives me great pride to be a part of the hotel's success.

The main challenge in the Front Office is training the staff members to handle guests professionally. The Front Office team should have a high degree of calmness, effective communication skills, and customer service mindset to handle the busy demands of the operations and ensure that guests are given quality service.

Another critical area is addressing guests' complaints. As the Rooms Division Manager, I am responsible for resolving these issues positively and fairly to understand the needs of the guests and retain them as loyal clients.

## A Day in the Life

- Upon waking up, I start with a short prayer
- I get myself a cup of hot and special Turkish coffee and enjoy it for 15 minutes
- I start to get ready and meticulously choose my suit with matching tie
- I am staying in the hotel and it is very convenient to go to the office
- I start my day by going through last night's results, log books, take note of it, prior to going for the HOD morning briefing
- During the day, I spend most of the time interacting with the guests, as well as, with the staff, checking rooms, inspection, addressing complaints, meetings and completing some admin work
- Prior to finishing a day's work, I normally double check my day's work agenda, checking all the operation work through front office check list, and handing over all discrepancies points or important information



## 4) How do you balance your career and family life?

The hospitality field is difficult in terms of working hours. You cannot leave on time especially during busy operations and we work during holidays or weekends. My family is my top priority and I find ways to spend quality time with them through fun activities.

## 5) What do you think would be your alternative profession?

I see myself as a Sales person because I love to meet and establish good relationships with different kinds of people. It gives me great pleasure to assist others.

*“The hospitality industry is an opportunity to show love and care. It's our job to make every important aspect of the guests to make them happy, comfortable, and satisfied. The hospitality field is extensively centered on customer satisfaction and efficient service delivery. So let's give our best to our guests by providing them the undivided attention they deserve. No matter how challenging it is, be proud of your job, work to do better, and reach the best result you can.”*

# Team Building 2019



Team work is always at the center of every great achievement and team building is translating camaraderie into fun yet challenging activities.

Coinciding with the Dubai Fitness Challenge month, the team building of Al Bustan Centre & Residence was held at Al Mamzar Open Beach on November 11-14 wherein the team enjoyed the outdoor games as prepared by the Human Resources Department led by Ms. Liza Ortiz, Director of HR and Mr. Aruna Siriwardana, Quality and Training Manager, supported by our Executive Assistant Manager, Mr. Yasser Moussa.

## Day 1



## Day 2





*"Individual commitment to a group effort--that is what makes a team work, a company work. Our goal is to strengthen solidarity as we work towards a common vision " said Moussa El Hayek, Chief Operating Officer.*

### Day 3



### Day 4





# Chef Special Recipes

by *Chef Ziaul Haq*

Commis I

## Blueberry Cheese cake

### Ingredients

Crushed crackers, Unsalted butter, Cream cheese, Sour cream, Whipping cream, Sugar, Egg, Vanilla extract, Blueberry

### Methods

Preheat the oven to 180c. Take the cake tray and butter. Place the crushed crackers and pressed it to set the base. Crushed cracker on the tray.

Beat the cream cheese in the mixture with all the ingredients until smooth and creamy, pour over the crushed and then bake for 30 to 35 minutes until golden brown.

Remove from the oven and allow to cool, then run the knife around the edge to loosen it and carefully remove the cheesecake from the cake tray, arrange to the serving plate and top with blueberry glazed served.



## American White Quinoa Tabouleh Salad



### Ingredients

American white quinoa, Parsley, Spring onion, Fresh mint, Fresh lemon juice, Fresh small diced tomato, Salt, White pepper powder, Extra virgin olive oil.

### Methods

Boil the quinoa in the boiling water until well-cooked strain and keep on the side until become cool.

Clean and wash the fresh parsley, Mint, Spring onion, then chop nicely and put in the mixing bowl with all the ingredients and mix very carefully than served as you desire in the salad bowl or in the glass.

## Sheekh Kebab



### Ingredients

Minced meat, Garlic, ginger paste, Onion paste, Red chili powder Coriander powder, Cumin powder, Salt, Pepper powder, Vegetable oil, Cashew nuts paste

### Methods

Put the minced meat in the mixing bowl with all the ingredients and mix it well with hand, Take the handful minced meat and place on the sheekh and press with your finger and roll it. Cooked on the char grill or tandoori oven as your liking taste medium or well done served with mint chutney and naan bread.



# Special Promotions



## *Curry & Kebab Promotion*

Date - from 25th January to 2nd February



## *Valentine Cake & Pastries Promotion*

Date - from 8th to 14th February



*Authentic Biryani Served in Clay Pot for your everyday cravings*

Date - from 28th March to 6th April

# Health Club Testimonials

Find out what our amazing Health Club members have to say about their experience with us. Check the below testimonials so you could plan your visit soon.

