

OMNInews

What's new in the world of **HCS & Co**, Omni Catering and Omni Facilities Management plc



Welcome from the Chairman



Firstly may I extend a warm welcome to all of our team members across the UK who have joined the company since our last Newsletter. Our business relies on our people who are the lifeblood of Omni and are at the beating heart of everything we do every single day of the year – so, welcome and I hope that you are settling into your new roles within

the company.

With Christmas fast approaching we reflect again on another year filled with challenge and opportunity and look forward with optimism to 2011 and what I hope will be a great year for all of us. The last 2 years have undoubtedly brought pressure to bear on our business and have made us look very closely at how we function and deliver services across the many locations we service across the UK and Northern Ireland. We have adapted to the changing environment and to the pressures of the recession which have affected us all. Since our last Newsletter we have seen a change of government and the first coalition government in more than 60 years, the country has been told by the coalition government that to counter the deficit we should be prepared for widespread cuts to public spending that will affect all of us, we have finally had the much anticipated confirmation that Prince William is to marry his long term girlfriend Kate Middleton in April of 2011 and the countdown to the Olympics is well underway as is the substantial infrastructure to support this International Sporting event.

The number of new hotels opening in and around the capital in the next 18 months is reassuring and points to renewed optimism that the industry on which we are so reliant is making significant strides in anticipation of Olympics and beyond. To maintain and secure competitive advantage we are looking at 'Alliance Partners' as one way of offering a more bundled set of services to our many clients across the UK and our Property Services and Catering divisions are reporting impressive growth for the last quarter of 2010.

Finally may I take this opportunity to thank all our team members, clients and suppliers across the UK a wonderful Christmas and a Prosperous and exciting 2011.

Riaz.

NEWS
STORY

Accession States Worker Registration Scheme To End

On 5th July 2010 Baroness Neville-Jones, Minister of State, Home Office confirmed that the WRS scheme for A8 nationals must end by 30 April 2011.

The worker registration scheme must cease to apply to nationals of those countries from that date. When the scheme ends they will enjoy the same rights as other European Union nationals in terms of their freedom to take employment in the United Kingdom.

Nationals of Bulgaria and Romania are not subject to the worker registration scheme and are instead subject to separate work authorisation requirements. These restrictions will continue until 31 December 2011, and under EU law may, in the event of a serious disturbance to the labour market, be extended until 31 December 2013.

IN THIS ISSUE:

- Omni Launches new website
- Our Shining Stars
- Contracts & Recruitment
- Hilton Gatwick SALT result
- Omni Alliance launched
- Ramada Encore - Fruit Picking!
- Who is... Viktorija Kukauskaite?
- A day in the life of – Romana Vankova
- People moves





Our Shining Stars...

Employee's of the month...

Opposite page, left to right, top to bottom.

