



INTEGRATED HOSPITALITY SERVICES

# INTEGRATED HOSPITALITY SERVICES



A Sister Concern  
of Integrated  
Parking Services

اېكونوميك جروب هولدينجز  
ECONOMIC GROUP HOLDINGS

A MEMBER OF



## Stability, Integrity & Consistency

Integrated Hospitality Services (IHS) is proud to establish the highest expectations for quality service and sound business practices all across The UAE. IHS, member of Economic Group Holdings providing management stability and a rich heritage, which we continue to build on. Because we have an established reputation, you can be assured that your needs and expectations are our highest priorities. Outstanding service on a consistent basis is what we promise and what we deliver.

## Who We Are?

Our organization provides all kind of soft service facility management for companies of all sizes. We are engaged in providing our clients and prospect second to none royal first-class services in the area of Stewarding, Housekeeping, office indoor and outdoor cleaning, and other cleaning related services. Ours is an epitome of excellence towards satisfying our clients need. As such we have at our disposal excellent, well-trained, trustworthy, staff and equipment to carry out these cleaning activities and other auxiliary services to suit your taste.

## Mission

To be a leading Service Provider in the Field of Hospitality Management and a company of choice by understanding the needs of our valuable employees and clients, meeting their expectations in term of quality, values, continues improvement and sustainability to emerge clean and healthy environment.

## Vision

To establish IHS as the most valuable, respected and sought- after Hospitality services provider in the Middle East and to build a trusting relationship with our clients and key stakeholders.



## **MESSAGE FROM CHAIRMAN**

By the grace of the Almighty, it gives us the utmost satisfaction to witness the developments in the Economic Group of companies with diverse business activities. We still strive for expansion with excellence in our business endeavours.

We are grateful to the government and Ruling Members of all the emirates of the United Arab Emirates for presenting a great atmosphere in this country. Last but not least. We appreciate our staff and all our work.

**SHEIKH MAJID BIN HAMAD AL QASSIMI**





## MESSAGE FROM

# MANAGING DIRECTOR

We are committed to providing facility management services in the United Arab Emirates and the international marketplace, meeting all relevant standards acceptable to stakeholders and beyond. Our resources, including workforce & technologies, are expected to deploy towards the enhancement of end-to-end, futuristic environmental services which preserve non-renewable natural resources for future generations.

Our services are outstanding and efficient through technology and the competency of our Team involved in providing facility management services.

**SHEIKH SULTHAN BIN MAJID AL QASSIMI**



## MESSAGE FROM

# EXECUTIVE DIRECTOR

At the Outset, We thank the Almighty for supporting companies' development under the Economic group's banner. We are grateful to the Rulers, Ruling Family Members, the government of the UAE., all emirates, and all government departments for impeccable systems that support the business and investments.

We also thank our Team at all levels of our organisation for their dedication and loyalty to achieving the group's goal. At the same time, we keep striving for excellence in the business and future expansion. Lastly, we would like to convey our regards to all our business partners.

**RAWOOF ALI MOHAMMED FAROOK**





## MESSAGE FROM

# GENERAL MANAGER



**RAJAN KRISHNAN**

It gives me immense pleasure to welcome you to Integrated Hospitality Services. I am pleased that you have taken the time to see the broad range of services we cater to and the markets we serve.

Since its inception, Integrated Hospitality Services (IHS) has been offering a wide array of Event Services, and we have even added steward, cleaning services & car washing to our services. We are thankful to Economic Group Holdings for the guidance and support given to us throughout our journey to drive for success and achieve our shared goal. As part of an established Group, we assure you that your needs and expectations are our highest priorities.

Our services are designed to make your guest experience seamless. Our Team is dedicated to making your guest's journey a delightful experience from arriving at the lobby until returning to their destination. We assure you that your hospitality needs are met with care and efficiency. From the moment your guests arrive to the moment they depart – and every moment in between – Integrated Hospitality Services will confidently and consistently reflect your brand, image, and customer service manifesto to each guest.

## OPERATIONS TEAM

Having a combined  
Hospitality experience of over  
40 years in the UAE.



**RAJAN KRISHNAN**  
GENERAL MANAGER



**ZUBAIR HASAN**  
SENIOR OPERATIONS MANAGER



**WAQAR HAIDER**  
OPERATIONS MANAGER

# OUR SERVICES



**Housekeeping Services**



**Stewarding Services**



**Waitress**



**Recreation Attendant**



**Public Area Attendant**



**Car Washing Services**

It is our job to create a long lasting first and last impression with your clients and guests to **WOW** them. We become part of your team and guarantee your clients & guests to be treated with the utmost courtesy and respect.

## WHY IHS CASUAL STAFF?

**5\* Hotels HK & Stewarding  
experienced team**

**Excellent Customer Service  
Skills**

**High Grooming Standards**

**Well trained on handling all  
related equipment**

**Well verse with UAE cultural  
diversity**

INTEGRATED HOSPITALITY SERVICES

Though some companies may have been rendering similar services for over decade now, we are different because of our dedication to work and service. We have undergone various seminars and workshops to improve and give our best on all forms of Hospitality services. Again, the ability to render excellent FM-soft services to the satisfaction of our client makes us outstanding. Hence, we urge you to see the difference and challenge us!



# OUR SPECIALIZED APPROACH



We personalize our services leading to an intimate relationship with our clients and seek ways on improving our services.

We provide guarantee for service delivery and against hidden cost.

We boost the corporate image of our clients through cleanliness, which is next to Godliness.

We provide a competitive price, regardless of the high quality service we provide.

We provide our clients with a one-stop hospitality services.

Finally, we provide you with a moderate and convenient payment terms.