## Tennis Lesson



**Dr. Nandini and son Ojas**

Trainer: Gagan Maharjan

*My coaching experience with my Tennis instructor has improved a lot including my skill level and my personal confidence as an athlete.*

## Swimming Lesson



**Ms. Anu Sivaprasad**

Trainer: Jennifer Juaneza

*My instructor in swimming has taught me a new life skill, In a short span of time. She is too professional and a kind hearted wonderful person. I'm very thankful that I have an awesome swimming instructor.*



**Shreya and Spriha**

Trainer: Vije Presath William

*My instructor taught me to improve my swimming strokes especially my overall health both mentally and physically, In a matter of time I learned how to use proper breathing techniques.*



**Manoj and Rima**

Trainer: Islam Ahmed

*We initially started with the gym facilities for a couple membership only and later decided to have it extended to a family membership. We are with Al Bustan Centre Health Club for over 3 years.*

*Our overall experience with the Health Club also made us apply for swimming lessons. Although initially hesitant, the courteous and professional behavior of our swimming instructors Islam and Vijay as well as their clear, structured and focused method of training has pulled back our hesitancy and made us enjoy the classes and achieve our goal of learning how to swim.*

## Personal Training



**Ms. Amla Jalil Mohammed**

Trainer: Alyanna Mercado

*My personal trainer is really good I like her training style and that's why I'm motivated to work out because of my trainer. I really Love it!*



**Mr. John Thompson**

Trainer: Neron Nabong

*My trainer always motivates and keeps me in great condition, monitors my programs and a genuine personal trainer.*



**Mr. Jafar Poovankara**

Trainer: Rheyldor Azarcon

*My personal trainer is a great motivator and challenges me to push and strive with no limit and boundaries. Started training with only few weeks in time, and learned almost what I can develop and achieved. I am extremely happy and satisfied with my personal trainer.*



**Mr. Prassana BS**

Trainer: Lintu Menonparambil

*What I like about my personal trainer is that he knows how to motivate me. He makes each of my workouts challenging yet very rewarding. If you want to achieve your fitness and health goals, I would have no hesitation in recommending him as your personal trainer. He is outcome focused, and I have been able to see continuous improvement from my sessions and the teams dedication and supportive environment.*



## WINNERS

### 1st Prize – Shalin Anish

Awarded by April Boado (Marketing & Events Executive)



### 2nd Prize – Areej Ali

Awarded by Mr. Moussa El Hayek (Chief Operating Officer) & Mr. Yasser Moussa (Executive Assistant Manager)



### 3rd Prize – Sheena Veetil

Awarded by Mr. Mouhanad El Ramah (Mall Manager)



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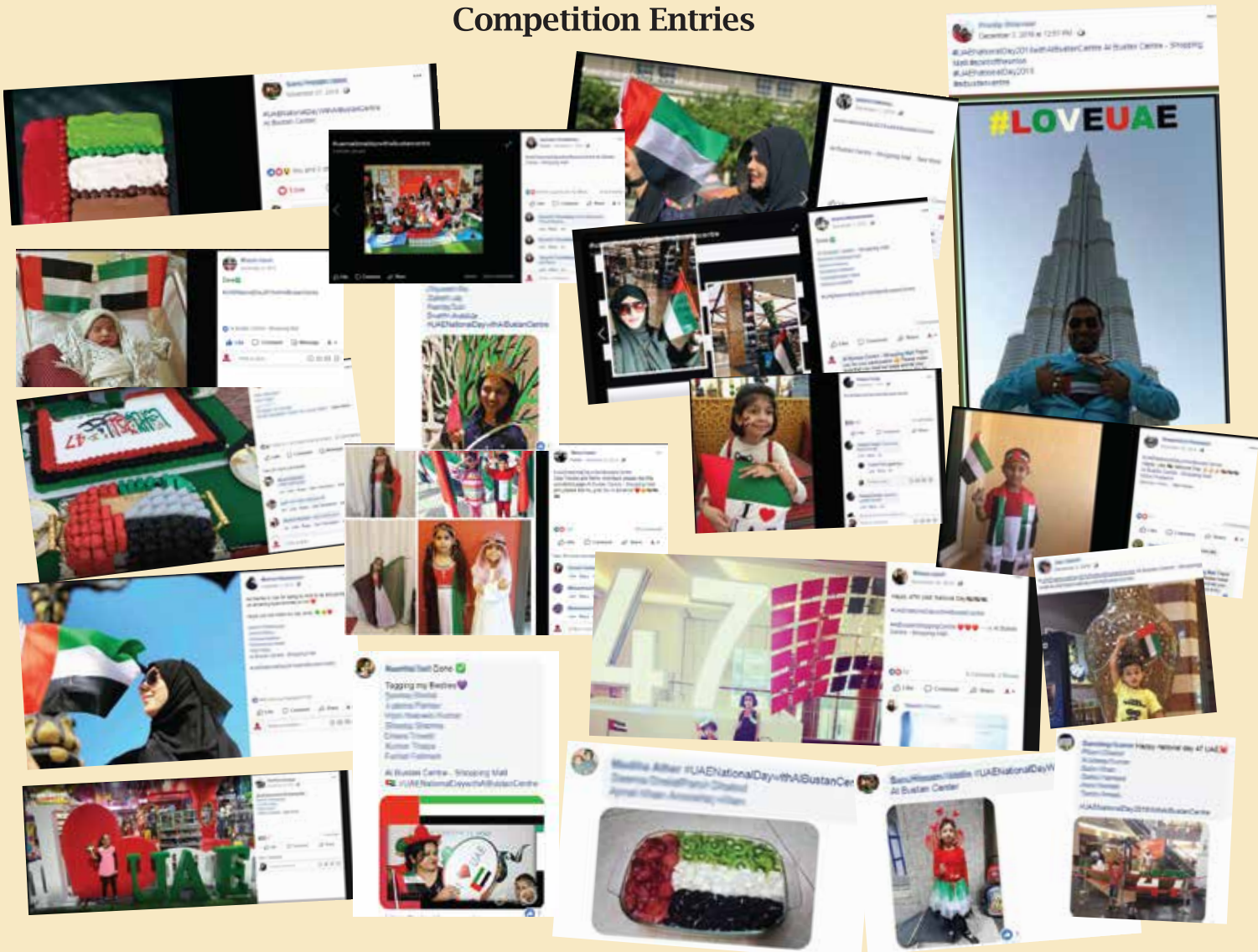
**Like, Share and WIN Photo Contest using Hashtag:**  
**#UAENationalDay2018withAlBustanCentre**