Adam Einuachter - Hilton Olympia - Employee of the Month - August 2010, **Alicja Liberowska** - Employee of the Month - Holiday Inn Brent Cross - August 2010, **Alvydas Jucevicius** - Ramada Encore London West - Employee of the Month - October 2010, **Andrea Henderson** - Employee of the Month - October 2010 - Holiday Inn Express Poole, **Barbara Pyszczyk** - Holiday Inn Ariel - Employee of the Month - August 2010, **Barbara Soltan** - Ramada Portrush - Employee of the Month - October 2010, **Bhavesbhai Patel** - Employee of the Month - Hilton Paddington - October 2010, **Bozena Dzika** - Employee of the Month - Holiday Inn Gatwick - August 2010, **Edita Chrenova** - Hilton Gatwick - Employee of the Month - June 2010, **Erika Lorincz** - Hilton Dartford - Employee of the Month - August 2010, **Eriks Eglits** - Employee of the Month - November 2010 - Hilton Dartford, **Eva Hegedus** - Hilton Olympia - Employee of the Month - October 2010, **Francesca Pica** - Melia White House - Employee of the Month - August 2010, **Gabriella Toth** - Hilton Dartford - Employee of the Month - June 2010, **Gintare Janukonyte** - Promoted to Supervisor - Melia White House - October 2010, **Ines Pereira** - Hilton Olympia - Employee of the Month - August 2010, **Irina Zaike** - Hilton Olympia - Employee of the Month - September 2010, **Istvan Molnar** - Hilton Gatwick - Employee of the Month - September 2010, **Istvanne Farkas** - Hilton St Anne's - Employee of the Month - October 2010, **Istvanne Farkas** - Hilton St Anne's - Employee of the Month - October 2010, **Justyna Przybyla** - Ramada Encore Birmingham - Employee of the Month - September 2010, **Kamel Moutaouikil** - Hilton Paddington - Employee of the Month - October 2010, **Kamila Wojciehavsta** - Most Improved Employee - Holiday Inn Gatwick - September 2010, **Karolina Socha** - Marriott Regents Park - Employee of the Month - September 2010, **Klara Taksonyi** - Hilton Gatwick - Employee of the Month - October 2010, **Liena Prose** - Holiday Inn Kensington Forum - Employee of the Month, **Lilita Bikova** - Hilton Cobham - Employee of the Month - September 2010, **Loreta Sirvinskiene** - Holiday Inn Heathrow BDL - Employee of the Month - September 2010, **Ludmila Kapleraitiene** - New Contract Manager - Hilton Gatwick - November 2010, **Ludmila Vinokurova** - Holiday Inn Express Poole - Employee of the Month - September 2010, **Marek Jagodzinski** - Hilton Gatwick - Employee of the Month - October 2010, **Margaret Rea** - Ramada Belfast - Employee of the Month - August 2010, **Margarita Dance** - Holiday Inn Express Cardiff - October 2010 - Employee of the Month, **Maria Rodrigues** - Employee of the Month - Holiday Inn Kensington Forum - July 2010, **Maria Szilagyi** - Hilton Gatwick - Employee of the Month - October 2010, **Marina Jaksta** - Hilton Dartford - Employee of the Month - September 2010, **Monika Szakacs** - Park Plaza Westminster Bridge - Employee of the Month - October 2010, **Nina Fomina** - Hilton Bracknell - Employee of the Month - October 2010, **Norbert Peto** - Holiday Inn Express Leeds Armouries - Employee of the Month - May 2010, **Rasa Kosoejeviene** - Employee of the Month - September 2010 - Ramada Encore London West, **Renata Baran** - Hilton Olympia - Employee of the Month - September 2010, **Richard Bodi** - Employee of the Month - Hilton Gatwick - September 2010, **Roland Kecskes** - Holiday Inn Express Leeds - Employee of the Month - May 2010, **Samantha Gabaliene** - Hilton Cobham - Employee of the Month - October 2010, **Sandor Magyar** - Hilton Dartford - Employee of the Month - July 2010, **Shamroz Khanh** - Hilton Bracknell - Employee of the Month - October 2010, **Shubhada Surve** - Holiday Inn Heathrow M4J4 - Employee of the Month, **Sudan Upreti and Kalpani Weerasangilige** - Employee's of the Month with **Dipesh Jana**, Head Housekeeper - Hilton Paddington - September 2010, **Vanda Vilcauskiene** - Ramada Encore London West - 5 Years Service - October 2010, **Vanda Vilcauskiene** - Employee of the Month - October 2010 - Ramada Encore London West, **Vesma Jurjane** - Hilton Dartford - Employee of the Month - August 2010, **Zbigniew Gawrysiak** - Hilton Olympia - Employee of the Month - October 2010, **Zuzana Juskova** - Holiday Inn Ariel - Employee of the Month - October 2010.

Not pictured: **Zbigniew Gawrysiak** - Hilton Olympia - Employee of the Month - October 2010, **Eva Balazs** - Park Plaza Westminster Bridge - Employee of the Month - October 2010, **Loreta Sirvinskiene** - Holiday Inn Heathrow BDL - Employee of the Month - September 2010



OMNI LAUNCHES NEW WEBSITE ENTER OUR 'FEEL GOOD' COMPETITION

NEWS

We are delighted to announce the launch of our new website at www.omnifmplc.co.uk with enhanced functionality and a whole new look - we hope you like it.

To enter our competition simply send us your favourite Christmas 'Feel Good' photo to be in with a chance to win one of 3 Shopping Vouchers.

