



Rare Hospitality & Services Pvt. Ltd.

Corporate Office:

10, Aishwarya Tower, CST Road,
Kalina Santacruz (East), Mumbai-400 098, India

Tel.: +91-22-30620062

Fax: +91-22-30620060/30620061

E-mail: mktg@raregrp.com

HRD Headquarters:

15, Lalwani Bhavan, Shantinagar, Sane Guruji Marg,
Mumbai-400 011, India.

Tel.: +91-22-23097746; +91-22-23013654

Fax.: +91-22-23004673

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INTRODUCTION

Rare Hospitality & Services Pvt. Ltd., is a leading Facilities Management company headed by Mr. AMMIN RAJQOTWALA & Mr. MYRON REMEDIOS, both of whom are qualified hotel management professionals with several years of experience with five star hotels and establishments in India and abroad. Over the last twenty years the group has been providing the highest quality of Housekeeping, Pantry Management, Guest House Operations, Facilities Management, Catering, General Maintenance, Corporate Support Services, Hotel Support Services and Healthcare Support Services to a wide range of industry from Large Corporate Houses to Super Deluxe Five Star Hotels and Multi Specialty & Super Specialty Hospitals.

The group's corporate office in Mumbai is located at Kalina Santacruz (East) and the HRD Headquarters at Mahalaxmi, Mumbai. The organisation is managed by a team of qualified management professionals with over a hundred years of combined experience with five star hotels and establishments in India and abroad.

Our current assignments include the following services provided at corporate premises ranging from entire office buildings and complexes to medium small offices located in Mumbai, Navi Mumbai, Pune, Ahmedabad, Jamnagar, Surat, Vadodara, Indore, Bhopal, Bangalore, Delhi, Goa, Bhopal, Chennai, Hyderabad, Chandigarh, Jaipur:

Housekeeping Services
Pantry Management
Guesthouse Operations
Patient Support & Movement Services
Laundry Management
Kitchen Stewarding
Catering
General Maintenance
Office Support Services

Range of services provided under Facilities Management include:

General Maintenance
Horticulture & Landscaping
External Cleaning of glass façade
Shampooing of Carpets & Upholstery
Polishing & Maintenance of Hard Floors
Security Services

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LEGAL STATUS

- ◆ Incorporated under The Companies Act, 1956, in the year 1994, under the name “Rare Cuisines & Foods (P) Ltd” subsequently renamed “ RARE HOSPITALITY & SERVICES P LTD” in April 1998.
- ◆ Registered at Vashi, Navi Mumbai, under Bombay Shops & Est. Act, 1948. Registration No. R - 838.
- ◆ Registered under the Provident Fund Act, 1952, P. F. Code No. MH / 96596
- ◆ Registered under the Employees State Insurance Corporation - 31-39446-101.
- ◆ Registration under Section 22/22A of Bombay Sales Tax Act, 1959 Registration No. 400705 / S / 788.
- ◆ Registration under Central Sales Tax (Registration & Turnover) Rules, 1957 Registration No. 400705 / C / 756.
- ◆ Registration under Maharashtra State Tax on Profession, Trades, Callings & Employment Act, 1975 Registration No. PT / E / 1 / 2 / 18 / 687.
- ◆ Registered under Contract Labour (Regulation & Abolition) Act, 1970 Govt. of India, Ministry of Labour (Central) Registration No. ALC / ADPR / 46 (151) / 98. License No. ALC / ADPR / L: 151 / RPL / 98.
- ◆ Registered under Permanent Account No. AAACR8428A / WD 6(2)

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LIST OF OFFICES IN INDIA

India

HRD Headquarters

15, Lalwani Bhawan,
Shanti Nagar, Sane Guruji Marg,
Mumbai – 400 011.
Tel. No. : +91-22-2300 4673 / 2309 7746
Fax. No.:+91-22-2301 3654

Corporate Office

10, Aishwarya Tower,
CST Road, Kalina,
Santacruz (East),
Mumbai- 400 098
Tel. No. :+91-22-3062 0062 – 65
Fax.No.:+91-22-3062 0060/ 61
Ms. Roochika Verma
Mobile : +91-98200 51207

Jamnagar

Mr. Parvej Gaibi
Vidhute Park, Block No. 11,
Golden Crown Street,
Patel Colony,
Jamnager – 361 001.
Tel. No: +91 -0288-3090057 /58 /59 /60

Indore

Mr. Azaz Qureshi
289/N-1
E.B Scheme No. 94,
Opp. Bombay Hospital Trust
Indore
Tel. No. +91- 9893348661

Hyderabad

Mr. Sanjeev Oberoi.
DNA Premises, No 309,
7th Lane, Behind Shenoy Nursing Home
East Marredpally,
Hyderabad – 500 016
Mobile No.: +91-9963666626

Chandigarh

Mr. Sanjiv Verma
Khyber, S.C.O. 333-34,
Sector 35-B,
Chandigarh
Tel. No.: +91 -98200 51207

Gurgaon

Mr. Nawaz Walele
D6-32, SF Exclusive Floors,
DLF Phase V
Gurgaon, Haryana
Tel. No.: +91-9893010043 / 9810765505

