

## R Hotels’ The Palm property envisioned as the first holistic wellness resort in the GCC



R Hotels is expected to sign up with a world-renowned holistic wellness brand, making it the first hotel and resort in the GCC region focussing on health and wellbeing.

Through the partnership, the property plans to offer wellness treatments, and lifestyle programs through accredited nutritionists, and health and fitness experts. It will also provide a wide range of spa and massage options for both men and women.

For the health-conscious foodies, the hotel will create healthy food options at all its dining outlets, and will explore a concept restaurant dedicated to well-balanced and nutritious meals.

Located on the East Crescent of the upmarket Palm Jumeirah, the new 253-key hotel and resort will feature modern recreational and leisure facilities, aimed at encouraging healthy lifestyle. It is slated to be completed by the fourth quarter of 2016.

## Ramada Downtown Dubai rolls out “Hallmark of Hospitality” Program

Ramada Downtown Dubai steps up its approach in providing top notch service to its guests with the launch of “Hallmark of Hospitality” program.

Hallmark of Hospitality was designed to highlight a service culture with four key components namely: engaging, personalised, proactive, and prompt. The program was developed by the training department over a period of three months, through close collaboration with the heads of departments, by creating a list of common, and sometimes odd scenarios related to different job roles.

To achieve its set goals, the program focuses on three strategies, starting off with hiring the right associates with the right attitude, followed by training the team with the required skills to empower them to deliver exceptional service. The last approach seeks to improve the process by systematically tracking the service delivery time and analysing guest request patterns. Recently, Ramada Downtown Dubai has introduced ‘Delighted to Serve’, a one-stop shop for all guests calls, which centralises all the requests to one hotline thus eliminating the need to connect with different departments for a specific need or inquiry.

Since its interim launch early in January, the program has been receiving positive feedback from the guests and from the hotel staff.





## Ramada Ajman teams up with a leading hotel school in Pakistan

Ramada Hotel & Suites Ajman inked a deal with College of Tourism & Hotel Management (COTHM), one of the leading hotel schools in Pakistan, in providing internship and job placement opportunities for the students of the institution.

The agreement was signed by Iftikhar Hamdani, General Manager, Ramada Hotel & Suites Ajman, and Ahmad Shafiq, Chief Executive Officer, COTHM Pakistan. Through the collaboration, the property will provide on-the-job training to the students to hone them toward a promising career in the hospitality sector. The first batch of undergraduates, who are taking up Food & Beverage, Front Office, Housekeeping, Sales & Marketing, Human Resources, Tourism, and Culinary Arts courses, are expected to start their internship this year.



## CSR Corner

### RHSA and RBHA observe National Environment Day

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman celebrated the UAE National Environment Day by organising its first CSR activity for the year 2016 with a clean-up drive at the emirate's public beach. The heads of department and associates from both properties helped out in cleaning Ajman public beach by collecting trash within the area, as part of their continuous commitment to the Ajman community, and aim to raise awareness on the importance of protecting the environment.



### Hawthorn Suites by Wyndham visits DCSN

The team from Hawthorn Suites by Wyndham paid a visit to Dubai Centre for Special Needs to express their support to the organisation. The students and teachers from DCSN welcomed the team with a special assembly and performance to express their appreciation.



### Ramada Downtown Dubai and ibis Styles Jumeira organise blood donation drives

In line with their Corporate Social Responsibility initiatives, Ramada Downtown Dubai and ibis Styles Jumeira organise blood donation drives. There was a good turnout of associates who volunteered in the activity, which sought to raise awareness on the importance of blood donation, and help save lives.



### Ramada Downtown Dubai marks World Cancer Day with FOCP

Ramada Downtown Dubai hosted the team from Friends of Cancer Patients (FOCP), to mark World Cancer Day and discuss an extended partnership with the organisation. The property pledged to continuously assist FOCP in providing moral and financial support to the cancer patients and their families through complimentary stays and fundraising initiatives.