**Starting from 27 Nov - 1 Dec**

- 1st Prize** 1 month gym membership & 1 night hotel stay for 2 persons
- 2nd Prize** 200 AED food voucher
- 3rd Prize** 150 AED Shaklan shopping voucher

Like us on **Facebook** @albustancentre

## Competition Entries





We love hearing how our guests enjoyed their stay with us. It is our goal is to provide utmost comfort to our guests and ensure a relaxing and memorable experience.



Reviewed: 31 August 2018

**Vadim**  
Russia  
7 reviews

**9.6** "It is probably the best hotel to keep an eye the family budget without overspending so much."

Leisure trip Family with young children Standard Studio  
Stayed 2 nights

Loving to stay there.

We have already been in this amazing hotel second time with my family memberships, due to that the facilities of the property (an outdoor pool, buffet restaurant), truly caring ambassadors at the reception and close proximity to DXB, were suitable for all my nearest and dearest, always made our day.

Stayed in August 2018

Reviewed: 15 November 2018

**Arshad**  
Saudi Arabia  
18 reviews

**9.6** "Stay at Al Bustan"

Business trip Solo traveller Standard Studio  
Stayed 1 night Submitted via mobile

Everything seemed Perfect. Nothing at all.

All Staff, start from those at Entry Gate, Reception Desk, Room Service, Restaurant, Laundrette, Bell desk, Very courteous, Well behaved Customer Centric Management & Staff.

Stayed in November 2018



Reviewed 3 weeks ago via mobile

**Community Gathering**

Our 3days/2nights event went successful with the best facility and hospitality service extended to us by the hotel. We all loved the quality of food served - rated above our expectations. Thanks to Mr. Omar and Chef Bhupal - applause to you guys as well as to Daniel and Tristan for their service. Thanks as well to Mr. Majid of front desk - accommodating and considering our last minute requests. Again, thank You for a job well done. Till our next event!

Show less

**Date of stay:** December 2018  
**Trip type:** Traveled on business

---

Reviewed 1 week ago

**relaxation**

Greetings to you Al Bustan center and staff. Thank you for your hospitality. Living in the hotel felt your concern. From each member of the staff breathed warmth and friendliness. I will recommend your hotel to those around you. And I intend to settle with you in the next arrival in the UAE. Pleased to meet you. thank you so much.

Show less

**Date of stay:** December 2018  
**Trip type:** Traveled with family

---

Reviewed 4 weeks ago via mobile

**FEEL AT HOME**

One of the best places to stay during our trip in Dubai. Staffs are very approachable. The place is very accessible for your daily needs. There are lots of restaurants, 3 supermarkets, department stores, and the place is near MetroLink(Dubai's train station).

