



# SFC TIMES

Our Second Quarter Newsletter  
*May 2017 - August 2017 Edition*



“Service” is the cornerstone of the hospitality industry that we are a part of.

Ultimately, our existence is to offer unparalleled service to our customers and their satisfaction itself is our greatest achievement.”

**Kesavan Muraleedharan**

Chairman & Managing Director of  
The SFC Group

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**Rohith Muralya**

Director Of Concept Cuisine of  
The SFC Group

It is an incredible honour for me to lead and serve this great brand of ours.

My thanks goes out to our Founder, MD and the team's hardwork , which has taken it from an idea to one of the most admired brands in the UAE.

While we have seen great success, we are hungry to do more. Our industry does not respect tradition — it only respects innovation. This is a critical time for the F&B industry and for India Palace. Make no mistake, we are headed for greater places — as F&B evolves and we evolve with and ahead of it. Our job is to ensure that India Palace thrives in this new landscape and live up to our founding vision of exceeding customer expectations, always.

Many companies aspire to change the industry. But very few have all the elements required: talent, resources, and perseverance. India Palace has proven that it has all three in abundance. And as the Director, I can't ask for a better foundation. Let's build on this foundation together.

# SERVE & SHARE

*Share your experiences with us and offer your valuable feedback to improve our publication.*



**Ravi Rana**

India Palace Captain

Dubai Mall Branch

Greetings of the day!

It is delightful to see this amazing first edition of our quarterly Newsletter. This is the best way to bring all together in the family. This unique concept attracts a variety of readers. It's very attractive and motivating and I have shown to my team they all are feeling proud.

Unity is strength, when there is teamwork and collaboration, wonderful things can be achieved.

Create brand excitement through innovation.

Warm Regards,  
Ravi Rana

# Awardee of the **DSES** **2017**

India Palace collected the Service Excellence Award (DSES Award) for the 3rd time consecutively.

The Department of Economic Development, Dubai established the Dubai Service Excellence Scheme (DSES) in the year 2002 to promote, recognize and reward excellence in the customer service standards.



# BIRYANI -E- KHAAS

*Celebrating the heritage, the diversity & the richness!*

On the launch, Mr. K. Muraleedharan, Chairman & Managing Director said, “India Palace as a brand echoes the tradition and cultural heritage of India adorned by the royalty, richness and diversity of flavors found across the country.

Noor Mahal Biryani



Boori Chaamp Biryani



Murg Coorgi Biryani



Subz Qulabi Biryani



# TEAM BUILDING

## *Cooking Competition*

The 'Cooking Competition' was organized to showcase the cooking skills & talents of Managers and Chefs of India Palace outlets and to create camaraderie from amongst them.

Congratulations to the Winners!

India Palace , Deerfields, Abu  
Dhabi Region

&

India Palace RAK, Dubai Region



# CONGRATS!

*on being nominated*

*“Preferred Fast Food Restaurant Of The Year”  
-The Filipino Time Award 2017.*

On behalf of all the staff and management of the SFC Group, we'd like to extend our gratitude to our colleagues from SFC Plus for making it to the final roster of nominees in the “Preferred Fast Food Restaurant Of The Year Category” in the Filipino Time Award 2017.





# EMPLOYEES *Of the* MONTH

On behalf of everyone in the SFC Group, we would like to congratulate you on your excellent service and we wish you good health of body & mind for your future endeavors.

## SFC PLUS MANAGER OF THE MONTH:

May 2017

*Eskar Thapa*





### APRIL ▶

-  **Shermina**  
Mazyad Mall
-  **Harold**  
Abu Abyad
-  **Rakesh**  
Al Bedia
-  **Jacob Mangle**  
Jesco

### MAY ▶

-  **Tek Prasad**  
Ruwaïs
-  **Maricel**  
Airport Road
-  **M.D. Tazuddin**  
Safeer Ajman
-  **Majorie**  
Rolla

### JUNE ▶

-  **Sarfaraz Alam**  
Al Remah
-  **Keyar Bahadur**  
Ruwaïs
-  **Milton Dias**  
Karama
-  **Shadab Sheikh**  
Ajman

# EMPLOYEES *Of the* MONTH

On behalf of everyone in the SFC Group, we would like to congratulate you on your excellent service and we wish you good health of body & mind for your future endeavors.

