



مركز ورزیدنس البستان
Al Bustan Centre & Residence
FEEL AT HOME

Issue 59 / Summer 2018

OUR NEWS

Newsletter of
Al Bustan Centre & Residence

ENJOY the *Summer* HOLIDAY



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Moussa El Hayek
Chief Operating Officer



“Success doesn't come from
what you do occasionally...
It comes from what you do
CONSISTENTLY.”

- Marie Forleo

Dear Readers,

Summer is in full swing and it is the perfect time to relax and travel with family and friends. Dubai, known for its iconic attractions and year-long sunshine, has welcomed millions of travelers in the past years. It has further strengthened its position as one of the leading tourist capitals in the world. Being in the hospitality industry for the past two decades, we at Al Bustan Centre & Residence are focused on service quality and customer satisfaction. We aim to make our guests feel like home away from home during their stay with us.

As a testament to our commitment to give priority to our guests, it gives us great pride to achieve the Superbrands status. Superbrands is recognized as one of the world's largest independent arbiters of branding. The global organization grants recognition to the strongest and most valuable brands in the world through its publications and national marketing programs. It promotes the significant role played by branding and has developed and implemented programs across 85 countries, including the UAE. With the ever changing landscape of the hospitality sector, we constantly strive to provide our guests with personalized services and improve our products and facilities for their convenience.

Building and maintaining strong partnerships is key to every organization's success. For the past years, we have actively participated in the Arabian Travel Market (ATM), an international travel and tourism event, to gain insights on best practices and critical challenges being faced by the industry. ATM offers the best opportunity to build our network and forge collaborations that will positively impact our guest engagement.

In keeping our guests happy, we understand that it is important to take care of our employees first. We organize regular health and wellness activities that will benefit our employees. Likewise, we encourage our staff members to be involved in corporate responsibility programs such as blood donation and old items drive. More importantly, we provide them the platform to express their views and opinions through our annual employee survey. It is an essential tool that allows us to build trust and strengthen teamwork within our organization.

With a lot of exciting adventures and getaways this summer, we hope that you will seize every opportunity to create fun-filled memories.

Al Bustan Centre & Residence Awarded with Superbrands Status

'Superbrands' is an independent body that acknowledges and rewards companies for setting the highest standards of branding.

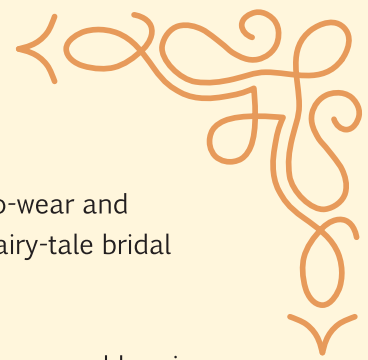
Achieving the Superbrands Status reinforces a brand's position, adds credibility to its reputation, and emphasizes that consumers and suppliers are dealing with the best brand in its category.



Mr. Moussa El Hayek, Chief Operating Officer of Al Bustan Centre and Residence received the award from Alex Bibi, Brand Liaison Director at Superbrands MENA

“Achieving a superbrands status is no easy feat. It is the conclusive benchmark that strengthens our position in the market and demonstrates our high quality customer service. Our foremost aim at Al Bustan Centre & Residence is to always make our customers feel comfortable and deliver what we promise. We are grateful for the strong partnerships we have fostered in the past decades that helped us achieve this height of success,” commented Mr. El Hayek.

More than 1500 brands, including home grown and internationally recognized ones in different industries, from banking and finance to manufacturing, hospitality, fashion and electronics, submitted their applications to the Brand Council. The applications were reviewed by a panel of business-to-business marketing experts and over 4,000 marketing professionals.



New Entrants

More and more fashion outlets are being added to Al Bustan Centre's portfolio of ready-to-wear and customized gowns. Ranging from cocktail dresses, sophisticated evening gowns to your fairy-tale bridal collections – we've got you covered.

Shop 'til you drop with a variety of choices from luxurious fabrics to elegant styles at very reasonable prices.



