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# **OPERATION PLAN GUEST HOUSE**

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**N KUMAR ASSOCIATES INTERNATIONAL**

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## **SCOPE OF WORK**



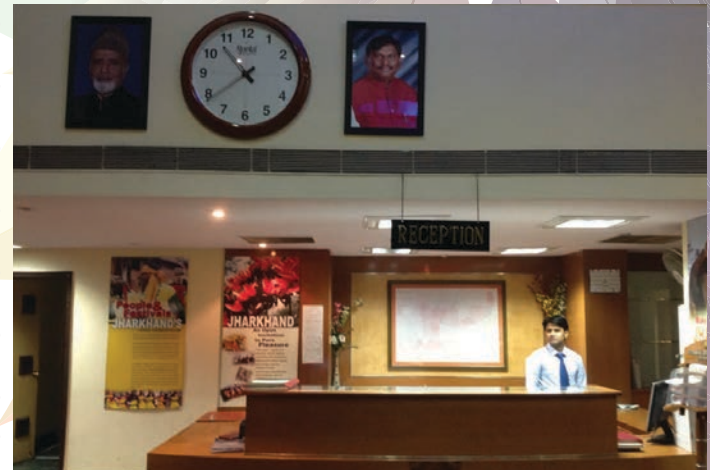
## FRONT OFFICE MANAGEMENT (RECEPTION DESK)

The Front office (reception Desk) of the Guest House is the focal point of Guest Contact. The Place where the guest builds a mental picture of his/her stay..

- Welcome Guest
- Assign A Room
- Providing Information regarding Room Rent, Check in & Check Out time.
- Information regarding the Rooms and facility
- Records of Lost and Found
- To Keep Guest Databank.
- Records of Guest Stay

## HOSPITALITY SERVICES

- Provide Information Regarding Delhi NCR
- Act as Travel Desk
- To Provide Information of Official Events





# HOUSEKEEPING OF ROOMS, INTERNAL AND EXTERNAL OF BUILDING

Good Housekeeping is the Foundation For a safer workplace.

A good Housekeeping promotes Quality, Safety, Productivity, and Clean Environment.

Housekeeping in any organization is the cornerstone of efficiency and maintenance of operating standards.

Using a Standard operating procedure (SOP) of Cleaning as per structural requirement like planning, deployment, and supervision.

Using Eco-friendly Chemicals e.g. Taski R marks, clean it, Bengal chemicals etc.

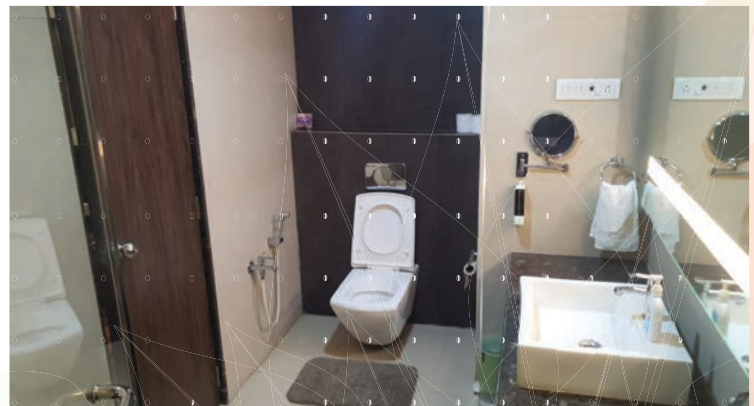
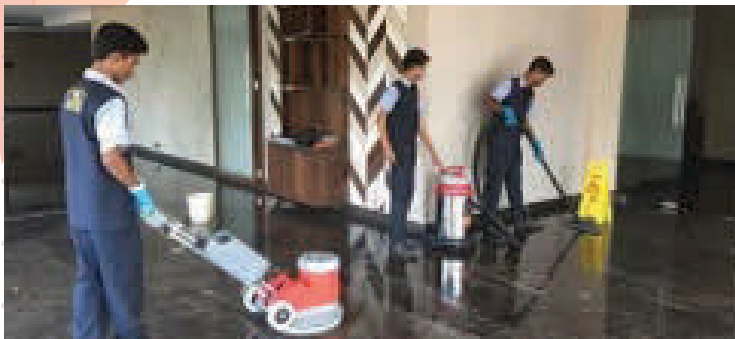
Using of clean and tide Linens for Bed Making

Providing information of Maintenance required of marked area.

