

SAWALEEF



Newsletter

CELEBRATING
MOTHERS DAY



JULIET MONSORATE
UNDER THE SPOTLIGHT

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A quick note to our readers;

Welcome back to all,

This season, our newsletter SAWALEF is flowery and merry. It is influenced by spring, the season of rebirth, happiness and motherhood.

In this issue, "Under the Spotlight" is a hard working mother. Our news reflect high hopes & new starts, and like always, we welcome newborns & new employees...

Whether you celebrate Mother's Day on the 2nd Sunday of May, 4th Sunday of lent or 21st of March, we wish all the mothers in Al Habtoor Group a very "Happy Mother's Day". You deserve to be appreciated everyday, but we take the chance this season to, one more time, thank you all...

Noura Badawi



Sanjeev Agarwala

Chief Finance Officer
Al Habtoor Group

It is Spring time! I feel the cool & sweet caress of the morning breeze each day I walk to the office. How I wish, that I could capture this moment forever.....

The mention of Spring immediately conjures up thoughts of colours, flowers blossoming and lush green trees. I am reminded of a street in Nairobi (where I spent nostalgic two years) which was lined with trees on either side where dense red leaves would magically appear at this time of the year; aptly, the avenue was named 'Flame-Tree Avenue'.

India celebrates the oncoming of Spring with a festival of colours, called Holi. Where the young and old alike come out and sprinkle vibrant colours on to each other. A magnificent sight! World over Spring is celebrated with numerous festivals, Orange Throwing Festival in Italy, Carnaval Brasil Festival, Chinese Lantern Festival in Taiwan, The Mardi Gras Festival in New Orleans, to name a few.

Astronomers await eagerly to the March Equinox (20th of March), when the Sun being vertically above the Equator & is in equidistant from the Earth in its Orbit, resulting one of the two days in a year where the days and nights are equal. A truly amazing spectacle! One has to be slightly esoteric to accept that the effect of the Earth's magnetism & the confluence of the effect of Sun is the maximum during this period. Perhaps, the only period during the Year where, without exception, the flora, fauna & all other living organisms are at their best in Colour and in Spirits.

Being March born, I have a particular affinity to Spring & perhaps my secret to unflinching enthusiasm, positive energy & an eternal optimist.

Give me some Sunshine
Give me some rain
Give me another chance
To grow up once again

Congratulations to Mr. Sanjeev Agarwala, who was recently promoted to the Position of Group Chief Financial Officer for Al Habtoor Group.



Sanjeev Agarwala

Habtoor Hotels present their financial plan and foresee positive trends in 2010

In readiness for the coming year, Habtoor Hotels LLC delivered their Financial Plan Year 2010 presentation to Mr. Khalaf Al Habtoor & the Group Board in Al Habtoor Group's head quarters in Dubai as well as in Beirut, Lebanon.

Habtoor Hotels administer and operate four hotels in Dubai and two hotels in Lebanon and has over 30 years of hospitality experience. Its management is positively anticipating the commencement of 2010.

Although, 2009 was a challenging year for organizations all round the world operating in the hospitality field, the Dubai Hotels Division performed very well and maintained their fair market share. The 2010 calendar year will be welcomed with optimism, with a targeted growth of 24%. Hotels in Lebanon performed extremely well and are charged with aggressive growth targets of 55% for next year.

The chairman of Al Habtoor Group, Mr. Khalaf Al Habtoor, looks very positively towards 2010. "Dubai remains one of the most popular tourist destinations in the world" he stated, prompting his employees to work as hard as they did in 2009, to overcome the challenges which presented themselves, and to take advantage of all the opportunities that the coming year will present.



Emirates International School Assembly Day

Part of their school activities, the students of Emirates International School - Jumeirah had a school assembly on Tuesday 4th of February 2010. The assembly which started at 8:00 a.m. with the UAE National anthem was followed by a song



written by the music teacher Mr. Paul and performed by the primary school students. The students of the primary school will be performing in the group's 40th anniversary celebrations later this year.

Emirates International School Jumeirah was established in 1991 in Dubai, as part of the community service of AL Habtoor Group. The School was the first school in Dubai authorized to offer the international Baccalaureate Diploma Program.

The school, which has a sister branch in the Meadows, boasts a current enrollment of 1800 students from 80 countries all around the world.

Regina Kulikova reigns at Al Habtoor Tennis

Seven of the top-100 and two former top-20 players were among those participating at this year's 11th Al Habtoor Tennis Challenge. And this is just an indicator to prove the huge popularity of this annual event on the ITF Women's Circuit.

