

مرکــز ورزیـدنــس الـبستــان Al Bustan Centre & Residence WELCOME HOME

lssue 66 - 2022



### MORE THAN TWO DECADES OF HOMEGROWN HOSPITALITY



Fazza Championship



**Arabian Travel Market** 



OUR Newsletter of Al Bustan Centre & Residence

> Scan the QR code to visit our website



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#### SPECIAL FEATURE

14 Al Bustan Centre & Residence Milestones We are celebrating our silver anniversary!

## Message from the COO



"Our success is a result of our consistency in pursuing our company vision with core values intact. With our unwavering commitment to our people and passion for hospitality, celebrating this breakthrough is also a testament of our resiliency." Al Bustan Centre and Residence is extremely proud to mark its 25th Anniversary, a significant milestone which gives us a sense of accomplishment as we move forward with a stronger purpose and persistence to continuously deliver service excellence and a memorable experience to each of our guests.

Reflecting on the long history, as we pioneered the concept of hotel and shopping mall complex in Dubai, I am incredibly amazed whilst overwhelmed with how far we've come as the last two decades has been challenging but nonetheless a rewarding journey. We have spent years enhancing our brand and we have worked our way to reach the point until our trademark is synonymous to quality and the preferred hotel destination for long-stay and business travellers.

I truly believe our passion for genuine hospitality helped us build a solid business foundation – laid with commitment, innovation in a sustainable approach during these 25 years unceasingly carrying our brand's promise.

I want to take this opportunity to thank everyone from our guests to our dedicated and hardworking team and to all our industry partners who have supported, trusted and believed in us throughout these years. We can never achieve this success without you and we are grateful for your patronage and loyalty.

Looking ahead, I am confident that we will continuously grow and expand as our core values remain the guiding principles for everything we do. We have stayed resilient even in the most unexpected crisis and with the recent pandemic which has impacted the whole world, hitting hard the hospitality and tourism industry. As we lean towards progress and advancement, from economic recovery to stability, we are hopeful that our future is bright and exciting and so we await to host and welcome more tourists and travellers for the years to come.

#### Moussa El Hayek

**Chief Operating Officer** 

## Al Bustan Centre & Residence honors management team long-service and loyalty awardees



Coinciding the celebration of Al Bustan Centre & Residence's silver anniversary in the industry, respective Top and Senior Management team was given a recognition for their dedicated service and loyalty over these years.

"For more than two decades, we have established a brand synonymous to quality and service excellence in hospitality – gaining the trust and confidence of our clients, and this is because we have great leaders in our organization. We pride ourselves in honing key people who have been with us since inception and we consider their valuable contributions as part of our success, reaching where we are right now."

Mr. Moussa El Hayek Chief Operating Officer





El Hayek, who has been the Founding Head of Al Bustan Centre & Residence, was bestowed the highest accolade and merit for his visionary guidance, exceptional leadership and unconditional commitment for 25 years. The special tribute was presented by General Manager Mr. Yasser Moussa.



## Highlights and glimpses of the 29<sup>th</sup> edition of the largest Travel and Tourism Exhibition in the Middle East



Al Bustan Centre & Residence management team connected with the hospitality industry world in the recently held Arabian Travel Market 2022. Led by Chief Operating Officer Mr. Moussa El Hayek and General Manager Mr. Yasser Moussa along with the Sales and Marketing team simultaneously welcomed and discussed opportunities with potential clients, trade visitors, media representatives and reunited with long-time industry partners.









## Al Bustan Centre & Residence celebrated milestone year with Shopping Mall Tenants

The cocktail reception event led by Chief Operating Officer Mr. Moussa El Hayek and General Manager Mr. Yasser Moussa was indeed a distinctive one as Al Bustan Centre & Residence celebrates its 25th year anniversary and a special memento was given to shopping mall tenants who are with us for 20, 15, 10 and 5 years respectively, followed by a cake-cutting. "On behalf of the management team of Al Bustan Centre & Residence, we would like to extend our sincere gratitude to everyone who was with us since inception, who gave their trust and confidence in us as we wouldn't have made it this far. We thank everyone for celebrating this milestone with us and we look forward to more years of doing great business with our partners", said El Hayek.