## UNIT MANAGERS OF THE MONTH ▶

*June 2017*



## EMPLOYEE OF THE MONTH ▶



## HEALTH SAFETY & ENVIRONMENT ▶



# EMPLOYEES *Of the* MONTH

On behalf of everyone in the SFC Group, we would like to congratulate you on your excellent service and we wish you good health of body & mind for your future endeavors.

## APRIL

**FRONT OF HOUSE**



**Augdel Lozano Pascua**  
*Housekeeping*

**BACK OF HOUSE**



**Inbaraj Balasubramanian**  
*Stewarding*

## MAY

**FRONT OF HOUSE**



**Anthony Rodrigues**  
*Housekeeping*

**BACK OF HOUSE**



**Muhammed Abbas**  
*Engineering*

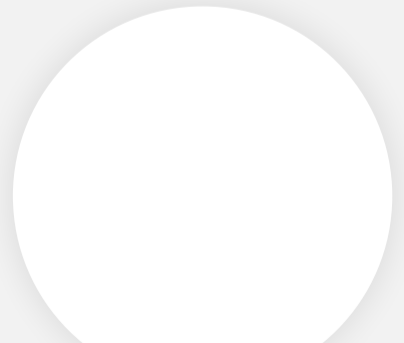
## JUNE

**FRONT OF HOUSE**



**Babu Vakal Purakal**  
*Housekeeping*

**BACK OF HOUSE**



**Mahendra Singh**  
*F&B Production*

# GENERAL MANAGER'S *Appreciation* AWARD

For your ever motivating spirit to do better, reach new standards and bring about great levels of achievement to your self and your team.

I Thank You.



***Kathy Ann Alejaga***



***Subramanian Saham***

# HAPPY Birthday!

The SFC Group wishes the  
Geminis, Cancerians, Leos of our  
work-family a very Happy  
Birthday!

You are a vital part of our  
organization!

“As your colleague, I have learned  
something new, shared a story or two  
and worked together for a vision  
larger than just you and me!”

May you celebrate your birthday  
knowing that you have added to  
everyone’s livelihood!

Have a great year ahead!





## ***India Palace wins the DSES Award 2017***

*"We are glad to be bestowed with the 'Best Service Performance Brand' award. This award rightly reflects a dedicated commitment to achieve highest quality of excellence. Having received this award for the last three years has motivated us to provide consistent top quality service and-performance across outlets."*

**- K. Muraleedaran,  
Chairman & Managing Director of  
the SFC Group, UAE**

***hotellandrest.com***

On May 3rd 2017, India Palace restaurant, an award-winning heritage dining brand of SFC Group, received the Best Service Performance Brand, 2016 award for the Restaurant Category from the Dubai Department of Economic Development, held at the Dubai World Trade Center. The Dubai Service Excellence Scheme is an initiative by the Department of Economic Development to promote excellence in customer service quality in the private sector. The award is to recognize the ultimate achievement in service excellence. The award ceremony was attended by Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum is the deputy ruler of Dubai, and the Chairman of Dubai Media Incorporated.

India Palace quality and customer service is of utmost priority. Special training is undertaken to make sure the standards are met beyond customer expectations.



## **RAMABADHRAN S.**

Warehouse Manager

*“Adding a bit of song to your usual routine can liven things up!”*

He has served the SFC group for the last 6 years with great responsiveness and skill.

He has also entertained us on many occasions with his love for singing.

# **TALENT BEYOND WORK**

*Thank you for your outstanding service!*

# HAVE “Your” SAY

The SFC Group invites you to take part in the “SFC TIMES” Quarterly Newsletter’s “Have Your Say” section - write to us at [hr@sfcgroup.com](mailto:hr@sfcgroup.com).

“*quality is doing the right things when no one is watching*”



“I joined a year back and I believe quality is doing the right things when no one is watching you. I love one thing about this company that it's not profit oriented, it's more about employee development. It's true because if you want good fruits out of a tree, one must take proper care in the development of its seeds. Naturally the fruits will be sweet and healthy.”