Ultimately, the winner had to be the best among this high breed of players that included the likes of former World No.7 Nicole Pietrangeli and World No.18 Anne Kremer to name but a couple. So when Russia's Regina Kulikova received the crystal trophy from Khalaf Al Habtoor, Chairman of the Habtoor Group, she could barely lift it above her head due to the tough opponents she had to get past on her way to the final. But she did know that she richly deserved the accolades as the crowd cheered her on at the Habtoor Grand Resort and Spa on a bright Saturday evening as she came through the test of such a high-quality field.

Kulikova's opponent in the final was Sandra Zahlavova, a quiet and unassuming player full of grit and determination that was depicted when she outplayed and ousted Vaidisova the previous day in the quarterfinals. And for good measure, Kulikova had accounted for none other than third seed Stefanie Voegelé of Switzerland in the semifinal.

So, the final day rightly belonged to Kulikova, and no one was going to stop the Russian from striding past Zahlavova 7-6 (6), 6-3 in an entertaining finale to the annual tournament with a prize purse of \$75,000. Because this is what she had been dreaming of after arriving in Dubai earlier during the week.

"My husband will be here on Saturday," Kulikova had warned tournament consultant Hani El Khafief before the competition had even commenced. Such was her belief and conviction in her abilities.

And once she started going, there was none going to stop her, not even the grit of a resolute Zahlavova.

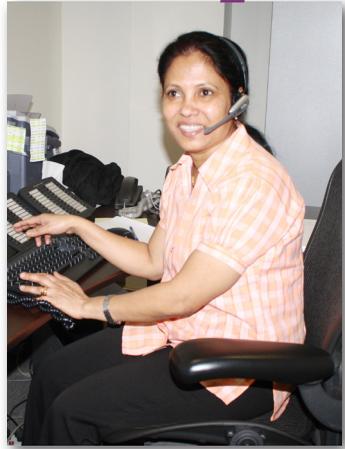
In winning here, Zahlavova added her name to the long list of winners that includes the likes of Jelena Jankovic, Marion Bartoli, Maria Kirilenko and Katarina Bondarenko - all who have risen from this competition to be stars of tomorrow in accordance with the vision set by Khalaf Al Habtoor.

For sure, everyone knows that this will not be the end of to the dream for the players or for the event as Khalaf Al Habtoor has promised another smaller tournament to complement this event starting next year. With this new competition, he wants to ensure the players of today have the right stepping stone to be the champions of tomorrow in keeping with the Al Habtoor promise.



Under the Spotlight...

JULIET MONSORATE



The first thing you hear when you call Al Habtoor Group's Head Quarters, and for the last eighteen years, is her voice that welcomes you and makes sure you have been served. The person behind the familiar voice is none other than Juliet Monsorate! We sat with her to know more about the person behind the voice and we asked her these questions:

1. How long have you been with Al Habtoor Group?

I have been with the group since 18 years. It was my first job. I started in the Metropolitan Hotel on Sheikh Zayed road, and then transferred to the head quarters a few years later.

2. How come you stayed with the group for so many years and at the same position?

I stayed with the same company because I feel happy. I am content with my job. I have been with the group since many years and never really considered changing because; first to move positions, that needs a lot of training in order to master what you do, which requires a lot of time and commitment, both of which I can not give. Second, I never wished to move, because I always feel appreciated and that people respect and understand the importance of the job that I do.

3. Tell us about a funny incident that has happened with you over the years, or some difficulties that you face.

I haven't faced that many funny incidents in my years. But the most difficult is always the fact that I don't speak Arabic, and some people call and immediately assume that I do and start talking, or when they start talking without stopping while I have other people waiting on hold.

4. How do you handle such matters?

I always try to stay professional and courteous and direct their calls to the receptionist, who speaks Arabic, or excuse myself and put them on hold without sounding rude or not interested.

5. What makes you a successful operator Juliet? What do you advise other telephone operators who want to be successful at what they do?

The first thing to do to be successful as a telephone operator is to study the structure of the company you are in, who is who and who

is their assistant, especially the departments most requested. Two, try to learn the system in place and use the technology to your advantage. Three, when answering the phone always be polite, professional and answer with a smile. Four, if someone calls and is angry, do not take it personal, stay calm and professional. They are not angry at you. Last, always take pride in what you do. It is the key to success.

6. How did you cope with the change from the old office to the new, with all the new technology available?

At first I was a little skeptical of the new system because of the new IP based technology. But once I learned it, I liked it. And the sound quality is much better; also there are more lines available. I also maintain a centralized speed dial list of over 400 and a contact list of 4000 entries which is updated on a regular basis.

7. Tell us a little about your personal life

I am a wife and a mother. I have a daughter who is now in the 5th grade, and I am very proud of her.

