



# SFC TIMES

**VOL. 7 : NEWSLETTER**

*January 2019 - April 2019*





**Kesavan Muraleedharan**  
*Chairman & Managing Director,  
Of The SFC Group*

“Opportunities don’t happen. You create them”

A year ago, I had started my message in the Newsletter with the words of HH Khalifa Bin Zayed Al Nahyan, the President of UAE as inscribed in the Sheikh Khalifa Excellence Award (SKEA) Quality Appreciation Certificate. Now, a year later we can be proud that our efforts to reach excellence has been recognized with the prestigious SKEA award itself.

Awards are in a way the recognition of our efforts and we have been endowed with the Dubai Quality Appreciation Award too, becoming the first restaurant group to receive these awards. All these accolades are the fruits of our commitment and dedication, working as a single unit.

This period witnessed some changes in our operation pattern too in tune with changing circumstances. Just as we have achieved success in terms of awards, we should be able to tackle the challenges in front of us and give paramount service to our customers.

We have declared our new motto for the year during our Annual Meet as “Together, Stronger and Greater” which is exemplified by the accolades that we have achieved. With the same spirit and enthusiasm we should move ahead to create greater successes.



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**D S Ganesh**

*Head Procurement*

For the survival of any species, it is important for it to adapt to its environment and evolve at a steady pace; being too fast with too many changes would choke it and being too slow would make it a sitting duck. The same goes for an organization too, it too needs to evolve with the changing social, economic, political scenarios at a timely and steady pace.

All departments within our group are mindful of these changes required and often propose the changes which are implemented with the introduction of new products or processes that improve or create new a niche. We as a department understand the importance of these changes and our role in imparting the same.

On behalf my team and myself, I am grateful to Mr Muraleedharan, our Managing Director, and also to our Management for acknowledging our efforts and contributions by awarding us as the Best Corporate Department for 2018 at the recently the SHARP Annual Staff Party.

We have all joined our hands together to learn, evolve and grow SFC Group for the years ahead, let's make it even firmer !





**N. G. Sreekumar**  
*Project Manager*

I am working with Southern Food and Catering Services since 20th April 2008 as a Project Manager and now it's more than 10 years of service. I am proud to be part of this great organization and it is my privilege to share the experience with such an organization. The Visionary Mr.Muraleedharan lead by his management team has always given all the support for me to excel in this organization and to add value as per the visionary. It always makes me feel SFCS is “a home away from home” and I will always continue to add my contribution to the growth of this organization.



