



# WASSUP

WASSUP is an informal expression meaning "what's up", "How are you" or "What are you doing".

NOVEMBER 1<sup>st</sup> – 11<sup>th</sup> 2006 • Issue 44 • Vol. 1 • ICAAN



## "Quote of the Day"

**"Examine what is said, not him who speaks."** - Arab Proverb

### Our Values

- K**nowledge
- A**uthenticity
- I**ndividuality
- G**enerosity of Spirit
- C**ommunity

### Our Vision

Transform the business to be the most preferred, admired and successful hotel company the world over.



INTERCONTINENTAL  
AL AIN RESORTS

## 'IN THE KNOW'

Emdad, What's the other side of the picture?



### In The Know AAN

**Al Ain Zoo and Aquarium** opened in 1969, the largest with a variety of wild life collection that has made it to the Gulf's largest Zoological Park. Spread over an area of 850 hectares with a collection of 68 species of mammals, 88 species of birds & 35 species of reptiles.

**Open daily from 8:00 AM to 6:00 PM, Cost: Dhs 5.00/ Adult**

### Jokes

## Joke of the Week...

**Bar Laugh...(Ha Ha Ha)** by Adora

A University Professor walked into a bar and said "Bring me a Martinus". The Bartender smiled & said "You mean Martini?" "If I want more than one, "snapped the Professor", "I'll order them.

Copy to:

- All HoDs
- Dept. Notice Board
- TR Notice Board



**Our PROMISES**

**COLLEAGUE PROMISES**

- 01-** We promise to show genuine interest in each other
- 02-** We promise to take ownership of our jobs and work as a team to serve our guests
- 03-** We promise to share our knowledge so that we can all benefit from each others experience

**GUEST PROMISES**

- 01-** We promise to show genuine interest in our guests
- 02-** We promise to take ownership of requests so that our guests make the most of their time
- 03-** We promise to share our knowledge so that guests enjoy authentic experiences in our cities and resorts

**IHG NEWS - 360**

**Award-winning chefs**



There were celebrations in the kitchens at Intercontinental Al Ain, United Arab Emirates this month as four chefs received awards in the 'Middle East Junior Chef of the Year Competition - 2006'.

Congratulations go to Polash Desmond Gomes, Dinesh Attapatu, Harshaka Rangana and Rudy Casera.

**Recreation**

**Swimming Lessons for Colleagues**

Date: **01.Nov.2006**  
 Time: **10pm – 11pm**  
 Location: **Olympic Pool**  
 Days: **Monday & Wednesday**

*A note from the Trainer:* I am pleased to announce that on the above date I will be starting swimming lessons for the colleagues free of charge.

Note: Please don't eat one hour before the lessons and bring with you swimming goggles, bottle of water and wear proper swimming suite.

**Everyone is welcome !**

**Local Lingo**

**Welcoming the Guest...**

Arabic: Ahlan Wa Sahlan  
 English: Welcome

**Greetings the Guest...**

Arabic: Marhaba  
 English: Hello!

**Arabic word of the Day : "Fundok"**

**Events**

	<b>Name of Function</b>	<b>Venue</b>	<b>Date</b>	<b>Timing</b>
<b>BANQUET /MEETING</b>	Canadian Thanksgiving	Arabesque	1-Nov	18:30
	Karim Mohd. Wedding	Ballroom	2-Nov	19:00
	M. Al Amiri Engagement	Jebel Hafeet	2-Nov	19:00
	Computer class - Gabriela	1/3 Ballroom	3-Nov	09:00-15:00
<b>TRAINING</b>	English Course G-1	Training Room	1, 5, 6, 7,8	15:00-17:00
	English Course G-2	Learning Center	1, 5, 6, 7,8	15:00-17:00
	YBITL - Brang Game	Learning Center	5, 7	13:00-14:00

## BabyBoom

Twins Name: **Fahira & Fasira**

Date of Birth: **19-09-2006**

Proud Father: **Fazirullah**



Trivia

## Did you know...

**Q. Who in our HODs has an Identical Twin Brother??**

*Watch out this space next week to find out....*

## Your Product Knowledge

**Which Outlet has just got a make-over done?**

**Ans.**

**How many putts does our Mini Golf have?**

**Ans.**

Please Send your answers to the Training Office by 5<sup>th</sup> of November 2006.

