

Ambience

Upkeep Maintenance House & Allied Service Pvt. Ltd.



ANISO 9001:2015 CERTIFIED COMPANY

INTRODUCING **AMBIENCE**

AMBIENCE - EXECUTIVE SUMMARY:

Company Profile.

- Management Team.
- Core Values
- Why Ambience
- Introduction Flowchart
- Ranges Of Services Offered.

Housekeeping Services

- Operational Strategy.
- Service Initiatives.

GENERAL

- Escalation Matrix.
- Statutory Compliances

INTRODUCING AMBIENCE COMPANY PROFILE:

CORE MANAGEMENT TEAM:

Sapna Rao (Managing Director)

A highly proficient & qualified professional with more than 21 years of professional Experience in Providing Housekeeping Services, her expertise in handling challenging situations with versatility at ease, Sapna primarily focuses on commencement, execution and leading, believes in quality, systems and standards and most of all customer satisfaction remains her goal. As a founder she has been with Ambience since the inception.

Saurabh Tyagi - Director Operations & Administration)

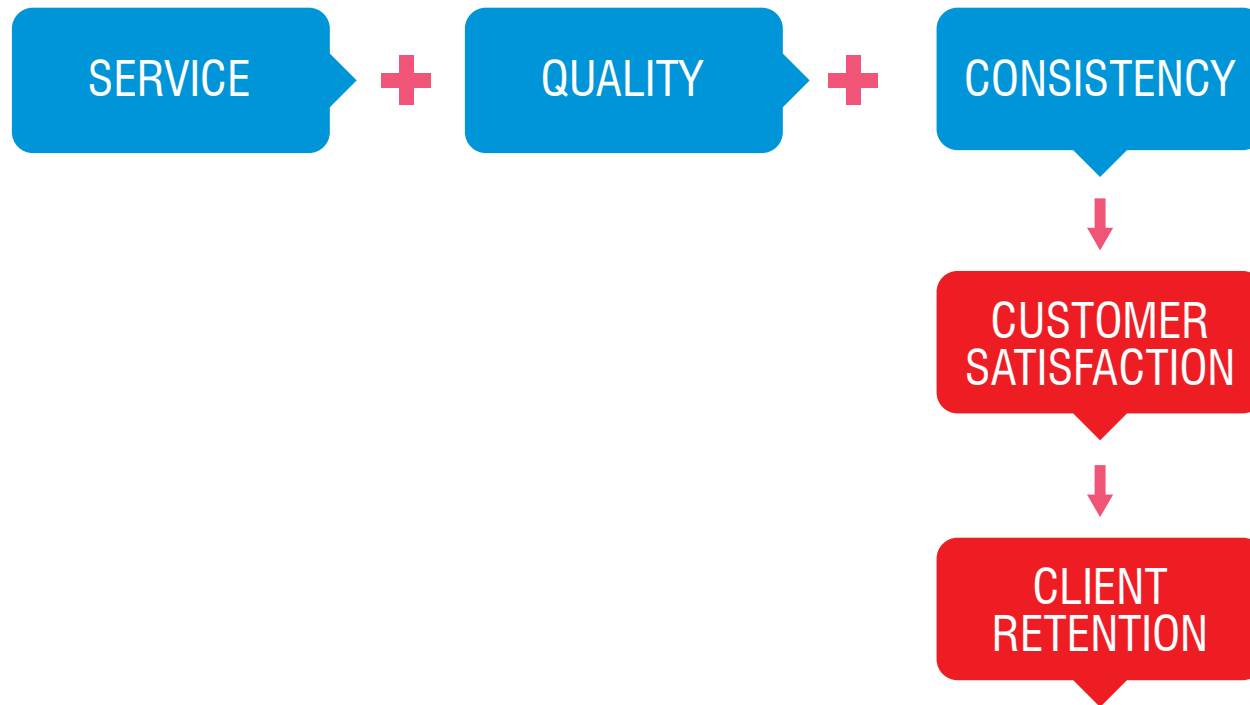
Director Operations & Administration) - A Hotel Management graduate with over 34 years of national and international experience spread across various segments of the Hospitality Industry including International Cruise Liners. A talented professional, whose expertise lies in immaculate knowledge of international Hygiene and sanitation standards and professional education in ability to oversee soft services.

Relison Miranda-Director Operations & Quality Control

A Highly Talented Individual with more the 27 years of professional national & international experience, his core expertise lies in heading Operation & Streamlining new projects he constantly strives for improvement and conceptualizes and implementing new ideas. Believes in quality, systems and standards and overall client satisfaction.

