

JANUARY - MARCH 2019
EDITION 4

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THE
ORCHID[®]

— FIVE STAR ECOTEL HOTEL —

FRIENDLY. ECO-FRIENDLY

Pune



Ayon Bhattacharya

- General Manager

Hi Friends

I would like to thank each and every one of you for making the last Financial Year so very successful achieving all goals which we set at the beginning.

It had been year that we should rejoice and cherish in terms of setting new benchmark in business, quality, guest and staff satisfaction.

Success is a keystone in setting new targets and we all should take a pledge in scaling new heights without complacency setting in . We should stay hungry and stay foolish, as that would keep our learning curve intact . We should celebrate new milestones yet should learn from our mistakes.

Lets stay focused in 19/20 in meeting up all the objectives that we have set and make it a Historical year ahead . I believe each and every one of you irrespective of your rank can become role models by being sincere and focused towards your role and task assigned .

Wish you all good luck !!!

A Story of Serendipity!



Manali Khatavkar
- Assistant Marketing Manager

Well, I come from a typical humble background from Pune. In our family we are taught to always give 100% from our side and learn from the experiences and stay humble. I would like to say I am learning and try to observe things from different perspective.

To begin with, I have around 5 years experience in Event Management & Brand Communications which has helped me grow the way I am today. Being a fresher in Hotel industry I have another fresh feather to add to my cap.

Hospitality industry is a broad group of business that provides services to customers. It's focused on the satisfaction and providing specific experiences for them. I find the hospitality industry unique because it relies so heavily on leisure time which is a new trend now a days.

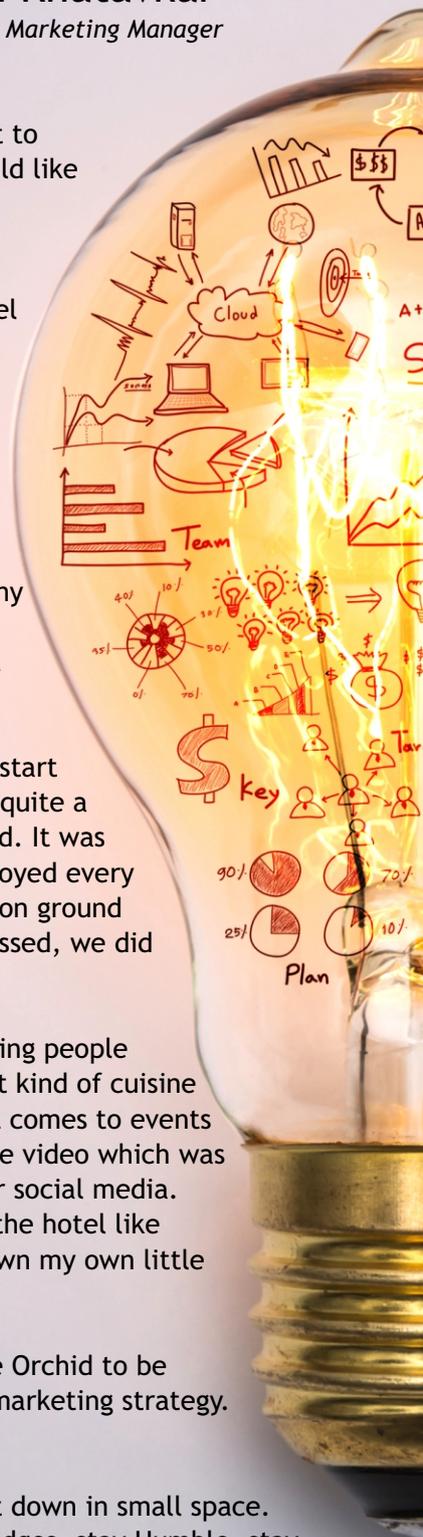
Being a bookoholic I have read Dr. Vithal Sir's book named as "Idli, Orchid and Me" many years back and was quite inspired by reading it. With several challenges he faced in building, due to which we have The Brand that is so popular around the globe for what it is today.