Ribbon-cutting ceremony led by ABC&R Senior Management, Mr. Arun Kumar (Resident Manager), Mr. Yasser Moussa (Executive Assistant Manager), Mr. Manoj Matthew (Financial Controller) together with the McDonalds Al Bustan Branch Operations Team headed by Mr. Georgi Nedyalkov (Operations Director), Mr. Hidayat Khan (Sr. Operations Manager) and Mr. Nazim Shaikh (Restaurant Manager)

AMER & TAS HEEL - Shop No. 20

Qaser Alamirat Fashion Shop No. 14



Oristano Fashion Designing Shop No. 4

Malalay Shop - No. 32 And 34



Sposa Tailoring and Embroidery Shop No. 6

Bridal Style - Shop No. 1



Dubai Unveils New Tourist All-access Pass

Explore top attractions in Dubai with great savings. With the all-new Dubai Pass you will have pre-paid access to over 30 must-visit tours and adventures.



Create your own itinerary by selecting from the two flexible packages options to discover of a world of experiences in the city with great value and convenience:

Dubai Select

Choose 3 must-see attractions & save up to 50% Explore Dubai your way with the flexibility to use your pass over 7 days. Select 1 attraction from each of the 3 pools.

Dubai Unlimited

Choose from 33 top attractions & save up to 60% Create your own itinerary, choose what you want to see and experience over 3 consecutive days. Get an access to any of the 33 included attractions.

3 Reasons Why Dubai is Popular with Tourists

1. Shopping Festivals

Dubai is home to the world's largest mall where you can find your favorite and popular brands across the globe. Much more than that, you can shop for gold and diamond at a cheaper price.



2. Colorful Local Culture mixed with Cosmopolitan Lifestyle

From souks and local markets offering traditional finds that you can bring as a present back home — to authentic Arabic dishes – to modern conveniences, you'll have the best of both worlds.



3. World-Class Attractions

There's so much to do and explore in Dubai that will make you return over and over again. With so much to offer from desert safari, to the 360 degrees city view from the observatory deck of the world's tallest tower –Burj Khalifa and its dancing fountain, to the magnificent Burj Al Arab to indoor skiing, to underwater zoo, to thrilling sky diving at the world's famous Palm Jumeirah Island –you've got it all!



10th Fazza Wheelchair Basketball International Championships



Mr. Yasser Moussa (Executive Assistant Manager), received the plaque of appreciation at the Closing Ceremonies on behalf of Al Bustan Centre and Residence for hosting the participants year-on-year.

Al Bustan Centre & Residence, the official hospitality partner of the 10th Fazza Wheelchair Basketball International Championship, welcomed participants from 4th May to 11th May.

Held under the patronage of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Sports Council (DSC), the eight-team competition was organized and supervised by the Dubai Club for People of Determination with the support of their strategic partners such as Dubai Sports Council and the General Authority for Youth and Sports Welfare (GAYSW) and governed by International Wheelchair Basketball Federation (IWBF).



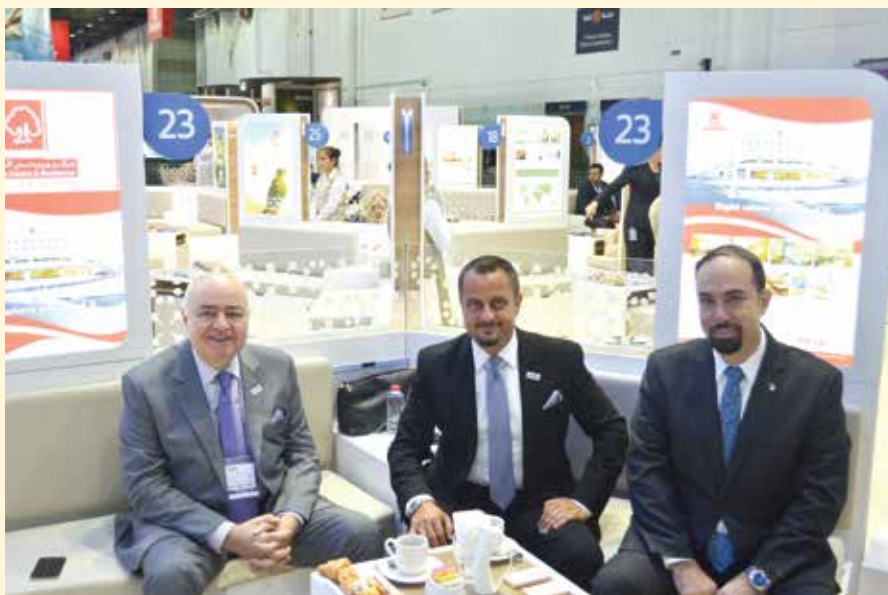
Alongside hosts UAE, the participating countries include Morocco, Chinese Taipei, Turkey, Japan, South Africa, Thailand and Korea.