#### 20 Years



#### Events 9













### **FAZZA CHAMPIONSHIP**

## Al Bustan Centre & Residence prevails as Official Hotel Partner for Fazza International Championships

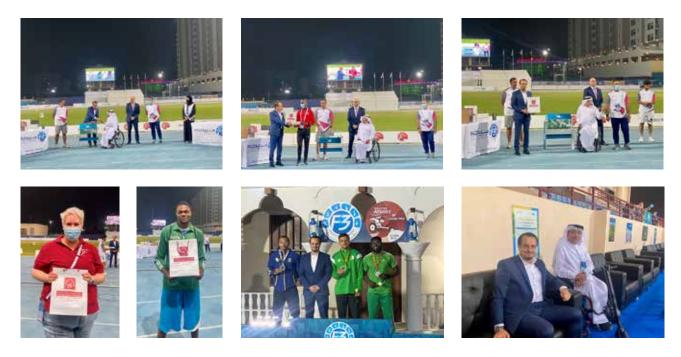
The hotel recently welcomed athletes and delegates of Dubai 2022 World Archery Para Championships and 13th Fazza International Championship Dubai 2022 World Para Athletics Grand Prix.

Al Bustan Centre & Residence continuous to strengthen partnership with the Dubai Club for People of Determination as witnessed in the recently concluded Fazza Championships and takes pride in hosting athletes and delegates from participating countries all over the world.

"The competition was truly a success and made exceptional by the organizing committee of the Dubai Club for People of Determination and we are grateful to them for the trust and opportunity of partnering with us. Of course we would like to thank our team at Al Bustan Centre and Residence from the management to the staff for the hard work and dedication. Lastly, we congratulate all the athletes for their exemplary performance, commitment and sportsmanship. We await to welcome you again soon in your next championships", said Yasser Moussa, General Manager.



#### Fazza Championships | 11



General Manager Mr. Yasser Moussa graced the awarding ceremony at the Dubai Club for People of Determination presided by Tournament Director and President of Asian Paralympic Committee H.E. Majid Al Usaimi.



#### 12 | Annual Employee Awarding





## **Annual Employee Awarding**

To show appreciation and recognition for the hard work, dedication and remarkable contributions of the team, Mr. Yasser Moussa, General Manager of Al Bustan Centre & Residence awarded these employees who have excelled outstandingly

#### Employee of the Year

Ravi Kuttah (Tailor – Housekeeping Dept.)

#### Supervisor of the Year

Alameen Akbar (Supervisor - F&B Service Dept.)

#### Associate of the Year

Anil Kumar (Maintenance Engineer - Engineering Dept.)

#### Star of Employee of the Year

**Ishan Anand** (Housekeeping)











Service Awards 25 years













## **Long Service Awards**

"A person who feels appreciated will always do more than what is expected"

We are what we repeatedly do. Excellence is not just an act, it is a habit.

At Al Bustan Centre & Residence, we believe that the happiest and most productive employees are those who feel safe, valued and recognized. The success of every organization...

#### 10 years

- Ravi Kuttah (Tailor)
- Islam Bin Ahmed Jabri (Lifeguard)
- Hemraj Tamang (Room Attendant)
- Mosharaf Hossain (Security Officer)
- Ahamad Naseer (Commis I)
- MD Sohel Rana (Public Area Supervisor)
- Sahadat Miah (Kitchen Steward)

#### 15 years

- Nguyen Thu Hong (Housekeeping Attendant)
- Majid Farah (Rooms Division Manager)

#### 25 years

- Liza Ortiz (Director of Human Resources)
- Velayudhan Anil Kumar (Maintenance Engineer)

#### Service Awards 2 years



#### Service Awards 2 years



## **ABCR MILESTONES**

## We are Celebrating our Silver Anniversary!

Marking our 25th Year, it is with great pride and joy to share with you our historical milestones and growth over the years. The journey was challenging, but we have come this far... and it was worth it.

## 1997 \_\_\_\_\_ 2001 \_\_\_\_\_ 2007 \_\_\_\_\_

#### **Press Conference -Official Opening of** Al Bustan Centre & Residence

From L-R, Mr. Moussa El Hayek, Mohammed Alabbar, Abdullah bin Saeed Al Thani and Khalid bin Sulayem.



#### Union National Bank (UNB) **Grand Opening**

HE Sheikh Nahyan Bin Mubarak Al Nahyan, Chairman of UNB and Minister of Higher Education was welcomed by HE Abdullah Saeed Al Thani and Mr. Moussa El Hayek



Mr. Moussa El Hayek during the contract signing with Jazeera Airways



## 1998 \_\_\_\_\_

Moussa El Hayek took over and was appointed as General Manager of both Al Bustan Centre and Residence

## 2002 \_\_\_\_\_ 2007 \_\_\_\_\_

Marking the 5th year anniversary during the annual staff party

Cake cutting ceremony during the 10th year anniversary









## 2012 \_\_\_\_\_

## Al Bustan Centre & Residence celebrated 15 years in the industry

Anniversary celebration Media conference led by Mr. Moussa El Hayek, Chief Operating Officer together with the department heads.

