

CHAPTER II

GENERAL DESCRIPTION PARK HYATT ABU DHABI HOTEL AND VILLAS



Figure 1. Park Hyatt Abu Dhabi Hotel and Villas Logo

Located on the prestigious natural island of Saadiyat along a five-mile stretch of environmentally protected beach, the Park Hyatt Abu Dhabi Hotel and Villas is a benchmark in global luxury. The first hotel to open on the island, which is being developed as an international cultural and leisure destination, the 306-key property combines inspired architecture, luxurious amenities, and harmony with nature to create a destination worthy of its setting on the shores of the Arabian Sea.

The design brings together all the elements of a unique luxury resort destination where the architecture and landscape complement each other, blurring the lines between the indoor and the outdoor. The guestrooms and suites, located in the main building or in single- and double-story riads on the beach, offer guests a secluded place to retreat and exude luxury through details—for example, contemporary, serene décor that reflects Arabian culture; spacious balconies with views to the sea, the golf club, or the swimming pools; and open-plan bathrooms with extended terraces and open-air showers. Reflecting Park Hyatt’s elegant approach to hospitality, the resort offers an array of first-class amenities, including four dining locales, four swimming pools, private beach, spa, meeting/banqueting facilities, and more.

Incorporating energy-efficient design elements that meet LEED Silver standards, the resort complements the island’s natural beauty while reflecting Park Hyatt’s authentic and elegant approach to hospitality.

2.1 Story of Park Hyatt Abu Dhabi Hotel and Villas

Hyatt Hotels & Resorts and Abu Dhabi National Hotels (ADNH) announce the signing of a management agreement for Park Hyatt Abu Dhabi.

To be located on the northern part of Saadiyat Island and surrounded by an 18-hole golf course, Park Hyatt Abu Dhabi will boast a 5.5-mile (9 kilometer) stretch of pristine natural beach where guests can watch dolphins and visit the natural, turtle-nesting habitat on the island. When it is completed in 2010, Park Hyatt Abu Dhabi will be the 34th hotel in the Park Hyatt portfolio, the third Park Hyatt property in the Middle East following Park Hyatt Dubai and Park Hyatt Jeddah, the fourth Hyatt hotel in the UAE, and the ninth Hyatt branded property in the region.

Park Hyatt Abu Dhabi will be located within the Cultural District of Saadiyat Island, which will also be home to the future Louvre Abu Dhabi and Guggenheim Abu Dhabi museums.

“Abu Dhabi is one of the world’s fastest growing cities with many new developments on its way, making it poised to be a leading cultural, business, and leisure destination,” said Peter Fulton, managing director, Hyatt Hotels & Resorts – South West Asia International Operations. “We are very proud to be associated with ADNH, a leading hospitality group in the UAE, and we look forward to bringing a new level of luxury and elegance to the capital of the UAE.”

Occupying 18.5 acres (75,000 square meters), the ADNH Saadiyat Resort is expected to be fully completed by 2010 and will feature 270 spacious guest rooms with a minimum of 592 square feet (55sqm), 44 villas, a selection of world class restaurants, as well as exclusive facilities dedicated to conferences, events and recreation.

Signing the agreement on behalf of ADNH, His Excellency Saif Mohammed Al Hajeri, Chairman of ADNH said: “We are extremely happy to partner with Hyatt Hotels & Resorts which is an internationally-known hospitality leader. Hyatt’s excellent reputation, expertise and resources will be critical in managing the resort on Saadiyat and we believe that the Park Hyatt property on the island will be a key addition to Saadiyat’s top of the range facilities for accommodation, leisure and entertainment and a vital addition to ADNH’s portfolio of high-end hotels and resorts.”

"Abu Dhabi is one of the world's tourism hotspots and shows a demonstrated commitment to culture, sport, and environmental sustainability," said Peter Norman, senior vice president Development & Acquisitions -Europe, Middle East and North Africa, Hyatt Hotels & Resorts."By working closely with ADNH, we are confident that

the Park Hyatt Abu Dhabi will be very well received by both visitors and residents of the emirate who appreciate discreet luxury in a city-center location," Norman added.

2.1.1 About Park Hyatt

Park Hyatt hotels are intimate luxury hotels designed to cater to the discriminating individual seeking discreet, contemporary luxury. Currently boasting 22 properties in the world's most exciting cities, with an additional 17 under development, the Park Hyatt portfolio promises incomparable design and architecture, beautifully appointed guest rooms and suites, refined amenities and facilities and award-winning restaurants.

