

OMNInews

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



Welcome from the Chairman



As we emerge from the deepest recession most of us can remember and look forward to the second half of 2010, I remain optimistic and excited about the next 12 months and the challenges and opportunities that lie ahead.

We were thrilled to recently open the spectacular new Park Plaza Westminster Bridge which is the largest new build hotel of its kind to open in London for many years and a contract we were awarded after a very competitive tender process. Following a review of our business we are planning a number of changes that will improve efficiencies and make us more resilient to any future downturn. These changes will require all of us to work more flexibly and to work as a team in the pursuit of our longer term aspirations as a company.

Recruitment of suitably skilled and enthusiastic people to work for us remains at the forefront of our key challenges, especially with the increasing number of new hotels opening in the lead up to the 2012 Olympics and this is particularly prevalent in Central London.

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Client Focus – Park Plaza Westminster Bridge

Following a successful tender Omni Facilities Management plc were delighted to be awarded the Housekeeping Contract at London's newest, largest and most innovative hotel to open in the Capital in 25 years.

Boasting over 1000 luxurious bedrooms and suites and one of the largest and most flexible Meeting and Events space in London, Park Plaza Westminster Bridge is a designed hotel in a league of its own. This spectacular hotel, which is located opposite Big Ben and the Houses of Parliament at the foot of Westminster Bridge, opened its doors to the public on 1 March 2010 after a 30 month building programme.

As our largest single contract in the UK and as part of the increasingly ambitious and expanding Park Plaza chain of hotels, Park Plaza Westminster Bridge is set to change

the architectural landscape of SE1 as well as set a new standard for exceptional facilities and service within minutes of the Houses of Parliament. Commenting on the relationship, Chairman Riaz Ladha said 'I am personally delighted to have had the opportunity of working with Park Plaza as a partner on such a hugely exciting hotel opening and to be associated with such a significant addition to the London hotel scene – it's a huge honour for us'.

Readers wishing to experience the Park Plaza Westminster Bridge for themselves can take advantage of a complimentary upgrade to a Studio Room when making a booking for Superior Room Main Atrium. (Subject to availability.)

Please call Reservations on **(0)844-415-6780** quoting Omni News Offer.



HR NEWS !!!

NEWS

Omni Facilities Management plc are pleased to announce that Employee Statements of Terms & Conditions of Employment are now available in Hungarian, Polish and Russian as well as English. If you would like a translated copy of your Contract please contact the HR Department on **020 8741 1190**.

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Welcome from the Chairman continued...

Our industry has long suffered as a second choice for many considering a career change and we are working hard to reverse this impression by highlighting the benefits of working in hotels as a gateway to a career in the hospitality industry. We recently attended an event at The Cumberland, the first event of its kind ever dedicated to Housekeeping and the challenges facing our industry and the growing skills gap especially among Housekeepers.

With these challenges in mind we are relaunching our RAF (Refer a Friend) Scheme. This has previously been very successful and rewards anyone working for the company, who refers a friend who is subsequently employed, with £35.00, provided they work for us for 3 months. For more information about the scheme please contact the office on 020 8741 1190 or speak to one of our Area Managers.

Our business relies on the efforts and unstinted commitment of our people, by far our most precious assets and without whom we wouldn't be in business and we have seen many examples this year of just how remarkable that commitment is – I applaud the efforts of our staff across the country for their hard work – this Newsletter is dedicated to them.

Riaz.

Mad Hatters Ball

On Saturday 8th May 2010 the Mad Hatter's Ball took place at Hilton London Kensington.

Guests enjoyed a drinks reception, four course meal, wine, entertainment and DJ.



Our Shining Stars

Employee's of the month...

Opposite page, left to right, top to bottom.

Albina Glimzianova - Express by Holiday Inn Southampton - Employee of the Month - Jan & Feb 2010. **Alla Manos** - Employee of the Month March 2010 - Holiday Inn Gatwick. **Balazs Roka** - Hilton Dartford - Employee of the Month - March 2010.

Beata Zanczak - Employee of the Month - Holiday Inn Gatwick - May 2010.

Bozena Kucharska - Holiday Inn Gatwick - Jan 2010 - Employee of the Month.

Daina Jokimciene - Most Improved Employee - Holiday Inn Gatwick - May 2010.

Dainius Dereskevicius - Employee of the Month - February 2010 - Hilton Olympia.

Dana Zilinskiene - Ramada Encore London West - Employee of the Month - February 2010.

Daniela Raducanu - Employee of the Month - April 10 - Holiday Inn Kensington Forum.

Edina Kiss - Holiday Inn Bristol Airport - Employee of the Month - Feb 2010.

Edita Chrenova - Employee of the Month - Hilton Gatwick - May 2010.

Elena Tache - Employee of the Month - Melia White House - January 2010.

Eriks Eglits - Employee of the Month - May 2010 - Hilton Dartford.

Ewelina Niedzielska - Employee of the Month - Danubius - May 2010.

Grazyna Szelc - Employee of the Month - Ramada Encore London West - May 2010.

Gunta Krastina - Holiday Inn Gatwick - Employee of the Month - November 2009.