Chennai

Mr. Sunil Kumar,
Door No. 7, Railway Colony,
2nd Street, Near Nelson Manikkam road,
Aminjikarai,
Chennai -600 029
Mobile No.:+91 –9884072203

Pune

Ms. Roochika Verma
Mobile No.: +91 -9820051207

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CLIENT LIST

Organization	Assignment
<u>Hospitals – Housekeeping & Patient Support</u>	
Saifee Hospital Trust (Mumbai)	Housekeeping/Patient Support/Front Office/Lift Attn.
MGM Hospital Trust (Navi Mumbai)	Housekeeping/Patient Support
Jupiter Hospital (Mumbai)	Housekeeping
Ruby Hall Clinic (Pune)	Housekeeping/Patient Support
Aditya Birla Hospital (Pune)	Housekeeping
Fortis Healthcare Ltd. (Delhi)	Patient Support
Fortis Lafemme (Delhi)	Housekeeping/Patient Support
Fortis Malar Hospital (Chennai)	Housekeeping
Sahara Hospital Trust (Lucknow)	Housekeeping
Bombay Hospital Trust (Indore)	Housekeeping/Patient Support
Gurjar Hospital (Indore)	Housekeeping/Patient Support
<u>Five Star Deluxe Hotels-Housekeeping & Kitchen Stewarding</u>	
The Leela Goa (Goa)	Kitchen Stewarding
Hotel Goa Marriott (Goa)	Housekeeping
Hotel Park Hyatt Resort & Spa (Goa)	Housekeeping/Kitchen Stewarding
Courtyard Marriott (Chennai)	Housekeeping
ITC Windsor (Bangalore)	Housekeeping/Kitchen Stewarding
Pearl Suites (Bangalore)	Housekeeping/Kitchen Stewarding
Oterra (Bangalore)	Housekeeping
ITC Gardenia (Bangalore)	Housekeeping
<u>Corporate – Guest House Management</u>	
Reliance Industries Ltd. (Mumbai)	Guest House Management
Sahyadri Reliance Guest House (Mumbai)	Guest House Management
IBM (Mumbai)	Guest House Management
Bajaj Electricals (Mumbai)	Guest House Management
Integrated Property Mgt. Services (Mumbai)	Guest House Management

<u>Corporate Offices – Housekeeping & Office Support Services</u>	
ICICI Bank (Head Office Mumbai)	Housekeeping
ICICI Bank (Mumbai, Hyderabad, Pune, Chennai)	Housekeeping
Integrated Property Mgt. Services (Mumbai)	Housekeeping
Reliance Petroleum Ltd.	Office Housekeeping
Investmart (Bandra)	Housekeeping
Incentre (Hinduja Group, Mumbai)	Housekeeping
Bharati Airtel Ltd	Housekeeping
Ruchi Foods (Indore)	Housekeeping
Travel-Ex	Housekeeping
Kotak Mahindra Bank (Nariman Point, Santacruz, Fort)	Housekeeping
Bajaj Electricals	Housekeeping
Garware Polyester	Housekeeping
United Healthcare	Housekeeping
ETC Networks	Housekeeping
US Consulate	Housekeeping
Metis Insurance	Housekeeping
Aegon India Pvt. Ltd.	Housekeeping
ICICI Bank Branches (Mumbai)	Housekeeping
Hindustan Infrastructure Project & Engineering	Housekeeping
Impetus Infotech (Indore)	Housekeeping
Ruchi Infotech (Indore)	Housekeeping
Nektar Therapeutics (Hyderabad)	Housekeeping
Sutherland Global Service (Chennai)	Housekeeping
Classic Club (Chennai)	Housekeeping
Irevna (Chennai)	Housekeeping
Indus (Chennai)	Housekeeping
K.Raheja (Mumbai)	Housekeeping



Corporate Residential- Housekeeping

Reliance Petroleum Limited (Jamnagar)	Housekeeping of Residential Bldg
	Entire Township

Other Allied Services

Reliance Petroleum Limited (Jamnagar)	VIP Hospitality Management, Pantry Management, Laundry Management Restaurant & Canteen Mgt.
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SERVICES OFFERED

◆ Hotel Support Services

- **Housekeeping Services**
- **Front Office Management**
- **Laundry Operations**
- **Kitchen Stewarding**

◆ Hospital Support Management

- **Patient Support Management**
- **Patient Transport Services**
- **Housekeeping Services**
- **Front Office Management**
- **Laundry Management**

◆ Facilities Management Services

- **Security Services**
- **General Maintenance Services**
- **Horticultural Services**

◆ Corporate Support Services

- **Housekeeping Services**
- **Office Support Services**
- **Front Office Management**
- **Guest House Management**
- **Pantry Management**

◆ Training & Development

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HOSPITAL - HOUSEKEEPING

SCOPE OF SERVICES

- ◆ Removal of dirt in all the areas through, sweeping, dusting and mopping on a routine and regular basis.
- ◆ Regular and scheduled top dusting and cleaning of all ceiling and wall mounted fixtures like lights, fans, AC ducts and exhaust grills.
- ◆ Regular cleaning of signage and other fixtures.
- ◆ Removal of all wall stains including scuffmarks & cobwebs regularly or as and when required.
- ◆ Scheduled cleaning of all corners, grooves, behind furniture and mats.
- ◆ Regular & routine cleaning of all toilets along with scheduled deep cleaning.
- ◆ Replenishment of toiletries as provided by the hospital.
- ◆ Scheduled polishing of steel & wooden furniture.
- ◆ Scheduled special washing & scrubbing of floors with equipment & manually.
- ◆ Cleaning of waste bins and collection of general waste from all public areas.
- ◆ Sweeping, Washing and stain removal of terraces.