Show less

**Date of stay:** November 2018  
**Trip type:** Traveled on business

---

Reviewed 2 weeks ago via mobile

**It's a great place to stay at**

Since day one it felt like home. The reception people were very helpful and also house keeping. They have good public relation people that ask about your satisfactory level. I really enjoyed my stay and I highly recommend it. More

**Date of stay:** December 2018

Follow Thank Ahmedragabfael



# EVERYTHING

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- Food Court
- Coffee Lounge
- Pastry Shop
- Conference & Banquet Facilities
- Shopping Mall with 95 outlets
- Business Centre
- Underground Parking
- 24 hours Security
- Laundry & Dry Cleaning Services
- Laundromat
- Free WiFi
- Pharmacy
- Housekeeping Services
- Satellite LED TV
- Health Club with Steam/Sauna/Massage - separate for men and women
- Outdoor Swimming Pool
- 2 Floodlit Tennis Courts
- Banking Facilities
- Hypermarket



Connect with us on



Al Nahda Road, Al Towar, P.O.Box 20107, Al Qusais, Dubai, U.A.E.

Tel: +971 4 263 0000 | Fax: +971 4 263 0005

Email: [albustan@emirates.net.ae](mailto:albustan@emirates.net.ae) | [www.al-bustan.com](http://www.al-bustan.com)



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صالحة لغاية 28 فبراير 2019

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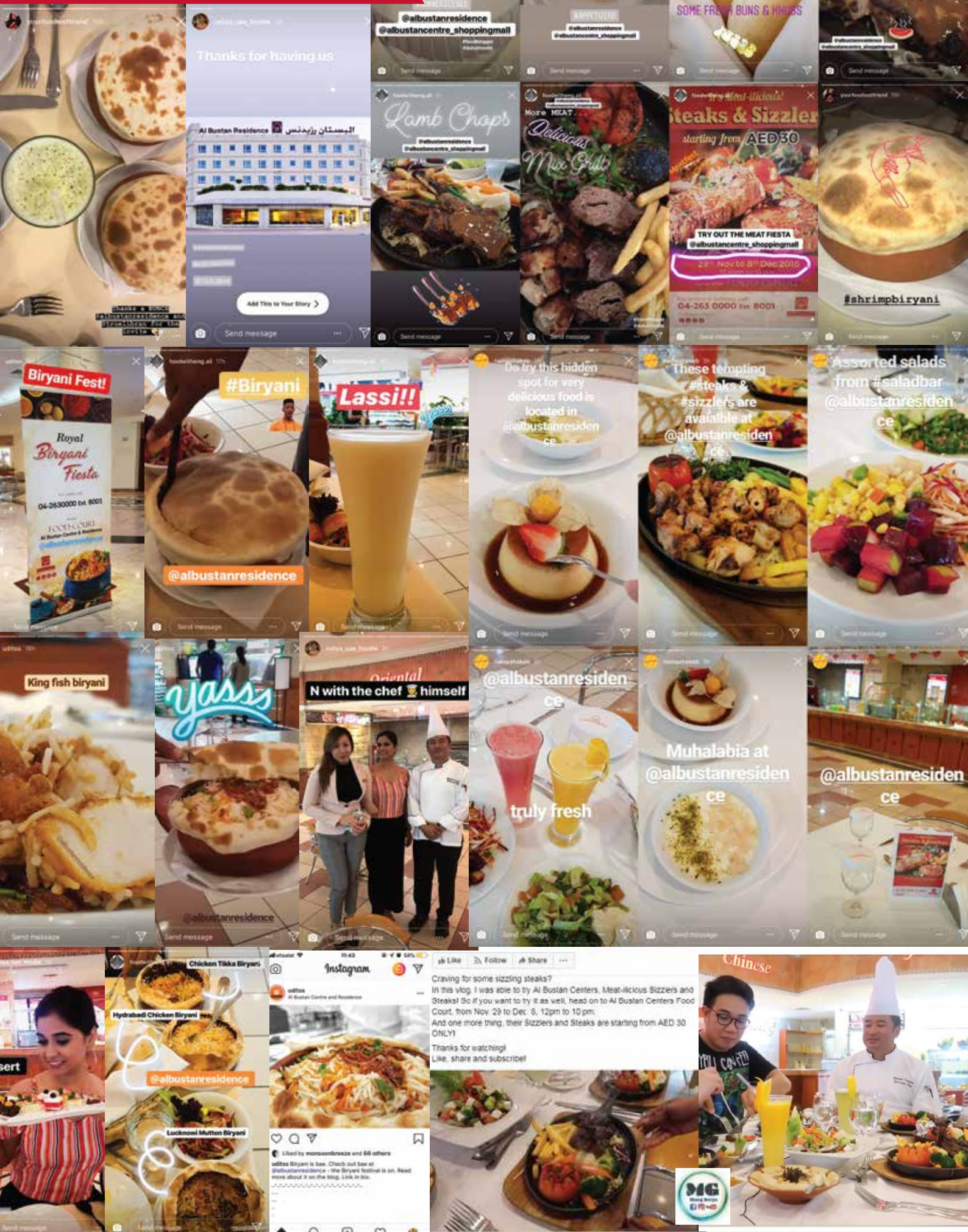




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# Catering

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