



WASSUP

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

NOVEMBER 25th – 30th 2006 ♦ Issue 48 ♦ Vol. 2 ♦ ICAAN



"Quote of the Week"

"Nothing will work unless you do." - Maya Angelou

HAPPENINGS



Happenings



In The Know



Hili Archaeological Gardens, Al Ain – This beautifully landscaped park has a restored tomb dating back to the third millennium. This Tomb did not only yield the largest number of individuals but also the richest and most comprehensive inventory ever recorded at an Umm Al-Nar tomb. The excavation indicated that Hili Area inhabitants were as civilized as those who lived in Mesopotamia and Sind region

Jokes



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"THERE AREN'T ANY TOWELS IN ROOM 211."

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"Wow, they really baby you here!"

Copy to:

- All HODs
- Dept. Notice Board
- HR&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

NEWS - 360

Black BOX 2006



Recreation

New Timetable !!!

Swimming Lessons for Colleagues

Date: **25.Nov.2006**

Time: **10pm – 11pm**

Location: **Olympic Pool**

Days:

Wednesday - (intermediate) & Saturday - (beginners)

A note from the Trainer: I have changed the days and grouped the people based on swimming skills groups. Wednesday will be for people who are **not** beginners and Saturday for people who are beginners.

Note: Please bring your swimming goggles.

Everyone is welcome !

Local Lingo

Welcoming the Guest...

Arabic: Sabah al Khair

English: Good Morning!

Hospitality words...

Arabic: Maae

English: Water

Arabic word of the Day : “Mat’am” ☞ Restaurant

Training Events

	Name of Event	Venue	Date	Timing
TRAINING	English Course G-1	Training Room	26 to 29	15:00-17:00
	English Course G-2	Learning Center	26 to 29	15:00-17:00
	IQ Training	Training Room	26 & 27	08:00-15:00
	Hotel Orientation Training	Training Room	28 & 29	08:00-15:00

B-day Celebrants for the week!!



25th - Kumar – Front Office

28th - Mahmood – Security

30th - Sree – HR



A Day with A Colleague... George Diab - Dir. of F&B



07.00 - Wake up and take a good breakfast

08.30 - Arrive at the office and prepare for the day

09.00 - Management meeting

09.30 - Check all outlet log books. Check e-mails and follow up with outstanding requests with purchasing

10.00 - Do a 'round' of the hotel outlets

10.30 - Meeting with Chef Shankar - what's on for the day ahead ?

11.00 - F&B briefing with in-charge of each outlet

12.00 - Another' round' of the outlets opening for lunch

13.00 - Individual meetings with Chris or outlets in charge in case of any outstanding issues

14.00 - Lunch in Arabesque normally with Chris and Chef.

15.00 - Various hotel meetings such as HACCAP, FLS, Revenue, etc.

16.00 - Check on the crew lounges

17.00 - Check all e-mails and give any instructions to Beth and Norgen before they leave for the day

18.00 - Check of all the outlets again before they open for dinner

In the evening I like to relax by taking long walks, or eating a nice dinner in one of our restaurants especially Luce and Tanjore.

By: Lisa Wood

Did you know...

Q. One of our HODs also know to fly a plane! Who is this HOD Pilot?

LAST ISSUE'S TRIVIA

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

Answer: =>



Trivia

Your Product Knowledge

Which Outlet has just completed a make-over done?

Ans. Horse & Jockey Pub

How many putts does our Mini Golf have?

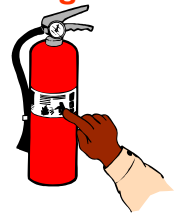
Ans. Six

Ask more... to know more...

If you want to share anything with all colleagues contact the A-Team

Tips of the WEEK

FLS: Know types of Fire Extinguishers & How to use them.



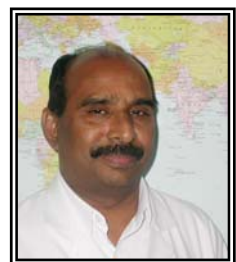
HRD: We listen to your problems and we value your ideas/suggestions.

Chat with a Colleague

Name: S. Abdul Wahid

Position: Chief Steward

Department: F&B Stewarding



'Proud Father of 4'

What I love about my job: My job is all about learning new things and studying is an ongoing thing for the last 24 years in the Hospitality business. I love handling people and planning things.

Hobbies: Watching TV, Listening to Music & playing Volleyball.

3rd Promise: It takes approximately THREE months to develop a colleague from zero to Stewarding Hero

RIDDLES?

1. A mile from end to end, yet close to you as a friend. A precious commodity, freely given, seen on dead and the living. Found on the rich, poor short or tall but shared among most of all. **What is it?**

2. Almost everyone sees me without noticing me. For what is beyond is what he or she seeks. **What am I?**

3. Always old, sometimes new, never sad, sometimes full, never pushes, always pulls. **What am I.**

Please send your answers to the Training Office by 29th of November 2006.

1 seven seas

2

3

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7

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9 first aid

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15 cross roads

Message from the General Manager

Dear Colleagues,

A warm welcome to the 2nd edition of our 'WASSUP' newsletter! I do hope you enjoy the articles and regular features, and if you have any new ideas for the future editions, please do let us know.



From the last ISSUE...

Please send your answers to the Training Office by 29nd of November 2006.

As the weather is cooling down the hotel is warming up in preparation for the festive season with plans for Christmas and New Year events already well underway. December will be a busy month for all as we enter towards the New Year and the 25th Anniversary of InterContinental Al Ain Resort, which will also provide us with further opportunity to celebrate with our colleagues and guests in 2007!

Thank you as always for your continued support during the coming weeks.



Walid Nicolas Harouni

General Manager

The A-TEAM



WHAT DID YOU BRING
TO WORK TODAY?