Chintan Guest House we will introduce special SOP for cleaning and maintenance to keep maintained building as it is.

Deploying of experience and trained manpower.

Daily chart of maintenance and cleaning.



# OUR FOOD PROCESSING





## CATERING SERVICES

To Provide Healthy, Tasty, and Hygienic Food

To Catered as Per Guest Requirement and Need

Follow Sop of Catering Regarding Materials, Cooking Procedure, Safety Measures etc.

Maintains Menu Base Food Regularly

Knowing of Services as Per Standard of Hospitality Industry

Always Alert Regarding Safety of Guest.

Proper Room Services with Good Conduct.

Always Be Smart, Alert, Punctual, and To Keep Smile

Deploying of Knowledgeable and Multi Cuisine Experience Chef or Cook and Well Trained and Experience Service Boys



## OUR SERVICE TO VVIP









# OUR SERVICE TO FOREIGN DELEGATION





## **FACILITY SERVICES**

For a Good and Comfortable Stay for Guest All We Need A Standard and Better Facilities, These Facilities are Required Round The Clock.

Laundry Services

Pest Control

Minor Maintenance of Electrical and Plumbing

Security Services

Gardening & Horticulture Services

## **STAFF DUTY AND TRAINING**

A Chart Base Daily Work Will Allot To The Designated Staff

Monitor & Supervision of Work Including Liaison with Authority For any Kind Maintenance.

Define of Work as Per The Requirement.

Training Regarding Safety & Security.

Using of Hazardous Chemicals For Cleaning.

Precautions To Be Taken During Major Cleaning.

Dos & Don'ts During Preparing of Food at Kitchen.

Training Regarding Table Service & Room Service.

Training for Etiquettes, Behaviour, Gesture & Presentation

First Aid, Fire Fighting Training.



# MANPOWER UNIFORM



MANAGER



SUPERVISOR



RECEPTIONIST



CHEF/COOK



UTILITY



WAITER/STEWARD



HOUSEKEEPER/MTS



## BEVERAGES



TEA TRAY (1 NO)

COFFEE TRAY (1 NO)

MILK

FRESH FRUIT JUICE

SOFT DRINKS

BISLERI WATER/CAN

COCONUT WATER

## BREAKFAST



Upma, Poha, 5 Puri + Potato Bhaji

Sheera 4 Idli + Sambar + Chatney, Boiled Egg / Omlette 2 Eggs

4 Medu Wada + Sambar + Chatney Bread 4 Slices, Butter / Jam

Whole Oats with Milk and Fruit (Banana / Papaya / Apple)