2.1.2 About Global Hyatt Corporation

Global Hyatt Corporation, headquartered in Chicago, is one of the world's premier hotel companies. The hotels owned, operated, managed or franchised by its subsidiaries provide authentic hospitality to guests in 45 countries through a passionate commitment to personalized service, cultural relevance, and the environment. Global Hyatt subsidiaries own, operate, manage or franchise more than 365 hotels and resorts worldwide under the *Hyatt*®, *Hyatt Regency*®, *Hyatt Resorts*™, *Grand Hyatt*®, *Park Hyatt*®, *Hyatt Place*®, *Hyatt Summerfield Suites*® and *Andaz*™ brands with additional properties under development on five continents. Global Hyatt Corporation is also the owner of *Hyatt Vacation Ownership, Inc.*, operator of *Hyatt Vacation Club*®. The success of Global Hyatt is driven by the commitment and energy of the approximately 90,000 men and women around the world who provide exceptional service to hotel guests.

2.1.3 About Abu Dhabi National Hotels

Abu Dhabi National Hotels was established more than 30 years ago and since then has grown in both size and diversity into a quality, broad-based hotel, tourism, transport and catering group. ADNH interests include a range of moderate to luxury hotels in addition to ADNH Travco, the company's travel and tourism arm and its transportation business Al Ghazal. In addition, ADNH has a joint venture with the catering and services company Compass, covering its

respective catering operations in the Middle East under the banner ADNH Compass.

2.2 Vision, Mission, Purpose and Values

1. Vision

“A world of understanding and care.”

2. Mission

“To deliver distinctive experiences for our guests.”

3. Purpose

“We care for people so they can be their best.”

4. Values

“Respect, integrity, humility, empathy, creativity, and fun are our shared core values”

2.3 Location of Park Hyatt Abu Dhabi

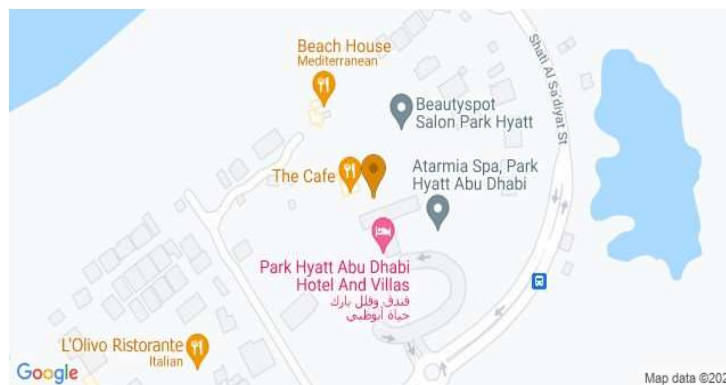


Figure 2. Park Hyatt Abu Dhabi Maps

Property Information :

1. Address : Saadiyat Island PO Box 52007, Abu Dhabi, United Arab Emirates
2. Phone : (+971) 24071234
3. Website : https://www.hyatt.com/en-US/hotel/united-arab-emirates/park-hyatt-abu-dhabi-hotel-and-villas/abuph?src=corp_lclb_gmb_seo_abuph

2.4 Park Hyatt Abu Dhabi Features

Park Hyatt Suites



Figure 3. Park Executive Suite

130 sq m room combining contemporary style with UAE's cultural touches featuring separate bedroom, living room, and two large balconies.



Figure 4. Park Suite

100 sq m suite for guests to experience a serene island retreat away from the bustle of the city in a luxurious suite combining contemporary style with the UAE's cultural touches.



Figure 5. Park Terrace Suite

150 sq m suite with a spacious outdoor terrace overlooking the stunning views of the Arabian Sea and Saadiyat beach on our top floor.



Figure 6. Presidential Suite

275 sq m room furnished with dining table up to 10 guests, plush sofas, armchairs, smart TV, luxurious bathrooms, maid's room, plunge pool, four sunbeds, private outdoor massage area.



Figure 7. Prince Suite

150 to 170 sq m room providing premier views of the Arabian Sea and the resort in our top-floor combining contemporary style with the UAE's rich cultural heritage.

Park Hyatt Rooms



Figure 8. 1 King Bed

50 sq m room featuring a spacious and furnished private balcony. This room features a plush king bed, a sofa, work area, internet access, smart TV and other modern amenities.



Figure 9. 1 King Bed with Sea View

50 sq m room with stunning views of the Arabian Sea, furnished with private balcony, featuring a plush king bed, sofa, work area, internet access, and other modern amenities.



Figure 10. 2 Twin Beds

50 sq m room featuring a spacious private balcony, this room features 2 twin beds, sofa, work area, internet access, and other modern amenities.