8. What do you do in your spare time? do you have any hobbies?

I am always taking care of my family and helping my daughter in her studies, so I don't have much time left for my hobbies. But I love to watch Ashwarya Rai movies and cook. I prepare the best Indian curries.

9. Our last question, what do you want to say to your mother for mother's day?

I want to say that my mother is the best mother in the world. Her name is "Lily" and she is the most loving and caring person. I wish her health and long life. I wish to be as good and close to my daughter as she was with me. Happy mother's day Mom.

Happy Mothers Day...



Juliet with her daughter Sherlyn



Theresa with her daughter Mhaye

*For everything you are...
And all that you do...
Mother...
You are wished a day
That's as special as you!*



Liezl with her sons, Andre & Danielle

*Happy mother's day
to all the mothers in
Al Habtoor Group!*



Onie with her daughter Gaby



Breaking News!

Marissa Grobler, Editor-in-Chief of Al Shindagah Magazine recently passed her course in Adult CPR & Basic First Aid Training.

Congratulations!!! Now we all feel a little safer



Happy Birthday to...

MUHAMMED NAWAZ KHAN
Office boy 1-Mar

MARICAR CAMILLE AMOR
Secretary 4-Mar

YUSEF KHALIL SHALABI
Dir. of Projects and Real Estate 14-Mar

SANJEEV AGARWALA
Group Chief Financial Officer 15-Mar

MOHAMMED SAID JUMA AL MISHANI
Driver 15-Mar

KAMAL ADEEB JABER
Receptionist 16-Mar

PILADUWA GAMINI PARANAHEWA
Director Of Engineering 31-Mar

GIRISH PACHAT
Accountant 4-Apr

MOHAMMED EL SAYED ABDEL GHANY EL NAGAR
Doorman Supervisor 27-Apr

PREMCHANDRAN PREM JITH MADAMBIKATTIL
Management Accountant 3-May

JAYANANTH KAVASSERY KALADHARAN
Accountant Executive 5-May

NOURA JEAN BADAWI
Communications Manager 5-May

MUBEEN AHMED
Projectionist 5-May

ALA'A EL HUSSEINI
COO 8-May

ARUN KRISHNAN
Chief Financial Officer 11-May

PAVANAN KALATHIL BHASKARAN
Audit Analyst 15-May

RAFEEL PETTAYIL
Office Boy 24-May

SANDEEP ANAND PATIL
Office Boy 28-May

ANMOL ANTONY PINTO
Graphic Designer 28-May

FAYSAL BUSHEIKI
Receptionist 28-May

SUBHRO CHAKRABORTY
Audit Assistant Manager 30-May

RAMESHAN VANIYAN
Project Office Coordinator 31-May

Employee Of The Season

Pavanan Kalathil Bhaskaran
Audit Analyst, Al Habtoor Group



Pavanan joined Al Habtoor Group Head Office in July 2008.

In addition to being punctual and committed in his work, Pavanan has demonstrated creative energy in the work space. He is cheerfully ready to try out in uncharted areas with minimum guidance. He scripted ACL based [an Audit Software] Continuous Monitoring System now running in the hotels and Diamondlease.

In his recent foray he has developed an IT enabled Audit Tool for checking salary using ACL and a Business Intelligence Software which is a delight for the Auditors.

Congratulations Mr. Pavanan and may you continue keeping up the hard work and encourage all of us!

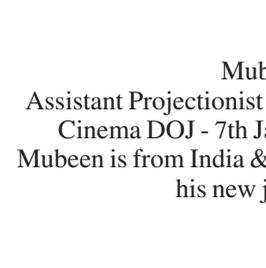


Newcomers - Welcome!

Katherine Watson
PA to the CEO
DOJ - 24th January 2010
Katherine has been in UAE for the past 2 years and recently joined Habtoor Group. Katherine enjoys shopping, eating & going to the beach. She also enjoys fishing.



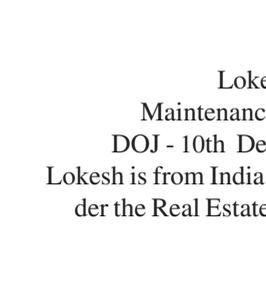
Radwa Wagdi Abd Al Salam
Administrative Clerk
DOJ - 6th December 2009
Radwa is Egyptian and graduated from the faculty of information & Public Relation in 2009. Her hobbies are reading, shopping, music.



Mubeen Ahmed
Assistant Projectionist / Metroplex Cinema
DOJ - 7th January 2010
Mubeen is from India & is enjoying his new job in Dubai



Mohammad Riyaz
Plumber
DOJ - 3rd February 2010
Mohammed recently joined Al Habtoor Group & is based at the Khawaneej Farm. Mohammad is from India.



