

Taking Effective Measures

A programme on how to be effective was organised for Heads of Departments at which the speaker, Parimal Gandhi, an Academy Consultant, outlined what he calls, "The Seven Habits of Highly Effective People". According to him, "Effectiveness lies in what I call the P/PC Balance where P stands for Production of the desired result

and PC for Production Capability, the ability or asset that produces the desired result." The key to success, he stated, was in adopting the Seven Habits of Effectiveness, viz.:

- * Be proactive
- * Begin with the end in mind
- * Put first things first
- * Think win/win
- * Seek first to understand, then to be understood



Participants of the programme on effectiveness.

- * Synergise
- * Sharpen your saw at all times.

The programme was very enlightening and mo-

tivating. We hope that the participants will pass on the benefits of their learning to the other members in their respective departments.

Pretty Women

Good grooming is the first step to creating a good impression, and that, in a service industry, is very important. A grooming and personality development programme, conducted by Indu Kohli of "Beautiful People", is being regularly organised for the female staff of the Hotel. In addition,

a refresher course will also be conducted once a fortnight to help staff members maintain good grooming standards as befitting the status of an international hotel such as ours. Also, Kohli will carry out surprise checks and there will be a surprise gift every month for the best groomed lady.



An impressive line-up of good grooming.

We Aim to Please



Learning the art of telephone courtesy.

A training class was organised for Reservations. The class discussed the new reservation policy and

aimed at improving telephone courtesy. There was also a practical session with role plays based on various customer situations and how reservation staff can effectively tackle them.

The entire session was videotaped and reviewed, and participants were then given guidelines on how to improve on their performance.

Honest-to-Goodness



Shiv Kumar Kapoor receives a certificate from Andrew Saldanha, EAM - TOT.

Chandrakant Bhosale, Santosh Gawde, Shiv Kumar Kapoor and Sadashiv did the Hotel proud in apprehending the thief who was trying to steal a guest's bag from TOB lobby.



Rauf Sheikh is congratulated by Rajesh Jhington, EAM - TOB.

Rauf Sheikh of Health

Club earned the gratitude of a guest when he returned to her the watch he had found.

Shankar Narayan of La Brasserie deserves commendation for his honesty in handing over a purse left behind by a guest at the restaurant.

Leena D'Souza, House-keeping, won appreciation for her honesty, when she returned a diamond ring which she found in one of the Hotel rooms.

Leena D'Souza receives a certificate from Rajiv Kaul, GM - TOT.



Happy Birthday!

To all those who celebrated their birthdays in April, May and June, here's wishing you happiness and a wonderful year ahead.