Corn Flakes + Milk Whole Oats with Non - Dairy Milk and Assorted

Seasonal Fruits + 5 Puri + Potato Bhaji

Assorted Biscuits + 4 Idli + Sambar

Chatney + Vegetable Sandwich

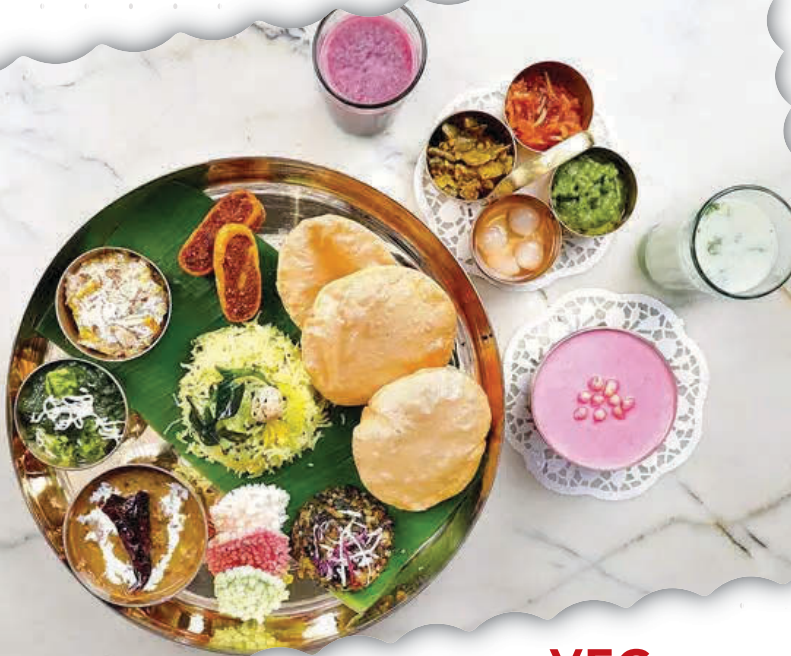
4 Medu Wada + Sambar + Chatney

2 Vegetables, Dal, Rice, Chapati, Salad, Papad, Curd,  
1 Seasonal Fruit / Sweet

1 Vegetables, Dal, Rice, Chapati, Salad, Papad,  
Curd, 1 Seasonal Fruit / Sweet, & Chicken / Mutton / Fish (Curry)



## SPECIAL LUNCH & DINNER



### VEG

Soup, 2 Vegetables ( 1 Paneer), Dal Fry,

Jeera Rice / Pulao, Chapati / Phulka,

Salad and Raita, Papad, Pickle, Curd, Sweet – Gulab jamun / Rasgulla

### NON VEG

Soup, 2 Vegetables ( 1 Paneer), Dal Fry, Jeera Rice/ Pulao,

Chapati / Phulka, Salad and Raita, Papad, Pickle, Curd,

1 Non veg curry Chicken / Mutton / Fish, Sweet – Gulab Jamun / Rasgulla



## VVIP LUNCH & DINNER



Soup, 3 Vegetables Including ( 1 Paneer) & 1 Farsan  
Dal Fry, Plain Rice, Jeera Rice / Pulao, Chapati / Phulka,  
Green Salad and Raita, Papad, Pickle, Curd, 2 Non Veg Dishes. (1 Curry),  
& 1 Fried / Starter in Chicken / Mutton / Fish,  
2 Sweets - Gulab Jamun / Rasgulla / Ice Cream  
Mix Veg Soup / Lentil Soups / Clear Soups / Tomato Soup  
Mix Veg Salad Sprout Salad Nut Based  
Dressing Salad With Salad Greens and Veggies

# TOOLS & EQUIPMENT UPKEEP OF GUEST HOUSE







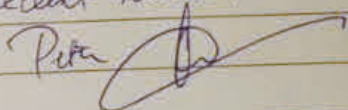


# GUEST REMARKS

Visitors Book			
Date	Name / Address / E-Mail	Phone / Fax	Remarks
13/11/21	Sarbananda Sarmah Union Minister of Shipping Waterways & Ayush.		The Guest Home is very nice, well maintained and with basic amenities. Hope it will be continued in the future.
25-11-21	Nirmala Sitharaman Union Minister of Finance of India		JNPT-APEC Guest House has a hospitable facility here. It is well taken care of by Messrs. N. Kumar Associates.
			JK 25-11-21

Date	Name / Address / E-Mail	Phone / Fax	Remarks
14.7.2018	Rajiv Kumar Nigam Under Secy, M/s Shipping		The hospitality received in JNPT is superb. The staff is dedicated & sincere. Best wishes for all of you.



Date	Name / Address / E-Mail	Phone / Fax	Remarks
3/6/17	Pete Van der driess Port of Antwerp pete@portofantwerp.be		Excellent service! All was perfect: food, drinks, room, etc. One point for improvement: wifi... Special thanks to Sibrandus for his excellent service! Pete 
9/6/17	Eric de Deckene Port of Antwerp ERIC.DEDECKENE@PORTOFANTWERP.BE		We really enjoyed our stay at this place. It is convenient, people are very friendly and helpfull. Food is terrific. Hope to come back soon. Eric

AJANTA

Date	Name / Address / E-Mail	Phone / Fax	Remarks
01/08/2022	Payam Kowsari CEO of Lynn Shipping	00989123757092	It was very Pleasure for me to have a lunch here all the foods were delicious Staff were very polite and respected People.