INTRODUCING AMBIENCE

AMBIENCE CORE VALUES:



- Deliver the highest level of service and satisfaction to the clients/Customer.
- Ensure consistency in services, procedures and systems Manegment.
- Scheduled review and planning sessions.

INTRODUCING AMBIENCE

WHY AMBIENCE

STRONG
PROCESS

STRONG
TRAINING

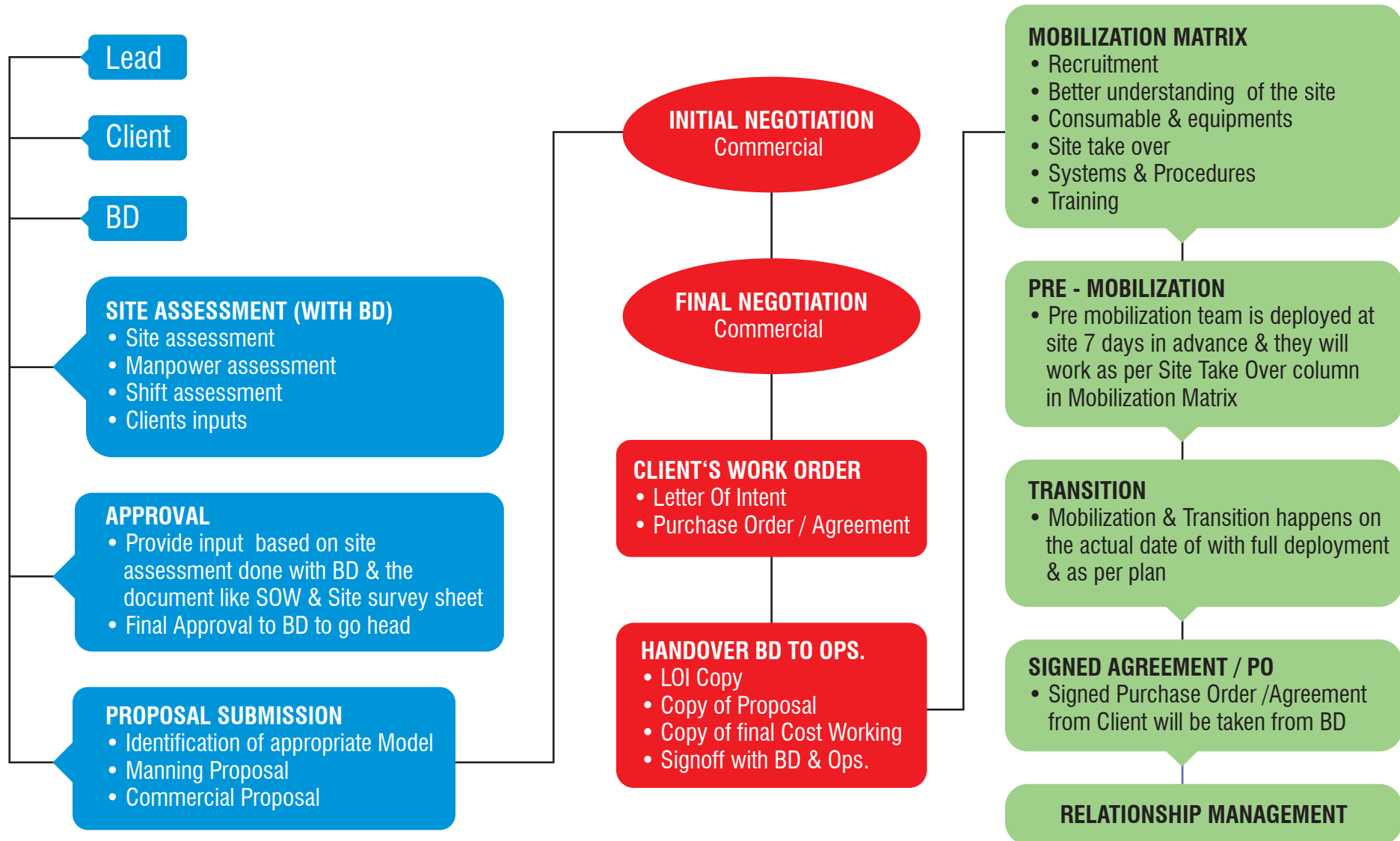
STRONG
STATUTORY COMPLIANCE

STRONG
OPERATIONS TEAM

AMBIENCE USP:

- Trained Manpower and modern equipments.
- Emphasis on being “Process Driven”.
- Bringing “Best Practices to Table” and being a “Solution Provider”
- Active Participation of Senior Management
- 100 % Statutory Compliant.