We'll then choose 3 images to appear on our new website every week in January and if yours is chosen you'll win a £25.00 voucher.

Good luck and happy snapping!!!

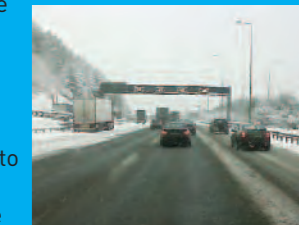
Hilton Gatwick SALT Result

Congratulations to the Supervisors at Hilton Gatwick who obtained a fantastic SALT result of 71.6% in October 2010. Pictured are: Alla Manos, Edyta Stanislawski, Jackson Rodrigues, Joyce Amponsem, Maria Ovalle, Monika Bury, Natalia Khudzik, Priska Bertalanova, Viktorija Krupenkiva and Ludmila Kapleraitiene.



Hilton Gatwick Team brave the elements in the snow to get to work as the airport shuts down...

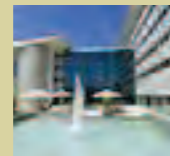
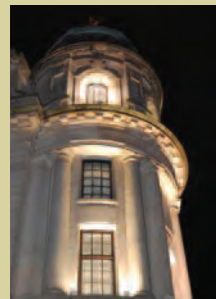
Nacho Molina, Executive Head Housekeeper at Hilton Gatwick had this to say about his staff and the Area Manager for Gatwick, Barbara Parbat's performance during the recent spell of bad weather:



"I just want to thank your team for the excellent job done the last 3 days, especially Barbara. She has been very pro active, thinking ahead for solutions to overcome all the weather problems we have had, especially with the staff transport and getting people to work. All staff have been extremely helpful and flexible. You should be proud of your Gatwick staff. I am more than happy to work with Omni. Thanks a lot for your help."

NEW HOTEL CONTRACTS

- The Point Edinburgh
- Selsdon Park Hotel
- Arora Gatwick
- Hilton Basingstoke



NEW CATERING / OMNI RECRUITMENT CONTRACTS

Omni Catering

- K&K George Hotel
- Hilton Park Lane
- Premier Rouge
- Haymarket Hotel
- Holiday Inn Ariel
- Milestone Hotel
- Intercontinental Park Lane

- Lancaster Hotel
- Montcalm Hotel
- The Connaught Rooms
- Buck's Club
- YMCA City
- Reform Club

- The Stafford London by Kempinski Hotel
- 47 Park Street
- Royal Air Force Club
- Sangam Ltd

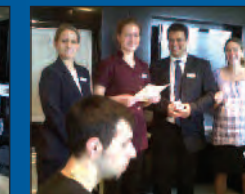
Omni Recruitment

- Mace Montessori Nursery
- Bearhugs Day Nursery
- SCI Sales for Sales Consultants and Receptionists



PARK PLAZA WESTMINSTER BRIDGE EMPLOYEE OF THE MONTH PRESENTATIONS

In October 2010, Park Plaza Westminster Bridge held a presentation for their Employee of the Months.



HOUSEKEEPER

In September Inn Gatwick Housekeeper



Omni Alliance launched – 1st December 2010

The second part of our new service launch is a set of Strategic Alliances with quality partners to allow us to complement our current performance and provide a cluster of services which will allow OMNI FM to manage their total cost with a One-Stop-Shop solution.

Our selected partners are listed below; once again we will provide a **£100 voucher to anybody that provides a quantified lead which leads to profitable new business for any of these new services.**

- **FMS UK Limited**
Planned and Reactive maintenance
- **Total Waste**
Modern waste management and recycling company

- **Style Food Service**
Quality contract catering brand
- **Advanced Interior Solutions**
Office and building fit outs.
- **Ecolab**
Markets cleaning, sanitizing, pest control, maintenance and repair products.

These quality partners will deliver part of our one stop shop, this will allow us to develop our relationships with our customers, we will concentrate on the **self delivery of our services where possible** and then have the relationships in place to develop our core business and also provide the One-Stop-Shop.

Looking forward our commitment to training will once again exceed the

budget of £500,000, this allows many of our staff to develop their core strengths, climb the career ladder and inspire others around them to do the same, we aim to help everyone fulfil their potential. We know how passionate we are about our business, we always recognise a job well done and now as we move towards a new year, we look forward with confidence, with pride and with a collective ambition to see OMNI FM leading the way in our business sector.