## 2013 \_\_\_\_\_

Al Bustan Centre & Residence management team celebrated UAE team's major wins at 5th Fazza International Athletics Championship

## 2017 \_\_\_\_\_

Al Bustan Centre & Residence Management team and staff during one of the events commemorating 20 years in the hospitality industry



### 2012

Marking 15 years of partnership with Dubai Club for Special Sports (now Dubai Club for People of Determination)

Mr. Moussa El Hayek, Chief Operating Officer together with Mr. Yasser Moussa, Director of Revenue and Business Development presents the 15th year memento



## 2013

Media discussion headed by Chief Operating Officer Mr. Moussa El Hayek with a group of English and Arabic business editors and reporters where he talked about the major renovations completed at the property



## 2018

#### Al Bustan Centre & Residence awarded with Superbrands status

Chief Operating Officer Mr. Moussa El Hayek received the award from Mr. Alex Bibi, Brand Liaison Director of Superbrands UAE



## 2012

Chief Operating Officer Mr. Moussa El Hayek led the recognition ceremony for the long-term shopping mall tenants together with Al Bustan Centre Mall Manager Mr. Mouhannad El Rammah

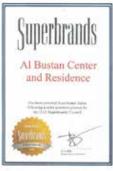




## 2017

Al Bustan Centre and Residence celebrated 20 years of continuous success. Mr. Moussa El Hayek posed along with Mr. Yasser Moussa (Executive Assistant Manager) and Mr. Arun Kumar (Resident Manager) during the press conference.







16 ABCR Milestones

## 2018 \_\_\_\_\_

Al Bustan Centre & Residence received an outstanding rate of 5 out 5 from Travelocity, an affiliate of Expedia.com



## 2019 \_\_\_\_\_

Al Bustan Centre & Residence honoured by TopHotels with the Travellers Choice Award ranking number 3rd in the UAE and on the 26th position in the world

Hotel ratings of TopHotels are an indicator of hotel success based on a thorough analysis of its activities in the Russian tourist market.



## 2020-2021

2020 - 2021 Back to Back years of award received from Trip Advisor as Travellers' Choice Al Bustan Centre & Residence joins the top 10% worldwide as preferred by travellers.



## 2021 \_\_\_\_\_

Fazza Para-Powerlifting International Championships, the 1st come-back sports event by Dubai Club for People of Determination post-pandemic

Al Bustan Centre & Residence started to host again after a short break due to Covid-19 pandemic and served as the official hotel accommodating the athletes and delegates implementing strict health and safety protocols.







## 2019 \_\_\_\_\_

Al Bustan Centre & Residence, the official strategic partner of Dubai Club For People of Determination celebrated long-term partnership for 22 years with a cake-cutting ceremony coinciding HE Majid Al Usaimi's second term as President of Asian Paralympic Committee and who is also the Executive Director of Dubai Club for People of Determination





### In the News

Al Bustan Centre & Residence was featured in the major and industry-related publications for the 25th year anniversary

#### **Dubai hospitality** brand celebrates 25 years of growth

In the Sound State of the Sound State of the Sound State of the Sounding group when the Centre Launched open elaborates on why a brand is only as good as the team that is in 1997. that drives it

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**Dedicated health resort** 

opens in Al Zorah, Ajman

Al Bustan Centre & Residence celebrates 25 years HE





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## **Clean Up UAE**

Al Bustan Centre & Residence management and staff volunteered for clean up drive campaign and proudly supports the UAE government in all its advocacies and initiatives in protecting the environment and sustaining its natural resources

Together with other volunteers representing different entities and institution, Al Bustan Centre and Residence team participated in the 20th UAE Clean Up Drive under the patronage of the UAE Ministry of Climate Change and Environment and organized by Emirates Environmental Group (EEG) – the leading Non-Government Organisation (NGO) in UAE promoting sustainable development and community recycling.

To inspire nationwide environmental action, more cities are involved in this year's campaign. Al Bustan Centre & Residence team led by Rooms Division Manager Mr. Majid Farah were assigned at the Saih Al Salam Protected area in Al Qudra, Dubai. The entire campaign was conducted in a safe manner, adhering to COVID-19 protocol, as part of which EEG distributed various clean-up gear, biodegradable trash bags and accessories to the volunteers.



### **EARTH HOUR**

## Standing in Solidarity for Earth Hour

Al Bustan Centre & Residence management and team united and joined millions of people around the world to speak up for nature

Earth Hour has now become the largest environmental movement that goes far beyond more than the symbolical action of switching off of lights since it started in 2007.