It has been a delightful journey with The Orchid so far. It was a happy co-incidence to start working here. I started off in Dec, 2017, being from non-hospitality background it was quite a challenge for me to market the experiences a prospective guest can have at The Orchid. It was quite a challenge organizing the New Year party as I was new in the organization. I enjoyed every bit of it when comes to getting designs done, doing the social media traction and plus on ground activities were also to be care of with the help of event team. As the year 2018 has passed, we did many projects under the leadership of Mr. Ayon (GM) and Mr. Amit (Ex. Sales Head).

May it be food festivals like Momos, Asian food, Maharashtrian food I did meet interesting people along the way right from Bloggers to Influencers which in turn helped to taste different kind of cuisine to which now I make it a point to visit one new restaurant in town in a month. When it comes to events which has built my career in organizing it such as Pool party Launch, FIFA world cup live video which was quite a fun to shoot from a mobile and receive highest amount of views and reach over social media. I also learned how cost control can be done without losing out on the revenue part of the hotel like adopting water stations and growing the herbs garden within premises, now I have grown my own little herbs garden at our home as well.

In the coming year of 2019, we have made strategic calendar that in turn will help The Orchid to be placed better in the market and attract HNI qualified customers through experiential marketing strategy. I along with The Orchid Pune team plan to make it big and take it to next level.

It has been enriching escapade so far. I learned so many things the list is endless to list down in small space. What I can definitely tell everyone here on this forum that Life is too short to hold Grudges, stay Humble, stay Foolish & Keep Learning.



The Wow Customer Service!



Amol Gund
- Housekeeping Manager

While surfing on the internet I stumbled upon this story. It is a classic example of Wow Customer Service.

Written By Micah Soloman, Forbes Magazine

Wow customer service stories are essential to the growth-cultural and financial-of most companies in most industries. Why do these over-the-top, creative acts of customer service matter? “Because stories are emotional transportation,” as Diana Oreck, a longtime leader in hospitality and customer service who is now EVP of Owner Experience for NetJets, puts it. “They’re powerful because they lead to folklore among our guests and, in the retelling, among employees as well. Service, at the end of the day, is all about making emotional connections, and there’s no way to make a connection faster than through a powerful story.” Here’s a recap of five of my favorite wow stories, previously brought to light on my visits to, work with, and writings on some of the ultimate luxury properties in the hospitality industry. Of course, wow customer service doesn’t only happen at Five Star hotels and resorts, as I’ve explored in other articles. But a Five Star hotel is one of the purest examples of using customer service—over the top, entirely personalized service—to transform what could so easily be a commodity (a rectangular room, a toilet that flushes) into something magical that commands repeat visits from customers, commanding loyalty in some instances for multiple generations.

Wow Customer Service at the Five Star Montage Palmetto Bluff Resort-What a housekeeping employee did for my family at Montage Palmetto Bluff, a resort near Savannah, Georgia on the banks of the May River in South Carolina, is one of the loveliest examples of “wow” customer service that I’ve encountered. The employee, Tonya, works as a house attendant, the housekeeping department position formerly known as “houseman.” Tonya pulled up outside our cottage on the sprawling Palmetto Bluff campus in her golf cart, bringing supplies such as bottled water, towels, and sheets for the housekeepers working inside. Three Solomons—my young son and his young-at-heart parents—were out front of the cottage as our son struggled to stay vertical on the bicycle we had borrowed from the Inn. Tonya saw my son teetering atop a bike that he wasn’t ready to handle and instantly tuned in to the trouble we were having. She announced, “Your boy needs a bike with wheels,” by which she meant training wheels, and returned in five minutes bringing us a bike newly equipped with training wheels, accompanied by Angella, a manager from Palmetto Bluff’s recreation department, whom Tonya had brought with her to ensure that our son got off to a successful start. This act of wow customer service enhanced the remainder of our time at The Inn at Palmetto Bluff by allowing our son, on his now appropriately equipped bicycle, to range all over the gorgeous trails of the property. It was, if not life-changing, at least vacation-changing. Tonya didn’t just make an extra effort. She made the right extra effort. She saw beyond her House Attendant function, making use of her innate knowledge of guests, and of kids, to address what our son needed that we hadn’t even recognized ourselves. She also stepped outside of her reporting area (housekeeping) to bring in help from another department (Angella from recreation) to make sure we got on track.