**Ahmed Kenawy Mohamed**  
*Call Center Manager*

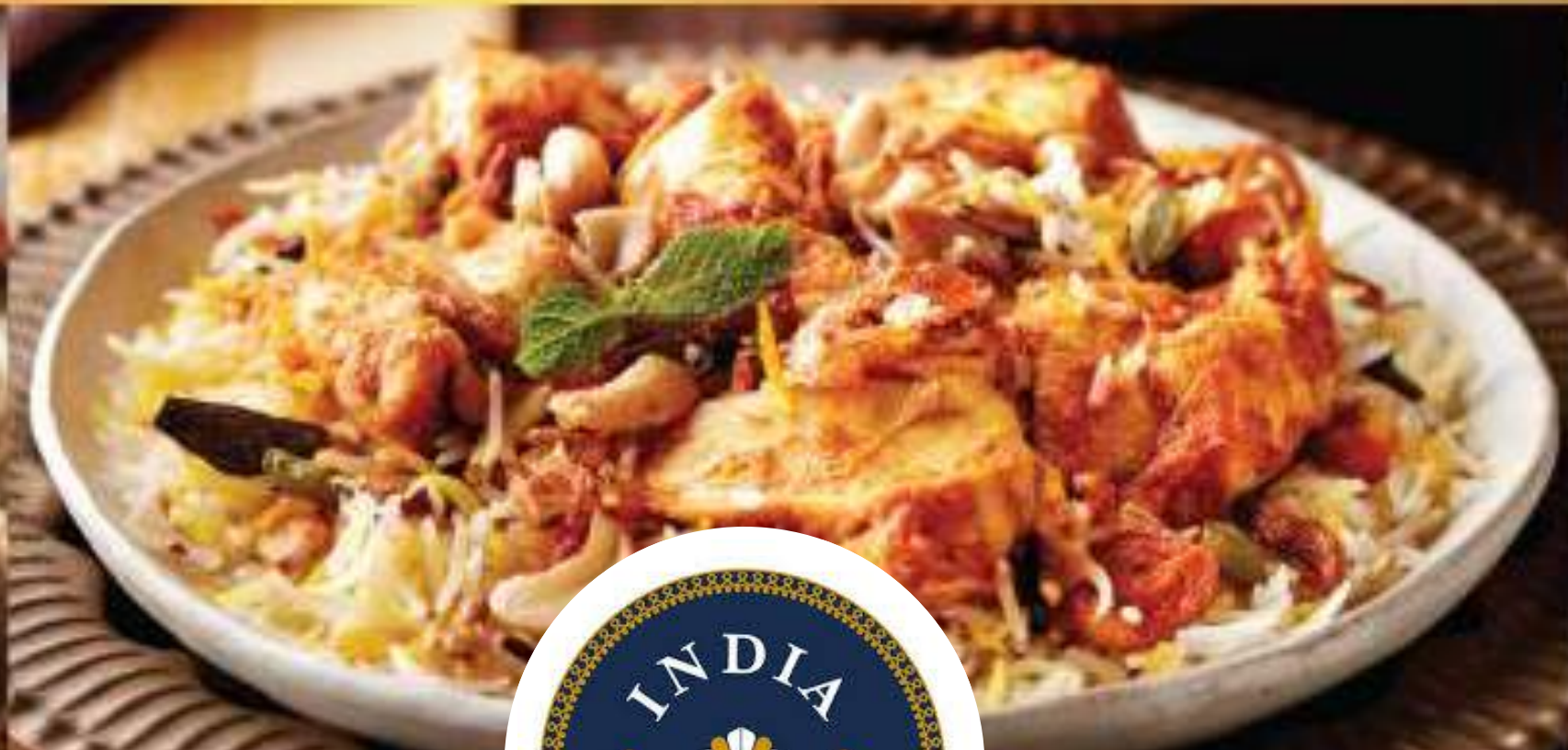
While working with a company with passion, commitment and perfection, I never realized how nine years have passed in my professional career. It has been a great experience to be part of a management team with the ambition to grow



VISIT

INDIA PALACE

FOR A TRADITIONAL DINING EXPERIENCE!



**INDIA PALACE**

**AUTHENTIC HERITAGE DINING**



## A PRESTIGIOUS MOMENT IN TIME - IP WINS THE SKEA AWARD

It is with great pride and honour that we announce that we have won two prestigious quality awards this year; the Dubai Quality Appreciation Award conferred by HH Sheikh Mansoor Bin Mohammed Bin Rashid Al Maktoum and the Sheikh Khalifa Excellence Award by HH Sheikh Hamed Bin Zayed Al Nahyan.

It is the first time in the history of both these awards that a restaurant chain has been deemed worthy of this recognition.

As our loyal customer, our team management would like to thank you for giving us the wonderful opportunity to serve you. You are our inspiration in doing our very best.

These recognitions are dedicated to the support you have generously showered on us and the trust you have placed in India Palace over the years. We'd like to celebrate this occasion with you and offer you a humble token of our gratitude.

To many more celebrations together!

The India Palace Team







## ...AND THE DQA AWARD FOR ABSOLUTE PERSEVERANCE!

It is with great pride and honor to announce that we have won two prestigious quality awards this year; The **SHEIKH KHALIFA EXCELLENCE AWARD** given by HH Sheikh Hamed Bin Zayed Al Nahyan and The **DUBAI QUALITY APPRECIATION AWARD** given by HH Sheikh Mansoor Bin Mohammed Bin Rashid Al Maktoum.

Receiving both of these awards from esteemed Institution was indeed a timeless recognition for the Company. The Management would like to share these accomplishments to our India Palace Team for their untiring commitment and to Our Valued Customers, who inspired us to continuously provide quality services over the years.