Figure 11. 2 Twin Beds with Sea View

50 sq m rooms featuring a private balcony with a Arabian Sea view, this room features 2 twin beds, sofa, work area, internet access, and other modern amenities.

Park Hyatt Villas



Figure 12. Executive Villa

200 sq m villa on the beach side of the hotel featuring a living room, two bedrooms, one maid's room, large terrace with a private pool and sunbeds, as well as dining terrace for your guests, offering a stunning views of the Arabian sea.



Figure 13. 1 Bedroom with Beach View Villa

120 sq m villa surrounded by dunes and nature, offering a luxury, contemporary style combined with a residential feel and distinct UAE cultural touches. Featuring separate bedrooms, living room, large terrace with private pool, rain shower and sun loungers.



Figure 14. 1 Bedroom with Garden View Villa

120 sq m villa surrounded by lush hotel gardens featuring a separate bedroom, living room, large terrace with private pool, rain shower, and offering the landscaped gardens of the hotel or Saadiyat Beach Golf Club.



Figure 15. Royal Villa

355 sq m villa furnished with spacious living room, master bedroom, maid's room, large outdoor terrace with private pool and sunbeds with the stunning views of the Arabian Sea.



Figure 16. 2 Bedroom with Beach View Villa

170 sq m villa featuring two bedrooms, living room, large terrace with private pool, rain shower, sun loungers, offering stunning views of the Arabian Sea.



Figure 17. 2 Bedroom with Garden View Villa

170 sq m villa featuring two bedrooms, large terrace with a private pool, rain shower, and other modern amenities offering the stunning views of the landscaped gardens of the hotel or Saadiyat Beach Golf Club.

Park Hyatt Abu Dhabi Facilities

1) Atarmia Spa at Park Hyatt Abu Dhabi



Figure 18. Atarmia Spa

Spa for guests to relax their body and mind and served with our warm specialty drinks.

2) The Swimming Pool



Figure 19. Park Hyatt Swimming Pool

Our signature swimming pool spot for guests to swim or as a photoshoot spot.

3) Café Restaurant



Figure 20. Café Restaurant

Our all day dining restaurant serving ala carte and buffet for breakfast, lunch, and dinner.

4) Beach House Restaurant



Figure 21. Beach House Restaurant

Japanese and Italian fusion restaurant with a stunning beach view.

5) Mate Restaurant



Figure 22. Mate Restaurant

Argentinian restaurant with a famous live asado grill in front of the guests.

6) Shala Rooftop Bar



Figure 23. Shala

Rooftop bar located on top of Beach house restaurant.

7) Vayu Beach Bar



Figure 24. Vayu Beach Bar

Bar located on the beach and only open at night times.

8) Camp Hyatt for Kids



Figure 25. Camp Hyatt for Kids

A place for parents to keep their kids to play while they enjoy their times at the hotel.

9) Library Café



Figure 26. Library Café

A coffee and tea café with delicious desserts and a large bookshelf in the café.

2.5 Kitchen Organization

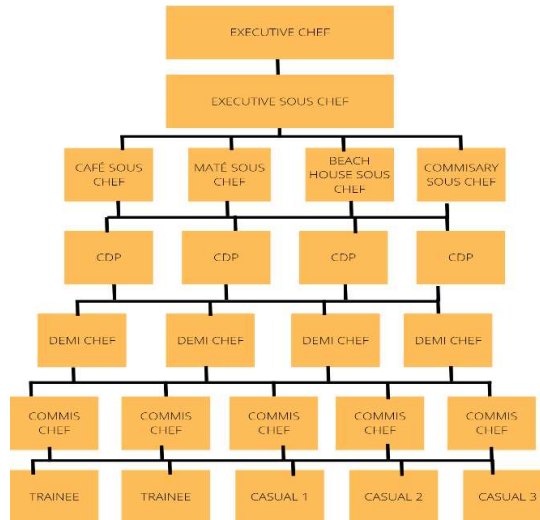


Figure 27. Kitchen Organization Chart

1. Executive Chef
 - Creating new menus.
 - Ensuring the quality of foods.
 - Ensuring Customers' satisfaction.
 - Reviewing food production
 - Taking full responsibility of the whole kitchen
 - Archiving all kitchen data
 - Making stock report at the end of the month
 - Lead the daily briefing
 - Supervising all kitchen activities
2. Executive Sous Chef
 - Provide assistance to executive sous chef
 - Oversees kitchen operations
 - Ensuring the workflow of junior chefs
 - Properly monitor junior chefs' working hours
 - Ensure proper storage of products
 - Supervising all junior chefs