## A day with A Colleague... Lisa (Senior Sales Manager)



**08.00** - Get up and ready for work - the nice thing about living in the hotel that its not far to travel in the morning to the office !

**08.45** - Arrive in office and check e-mails for anything urgent  
**09.00** - Drive to Dubai - I normally travel to Dubai 2 or 3 days per week, the other days I am based in the office.

**10.30 - 14.00** Visiting clients in Dubai. My main clients are 'DMC's' (Destination Management Companies) My main clients are 'DMC's' (Destination Management Companies) based in Dubai who are booking with us the leisure groups, such as SNTTA, Net Tours, Planet Tours. Also I visit travel agents, and some corporate companies. On the corporate sales calls we sell the hotel in two ways, for business purposes such as conferences and also to their employees to promote the hotel and Al Ain as a nice relaxing weekend destination away from Dubai or Abu Dhabi

**15.30 - 18.00** Return to the hotel. Follow up on all sales appointments with an e-mail to the client and any necessary actions. We also have to record all our appointments in the 'Fidelio Sales and Catering' system. The afternoon normally will be spent on the admin, things such as sending quotes, doing reports, sending contracts, press releases and following up on pending bookings. Most of my clients prefer to communicate by e-mail these days, so I can sometimes receive anything up to 50 e-mails per day !

**18.00** - The first thing I do after I finish work is unwind with a nice long bath to relieve the stresses of the day then it's normally either a quiet dinner with my colleagues or going out to relax with my boyfriend, Riadh!

**P.S. From 6th - 9th November** I will be attending '**World Travel Market**' exhibition in London to promote our hotel to new and existing travel trade clients from around the World.

## Tips of the WEEK

**FLS: Ensure to keep your way to safety (Emergency Exits) clear at all times.**



## Chat with a Colleague

**Name:** Uzma Shaikh

**Position:** FLS Coordinator / POME Administrator

**Department:** Engineering

**The Company:** "Proud to be associated with the Brand, InterContinental."

**What I love about my job:** "New challenges to face every day & interaction with our unique colleagues."

**POME:** - Property Operations Maintenance and Energy Costs



## Puzzle

### How Smart Are You?

<b>1</b> CCCCCCC	<b>2</b> LE / VEL	<b>3</b> GIVE GET GIVE GET GIVE GET GIVE GET	<b>4</b> ABCDEFGHIJKLMN OPQRSTUVWXYZ	<b>5</b> T O W N
<b>6</b> LU CKY	<b>7</b> HE'S/HIMSELF	<b>8</b> BLCUSE	<b>9</b> AID ← AID AID	<b>10</b> D D D S T
<b>11</b> GROUND FEET FEET FEET FEET FEET FEET	<b>12</b> ECNALG	<b>13</b> CYCLE CYCLE CYCLE	<b>14</b> r e a d i n g	<b>15</b> R O A D S S

- 1 seven seas \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 first aid \_\_\_\_\_
- 10 \_\_\_\_\_
- 11 \_\_\_\_\_
- 12 \_\_\_\_\_
- 13 \_\_\_\_\_
- 14 \_\_\_\_\_
- 15 cross roads \_\_\_\_\_

### Message from the GM

**Dear Colleagues,**

A warm welcome to the first edition of our weekly newsletter 'WASSUP' which I hope you will find both fun and informative.



It is a busy month for our F&B team as we have recently had the refurbishment of Horse & Jockey, and are now preparing for the grand re-opening, scheduled by the end of November. Our aim is to make the Horse and Jockey the best place to meet in Al Ain and the new, more comfortable surroundings and the extended terrace have already been well received by the Al Ain community. All colleagues are welcome to come and have a look at the new refurbishment and tell us what you think !

As we are entering the season of festivities I would like to open our first edition by wishing you Eid Mubarek, and a very enjoyable and successful November !

**Walid Nicolas Harouni**

General Manager

THE INTERCONTINENTAL  
**EXPERIENCE**  
YOU BRING IT TO LIFE

### The A-TEAM