Stay Inspired!!

CHEF'S SPECIAL



Chef Devendra Kumar

RECIPE: MITHAS - E-KHASS

INGREDIENTS: Carrot - 100 GM, Milk - 100 ML, Sugar - 50 GM, Deshi Ghee - 80 GM, Dry fruits - 20 GM, Mava - 15 GM, Moong Dal - 50 GM, Wheat Daliya - 30 GM, Milkmaid - 80 GM

METHOD:

Grate the carrots, sauté it well with clarified butter in a thick bottom pan. Add milk and cook it well on slow flame till the carrots become soft, add mawa, stir it well and keep aside.

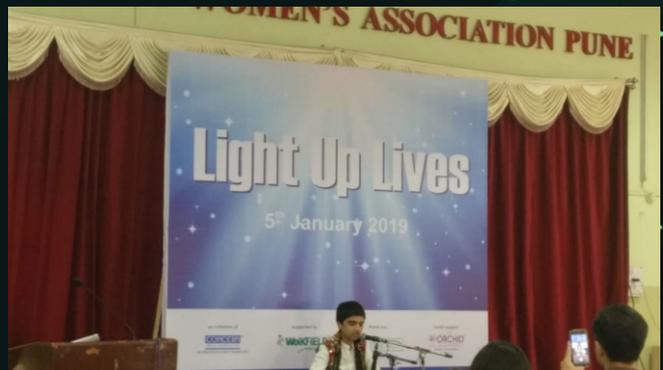
Take another thick bottom pan and sauté wheat daliya along with moong dal in clarified butter. Add milk and cook it well till it's cooked. Keep it aside.

Now do the layering: First layer will be wheat and moong dal mixture, second layer will be of milk made and mawa mixture, Third layer will be Carrots and dry fruit mixture. Garnished with saffron thread, whole dry fruits.

Serve it cold..

LIGHT UP LIVES

5TH JANUARY



The Orchid Hotel - Pune, recently sponsored a beautiful event named light up lives. Light Up Lives is a talent show organized by Secure Giving in aid of Concern India Foundation, for autistic children from NGOs, which serves as a much-needed talent show ground for differently-abled, under-privileged children who lack the facilities, funds and wherewithal to showcase or even hone intrinsic talents. Here are some glimpses of this event!



FOX STAR STUDIOS PRESENTS
IN ASSOCIATION WITH AJAY DEVGN FFILMS & MARUTI INTERNATIONAL



TOTAL DHAMAAL



The Wildest
Adventure Ever!

in cinemas
Feb. 22nd

DIRECTED BY
INDRA KUMAR

PRODUCED BY FOX STAR STUDIOS,
AJAY DEVGN FFILMS, ASHOK THAKERIA,
INDRA KUMAR, SRI ADHIKARI BROTHERS
ANAND PANDIT
CO-PRODUCERS SANGEETA AHIR,
KUMAR MANGAT PATHAK STORY, SCREENPLAY &
DIALOGUES VED PRAKASH, PARITOSH PAINT-
ER, SUNTY RASTOGI
MUSIC BY GOUROY ROSHINI LYRICS KUMAR,
KUNWAR JUNEJA COP KEIKO NAKAHARA
CREATIVE DIRECTOR KOOKIE GULATI
EDITOR DHARMESHWAR SHARMA
SYNC SOUND DESIGNER CHIRANJEEVI NANDA
PRODUCTION DESIGNER DURGAPRASAD
MAHAPATRA ACTION DIRECTOR R. P. YADAV
EXECUTIVE PRODUCERS DILIP MISTRY

MOVIE OF THE MONTH

As a part of our quarterly engagement activity, we screened
the movie Total Dhamaal for our employees!