- Maintaining consistency and quality in food tastes
 - Closely monitoring process of food preparations
 - Provide food requisitions daily
3. Sous Chef
 - Organize employee schedules
 - Ensuring the quality of food is guaranteed
 - Ensuring customer satisfactions
 - Assist cooks in solving problems
 - Doing food requisitions for the production process
 4. CDP (Chef de Partie)
 - To run and supervise any kitchen section to the required standards set by the Head Chef
 - To ensure all preparation of the designated section is complete and ready for each service
 - Ensure good stock and waste control is practised
 - Be responsible for the quality control of stock and prepared foods
 - Execute cooking to the expected high standard quickly and efficiently
 - Ensure the cleanliness and organisation of designated section
 5. Demi Chef
 - Maintains a high level of food quality as per Culinary standards, whilst following Menus, Recipe formats, and directions as outlined.
 - Prepare in advance food, beverage, material, and equipment needed for the service. cook and serve dishes according to the restaurant's menu.
 - Provide direction to the kitchen helpers, including commis, cooks, kitchen attendants and stewards.
 - Clean and Reset working area.
 6. Commis Chef
 - Monitors kitchen equipment and reports issues to superiors
 - Continually develops culinary knowledge to produce high-quality meal
 - Measures, mixes, and prepares meal ingredients, sauces, and seasonings
 - Washes, chops, and cuts fruit, meat, and vegetable items

- Assesses inventory and requests resupply when necessary
 - Plates meal items under the chef de partie's supervision
 - Disposes of spoiled items and adheres to sanitation policies
7. Trainee
- Help to make foods from the menus
 - Help doing mise en place
 - Setting up buffet for breakfast, lunch or dinner
 - Ensuring all product quality is perfect
 - Cooking up dishes under CDP's instructions and supervision.
8. Casual
- Help doing mise en place
 - Preparing and standby at the pancake/waffle station
 - Refilling products at the buffets
 - Help making some food products
 - Checking all products and labels in fridges, stores, or freezers
 - Doing clearance at the kitchen

2.6 Hygiene and Sanitation Standard in Park Hyatt Abu Dhabi Kitchen

2.6.1 Personal Hygiene SOP



Figure 28. Proper Hand Washing

Personal Hygiene starts with washing our hands before entering the kitchen area. Wash your hand after preparing foods or before preparing foods. Always use hand gloves whenever doing cooking or in contact with the customer.

2.6.2 Personal Grooming Standard

- For Ladies
 1. To be neat, wear a clean wrinkle free uniform
 2. It should not be too tight or too loose fitted appropriately
 3. Ensure your uniform is not stretched, frayed or faded
 4. Wearing your Name Tag is extremely important to help you build rapport and connection with the guests
 5. The condition of your Name Tag is equally important as the condition of your uniform
 6. Long hairstyles (over the shoulder) can be tied in a "bun", "ponytail", into a "French Twist" style
 7. If the hair is worn open (shoulder length), it needs to be neat, tended and appropriate
 8. Keep hair controlled by discreet pins, short fringes should remain at eyebrow line
 9. Nails should be keep clean and neat
 10. Wear shoes provided by the hotel and that goes with your uniform
 11. Ensure your shoes are clean and polished daily
 12. Wear pantyhose of skin or black color with a density up to 30g
 13. Pantyhose should not be patterned or of any other color

- For Male
 1. To be neat, wear a clean wrinkle free uniform, It should not be too tight or too loose, fitted appropriately
 2. Ensure your uniform is not stretched, frayed or faded
 3. Content of the pockets should be free of bulky or visible items so not to distort the shape of the jacket or trouser
 4. If worn, have your tie tied into a single or half knot style to maintain brand's elite look
 5. Wearing your Name Tag is extremely important to help you build rapport and connect with the guests
 6. The condition of your Name Tag is equally important as the condition of your uniform
 7. To have your hair looking neat and well groomed daily, you may use hair gel, mousse or hair spray

8. Keep your hair fringe away from your forehead and ensure your hair does not pass your collar line
9. All male associates have to be properly shaved at all times
10. All kitchen associates must cover hair with a hair net or chef hat
11. Wear shoes provided by the hotel and that goes with your uniform
12. Ensure your shoes are clean and polished daily
13. Black color socks for black shoes and they should not be patterned or of any other color
14. Slip on shoes are not allowed
15. Keep nails short and clean

2.6.3 Food Ingredients Hygiene

1. Washing the ingredients before processing.
2. Using FIFO (first in – first out) system.
3. Ensure there is no cross-contamination.
4. Ensure there is no double dipping.
5. Ensure the chicken dishes are all well done.
6. Double checking all the dishes wellness before serving to the customer.
7. Poultry, fish, beef, and pork meats are all separated in storing.
8. Storing all ingredients in closed containers.