Lokesh Shesappa
Maintenance Technician
DOJ - 10th December 2009
Lokesh is from India & works under the Real Estate Department

Congratulations on the new borns!



Mohammed Al Najjar and his wife celebrated the birth of their daughter Khulood on 18th December 2009. Mohammed is the Administration Supervisor at Grand Metroplex Cinema.



Marwan was born on 20th November 2009. He is the son of Faisal & Fatima Bouchkhi. Faisal is the receptionist at Al Habtoor Group's head quarters.



Miracle Foods

Are you tired of worrying about what food is healthier or fuller with vitamins?

Here, in our section of Miracle Foods, we will gather in every issue if of SAWALEF few health facts, based on current scientific evidence to help make your life brighter and healthier. This issue we will start with few "Miracle Fruits"

EASE PAIN WITH CHERRIES

Cherries can relieve the pain of arthritis and gout. The ingredients that do the job, called anthocyanins, also act as antioxidants with an effect that is ten times more potent than vitamins E and C!

PRUNE BACK BLOOD CHOLESTEROL

Prunes contain high levels of antioxidants that help lower stored levels of damaging LDL, making them a perfect quick snack.

FIGHT DISEASES WITH BLUEBERRIES

Blueberries contain incredibly high levels of antioxidant resveratrol - four times the amount found in cranberries or grapes. This makes the blueberry the ultimate food when it comes to fighting disease and boosting general health.

GRAB A GRAPEFRUIT FOR WEIGHT LOSS

Eating a grape fruit really does help people loose weight, and could reduce the risk of developing diabetes. Researchers have found that people who include grapefruit in their diet lose weight faster, an effect they think may be due to high levels if digestive enzymes in the fruit.