# CAR WASHING SERVICES

You can now use IPS's advanced traditional car wash mode to clean your car with minimal water usage. This new mode is designed to reduce water waste and keep the parking premises and environment clean and stylish.

## ADVANTAGES

- PREVENT WASTAGE
- AVOID RUNNING-OFF WATER
- AVOID PUDDLE

## COMPARISON OF WASHING SYSTEM

### SELF

- Need to move the car
- Loss of time
- Physical exertion
- Inconvenience

### AUTOMATIC

- Low efficiency w/out supervision
- Move the car to washing site
- Quick but no personal touch
- Waste of water & energy
- Risk of scratches

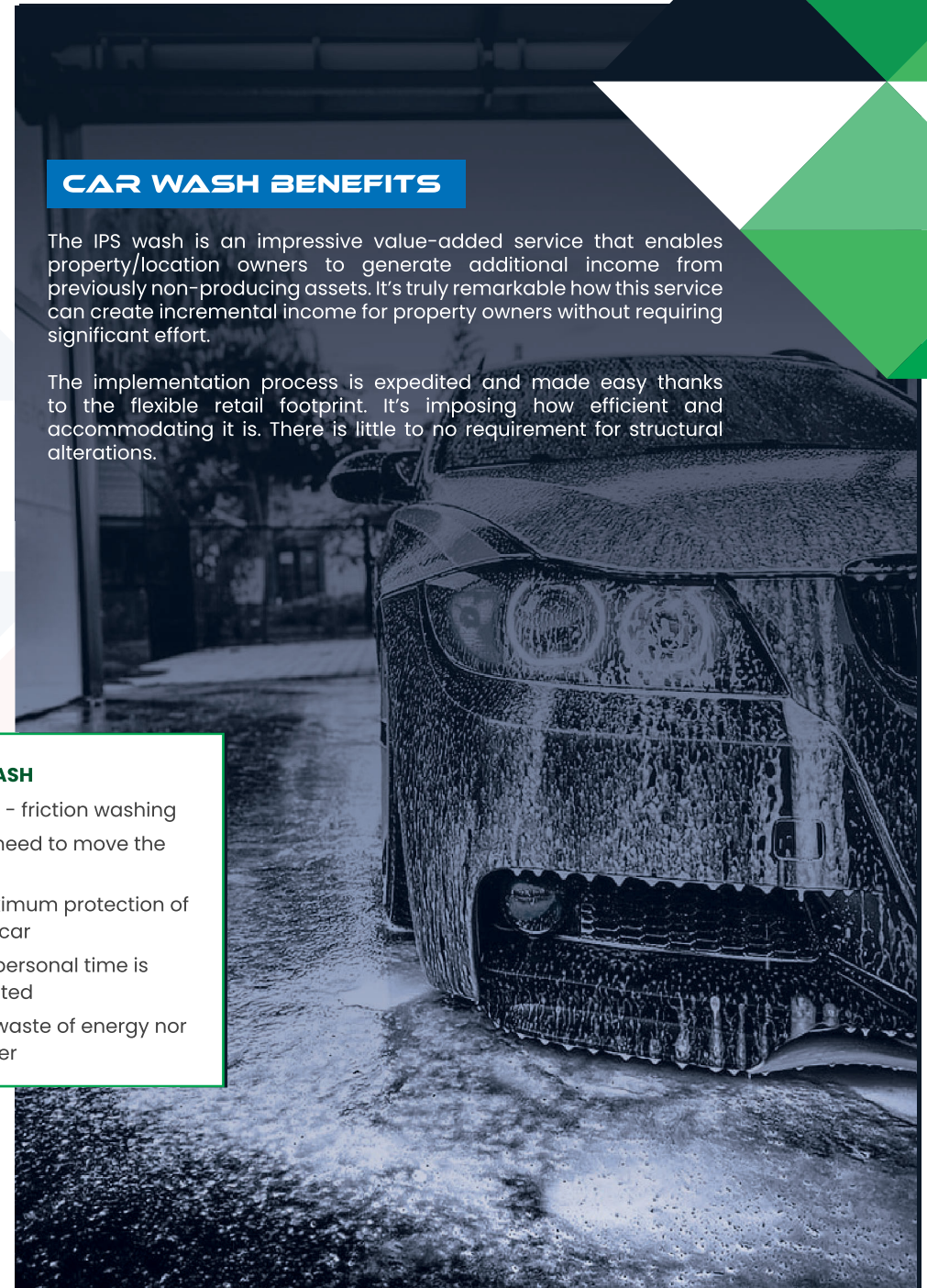
### IHS WASH

- Non - friction washing
- No need to move the car
- Maximum protection of the car
- No personal time is wasted
- No waste of energy nor water

## CAR WASH BENEFITS

The IPS wash is an impressive value-added service that enables property/location owners to generate additional income from previously non-producing assets. It's truly remarkable how this service can create incremental income for property owners without requiring significant effort.

The implementation process is expedited and made easy thanks to the flexible retail footprint. It's imposing how efficient and accommodating it is. There is little to no requirement for structural alterations.





# CLIENT LIST - HOUSEKEEPING / STEWARDS





# CLIENT LIST - HOUSEKEEPING / STEWARDS



Dubai Al Barsha



SHERATON  
Mall of the  
Emirates Hotel Dubai



BVLGARI

INTERCONTINENTAL.  
RESIDENCE SUITES DUBAI FESTIVAL CITY



RAFFLES  
THE PALM DUBAI



privilege



# APPRECIATION FORM THE CLIENTS



Housekeeper  
Giving  
Award to  
our Staff

Executive Housekeeping





# OUR SPECIALIZED APPROACH

## ISO: 9001:2015



## MEMBERSHIP OF DUBAI EXCELLENCE SCHEME



## BICS



## SMETA 4 – PILLAR CERTIFIED







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