1ST - 7TH MARCH

Women's Day Activity

CLOTHES DONATION DRIVE

WITH MITTI KE RANG



VENUE: MITTI KE RANG COMMUNITY LEARNING CENTRE
MALWADI, HADAPSAR, PUNE, MAHARASHTRA 411028.



Woman's Day - 8th March.

The Orchid Hotel, Pune set sail this women's day with yet another noble initiative comprising re-useable environment friendly paper bags, adding to another accolade in their march towards a cleaner and green society.

The pioneers of eco-friendly hospitality, The Orchid Hotel, Pune in collaboration with Mitti ke Rang is all set to adopt and adapt a sustainable yet innovative initiative towards a healthier and safer environment.

Inspired and motivated by the initiative our General Manager - Ayon Bhattacharya, said "This is truly a superb initiative towards both the society and the environment, we are happy to be a part of the movement and aim at launching it in our day to day operations and most importantly we at The Orchid Hotel believe that women's day is not to be celebrated only today, but everyday amongst the women of our family"

The Orchid Hotel, Balewadi sticking true to their title of being the nation's first Ecotel have joined hands with Mitti Ke Rang to launch this initiative, powering and synergizing their path towards a pollutant-free environment.

BIRDS NEED YOU THIS SUMMER

WORLD SPARROW DAY - 20TH MARCH



SUMMER IS GETTING HOTTER YEAR BY YEAR AND LOTS OF BIRDS DIE DUE TO DEHYDRATION AND HUNGER, THAT'S WHY THE ORCHID HOTEL - PUNE HAS TAKEN THE INITIATIVE TO MAKE AND PUT BIRD FEEDERS ALL OVER THE PROPERTY!!



EARTH HOUR

30TH MARCH

To conserve energy and do our bit for the environment,
we celebrated Earth Hour along with everyone
on 30th March, 2019!

ACHIVEMENTS

Face of the House
WINNER



YOGESH PAWAR
FRONT OFFICE

Face of the House
RUNNER UP



TUSHAR SASE
HOUSEKEEPING

Heart of the House
WINNER



SUSHANT NAYAK
F & B PRODUCTION

Face of the House
RUNNER UP



RAMJAS GAUR
ENGINEERING

SPECIAL APPRECIATION

Management is proud & appreciate your exemplary commitment and awesome Job & helping us to set the boulevard chair upholstery change internally and had a cost impact of more than Rs. 45000..



MOHAMMED ISMAIL
TAILOR



CHETAN SHAH
TAILOR

Management is proud & appreciate your exemplary commitment and hard work to created a beautiful garden at main porch .

"BEST OUT OF WASTE"

THANKS TO ALL GARDENING TEAM

Bhausahab Kharat | Manik Chavan | Sudarshan Bedre
Pradeep Shinde | Suman Idamdar | Indumati

Our Horticulture team is very innovative and has created innovative landscaping and maintain our lawns & gardens very well.



ACHIVEMENTS

Face of the House
WINNER



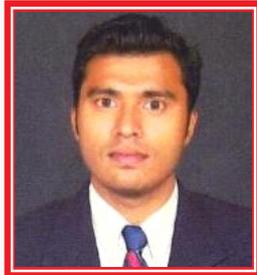
VIKAS RATHOD
F & B SERVICE

Face of the House
RUNNER UP



INDU KADAM
F & B SERVICE

Heart of the House
WINNER



RAMCHANDRA NAUKUDKAR
ENGINEERING

Face of the House
RUNNER UP



PRAVESH KUMAR
F & B PRODUCTION

SPECIAL APPRECIATION

Management is proud & appreciate your exemplary commitment and contribution Towards Work.



SUSHIL KUMAR
KITCHEN STEWARDING

Management is proud & appreciate your exemplary commitment and contribution in recovering all the old outstanding amount



MR. ARKO GHORAI
ACCOUNTS

Management is proud & appreciate your exemplary commitment and contribution towards night auditing job.



MR. ANKUSH GHULE
ACCOUNTS