Recently appointed Guy Woodward confirmed: "I am pleased to be on board; I look forward to reading your competition entries and also to receiving your leads. If I can be of any help to anyone, **please feel free to contact me on my mobile 07946576825 or on my email guy.woodward@omnifm plc.co.uk.**"

Ramada Encore London West – Fruit Picking!

On Saturday 14th August 2010, Housekeeping staff from the Ramada Encore London West went fruit picking at the Copas Farm in Slough as part of their social activity arrangements. The staff pictured are: Guenever Pacquing, Agnieszka Misiag, Roma Bagusiene, Rasa Koscejeviene, Grazyna Szalc, Indre Urbanaviciute, Jana Holotnakova, Emanuel da Silva Lopes, Anna Maciuk and Brigitta Czuni. They were also joined by Oliver the Chef and Victor the Driver.



CELEBRATING WEEK

In October 2010 the staff at Holiday Inn celebrated their Housekeeping Week



And in October 2010 the staff at Marriott Regents Park celebrated their Housekeeping Week



Staying healthy on a budget with HSF health plan

With budgets and cuts still very much on everyone's mind it may be time to be more proactive about the money you spend on healthcare.

A recent Mintel report shows that most adults still feel that a substantial part of a household's budget is spent on healthcare and as most families consider where they might cut their household expenditure, health should surely be the last place they cut from.

Families will continue to feel the strain of budget cuts even though recent figures say there are more positive signs ahead. People now need to be more proactive about prioritizing health and short term cuts can lead to long term health issues that will cost more.

HSF health plan can provide families with the peace of mind by getting cash back on everyday medical costs, such as dental check-ups, contact lenses and acupuncture, and also covering unexpected costs, such as those incurred during hospital visits. All for a low cost weekly or monthly payment. What's more HSF health plan is the only health cash plan in the UK that covers subscribers' partners and their children under 18 for **free**.

The plan which normally starts at £6 per month, can be purchased at a special discounted rate of just **£4.33 per month** for OMNI FM plc employees. **That's just £1 a week!**

A case in point

After a visit from an HSF representative at work, G4S employee, Jamie Hartley, decided to invest in his health with an HSF health cash plan product.

A couple of months after starting the plan he had a sporting accident, which left him with a 2cm long gash on his top lip.

"Originally I took a plan out to cover any day-to-day health expenses such as dentist and the odd physio cost. Plan A was the most suitable one for me as it gave me enough cover for the benefits that I wanted.

However, it turned out to be one of the best things I have ever done as a couple of months after starting the plan, I incurred a hockey injury, which left me with a nasty gash on my top lip and a broken tooth. My advisor at HSF was extremely helpful and helped me claim for both injuries, which was a lifesaver. To date, I have received £1500, which meant I could see a dentist to fix my tooth and afford a holiday as well!

I would recommend an HSF health cash plan to anyone".

For more information contact **Adrian Button on 07977 908 380**



A day in the life of – Romana Vankova – Productivity Officer – Omni Facilities Management plc

It took me a while to decide what day in my daily life to describe as every day is different from the last one!

07.00: I hear that very familiar sound reminding another morning is here and it is time to get up. But not yet as there is my morning ritual before I finally leave my bed.. Radio followed by first alarm.. second alarm.. and third alarm, finally time to get up! Then everything goes very quickly and the next moment I am running to catch a train.

08.00: The whole journey from North London to our office at Hammersmith takes me about an hour so I have enough time to read, think about the day ahead or have a little nap.

09.00: I arrive at work shortly before 9am as I like to have a quiet moment before everyone else comes in and phone starts ringing, and of course I want to enjoy my morning coffee! But I am already checking which timesheets have been updated over the weekend and what the employee productivity was like over the past few days.

I open spreadsheets for daily and weekly productivity reports which I will be using across the whole day to put in all relevant data regarding employee productivity in approximately 50 hotels where productivity needs to be monitored. I reply to a few emails from Friday and summarise a plan for the day.