INTRODUCING AMBIENCE PROCESS FLOWCHART



INTRODUCING
AMBIENCE - RANGE OF SERVICES OFFERED

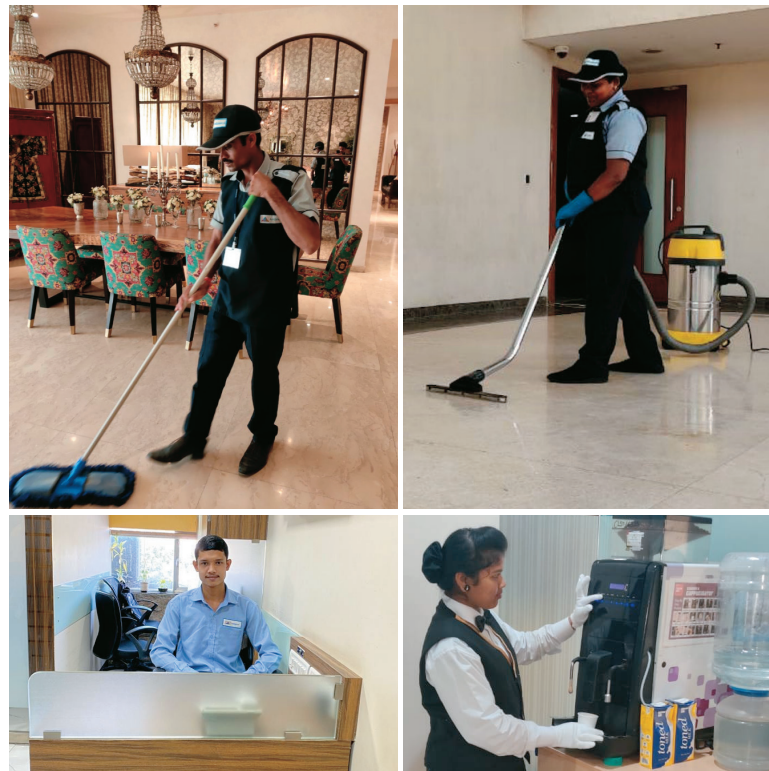
SERVICES

HOUSEKEEPING SERVICES

HOME CARE SOLUTIONS

OFFICE SUPPORT

GUEST HOUSE MGMT.



FOOD &
BEVERAGE MGMT.