To many more celebrations and success together!





## AND THE DSES AWARD IS HOME AGAIN!

Through the years India Palace was a consistent awardee of Dubai Service Excellence Scheme DSES. Again, on 29th April, 2019, India Palace Salam was declared winner in Hospitality and Entertainment Sector/Category wherein the plaque was given by DSES representatives at IP Salam, Abu Dhabi.







# GAS

## GOING AFTER SALES

### GAS WINNER – TOP FIVE (5) RESTAURANTS

- #1 **India Palace MUSHRIF**
- #2 India Palace GARDEN MALL
- #3 India Palace RAK
- #4 GOLDEN DRAGON
- #5 India Palace DALMA MALL

### GAS WINNER – TOP FIVE (5) SERVER

- #1 **WASIM**  
India Palace, GARDEN MALL
- #2 **NISHAD**  
India Palace, MUSHRIF MALL
- #3 **RAKESH**  
India Palace, DALMA MALL
- #4 **C. MAYA**  
India Palace, RAK MALL
- #5 **AKRITY**  
India Palace, AL AIN



# GOING AFTER SALES

1st QUARTER 2019







**SFCS**  
Contract Catering

**SOUTHERN FOOD AND CATERING SERVICES**



# UNIT MANAGERS OF THE MONTH

*“You wisely said, “I think I can. I think I  
can. I think I can.” And, you did!!  
Congratulations!”*



**Jayan Krishnan**  
*Asab Area*



**V D Sudheer Kumar**  
*Habshan Area*



**UNIT MANAGERS OF THE MONTH**

*We appreciate your hard work and enthusiasm!*



**N.G. SreeKumar**  
*Asab Area*

FEB 2019

MAR 2019

APR 2019





## **ANNUAL MEETING**

*21st February 2019*



**GOLD AWARD  
WINNER FOR  
BRAND EXCELLENCE.**

*SFC Catering won the “Gold Award at the  
Annual SHARP event on March 19, 2019.*





# GOLD AWARD WINNER FOR BRAND EXCELLENCE.

*SFC Catering won the “Gold Award at the  
Annual SHARP event on March 19, 2019.*







**STHAN**

**FOOD BEYOND BORDERS**



# HUMBLING VISITS BY HUNGRY PEOPLE

Sthan – We were honored to receive VVIP and celebrities at Sthan and enjoying delicious food







**SFC PLUS**

**LIP SMACKING TASTE!**



# EMPLOYEES OF THE MONTH

*“The walls of our office would be  
weakened without your presence.  
Thank you for standing strong.”*