10.00: I briefly check what system reports I received over the weekend as this gives me an idea as to which hotels have updated their timesheets and more importantly what the productivity was like. This is a very useful exercise as I know which hotels I need to focus on and this then allows me to compare the report with actual timesheets and check the accuracy of the system reports to make sure all the Area Managers receive what is relevant to them.

10.30: I do a daily online update of timesheets from Melia White House and Ramada Portrush which I receive via email, this time it takes a little longer as it is for past three days. I call Oana, our trainer at Melia, to inform her whose productivity dropped down over the weekend, ask whether everything went smoothly and check to see if they faced any difficulty with linen shortages.

11.15: I carry on checking the timesheets which are gradually closed one by one as it is the end of the invoicing week. I give a follow up call to a few hotels to enquire about a productivity decline mainly on Sunday or to ask about individual employees whose performance has got worse. I make notes which I include in the reports to our Area Managers.

13.00: I call a few hotels to remind them to complete the timesheets for last week. I update the productivity reports and put comments summarising overall productivity for the past week.

14.10: Finally my stomach decides it is time for lunch! During lunch, I spend some time making minor adjustments to the reports as there is always something to improve to make them more efficient and complete.

15.00: Last chance to reach some of the Housekeepers outside London, before they leave the hotel for the evening, to ask about the previous week. Finally I can focus on Park Plaza Westminster Bridge, our largest contract in scale. As we have recently supplied quite a significant number of new staff in Housekeeping, productivity needs to be monitored. I call our Contract Manager to enquire about a few individual employees and the reason for their lower productivity as apart from productivity figures it is always important to look at individual cases in a qualitative aspect as well.

17.45: At the end of each day I send a Weekly Productivity Report summarising the previous week to the Managing Director, Operations Directors, and our Area Managers.

Upon first impression it might seem that a position of a Productivity Officer is very routine. However, this newly created role gives me an opportunity for creating an efficient system of reports helping to monitor employee productivity in a larger scale and there is always something new I can get involved in!



Who is... Viktorija Kukauskaite?

Viktorija joined Omni Facilities Management plc as Receptionist in July 2010. Viktorija's day at Omni starts with a very warm welcome from the phone ringing madly in Reception! She is responsible for answering all the phone calls and transferring them to the relevant department.

As she is the first point of contact for anyone who visits the office Viktorija has to make sure that they get a warm welcome too... and that is done with her very pleasant smile! Almost everyday at Omni is hectic, besides attending to all the phone calls, Viktorija helps the Recruitment Consultants with interviewing the prospective candidates, arranging staff, replying promptly to all the reference requests that she receives and ensuring that accurate records of all employee's payslips are kept. Overall she enjoys her job as she loves interacting with people and gets to learn new things everyday.

In her spare time, Viktorija enjoys trying out different cuisines with her boyfriend, who is a Chef and likes to experiment with the recipes when she has time.

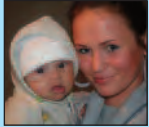


HOLIDAY INN ARIEL TEA PARTY





Congratulations...



To Dana Gorenko from Head Office who gave birth to baby Luciana on 12th July 2010.



To Cristina Pirlea, our Contract Manager from Park Plaza Westminster Bridge, who gave birth to Selena Marie on 20th November 2010.

COMPETITION TIME

We are giving away a bottle of champagne to the person who correctly guesses the amount of days we have been managing the housekeeping department at the Gatwick Hilton, to be in with a chance of winning, please fill in the answer to the competition on our website [www.omnifm plc.co.uk] by clicking on 'news' then the competition button. The closing date for entries is 20th December 2010. Riaz has looked back at the history of this long term contract and given us the precise date we started the contract, Riaz tells us he was young, fit and good looking back then. If the competition is tied, the best description of "Riaz today", in 10 words will be the deciding factor for the prize...

Look out for more competitions in future issues of OMNI news.

Prize £25.00 random draw

OMNINEWS SUDOKU								
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Please send completed Sudoku to:
3 Albion Court, Albion Place London W6 0QT
by the 28th February 2011.