HELP DESK AND
FRONT DESK MGMT

PEST CONTROL

FACADE CLEANING

INTRODUCING AMBIENCE

OPERATIONAL STRATEGY - HOUSEKEEPING SERVICES



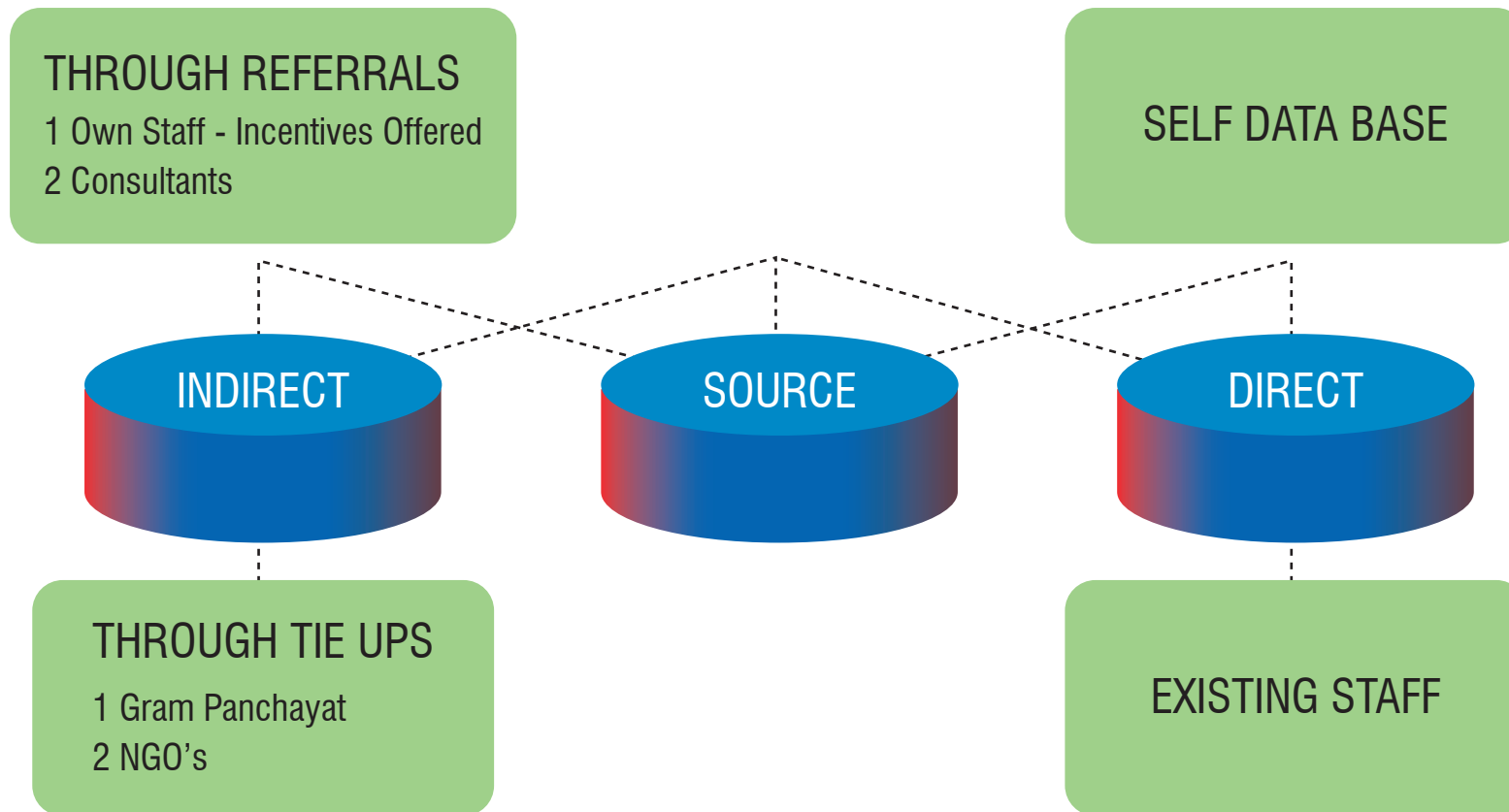
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BEST PRACTICES - HOUSEKEEPING

- Provision of adequate dust mats to avoid dust and dirt being carried onto the floors. This would significantly enhance the overall hygiene and look: leading to better efficiency of the housekeeping resources.
- Dry and wet floor mopping to have a fixed frequency.
- Special attention to wall paper peeling off and painting fading as they make the premises visually unappealing.
- Systematic stacking of materials in the store room.
- Standardization of inventory provided. E.g. If dust bins are to be provided in the meeting room they must be provided in all the meeting rooms.
- Housekeeping store room to have sufficient storage shelves.
- To avoid foul smell in the wash room they must be provided with an efficient exhaust system.
- Water seepage on ceilings - Complete rectification process including : a. identification of water entry points and arrest the same. b. refurbishment of damaged areas with POP, painting and tile replacement.
- Provision of sun films or venetian blinds to avoid sunlight during the day which would affect the energy consumption and housekeeping standards.

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SERVICE INITIATIVES - HANDLING ATTRITION



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SERVICE INITIATIVES - OPERATION & HR TEAM

OPERATION TEAM

- Training
- Stressing on the use of PPE equipments

Selection of PPE equipments to ensure protection to the employees

Training on use of right PPE equipment to avoid confusion, increase efficiency and productivity thereby leading to maximization of overall output.



HR TEAM

- Employee documentation
- Maintaining of statutory documentation
- R&R awards, incentive programs
- Manpower attrition

Esteemed Clients



Esteemed Clients



Hiranandani
creating better communities



Bharat Petroleum Corporation Ltd.



UNICHEM
LABORATORIES LTD.

AMBIENCE - ORGANIZATIONAL SUPPORT

General Escalation Matrix

LEVEL 1	• Site Executive • Site Supervisor
LEVEL 2	• Executive Operations/ Sr. Supervisor Operations
LEVEL 3	• Operations Manager
LEVEL 4	• Director Operations
LEVEL 5	• Managing Director

AMBIENCE - STATUTORY COMPLIANCES

SHOP & EST REGISTRATION	1261970000003743751
ESIC NUMBER	3501535-101
PAN NUMBER	AAJCA0154D
PT NUMBER	27805268354P
P. F. NUMBER	MH/93779
GST ID	27AAJCA0154D1Z4

THANK YOU

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