**-Kiran Ranj**  
*Asst. Restaurant Manager Of India Palace,*

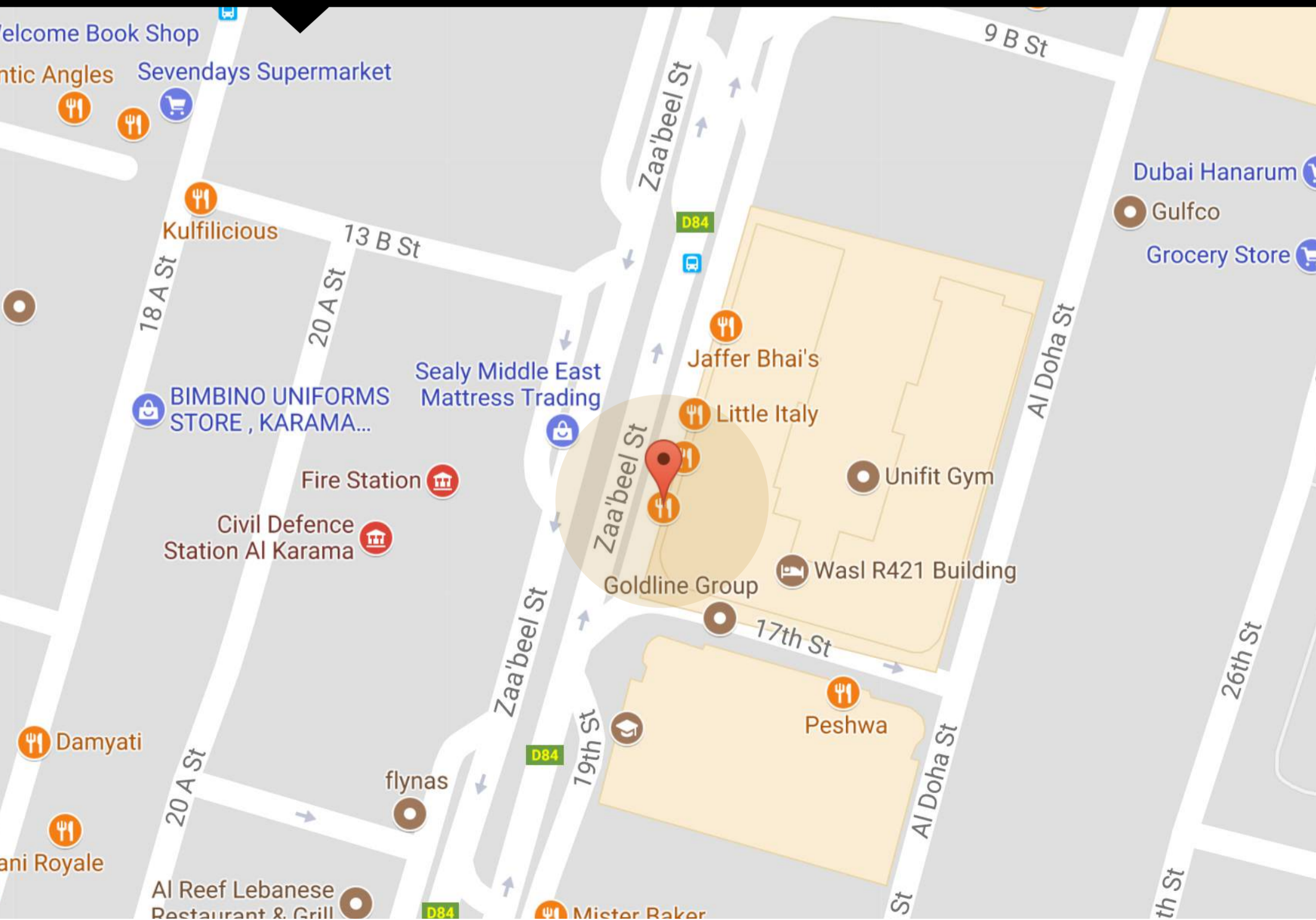


# NEW LAUNCH

## Sthan Restaurant

25 Za'abeel St, Karama

Dubai, United Arab Emirates





*“Don’t be afraid to fail  
Be afraid not to try.”*

*- Michael Jordan*



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That's all for this quarter, folks. Looking forward to your valuable contribution in making this forum a warm and friendly medium of communication for the SFC family.



**Andaleeb Mannan**  
Marketing Executive,  
SFC Group and India Palace

“As we come out with the second edition of the newsletter, I would like to thank you all for the active participation and enthusiasm. I hope this will be a forum to interact and exchange our ideas and creativity. Best regards.”

Please pour in your valuable comments and suggestions to improve the newsletter in any way at [\*\*marcomm@indiapalace.ae\*\*](mailto:marcomm@indiapalace.ae)