



فنادق الديار
Al Diar Hotels

A division of Abu Dhabi National Hotels

ALDIAR INSIDER

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Inspired ■ Motivated ■ Dedicated ■

Words from the Director of Operations

Dear Colleagues,

Welcome to the 12th issue of Al Diar Insider.

November and December have been busy with various activities around Al Diar Hotels portfolio of properties. From community project of Zayed Tree Planting to UAE Martyr's Day and UAE Flag Day, from spirit team building to Festive Season's celebration, this issue is loaded with features and images that speak various events at Al Diar Hotels. It is suggested that you go through all the pages and see our colleagues warm participation in every event.

2018 was challenging year and it is great that we positively accepted those challenges together as a team. And now as we turn to the new leaf, be sure to have a goal and aim to achieve according to the plan. Let us bravely face new challenges on year 2019 hand-in-hand carrying our dedication and sincerity to attain a successful business result.

I wish everyone an amazing year filled with good health, prosperity and success.

Warm wishes,

Ayman Fathy
Director of Operations
Al Diar Hotels



Flash

UAE Martyr's Day Al Diar Dana Hotel, Abu Dhabi

UAE Martyr's Day is observed on 30th November every year to pay respect and honour to Emirati martyrs who have given their lives in the United Arab Emirates in the field of military, civilian and humanitarian services.

This year, Al Diar Dana Hotel joined the nation in observing a minute of silence on November 29 at 11:30 am to commemorate the sacrifices given by the UAE Martyrs. Since November 30 falls on Friday, it was observed a day in advance, before the week ends. On the same day, flags were flown at half mast from 8:30 until 11:30 across UAE. ■



Celebration of UAE Flag Day Al Diar Capital Hotel, Abu Dhabi Al Diar Mina Hotel, Abu Dhabi

One of the most highlighted celebrations of the year is the UAE Flag Day to mark the anniversary of Sheikh Khalifa bin Zayed of being the President of UAE in 2004 and appreciate his efforts and achievements for a better UAE. It is the time wherein the whole nation is cheering with UAE flags displayed in establishments, streets, residence buildings and almost everywhere. Local residents, expats and tourists have happily displayed and carrying UAE flags across UAE as a symbol of respect and support.

On November 1, 2018, Al Diar Capital Hotel and Al Diar Mina Hotel displayed flags in the hotel and raised flags outside the hotels and a team pictorial proudly carrying UAE flags. ■



In person



Ibrahim Sayed Ahmed Mohamed
Director of Rooms
Al Diar Mina Hotel, Abu Dhabi

Career highlights: Ibrahim Mohamed has been in Abu Dhabi National Hotels for 20 years where he gained wealthy experience while embracing the growth of his career along the way.

Started as Receptionist in 1998 at Mafrag Hotel then slowly but surely moved up his career with promotions begun as a Shift Leader in 2002, Assistant Front Office Manager in 2003 and then promoted as Rooms & Guests Service Manager in 2004 until 2007.

He moved to Al Diar Capital Hotel as Rooms & Guests Service Manager in 2007. It was in 2012 when he accepted a more challenging role as Hotel Operations Manager at the same hotel. He has leveled up his career again in 2016 when he joined Al Diar Mina Hotel in the capacity of Director of Rooms.

Al Diar Star



Tin Ung
Receptionist
Al Diar Sawa Hotel Apartments

Started his career as a Steward in Al Diar Capital Hotel on 17th of December 2009, Tin has shown strong interest to understand deeply the hotel operations thus, eagerly learned

different tasks and responsibilities of various posts in the hotel. He has done and completed cross trainings in Housekeeping, Front Office and Engineering Department.

Equipped with sufficient knowledge, he began to explore his career from January 16, 2012 when he moved to Housekeeping Department as "Housekeeping Attendant". On March 24, 2014, he joined Al Diar Sawa Hotel Apartments as "Bellboy and CID Encoder". His thirst for new learnings paved the way and keeps on

Let us get to know him a little bit more:

How significant is your department in the hotel: "Our team areas are composed of Bell Boy service, Reception, Operators, Reservation and Business Center. We ensure to provide assistance to the guests from the moment they book a room until they checked-in at the hotel with almost every thing from luggage, transportation, hotel and city information as well as other service arrangements needed during their stay until they checked out. It is very vital that we display a prompt and courteous attitude to all guests and demonstrate excellent service. Front Office department often creates the first and last impression from the guests based on their experience which begin and ends at our department. Whatever impression we created it get stuck in the guest's mind.

How do you motivate your staff in most challenging situation? "I am very accessible, flexible, hold brain storming session, welcome everyone's involvement, respect everyone, hold the team accountable for every action, push them to the limit and thus, encourage personal growth. Most importantly, I do what I say."

Favourite book that you have read? "The book of 'Ten Keys for Success' written by Dr. Ibrahim Elfiky, one of the leading experts in Human Development and Human Resources Management. He was the founder and the President of Ibrahim Elfiky International Enterprises.

Favourite quote: "If at first you don't succeed, try, try again". - W.E. Hickson 


bringing positive result. Finally, on October 1, 2016 Tin was promoted as Front Office Receptionist/Cashier.

"Tin can be described as one of the most versatile, dependable and hardworking employee of Al Diar Hotels. His positive attitude will definitely boost the team's spirit whenever under pressure. He is a pillar at the Front Office Department who can catch the heart of every guest with his warm friendly smile.", commented by Basel Tadfie, General Manager of Al Diar Sawa Hotel Apartments. Below are few comments posted by guests on online review sites:

Tin has a very good behavior with guest, talk nicely and a caring person. I like it."

"Like the welcome treatment way from Tin, the way he treats the guest is very good."

"Mr. Tin, the Receptionist is a nice guy and lovely talking with guest, showing best hospitality."

With all these traits, no doubt that Tin Aung was awarded twice this year as Employee of the 1st Quarter and Employee of the Year for Al Diar Sawa Hotel Apartments. 

Spotted

Planting of Zayed Tree

Al Diar Capital Hotel, Abu Dhabi

Al Diar Dana Hotel, Abu Dhabi

In respond to the Abu Dhabi Department of Tourism and Culture, Al Diar Capital Hotel and Al Diar Dana Hotel contributed to the 'Planting of Zayed Tree' project which is a part of the celebration of Year of Zayed.



Planting Zayed Tree is simply one of our simple gestures to honor Sheikh Zayed bin Sultan Al Nahyan, the Founding Father of the United Arab Emirates. One of his visions is transforming the desert into a green environment. Sheikh Zayed bin Sultan Al Nahyan was the the First President of UAE and was ruler and respected leader of Abu Dhabi for 38 years. He has been a great inspiration to local residents, expats and visitors in UAE.



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