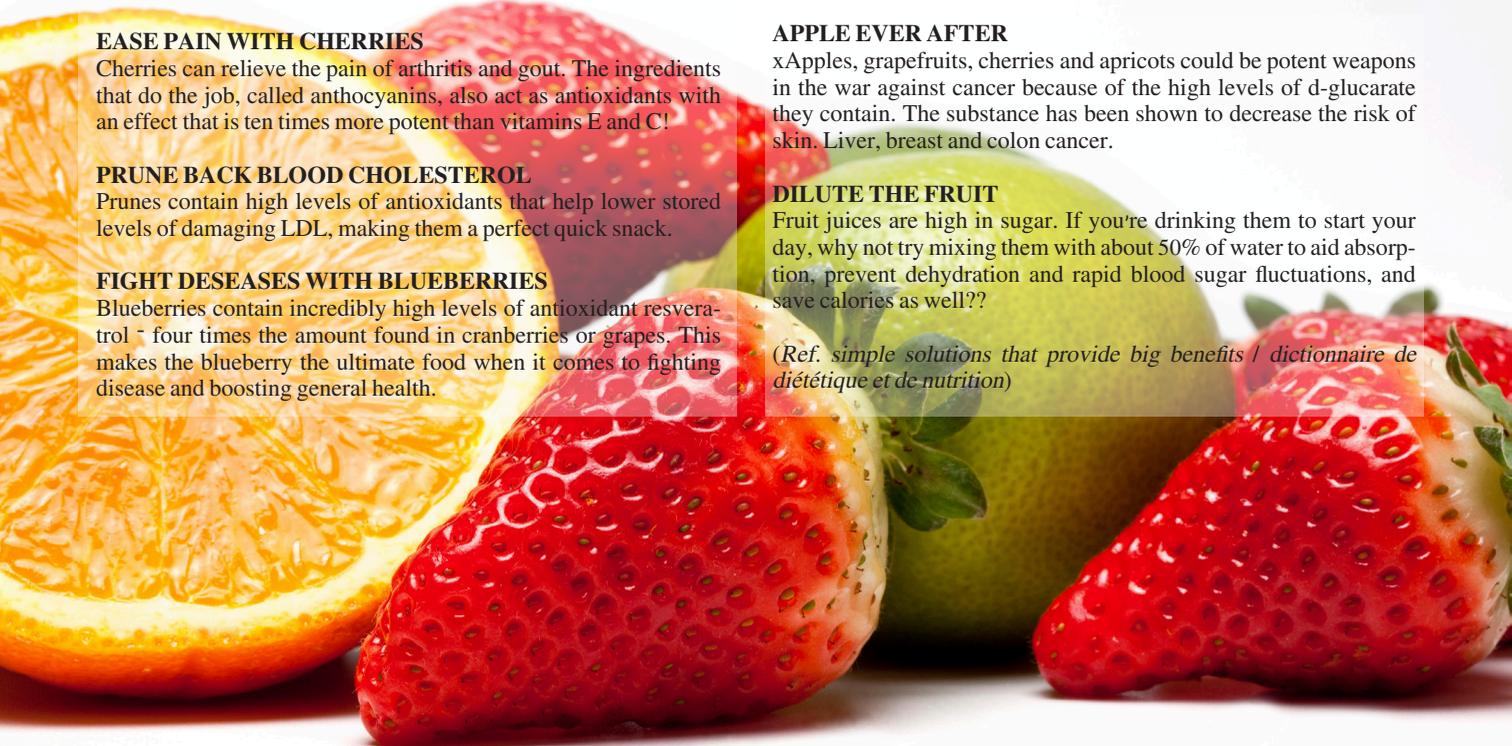
APPLE EVER AFTER

xApples, grapefruits, cherries and apricots could be potent weapons in the war against cancer because of the high levels of d-glucarate they contain. The substance has been shown to decrease the risk of skin, liver, breast and colon cancer.

DILUTE THE FRUIT

Fruit juices are high in sugar. If you're drinking them to start your day, why not try mixing them with about 50% of water to aid absorption, prevent dehydration and rapid blood sugar fluctuations, and save calories as well??

(Ref. simple solutions that provide big benefits / dictionnaire de diététique et de nutrition)



Five Easy Steps to Successfully Influence People

A lot of times, especially in business, influencing is necessary and is an important part of human communication. Open influence can be seen in: meetings, presentations, sales conversations, discussions, reports, proposals, negotiations...

1. Gain Rapport

Be on the listeners' level. Recognize their beliefs and values. Match their behavior patterns and blend your personality characteristics with theirs.

2. Ask Questions

Elicit needs and different responses; probe to identify their motives, attitudes and feelings.

3. Listen Actively

Demonstrate that you are listening; listen with all your senses; suspend judgment.

4. Stress Relevant Benefits

Summarize how specific benefits of your proposal accurately reflect their needs.

5. Work Towards a Decision

Ask questions which will force decision (or rejection); test interest

through hypothetical questions; make positive statements which assume their acceptance.

We are all influenced in some way by other people's behaviors. If they look and sound convincing, we are more likely to be influenced by them; therefore always;

- Look the part; use positive body language to reinforce your messages
- Sound the part; underline your messages with appropriate tone
- Avoid words that weaken the power of your messages such as; not usually, could, might, maybe, possible, I don't suppose...

REMEMBER ALWAYS;

Experience + acceptance of failure = defeat and resignation

Experience + review of feedback = learning, choice and growth

The golfer, Arnold Palmer, was once told that he was really lucky. 'Yes' he replied, 'and the more I practice, the luckier I get.'

Al Habtoor Through your eyes



Picture by Jamie Espeleta Matias
Don Corleone terrace on Valentine's Day

Policies & Procedures

This section is added to inform all employees of the company's policies & procedures. Every issue will highlight a different policy. If you have any questions or clarifications about this policy, please consult with Human Resources department. This is brought to Sawalef by Atef Moussa, HR Manager - AHG

ANNUAL LEAVE

Employees, who want to go on Annual Leave, need to complete the Annual Leave Application and forward it to their Department Head for approval, in accordance with the approved annual plan, one month in advance of their planned departure.

Employees are eligible to take paid leave only after completing the first six months of their service. Employees are, within each year of service, entitled a period of annual leave not less than:

- Two days a month, after the employee completes a period of service of six months but less than one year.
- 2.5 days a month, after the employee completes a period of service of one year.

Leave accrued during a year may be availed in the succeeding year.

In the event of termination of employment, employee's completing the prescribed notice period shall be entitled to remuneration in respect of accumulated period of annual leave days accrued to them. Such remuneration will be calculated on the basis of the last basic salary earned.

Employees proceeding on annual leave are entitled to their leave salary. The annual leave salary will be paid prior to departure date.

Employees must report to work on the date specified in the approved leave application. Employees will inform the Human Resources Department of their return from leave by completing Leave Resumption Form.

The Human Resources Department will update the leave records according to the actual leave taken by the employees. If the leave extension was not approved, the HR Dep. will record this as unauthorized leave and make appropriate deductions from the monthly salary. Leave extension is approved only on exceptional circumstances. Failure to report on the specified date without prior notice (including delayed notice) and approval will lead to disciplinary action or termination.

Special Offer for All Al Habtoor Staff
Promotion only during Spring season
25% Discount at Sky Bar - Metropolitan Hotel