ATM 2018 Highlights

Responsible Tourism



Al Bustan Centre and Residence participated in the biggest Travel and Tourism event in the UAE – Arabian Travel Market, represented by Mr. Moussa El Hayek (COO), Mr. Yasser Moussa (Executive Assistant Manager) and Mr. Fadi Hatoum (Assistant Director of Sales).



Al Bustan Centre & Residence participated in the Arabian Travel Market (ATM), the biggest travel and tourism event in the Middle East held at Dubai International Exhibition and Convention Centre last 22nd to 25th April 2018. In its 25th edition, ATM adopted responsible tourism including sustainable travel trends as its main theme. It is an annual business to business exhibition that showcases global products and destinations to over 39,000 travel professionals, government ministers, and international press. With its worldwide reach, attendees gained valuable opportunities to network, negotiate and gather latest industry trends.

Chief Operating Officer Mr. Moussa El Hayek along with Executive Assistant Manager Mr. Yasser Moussa, and Assistant Director of Sales Mr. Fadi Hatoum met with representatives from travel agencies, destination management companies, tour operators and online booking agencies for potential partnerships. A new feature in this year's event was the International Hotel Investment Conference (IHIF) that discussed what drives investment in travel destinations across the Middle East and neighboring regions.



“ATM is a very prestigious event for the travel and tourism industry and it gives us the avenue to connect with our industry partners and associates to solicit market trends and establish collaborations,” said Moussa El Hayek (Chief Operating Officer).



Al Bustan Centre & Residence Donation Campaign to Beit Al Kheir on its 5th Year

Ramadan is a time for reflection and selfless giving. Charity is an integral part of Islam and it is highlighted during this holy month of Ramadan. Employees were encouraged to help those affected by poverty.

As part of the Responsible Awareness Program (RAP), ABC&R hosted a donation drive from 17th May to 10th June supported by the staff members. More than 2,300 items such as blankets, mats, towels, bed linen, pillows, mattress pads and clothes and shoes were collected and handed over to Beit Al Kheir Society.



Mr. Arun Kumar (Resident Manager), Mr. Majid Farah (Front Office Manager) and Mr. Paul Kayal (Revenue and Reservations Manager) led the handing over of items to Beit Al Kheir Society.

Blood Donation Campaign



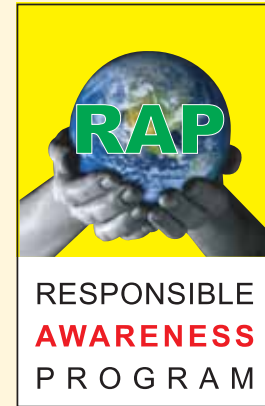
Senior Management – Mr. Arun Kumar (Resident Manager) and Mr. Mouhanad El Rammah (Mall Manager) supported this initiative.

Staff members showed their commitment to contribute to the society.

A healthy individual can donate a pint of blood containing red blood cells every 56 days or double red cells every 112 days. There are four types of transferable components that can be derived from donated blood. These are red cells, platelets, plasma and cryoprecipitate. Normally, two or three of these components are produced from a pint of donated whole blood; hence each donation can help save more than one life.

A blood donation campaign was organized in association with Dubai Blood Donation Center, in order to provide safe and adequate supply of blood to all DHA Hospitals and private hospitals in Dubai. Staff members took part in this activity and a total of 23 units were collected.

In our relentless efforts to create a dynamic workforce at Al Bustan Centre & Residence, health presentations and medical screening program are regularly held for our colleagues. In the recent months, our HR department has successfully organized different activities that focused on health and well-being to increase their productivity and boost their morale.



Heartfulness Meditation Program



Meditation expert Ms. Nadia from HotelConfirm.com led a 45-minute Heartfulness Relaxation session.

Health Talk: value your diet and lifestyle



Dr. Shadan Rizvi, Dietician - Nutrition and Lifestyle Management from Zulheka Hospital discussed the importance of observing our daily consumption to prevent health complications.

