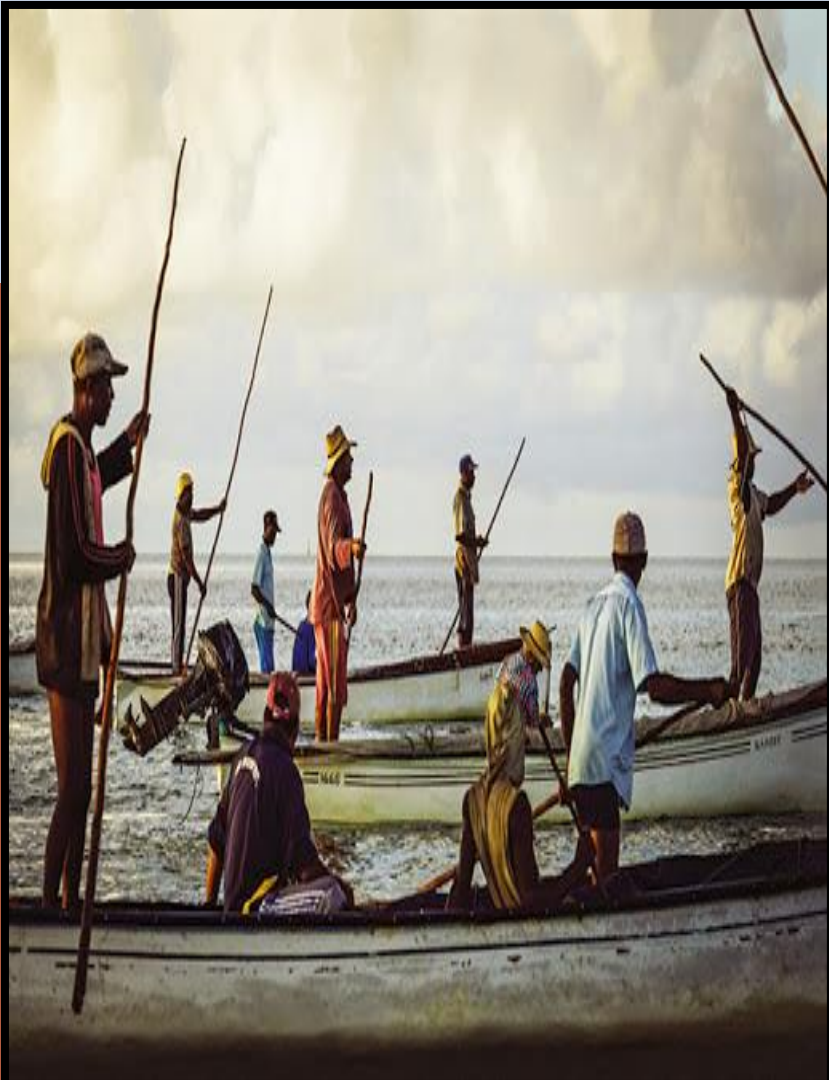




**Rodrigues**  
*A Sanctuary For The Senses*

**Soerenberg Project 2.0**





# Presented By

Cohort Name

Student 1

Student 2

Student 3

Student 4

Student 5

PML PROPERTY



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## 3 reasons why local partnership?

- You will get a New Concept of Resort in the tourism sector
  - Baladirou ltd will our legal company name
- The responsibility of shareholder's for company debt is limited to the amount invested in the company. The shareholder's personal assets are protected in the event of the company's indebtedness (*Gov.mu.org, 2011*)

The customer is number one, the employee is number two and the shareholder is number three. If the customer is happy, the business is happy, and the shareholders are happy (Jack Ma, 2021)





- Banyan Tree Hotels & Resorts had become a leading player in the luxury resort and spa market in the world.

# ABOUT US



BANYAN TREE

- Banyan Tree Holdings' business comprises three core operating segments:

Hotel Investments, Residences and Extended Stay 1 , and Fee-based.

- Through the Banyan Tree Holdings, Our resort will be under the **Managed Fee-based** segment and will operate under the **Luxury brand** name as

**Banyan Tree Baladirou Resort & Spa.**



01

# Our Statements ?

## – Our Mission –



BANYAN TREE

We want to build globally recognised brands which, by inspiring exceptional experiences among our guests, instilling pride and integrity in our associates, and enhancing both the physical and human environment in which we operate, will deliver attractive returns to our shareholders

## – Our Vision –



BANYAN TREE

“We want to be known for consistently exceeding guest expectations and providing unforgettable experiences by being innovative and creative, drawing on our unique locations and our associates cultural diversity while being profitable and enhancing the romance of travel”