**Badri Yadav**  
*Home Delivery Driver*  
SFC PLUS JESCO



**Jeric Garcia Padilla**  
*Crew Member*  
SFC PLUS ADNOC AJMAN



**Arunjyoti Achari**  
*Home Delivery Driver*  
SFC PLUS MADINAT ZAYED



**Rex Gonzaga Cuandot**  
*Crew Member*  
SFC PLUS MAZYAD MALL



# EMPLOYEES OF THE MONTH

*We appreciate your hard work and enthusiasm!*



**MD Mehtab Ali**  
*Home Delivery Driver*  
SFC PLUS ADNOC AJMAN



**Bishal Deep Chhetri**  
*Crew Member*  
SFC PLUS AL FAQA



**Sourabh Biswas**  
*Crew Member*  
SFC PLUS ABU ABYAD



**Karishma**  
*Crew Member*  
SFC PLUS HAMDAN



**Nikita Rana**  
*Crew member*  
SFC PLUS MBZ



**Jaya Bahadur Tamang**  
*Crew Member*  
SFC PLUS RUWAIS



**Jeanalyn Gabut Lania**  
*Crew Member*  
SFC PLUS ADNOC AJMAN



**Mustafizur Rahman**  
*Home Delivery Driver*  
SFC PLUS SAFEER SHARJAH



**Jane Bernadeth Sodsod**  
*Crew Member*  
SFC PLUS HAMDAN



**Aswin Kalayil**  
*Crew Member*  
SFC PLUS MAZYAD MALL



**Amit Kumar**  
*Crew Member*  
SFC PLUS AL FAQA



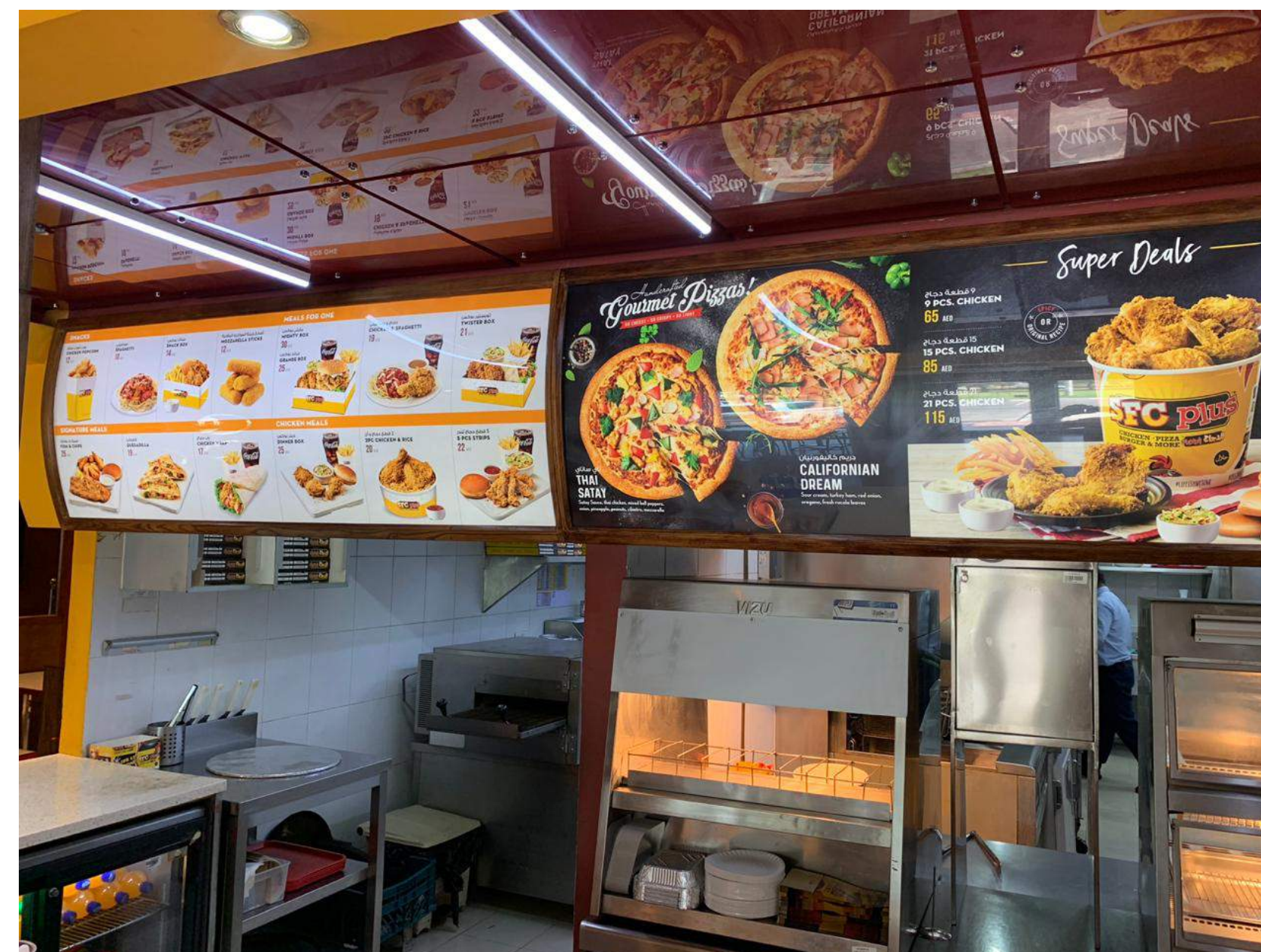
**Joe Mark**  
*Crew Member*  
SFC PLUS SAFEER AJMAN



# REBRANDING SFC PLUS

*SFC Plus rebranded its presentation across outlets in the UAE on May 1, 2019.*

- Standardizing the Menu Boards in all restaurants.
- Changing the Counter Menu Poster to Counter LightBoards.
- Training of New Awesome Service and Awesome Kitchen Manuals.
- Introduction of New Awesome Audit.
- Introduction of New Pizzas and adding Signatures and Overloaded Category.
- Introduction of New Combo Boxes and Quesadillas.
- Launching of New Going After Sales Program.