# Visitors Book

Date	Name / Address / E-Mail	Phone / Fax	Remarks
07.09.2018	Hasina Arjin, h-arjin@yahoo.com		Very Good Service & hospitality. Thank you all.
9.9.18	Md. Zafar Alam Member, Chittagong Port Authority, Bangladesh	+8801711209423	Enjoyed the time in APEC guest house. All Staffs are well behaved and caring. Thank's for everything
09.09.18	ENAMUL KARIM, DEPUTY TRAFFIC MANAGER CHITTAGONG PORT AUTHORITY CHITTAGONG, BANGLADESH	+8801824-666450.	Excellent service & stay. Especially the employees are very helpful. Mr. Haider, Mr. Sazzad - as senior are very much eligible for going for position. other juniors - especially.

Date	Name / Address / E-Mail	Phone / Fax	Remarks
10/09/2018	Stephan Ziegler PORT OF ANTWERP		I enjoyed my stay in this very nice guest house. Special thanks to the staff for its top service, which is really an added value to my stay! Hope to come back one day...



# Visitors Book

Date	Name / Address / E-Mail	Phone / Fax	Remarks										
3.9.18	HAZIMA BEGUM		Good Service! keep it up!										
13.9.18	MUSTAFA IZBAL		Very good service excellent, keep it up!										
13.9.18	Nico BEEK		Great Stay! Thanks!										
13.9.18	Sabrina Hague		In one word its just excellent										
13 Sept'18	Mohammad Azizul MOULA. Deputy Secretary. Chittagong Port Authority (CPA) Bangladesh,	+88 01717117192	<table border="1"> <tr> <td>Service</td><td>Excellent</td></tr> <tr> <td>Hospitality</td><td>A+</td></tr> <tr> <td>Stay</td><td></td></tr> <tr> <td>People</td><td></td></tr> <tr> <td>Transport</td><td></td></tr> </table>	Service	Excellent	Hospitality	A+	Stay		People		Transport	
Service	Excellent												
Hospitality	A+												
Stay													
People													
Transport													
13 SEPT 18	KWEN CORNILLY	+32 493315226	<p>ALWAYS NICE TO COME TO THE GURTCLOUSE THANKS A LOT FOR THE HOSPITALITY. A VERY SPECIAL THANKS SABBAH! &amp; SIKANDAR!</p>										

# AWARDS & CERTIFICATION





# Certificate of Registration



This is to Certify That The Food Safety Management System of

**N KUMAR ASSOCIATES INTERNATIONAL**

STARLINK, NAVAL KUNJ BUILDING, LINKING ROAD, BANDRA (WEST),  
MUMBAI - 400 050, MAHARASHTRA, INDIA.

has been assessed and found to conform to the requirements of

## ISO 22000:2018

for the following scope :

PROVIDING PANTRY SERVICES, GUEST HOUSE CATERING,  
OUTDOOR CATERING, EVENT CATERING  
(Category - E)

Certificate No	23DFKW85	Issuance Date	: 19/05/2023
Initial Registration Date	: 19/05/2023		
Date of Expiry*	: 18/05/2026		
1st Surve. Due	: 19/04/2024	2nd Surve. Due	: 19/04/2025

  
**DIRECTOR**  
**ROHS Certification Pvt. Ltd.**

B-7, 1st Floor, Sector-2 Noida, Gautam Budh Nagar, UP-201301  
e-mail : info@rohs-certification.co.in | website : www.rohs-certification.co.in  
The Registration is not a Product Quality Certificate. \*Subject to successful completion of surveillance audits. Visit for verification on www.rohs-certification.co.in  
Certificate is the property of ROHS and cannot be loaned or sold.



# Certificate of Registration



This is to Certify That  
The Occupational Health & Safety Management System of

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STARLINK, NAVAL KUNJ BUILDING, LINKING ROAD, BANDRA (WEST),  
MUMBAI - 400 050, MAHARASHTRA, INDIA.

has been assessed and found to conform to the requirements of

## ISO 45001:2018

for the following scope :

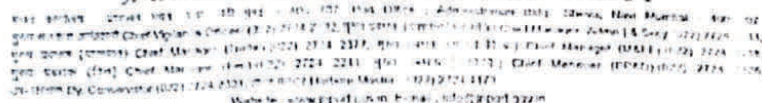
PROVIDING HOSPITALITY SERVICES, CATERING, HOUSEKEEPING, GUEST  
HOUSE CARETAKING, EVENT MANAGEMENT AND MANPOWER SUPPLY.