Holiday Inn Kensington Forum Key Maids - Key Maids Bonus April 2010.

Imre Csapo - Employee of the Month - Hilton Gatwick - December 2009.

Indre Urbanaviciute - Employee of the Month - Ramada Encore London West - Feb 10.

Iwona Szajna - Holiday Inn Brent Cross - Employee of the Month - February 2010.

Jane Simkute - Employee of the Year - 2009 - Danubius.

Janis Surkus - Employee of the Month - April 2010 - Hilton Dartford.

Joan Priddey - Express by Holiday Inn Redditch - Emp of the Month - April 2010.

Jolanta Nikiforova - Employee of the Month - April 2010 - Danubius.

Lenka Krejeikova - Russ Hill - Employee of the Month March 2010.

Monika Bury - Employee of the Month - Hilton Gatwick - May 2010.

Monika Walczuk - Holiday Inn Heathrow M4J4 - Employee of the Month - February 2010.

Natalia Lukina - Hilton Gatwick - Employee of the Month - March 2010.

Olena Platosh - Employee of the Month - April 2010 - Hilton Gatwick.

Olga Kolanda - Employee of the Month - April 2010 - Crowne Plaza Marlow.

Priska Bertalanova - Supervisor of the Month - Hilton Gatwick - April 2010.

Rima Paulaviciene - Holiday Inn Brent Cross - Employee of the Month - April 2010.

Roma Bagusiene - Ramada Encore London West - Employee of the Month - May 2010.

Svetlana Budginiene - Hilton Dartford - March 2010 - Employee of the Month.

Svetlana Mlecko - Employee of the Month - Crowne Plaza Marlow - April 2010.

Valentina Matisova - Holiday Inn Ariel - February 2010 - Employee of the Month.

Vanda Vilcauskiene - Employee of the Month - Ramada Encore London West - May 2010.

Vesma Jurjane - Hilton Dartford - Employee of the Month - Dec 09.

Vineta Eglite - Hilton Dartford - Employee of the Month - Jan 10.

Violeta Nikonorova - Employee of the Month - Holiday Inn BDL - February 2010.

Walentyna Golubowska - Employee of the Month - Holiday Inn Gatwick - April 2010.

Zoltan Nagy - Best Room Attendant - May 2010 - Holiday Inn Bristol Airport.

Zoltan Szaloki - Best Supervisor - May 2010 - Holiday Inn Bristol Airport.

NEW HOTEL CONTRACTS

Park Plaza
Westminster Bridge



Marks Tey Colchester



Nottingham Gateway
Hotel



The Landmark -
Dundee



NEW CATERING TEMP CONTRACTS

Marriott Twickenham

Marriott West India Quay

Wimbledon Racecourse

Lanesborough Hotel

Hilton Trafalgar

Marriott County Hall



rs...

HILTON GATWICK The following members of staff were given gift vouchers as a thank you for helping out during the terrible weather in January 2010:

Left to right, top to bottom:
 Natalia Khudzik, Lucyna Bejna,
 Marek Jagodzinski, Roman Karolczak,
 Maria Szilagyi, Maria Blyshchak,
 Marzena Bakowska, Henryka Cichon,
 Joyce Amponsem



Who is... Iwona Tarko?



Iwona joined Omni Facilities Management PLC as Human Resources Consultant in August 2009. Iwona spends her days juggling Hotel Staff enquiries and people coming into the office to apply for Housekeeping work. A typical day for Iwona involves 'morning calls' first thing where she calls hotels to find out if the staff she has arranged to work that day have arrived and to double check that the clients have enough staff for the day ahead. Once this has been done she starts looking for new employees that have the experience required to work in Housekeeping and also has to find a spare moment to catch up on her paperwork. Iwona's day is never easy as the telephone is constantly ringing with employees asking lots of questions regarding wages, days off and holidays to name but a few.

Iwona lives in South West London with her husband who is a Diver. On free weekends, Iwona accompanies her husband on his diving trips, as she watches from the shore she tries to get a better understanding of this phenomenon!

Prize **£25.00** random draw

OMNINEWS SUDOKU								
7			8	1				
		4			9			
			2		3		7	
		5		2	6	8		
6				1				5
	7	9	3		4			
9		3			7			
		1			5			
			6	5				2

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

PERMANENT JOB VACANCIES

HCS & Co currently have vacancies for:

- Housekeepers & Head Housekeepers – Central London & South East
- Floor Supervisors – Central London
- Housekeeping Trainers – Central London
- Room Attendants – Central London & South East & Nationwide
- Part time Silver Service & Plate Waiters – London
- Chefs – all Grades – London & South East

SENIOR MANAGEMENT HOTEL VACANCIES

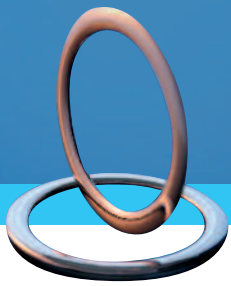
On behalf of several of our Hotel Clients we are looking for the following :