## Ramada Downtown Dubai receives Wyndham Hotel Group Execs

Ramada Downtown Dubai, led by General Manager Samir Arora, welcomed top executives from Wyndham Hotel Group and gave a brief tour of the renovated suites and facilities, and its outdoor area with the view of the towering Burj Khalifa.



## ibis Styles Jumeira participates in travel trade exhibitions

ibis Styles Jumeira is boosting its presence in different markets by attending various travel and tourism exhibitions. The sales team participated in the SATTE (South Asia Travel and Tourism Exhibition) in New Delhi India, to introduce the property to and tap the Indian market. Eyeing arrivals from Turkey and East Europe, the property also took part in EMITT (East Mediterranean International Tourism and Travel Exhibition), which was held in Istanbul.



## Ramada Beach Hotel Ajman launches “Stellar Homemakers Concept”

Ramada Beach Hotel Ajman unveiled the “Stellar Homemakers Concept”, a by-invitation-only high tea event exclusively for ladies, at the property’s Penthouse.

The inaugural event brought together women for an afternoon of relaxation and recreation, with an exciting and informative line-up of activities including distinctive cooking demonstrations by the hotel’s executive chef, and sessions on skin care regimen and beauty tips, among others. On top of the delightful selection of tea, pastries and canapés, the ladies received relaxing treats including complimentary head, shoulder and foot massage.

Ramada Beach Hotel Ajman seeks to promote the “Stellar Homemakers Concept” not only to homemakers in Ajman, but also to women who are interested in engaging in new hobbies, enhancing their knowledge and skills, and meeting new friends through the event.



## R Scene

### Ajman hotels, Ramada Downtown Dubai, organise year-starter events

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman celebrated its 2015 achievements and welcomed 2016 on a positive note with a yacht cruise along Dubai Marina, while Ramada Downtown Dubai jumpstarted the year with a traditional Arabic dinner at Bab Al Shams Desert Resort.



### Hawthorn Suites by Wyndham presents Valentine Picnic Brunch

To celebrate the Day of Hearts, Hawthorn Suites by Wyndham organised a picnic brunch, perfect for couples and families at Flavours Restaurant and Plaza Garden. The perfect outdoor weather paved the way to an enjoyable brunch with superb food options and kid-friendly activities.





# R Hotels Social Media

Keep up with R Hotels' most up-to-date news and exciting deals by following our social media accounts.

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## R Sports

### Hotels participate in BeWell Cycle Tour UAE



R Hotels' Wyndham-branded properties participated in the first-ever Wyndham BeWell Cycle Tour UAE. The initiative, launched by Wyndham Hotel Group, seeks to promote healthy lifestyle and reduce obesity rates within the population through various sports and fitness activities, including cycling.

Twelve participants rode a total of 68 kms from Ramada Hotel and Suites Ajman all the way to Dubai, while six participants from Ramada Downtown Dubai and Hawthorn Suites by Wyndham cycled a total of 20 kms. The event culminated at Hamdan Sports Complex, where other fitness activities like Zumba were organised.

## R Promotions



### Hawthorn Suites by Wyndham and Ramada Downtown Dubai to take part at Dubai Food Festival

Joining the much-awaited event for Dubai foodies, Hawthorn Suites by Wyndham's Flavours Restaurant and Ramada Downtown Dubai's Kenza Restaurant will participate in the "Kids Dine Free" offer of Dubai Food Festival 2016. The families are sure to enjoy the delectable range of international cuisine, complemented by a kid-friendly ambience. To avail the offer, accompanying adults must order a main course, dessert and drink or spend over AED99 in equivalent for F & B purchases. The promotion is available for dine-in only and not valid in conjunction with other promotions and discounts.

### ibis Styles Jumeirah presents high tea promotion

Enjoy a relaxing afternoon and enjoy the special high tea promotion at Street Cafe, ibis Styles Jumeira. Spend the afternoon chatting with your friends over tea, coffee and a great selection of pastries and scones for as low as AED35/ per person. Street Cafe's high tea promotion is open from 3:30 pm to 6:00 pm.