This year, Al Bustan Centre & Residence management and team joined millions of people across the globe in a powerful advocacy that will help shape our future, reconnecting with nature as we raise awareness and drive actions that will give a positive environmental impact.

Led by General Manager Mr. Yasser Moussa, the team along with our b eloved hotel guests, gathered and were involved in switching off unnecessary lights and devices for 1 hour and pledged to continue doing small acts that will create big difference when done as a part of our way of life.





## **RESPONSIBLE AWARENESS PROGRAM**

## Health Check Vision Test

EunyunCare representatives Mr. Rahul Raghav and colleagues posed with Al Bustan Centre and Residence General Manager Mr. Yasser Moussa together with Director of Human Resources Ms. Liza Ortiz.

In partnership with EunyunCare, Al Bustan Centre & Residence Human Resources Department initiated a responsible awareness program by having a free eye consultation that benefitted all management and staff. Due to our busy work schedules, regular trips to ophthalmologist are being disregarded and it goes beyond just checking our vision but eye check ups can give us a glimpse into a number of health conditions before other symptoms present so it should be part of our regular health check up.











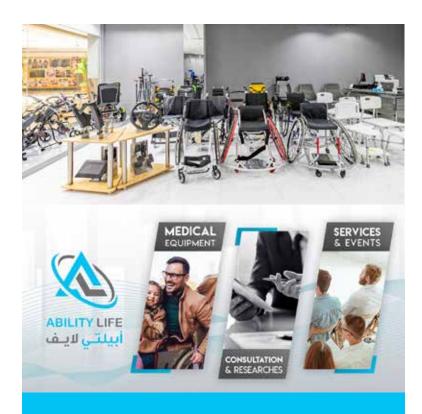




## **NEW SHOPS ALERT!**

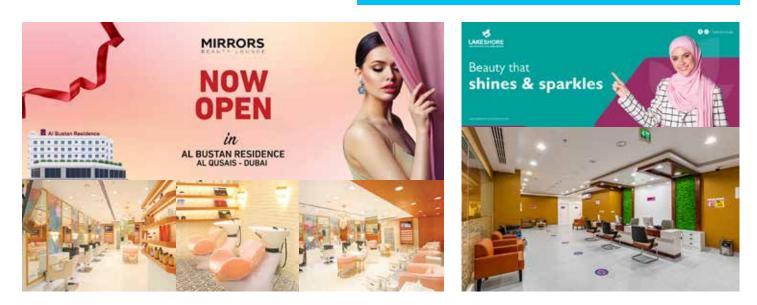
## Something **New** is waiting for you!

Al Bustan Centre welcomes new shops that will surely add more excitement as you visit us whether for shopping, dining or staycation



#### **Ability Life**

Ability Life is a reliable and high-end medical equipment retailer in Dubai. Our full range of unique equipment enhances the everyday life, especially for the People of Determination.



#### **Mirrors Beauty Lounge**

Mirrors Beauty Lounge is an award winning salon in Dubai offering complete range of beauty treatments and beauty services of Hair, Facial, Eyelash, Waxing & Threading, Nails, Massage, Henna, Makeup

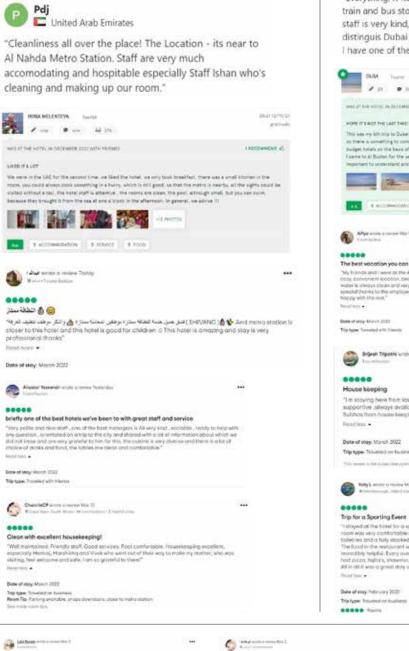
#### Lakeshore Beauty and Wellness Clinic

Lakeshore Aesthetics and Wellness Center is dedicated to providing patients comprehensive treatments in the field of Dermatology, Aesthetics, Laser Treatments, Dental, Obstetrics & Gynecology care. We emphasize individualized personal care for all our patients by our specialists.