- Room Service Manager – Central London
- Meetings & Events Manager – London
- Sous Chef – Central London
- Chef de Partie – London Airports
- Reception Manager - London
- Revenue Manager – Gatwick
- Restaurant Manager – Manchester City Centre



Telephone: +44 (0) 20 8741 1190





A day in the life of – Leonardo Paz – Deputy Operations Manager – London HCS & Co



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

- 06:30:** I wake up but do not get out of bed until 06:40. Being a man is an advantage as I can sleep a little bit more and be ready to leave the house within half an hour! I leave the house without having a coffee as I know there will always be one waiting for me at the Housekeeping Office in the Crowne Plaza Docklands Hotel.
- 08:00:** After the welcome coffee it is time for a chat with the Executive Housekeeper. I do not expect her to tell me off today and the GSTS was above 88% so I expect her to be very pleased. The weekly spot check went well but could have been a bit better (in all eight rooms checked the score was 99% but there is always room for improvement).
- 10:30:** It is time to see the Contract Manager to ask her about four Maids that are not very productive. Unfortunately, this morning the Maids had to wait for the linen to arrive and as it arrived later this means that they will have a long shift today.
- 11:30:** I take a look at the training records. There will be a Health and Safety audit soon in the Ramada Encore and two members of staff have still not signed for the COSHH Training. This needs to be sorted out.
- 12:30:** Before I head off to Hilton Olympia I need to grab something to eat although if I meet Blanca Correa (Operations Director) I am sure I can share some of her fruit salad!
- 13:00:** Hilton Olympia is very busy so I have to do the inspection with the Trainer. Because we found some dust during the inspection we will have to hold a communication meeting with the Maids to let them know that the GSTS has dropped a little so we will need to see an improvement.
- 14:00:** I have a meeting with the Executive Housekeeper as we still need to agree a date for the Employee of the Month presentation.
- 15:00:** I leave Hilton Olympia and go to the Millennium and Copthorne Hotel at Chelsea Football Club. Since Chelsea are Champions the hotel is looking cleaner than ever! I need to talk to some Maids who are requesting holidays at the same time, I thought maybe they could re-arrange their days but as usual they have already booked tickets before waiting for their holidays to be approved, so let me see what I can do to keep everyone happy.
- 16:30:** I have to call the office before I go home. I need to issue some warning letters for underperformance and I also need to ask Nicola, PA to Riaz Ladha and Edward Murray, to print some certificates for the Employee of the Month's.
- 16:55:** It is nearly 5pm and all the Maids at the Millennium Hotel have all left for the day besides one who just came to the Housekeeping Office. She has been with us for only eight days and is doing full section. From next week she will be finishing at 4pm like the others.

That was today; tomorrow could be even more challenging so I need to have a good rest when I get home. Let me see what my wife has prepared for dinner and check if my children have finished their homework. I hope that the TV will be available for me tonight as I have been waiting two weeks to watch the football. Of course I am waiting for Blanca or Riaz to call me during the middle of the match but of course that's my job and I love it!

People Moves



MANISH SHARMA Omni are delighted to announce the appointment of Manish Sharma as Assistant to the Financial Controller. Manish recently completed an MBA during which he was also working as an Assistant Financial Controller at a Media firm in Central London. Prior to this Manish worked as an Accounts Assistant at a residential home for the elderly. Manish enjoys watching movies and listening to a wide variety of music, he also likes leisurely walks alongside the river near to his home. His aim is to one day see all the ancient seven wonders of the world.



ROMANA VANKOVA We are delighted to announce the appointment of Romana Vankova as Productivity & Compliance Officer for Omni. Before taking on this newly created role, Romana undertook two months work experience with the Omni Catering Department where she assisted the Catering Team in recruiting and training of new members of staff. Prior to joining Omni, Romana worked as a Personal Care Assistant for clients with spinal cord injuries. Romana also completed a Masters in Psychology in 2009.



FREDY TIRADO We are pleased to announce the appointment of Fredy Tirado as Area Manager for London working alongside Blanca Correa, Operations Director for London. Before joining Omni, Fredy was the Contract Manager for a Cleaning and Maintenance Company in a Prestigious Art and Property Auction House based in London. Fredy is also a former Colombian Officer with experience in Personnel Management, Business and Administration. Fredy is married with three children and enjoys reading, walks in the countryside, camping and spending time with his family. He also enjoys shooting as a sport and is a member of the ESBC shooting club.



ALEKSANDRA ARHIPOVA We are pleased to announce the appointment of Aleksandra Arhipova who will be covering Dana Gorenko, whilst she is on maternity leave, as Human Resources Consultant. Aleksandra is a qualified Lawyer from Latvia who has recently graduated from Kings College London with a Masters in Law. Aleksandra has also held positions within the Hospitality industry.

Promotions

Congratulations to the following members of staff at Hilton Gatwick who have been recently promoted:



Joyce Amponsem – Promoted to Supervisor



Lukas Pietranis – Promoted to Supervisor



Marek Jagodzinski – Promoted to Senior Houseman



Viliam Ivan – Promoted to Supervisor

Congratulations...



To Kornelia Klimowicz from Holiday Inn Express Leeds Armouries who gave birth to Karim in January 2010.