Featured Employees

Front of the House

Manoj is one of the most dedicated and loyal associate we have. He started with Al Bustan Centre & Residence in 1997 in our Concierge department as Bellboy. Having been with us for 21 years, he is one of the faces that our guests would truly remember because he is well-liked for his uninterrupted service, and passion to assist our guests, the minute they step in to our lobby until they check out from the hotel. Now, as the Bell Captain, he supervises our Concierge team and ensures excellent service to our guests.

He has been applauded by our valued guests and received great comments, for his remarkable attention to their needs:

"I am very satisfied with the rest in Al Bustan Centre. I liked the hotel and first of all the service. Very attentive and friendly Staff. They helped us with all questions. Separately, I want to thank the employee Manoj (Bell Captain)."

- our nice holiday in Dubai, _anyabest

"I want to say the greatest thanks to the senior corridor (porter) Manoj - he answered us many questions and prompted where and what is, and how to get by. Manoj, showed on the map and explained what it is worth to look at, and what not to waste time and how to get better and how long it will take. Also Manoj always helped and with bags and with luggage. Thank him more for contributing to our wonderful vacation."

- Отличные апартаменты, Tatiana K

Manoj Bakkot

Bell Captain



Back of the House

Not only does he manage the cleanliness of the entire kitchen area including dishwashing and pot washing, Vijesh also assists the Executive Chef and kitchen team in saving significant amount annually on operating equipment and supplies, its storage, circulation, proper usage and replenishment. One of the most important roles Vijesh plays is implementing the Hazard Analysis Critical Control Point (HACCP) standards in collaboration with the Hygiene Officer and the HACCP team.

Vijesh has been with the company since February 2008. He is a recipient of the Supervisor of the Quarter award due to his commitment, hard work, perseverance, positive attitude, and strong work ethics. He started as Kitchen Steward and has risen to Shift Leader, Steward Supervisor until he gained his current position as Assistant Chief Steward. Vijesh presently leads a team of 16 staff members recognized as one of the commendable departments in the hotel.

Vijesh Velayudhan

Asst. Chief Steward



Staff Party Recognizes Exemplary Employees

This year's ABCR Sports Party kicked off with loads of fun and excitement. It showcased the talent and creativity of our staff members during the Al Bustan Got Talent competition both in the individual and group categories. Another highlight was the presentation of the Long service and Special awards that recognized the dedication, hard work, and loyalty of our employees. As awarded by Mr. Moussa El Hayek, Chief Operating Officer, the management proudly acknowledged the contributions of all the awardees who have been instrumental in achieving our company's goals.

Long Service Awards



2 Years



5 Years



10 Years



15 Years



20 Years

Special Awards



Dev Raj Kalwar (Housekeeping Attendant)
Star Employee of the Year 2017



Kishore Veerappa Anchan (Asst. Manager - Housekeeping)
Associate of the Year 2017



Santhosh Kumar Sasi (Engineering Coordinator)
Supervisor of the Year 2017



Santhosh Kumar Chandrika (Bell Boy)
Employee of the Year 2017



Annual Employee Satisfaction Survey

Employee satisfaction survey is a platform that help the management understand what their employees think of their jobs and about the organization. The main objectives are to gain actionable points and implement activities based on the survey to improve employee engagement, increase their involvement and to enhance the business performance.

The survey conducted for 4th year in a row polled more than 250 employees focused measuring the employee satisfaction level in nine different dimensions, namely, organizational morale, job satisfaction, human resource support, organizational communications, organizational leadership, workplace benefits, pay and benefits, internal co-operation and customer service.



Senior Management and Employees took time to assess and contribute feedback as a support to the organization.



Philippine Independence Day

Our colleagues celebrated the 120th Philippine Independence Day along with our Senior Management Mr. Arun Kumar (Resident Manager) and led by Ms. Liza Ortiz (HR Director) with a famous military-style of eating called "Boodle Fight".

Traditional Eid Celebration

Al Bustan Centre & Residence Management and staff celebrated Eid with the traditional cake-cutting led by Mr. Arun Kumar (Resident Manager) and Mr. Yasser Moussa (Executive Assistant Manager) together with the Head of Departments.