Certificate No	23DOKH78	Issuance Date	: 19/05/2023
Initial Registration Date	: 19/05/2023		
Date of Expiry*	: 18/05/2026		
1st Surve. Due	: 19/04/2024	2nd Surve. Due	: 19/04/2025

  
**DIRECTOR**  
**ROHS Certification Pvt. Ltd.**

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(N.K. Kulkarni)  
Manager (Admin).

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# JAWAHARLAL NEHRU PORT TRUST

फोन नं. २७२४३५५ - २७२४३५६, फॅक्स नं. २७२४३५७, पोस्ट ऑफिस : Administration (Hq), Thane, Dist. Mumbai - 400 078  
 मुख्यालय (अधिका.)/Chief Vigilance Officer (022) 2724 2302; मुख्यालय (अधिका.)/Chief Manager (Admn.) & Secy (022) 2724 2222;  
 मुख्यालय (अधिका.)/Chief Manager (Admn.) (022) 2724 2317; मुख्यालय (अधिका.)/Chief Manager (MAH) (022) 2724 2318;  
 मुख्यालय (अधिका.)/Chief Manager (Admn.) (022) 2724 2319; मुख्यालय (अधिका.)/Chief Manager (PP&SD) (022) 2724 2320;  
 अतिरिक्त निदेशक (अधिका.) (022) 2724 2321, अतिरिक्त निदेशक (अधिका.) (022) 2724 2322  
 Website: www.jnpt.gov.in Email: info@jnpt.gov.in



27 October 2015

## TO WHOMSOEVER IT MAY CONCERN

We take pleasure to certify that M/s N.KUMAR ASSOCIATES INTERNATIONAL, Mumbai entrusted with the management of the official visit of our Hon'ble Prime Minister Shri Narendra Modi to our Port on 11<sup>th</sup> October 2015 for laying the foundation stone for the Port's Fourth Container Terminal, along with the Hon'ble Chief Minister of Maharashtra Shri Devendra Fadnavis and the Hon'ble Union Minister of Shipping Shri Nitin Gadkari along with other official dignitaries. There were about 600 invitees including VVIPs.

The firm managed the entire event including serving of snacks and soft drinks to all invitees. The commitment and professionalism with which they took care of the entire event in such short notice over are highly appreciable and extremely satisfying. They possess all the required expertise and exposure to undertake such tasks.

(N.K. Kulkarni)  
 Manager (Admn.)  
 Jawaharlal Nehru Port Trust  
 Thane, Dist. Mumbai - 400 078  
 N. K. Kulkarni (Admn.)  
 Manager (Admn.)



# 3\*\*\* RATING AWARDS

## Ratings

**CRISIL**

An S&P Global Company

### NSIC-CRISIL Performance and Credit Rating

**N Kumar Associates International, Maharashtra**

has been awarded an NSIC-CRISIL Rating of



On March 27, 2017 and valid till March 26, 2018

The rating MSE 3 indicates 'Good credit worthiness in relation to other MSEs'.

**Manish Jaiswal**  
Business Head  
CRISIL SME Ratings



## Ratings

**CRISIL**

An S&P Global Company

### NSIC-CRISIL Performance and Credit Rating

**N Kumar Associates International, Maharashtra**  
has been awarded an NSIC-CRISIL Rating of



On March 27, 2018 and valid till March 26, 2019

The rating MSE 3 indicates 'Good credit worthiness in relation to other MSEs'..

A handwritten signature in black ink.

R. Vasudevan  
Business Head  
CRISIL SME Ratings





*We are managing Guest House House Different Institute i.e. IIT Kanpur,  
IIT Madras, NEERI Nagpur, National Judicial Academy-Bhopal,  
RRCAT Indore, BAMETI Patna, RSTI Patna, SCERT Patna*

*We also manage Bihar Niwas, Bihar Bhawan, and Jharkhand Bhawan  
at New Delhi*

*We have a team of experience and qualified manpower who knows how to  
provide best and homely experience to the guest throughout their stay*

*With best Culture Hospitality Our Moto*

*“We Care”*

*Define everything regarding our services*



**THANKING YOU**

**For any Contact**

**S N Abbas  
CEO**

**7738098804  
nkailindia@yahoo.com**