People Moves



AMILA DULAMRAGCHAA

We are delighted to announce the appointment of Amila Dulamragchaa as Recruitment Consultant. Before joining the Head Office, Amila worked for Omni as a Supervisor at the Melia White House Hotel and also at Park Plaza Westminster Bridge. Amila is currently studying an NQF in Professional Training at London Meridian College and is also undertaking a Masters degree in International Relations and Tourism Hospitality from Poland. Being an enthusiastic learner of new languages, Amila speaks Polish, Russian, Mongolian and English and would add French to that list. In her free time, Amila likes to travel and meet people from different cultural backgrounds. She has a keen interest in social work and has undertaken various voluntary projects for Kids in Poland.



CHRISTOPHER VALENCIA

We are pleased to announce the appointment of Christopher Valencia as Area Manager for the West Midlands. Christopher has worked within the hotel industry for around 18 years working within every department as a Department Head. Christopher has worked as a General Manager for the Holiday Inn Express chain where he won awards for the highest UK brand standard audit as well as EMEA best hotel opening of the year. He also worked as Executive Head Housekeeper at the five star Downhall Country House hotel. Christopher is an avid Tottenham Hotspur supporter and enjoys playing golf and fishing in his spare time. He is soon to become a dad for the first time!



GERI BLACKWOOD

We are delighted to announce the appointment of Geri Blackwood as Recruitment Consultant for Omni. Before joining Omni, Geri spent eight years in Atlanta, Georgia. During her time in the United States, Geri was employed as a Selling Branch Manager and worked with seven consultants. She used to spend four days a week in the field and one day in the branch. In her spare time Geri enjoys writing and photography.



GUY WOODWARD

We are delighted to have secured the services of FM industry specialist Guy Woodward who will be managing our sales and business development programme. Guy has been at the sharp end of Business Development and Multi-million pound projects for over 25 years. He is a family man, married for 28 years to Jean, with two children, Hannah 17 and Sam 11. He is a keen sportsman with a very low handicap at golf and still representing Middlesex at cricket in the over 50's team. Before working with Omni, Guy managed FM projects in a freelance capacity; these include successful growth at Tube Lines, Nelson Bakewell and The Commonwealth Games. His aim in life is to always have a good day, to see his children through University and to carry on laughing.



MARK CHENNELL

We are pleased to announce the appointment of Mark Chennell as National Key Account Manager for Omni. Mark has spent the last 27 years in the Hotel Industry, 12 of those were spent as a Chef with De Vere Hotels after which he moved into a Sales and Operations role. For the past 10 years Mark has worked closely with many Hotel Groups on outsourcing housekeeping.



RICHARD VIRGO

We are delighted to announce the appointment of Richard Virgo as Cluster Manager for Northern Ireland. Prior to joining Omni, Richard had experience of working within Hotel Housekeeping Departments for the last 14 years as Head Housekeeper and Executive Head Housekeeper in a number of Hotel chains ranging from three to five stars. Richard's career with Omni began when he started working for the Express by Holiday Inn Redditch. When the contract came to an end Richard was asked to provide support to the Housekeeping Departments around the country. Richard enjoys socialising with friends in his spare time and has a keen interest in the Paranormal. He has been with his partner for 14 years and they plan to get married soon.



RUI COSTA

We are pleased to announce the appointment of Rui Costa as Area Manager for Heathrow. Before working as Area Manager Rui held various positions within the Hotel industry including working at the London Marriott Grosvenor Square in the Food and Beverage Departments, Guest Relations, Front Office and Housekeeping Supervisor. He has also worked for the Lisbon Marriott Hotel as Assistant Director of Operations and as Operations Supervisor and also at the Lisbon Corinthia Hotel as Housekeeping Manager. Rui's most recent appointment, before becoming Area Manager, was at the London Marriott Regents Park as Housekeeping Supervisor and Officer. In his spare time, Rui enjoys long walks by the sea, going to the cinema, shopping and having friends over for dinner.



VIKTORIJA KUKAUSKAITE

Omni are delighted to announce the appointment of Viktorija Kukauskaitė as Full-Time Receptionist. Before joining Omni, Viktorija worked as a Marketing Manager for a leading supermarket in Lithuania. In her spare time, Viktorija likes to capture all the moments she sees in her daily life in London on her camera. She loves being in London and sees it as the best place to get to know the whole world.