Iftar Dinner

Shopping Mall Tenants & Media Representatives



Iftar dinner with our Shopping Mall tenants hosted by Mr. Arun Kumar (Resident Manager) and Mr. Mouhanad El Rammah (Mall Manager)



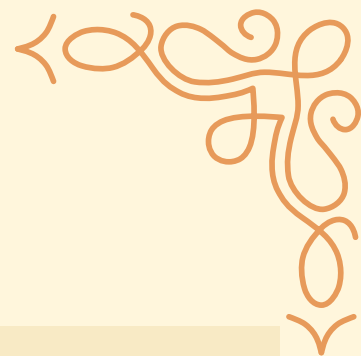
Media representatives enjoyed Iftar dinner at The Fountain Restaurant with Mr. Arun Kumar (Resident Manager) and Mr. Fadi Hatoum (Assistant Director of Sales)



Chef Special Recipes

by *Chef Sanche Tamang*

Commis 1



Oriental Grilled Lamb Chop Sizzler

Ingredients

- 300g Lamb chops
- 05g Salt
- 03g Pepper powder
- 10g Garlic
- 05g 7 spices
- 20ml Vegetable oil
- 10ml Lemon juice
- 01pc Whole tomato medium
- 20g Arabic parsley
- 50g White onion
- 5g Sumac powder
- 100g French fries



Methods

1. Place the clean lamb chops in a mixing bowl add salt, pepper, chopped Garlic, 7 spices, Vegetable oil, Lemon juice than mix well, Cover with plastic wrap and place in the chiller for at least 30 minutes to marinate set the mixture.
2. Pre heat the char griller or grilling pan, take the lamb chops from the chiller than cook on the grill as your liking taste medium or well done.

Marinated Artichoke Heart with Asparagus Tip



Ingredients

Artichoke heart, Asparagus green, fresh lettuce, Olive oil, Cherry vinegar, Salt, Crushed pepper, Fresh herbs, Parsley.

Methods

Clean and blanch artichoke heart and bring to cool, Strain and then marinate with olive oil, herbs, salt and pepper. Blanch the asparagus tip bring to cool and strain. Arrange in the serving plate and served with cherry vinaigrette.

White Chocolate Mousse in Chocolate Cup with Caramel Sauce



Ingredients

Egg yolk, Sugar, Whipping cream, White chocolate, dark chocolate, Vanilla essence, Redcurrant, Caramel sauce

Methods

In a medium saucepan, whisk together egg yolks, sugar and Whipping cream and Cook over medium-low heat, stirring, until mixture coats back of spoon, 4 to 5 minutes, Remove from the heat - whisk in melted White chocolate and vanilla essence. Strain into a bowl and bring to cool. Set in the chocolate cup and served chilled.

Special Promotions

Summer Coolers

Ongoing promotion in the Food Court



Cool down with these Summer drinks!

Refresh yourselves with smoothies, juices and mocktails for only 18 AED

Promo Period - until 29th August

Oriental BBQ & Sizzler Promotion



Let's have a feast!

Enjoy Oriental Grill and Sizzlers that will surely spiced up your taste buds

Promo Period - from 30th August to 8th September

Pizza & Pasta

Mania

Pizza on the go!



Give in to your cravings and treat yourselves with Pasta and Pizza!

Promo Period - from 27th September to 6th October

Royal Biryani Fiesta



Authentic Biryani Served in Clay Pot for your everyday cravings

Promo Period - from 25th October to 3rd November



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 2 days ago



Comfortable Like Home

It was an excellent stay with my family of six. Starting from the reservation including the live support on website every member of this hotel went out of the way to facilitate us. I can rate this hotel as five star keeping in view the facilities provided Thanks a lot

[Show less](#)

 37  34

Stayed: July 2018, traveled with family

 **★★★★★** Reviewed 3 weeks ago  via mobile

Great Service Staff in Al Bustan Centre and Residence

The service staffs in the hotel have been very attentive and helpful, especially Rajeevan at the Concierge counter who helped me to arrange postal service for my postcards. He also assisted in getting a taxi for men to go airport.

I definitely will return to the same hotel when I visit Dubai again. Keep up the good work!

[Show less](#)

Stayed: June 2018, traveled on business

 **★★★★★** Reviewed April 12, 2018


Excellent

Excellent services, the employees are welcoming and very helpful, the rooms are clean, the breakfast is very good, the hotel is located near to a small mall with its own food court and it is very good served by taxis, buses and metro with the Al Nahda Station. I warmly advise it!