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PATIENT SUPPORT SERVICES

SCOPE OF SERVICES

- ◆ Transferring the patients from ambulance to wheelchair or on stretcher and taking them in the hospital.
- ◆ Shifting of patient internally as required.
- ◆ During critical condition fast shifting of patient from OPD to Emergency department.
- ◆ Transferring various Patient medical records between various medical & administrative department of the hospital.
- ◆ Transferring various mobile medical instruments & equipments for patient's benefit under supervision of medical personnel.
- ◆ Transferring various other hospital consumables & accessories form one department to another department of the hospital.
- ◆ Transferring various types of collected samples of Blood, Urine, Stool, Biopsy from IPD, ICU and OT to the diagnostic departments of the hospital.
- ◆ Transferring the various diagnostic reports from Pathology, Radiology and other diagnostic departments of the hospital to the IPD and other designated area.
- ◆ Transferring the Dead Body from IPD to Mortuary and from Mortuary to the Ambulance.
- ◆ Transferring various sterile material & instruments from CSSD & TSSU to OT, MOT, ICU, Cath Lab, Endoscopy, Casualty & other departments of the hospital.
- ◆ Transferring various files and administrative records as guided by the department.

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CORPORATE HOUSEKEEPING

SCOPE OF SERVICES

DAILY HOUSEKEEPING:

- ◆ Dusting of table tops, wood panelling & overall cleaning of the specified area.
- ◆ Cleaning of partition & window glasses from the inner side where accessible.
- ◆ Removal of stains from table tops & walls (where washable)
- ◆ Servicing of toilets throughout the day.
- ◆ Polishing of metal strips / signs / panels / artefacts if any.
- ◆ Cleaning of Back entrance, Fire exits, Main & Rear Stairways and other common areas.
- ◆ Emptying of all waste bins after office hours.
- ◆ Removal & disposal of dry garbage.
- ◆ Vacuuming of carpeted floor.
- ◆ Mopping of uncarpeted floors.
- ◆ Spotting of stains on carpets where possible.

SPRING CLEANING ON SATURDAYS:

- ◆ Cleaning of Lights & A/c vents, fans, lights, panel strips, artefacts if any.
- ◆ Polishing of brass and steel panel strips and knobs.
- ◆ Special cleaning of uncarpeted floor area.
- ◆ Disinfectant treatment of toilets, water closets and wash basins.
- ◆ Sponging off wall stains
- ◆ Polishing telephone instruments.
- ◆ Thorough cleaning of the refrigerators and underneath & behind all movable furniture.

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GUEST HOUSE OPERATIONS

SCOPE OF WORK

HOSPITALITY:

- ◆ Receiving notification of expected arrivals.
- ◆ Preparation of the rooms.
- ◆ Welcoming the guests & making their stay comfortable.
- ◆ Arranging for their Food and Beverage requirement.
- ◆ Preparing & submitting Room Occupancy Report.

DAILY HOUSEKEEPING:

- ◆ Daily Cleaning of all rooms & common areas of the property.
- ◆ Servicing of guest rooms
- ◆ Servicing of toilets.

SPRING CLEANING ON SATURDAYS:

- ◆ Cleaning of Lights & A/c vents, fans, lights, panel strips, artefacts if any
- ◆ Polishing of brass and steel panel strips and knobs, vacuum cleaning of carpets.
- ◆ Special cleaning of uncarpeted floor area.
- ◆ Disinfectant treatment of toilets, water closets, and wash basins.
- ◆ Sponging off wall stains
- ◆ Polishing telephone instruments
- ◆ Thorough cleaning of the refrigerators and underneath & behind all movable furniture.

CATERING: as per client requirement.

LAUNDERING OF GUEST APPAREL:

- ◆ Changing & laundry co-ordination of house linen such as bed sheets, pillow covers, etc.
- ◆ Laundering of all guests clothing.

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GENERAL MAINTENANCE

SCOPE OF SERVICES

- ◆ The cell comprises of qualified electricians, plumbers, masons, carpenters, telephone wiremen, housekeeping workmen and supervisors.
- ◆ Co-ordination and control is through a central office well equipped with phones and fax.
- ◆ Dedicated electricians and plumbers are provided with pagers for instant communication.
- ◆ Coordination and follow-up of all annual maintenance contracts ensuring minimum downtime of all equipment and machinery.

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