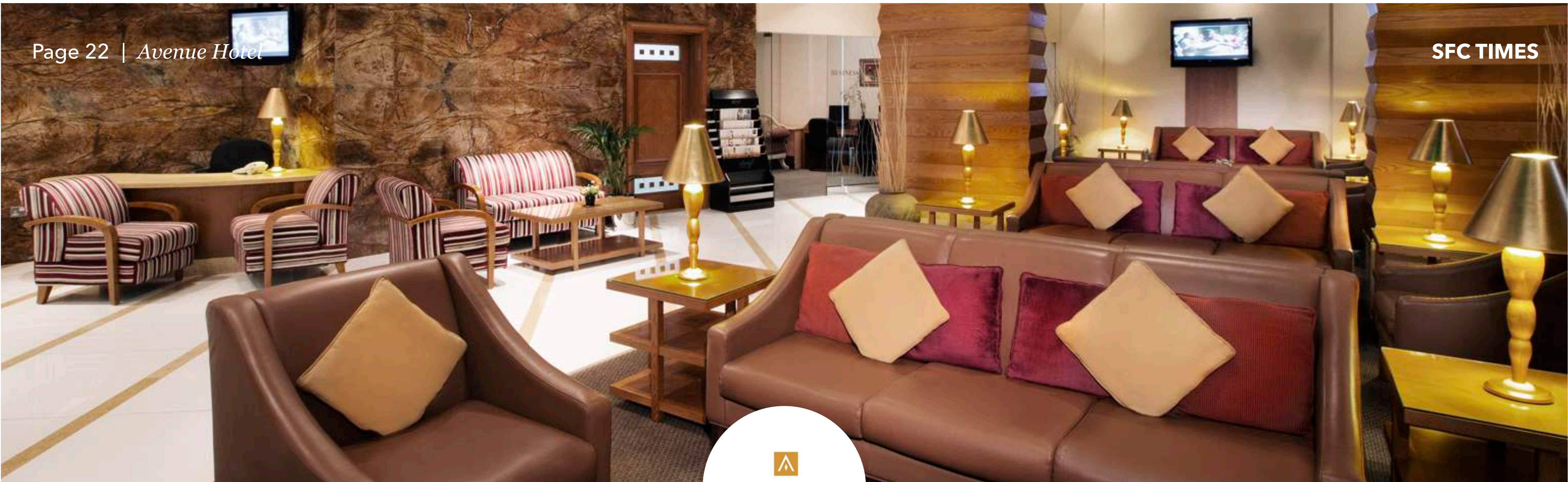
# STEP BY STEP TUTORIALS AND DEMOS

*As part of SFC Plus Rebranding, new Menu was launched last May 01, 2019.*

*Trainings was provided to all Outlet in charged, crew trainers and team members.*







## AVENUE HOTEL & LEISURE



# EMPLOYEES OF THE MONTH

*Keeping a company alive is a great task.  
We owe our success to your  
able leadership.*



**Abdul Kunhi**  
*Housekeeping*  
*Front of the House*



**Prasanth Acharya**  
*Engineer*  
*Heart of the House*

JAN 2019



**EMPLOYEE OF THE MONTH**  
*We appreciate your hard work and enthusiasm!*



**Babu V P**  
*Housekeeping*  
*Front of the House*



**Gladys Dela Cruz**  
*F&B General*  
*Heart of the House*



**Uddhav Gautam**  
*Front Office*  
*Front of the House*



**Mohammed Khaja**  
*Engineer*  
*Heart of the House*



**Mohamed Meerasha**  
*Housekeeping*  
*Front of the House*



**Amarnath Chandra**  
*Finance*  
*Heart of the House*



## EASTER CELEBRATION AT AVENUE HOTEL

*Avenue Hotel had celebrated Easter on April 21, 2019 with their family team members. It was an occasion where team celebrated it unanimously with delicious lunch including Easter eggs, making it truly a joyful occasion.*





MY  
WORLD.  
MY  
DUTY.