## **GUEST REVIEW**

## What our guests loved the most!

#### We love hearing your experience and how you enjoyed your stay with us





"clean, good location, nice breakfast, nice staff, spacious apartment, parking, very convenient for family visiting Dubai."

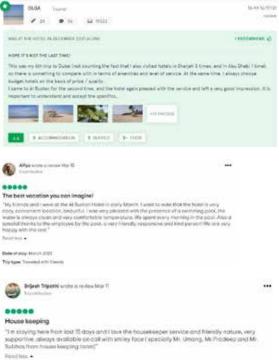
Aamir Pakistan

"Its has need and clean rooms with exceptionally great service. House keeping, Laundry, Bell Boys, Reception, all are doing a marvellous job."



'Everything, it has a very good location, near the metro train and bus stop. All the services are great and all the staff is very kind, with good services, and with the distinguis Dubai kindness

I have one of the best treatments in Al Bustan Centre ...



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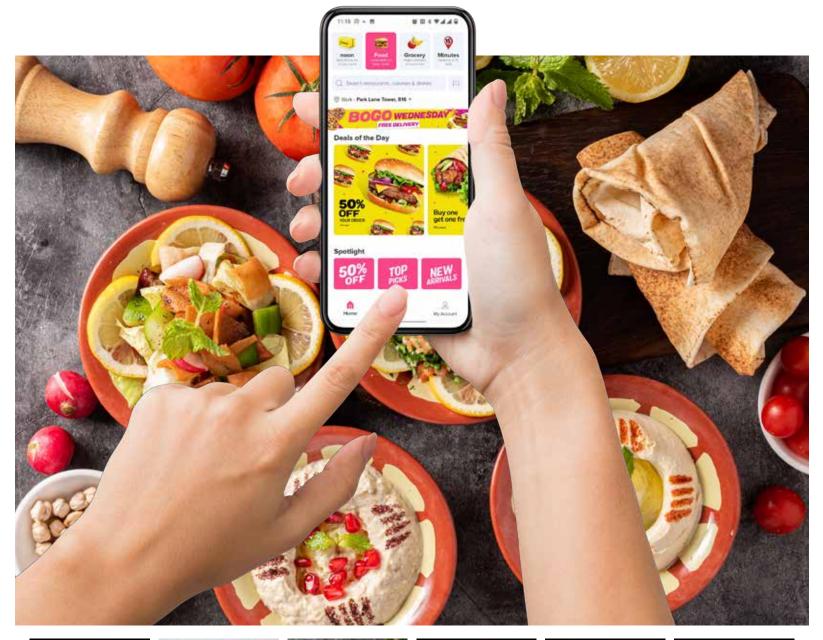
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Option 1 59 AED

Foul Moudamas, Halloumi Cheese, Fresh Cut fruits, Shakshouka, Falafel, Cream with Honey, Vegetables, Labneh, Mix Olive, Arabic Bread and Tea

#### Option 2 49 AED

Foul Moudamas, Fresh Cut fruits, Shakshouka, Falafel, Vegetable with feta Cheese, Labneh, Mix Olive, Arabic Bread and Tea





Aloo Paratha, Plain Yoghurt and Mint Chutney served with Masala Tea 15AED



Plain Dosa with Sambar and Coconut Chutney served with Masala Tea.



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## **RESPONSIBLE AWARENESS PROGRAM**





## **Call for Solidarity and Charity**

#### Al Bustan Centre & Residence staff and management team united for a meaningful cause to give back to the community during the Holy Month of Ramadan

Since its inception in 1989, Beit Al Khair Society, a foundation dedicated for humanitarian initiatives and charity specifically in UAE continuous to live to its mission of providing assistance and seeking out the needy and deserving segments of the society.

Annually, Al Bustan Centre and Residence partners with Beit Al Khair Society for charitable activities to extend help and to be able to raise awareness among staff the need for responding to these initiatives which call for solidarity among the team, instilling the spirit of giving.



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**King fish Machboos** 

Lamb Machboos

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King Fish Biryani



Lamb Biryani

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| 6                  | AED 270<br>AED 216            | AED 515<br>AED 412 | AED 580<br>AED 464 |
| 8                  | <del>AED 320</del><br>AED 256 | AED 685<br>AED 548 | AED 760<br>AED 608 |
|                    |                               |                    |                    |
| Lamb Machboos      | Fish Machboos                 |                    |                    |
|                    | FISH Machboos                 | Lamb Mansaf        | Lamb Ouzi          |
| AED 360<br>AED 288 | AED 390<br>AED 312            | AED 510<br>AED 408 | Half<br>AED 650    |
| AED-360            | AED-390                       | AED 510            | Half               |

<image>

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