[Show less](#)

Stayed: July 2017, traveled on business


★★★★★ Value **★★★★★** Service
★★★★★ Sleep Quality

 **★★★★★** Reviewed May 30, 2018

Great experience

It was nice to stay in the hotel. The staffs are extremely healpful. The rooms are great. It is attached with a kitchen. You can cook in the room. Near by al nadha metro station. Attached super market.

[Show less](#)

 1

Stayed: April 2018, traveled solo

★★★★★ Value **★★★★★** Rooms
★★★★★ Location **★★★★★** Cleanliness
★★★★★ Sleep Quality **★★★★★** Service

 **★★★★★** Reviewed March 26, 2018

great hotel staff

clean and nice place, with great and kind staff. really, staff was super, reception and everything. i can recommend hotel for those who would like to stay close to airport, and have comfort and good price.

[Show less](#)

Stayed: March 2018, traveled solo

★★★★★ Location **★★★★★** Cleanliness
★★★★★ Service



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Al Bustan Residence البستان رزیدنس

Everything. Right where you need it.



640 Fully Furnished & Service Suites • Executive Club Rooms & Suites • Deluxe Rooms & Suites • Executive Club Lounge • 24 hrs. Room Services • Fountain Restaurant • Food Court • Coffee Lounge • Pastry shop • Conference & Banquet Facilities • Business Centre • Shopping Mall with 95 outlets • Underground Parking • 24 hrs. 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



50 METERS Al Nahda Metro Station

CONNECT WITH US ON...



How do you keep yourself healthy and fit?

“

Get proper nutrition, drink plenty of water and have at least 7-8 hours of sleep.

Basheer Vahid, India
Health Club Member for 10 years

”

“

Eating healthy consisting of more fruits and veggies in my diet.

Alka Nair, India
Health Club Member

”

“

45 minutes walking and 1 hour exercise everyday plus my Yoga activity.

Pratik Sharma, India
Health Club Member

”

“

Aside from proper exercise, avoiding sweets and carbohydrates is key to reaching my goal in losing weight.

Kim Ergina, Philippines
Health Club Member

”

“

Consistent Muscle training for performance. Have proper diet with enough protein and carbohydrates as I would like to maintain great physique.

Frederic Ishak, Egypt
ABC&R In-house Guest

”



Are you Summer-ready?

It's time to get ready for the sun, sea, and sand! To maintain a healthy lifestyle, here are some tips to keep you feeling fresh and cool this summer season.



Stay Hydrated: Drink lots of water during the hot months. Before heading out for the day, plan on drinking at least one hour before your adventure. If water doesn't excite you much, the summer is a perfect time to try infusing water with some fresh fruits.



Skin Protection is a MUST: Only 15-30 minutes is the tolerable unprotected exposure to catch your daily dose of Vitamin D. Be sure to practice safe sun protection habits by lathering up with sunscreen free of PABA, OMC, 4-MBC, Benzophene -3 or Homosolate and put on some trendy and wider hats.



Stick to Your Regular Wellness Schedule: There's no vacation when it comes to your health! Continue your normal wellness schedule throughout these months in order to stay on track and maintain good health and position. Al Bustan Fitness Centre offers various fitness activities such as tennis, zumba, body building, circuit training and swimming that can try.



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SIGN UP NOW!

PERSONAL TRAINING

Achieve Your Goal

Weight Loss • Weight Gain • Body Sculpting • Body Building • General Fitness

* R A T E S

Category	1 session	5 sessions	10 sessions
Member	115	525	840
Non-member	170	630	1050

**Health
Club**

*Terms & conditions apply. All rates are inclusive of 5% VAT.

For more details please contact:

Direct line: (+971 4) 6011802

☎ (+971 4) 2630000 ext. 802 or 803

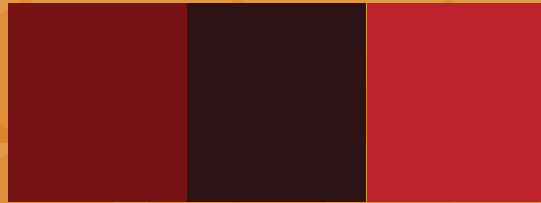
✉ healthclub@al-bustan.com

Connect with us:



Make your
special event
**truly
magical.**

Family Gatherings



Corporate Functions

Weddings



Parties



*Book with us to create some
exquisite memories
with our banquet services.*



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For reservations:



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