# A MOTHER'S DAY WELL SPENT

Emarati Mother's day was celebrated by inviting 100 Emarati ladies from General women's union and 30 Emarati women from Abu Dhabi business women council.





# DAY CARE HOME FOR THE AGED

Van sponsored by Muralya Foundation to the Paakalveedu (A Day Care home for the old aged ladies and differently abled children) of Sree Narayana Vanitha Samithi in Kollam, Kerela, India.

# SUPPORTING AUTISM

Autism awareness spread among SFC family to protect our future generation and help identify early signs of Autism in children.

# INTERNATIONAL LABOR DAY

India Palace associated with Ministry of Culture and IBPG to appreciate the contribution of workers to our society. Entertainment programs were organized and Vouchers were distributed. Focus on appreciating the importance and contribution of labor to UAE society. We acknowledge their efforts and hard work towards nation building.







# TALENT BEYOND WORK

*Shamsher Singh*

“I joined on 18/01/2018 as a heavy duty driver, I am Very happy and proud to be part of SFC Family. Dance is my passion, I started to perform from very young age since schooling. I also received many prizes.

I’m really thankful to company for giving us the platform to continue our passion and perform at our Annual party.”





## *Happy New Year!*

*The beginning of new year was celebrated with a fabulous get together. A dinner party was hosted by our ever-gracious Managing Director, K. Muraleedharan, on 4th January'19.*

*All staff enjoyed the party with fun-filled games, dance, competitions and sumptuous dinner.*













*Held under the patronage of the Ministry of Tolerance, India  
Palace participated in Holi celebrations organized on  
15th March'19, to celebrate 'Colours of Friendship' at  
Khalifa Park, Abu Dhabi.*

*This event included a carnival atmosphere with rain dance, colour  
cannons, Indian drums, food stalls, carnival games and more.*









*SHARP 2019 was held on 19 th March'19 at ISC, Abu Dhabi. Event highlighted the Glimpse of SFC's Past, Talent Competitions, Loyalty award, Circle of Excellence Awards given to the Top Employees, Grand Buffet, Star of the Night, Grand Raffle and many more great prizes with music and dancing. This was a night of fun, glitter, glamour and beauty!*









# COFFEE TALK

March 26-27, 2019

Abu Dhabi: Starbucks Mushrif

Dubai: Pastel Café, Garhoud

Managers of India Palace, Golden Dragon and Sthan have met to discuss on enhancing “Employee Engagement” in every restaurant.

Highlights of the discussion are the following:

- \*Putting team to achieve one goal.
- \*Building the team together
- \*Participation on any activities
- \*Recognition of efforts done.
- \*Direct involvement in the activities/tasks.
- \*Keeping the team busy and committed to the job.





# HAPPY BIRTHDAY!

*The SFC Group wishes the Capricorns, Aquarius', Pisces' and Aries' 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!







“It is amazing  
what you can  
accomplish if you  
do not care who  
get’s the credit.”



“TEAM  
WORK  
MAKES  
THE  
DREAM  
WORK”

- SFC TIMES Editorial Team



**Shruti Shetty**  
*Marketing Executive*  
**SFC TIMES Editor**



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*Assistant Manager - HR*  
**Avenue Content Coordinator**



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**SFCS Content Coordinator**



**Cherrie Lambayong**  
*Admin Coordinator*  
**India Palace Content Coordinator**



**Anthony Gacis**  
*Training Manager*  
**Corporate Events Coordinator**



**Jacky**  
*Administrative Assistant*  
**SFC PLUS Content Coordinator**





**Andaleeb Mannan**

*Corporate Excellence Officer  
SFC Group and India Palace*

# WE WISH YOU THE VERY BEST!

As we come out with Vol. 7 of the SFC TIMES 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***





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