## The LOGO & Description



Logo of the chain of hotels is symbolic of the namesake Tree, which in Asian culture represents shelter provided to weary travellers and to bring in the Ecological aspect



Banyan Tree, a signature blend of romance of travel with a green conscience



Orange Accent represent the colour of the natural spices called Turmeric which is grown in Rodrigues Island

“ Brand is defined as ; name, term Logo symbol (or a combination of these) that identifies the maker or seller of the product” (Kotler, 2015)

# The 4P's

Place

This is where you deliver your "product". the and where customers can access them venues or locations where products are offered

Product

You must take into consideration that Product is a combination of goods and service offered to the target market



Promotion

This is the advertising and sales part of marketing. Promotions can be either "push or pull"

Price

You need to charge for your product. Price considerations include charging the same price all the time or varying it in some way.

The term "marketing mix" was first expressed to describe different choices that a business organization have to take into consideration when bringing their service and product to the market ( Kotler, 2015 ).

# Benefits of Rodrigues Island



Plaine Corail Airport



35 min  
20.7 km



Welcome to

BALADIROU  
RESORT & SPA



NATIONAL CURRENCY

Mauritian Rupees

AVERAGE

TEMPERATURE

31° / 18° C

Average rainfall

16.12 cm

TIME DIFFERENCE

UTC/GMT +7 hours

TROPICAL CLIMATE

Sunny days

Cloudy days

Rainy days

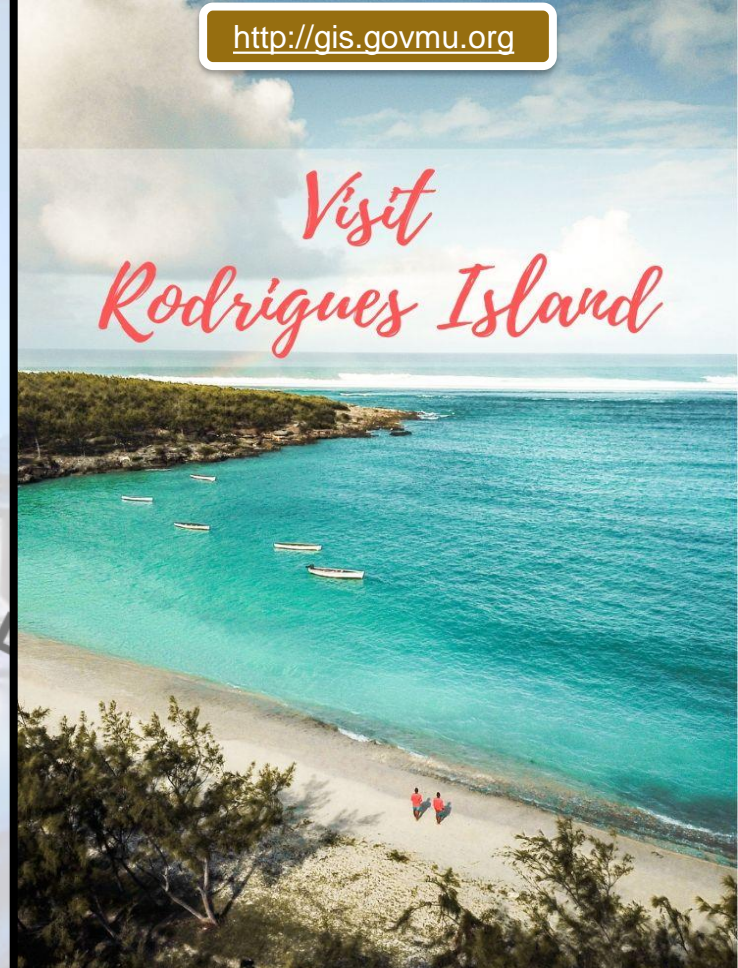
Destination image has been one of the key areas of tourism research for more than four decades (Svetlana & Juline, 2010).



# Why Rodrigues is Luxurious?

- Today you will be blinded by the digitalization in Rodrigues with the help of MARS cable.
- The Plaine-Corail turning into a spectacular Airport.
- Let Us surprise you with our Baladirou Technopark
- Hidden for years Rodrigues uniqueness of the local culture
- As Covid-19 has drastically affected most part of the world, this piece gem is Securely stable.

*Visit  
Rodrigues Island*



# Competitors Analysis



## Strengths

- Banyan Tree Hotel & Resort
- Unique Concepts & Technologies
- Private Accommodations



## Weakness

- High Pricing versus Local Competitors
- Demographic Supply & Demand



## Opportunities

- Wealthy Market Segment
- Socio-economic Contributor



## Threats

- Local Lodging Competitors
- Local Uniqueness & Commodities

As services are intangible (produced and consumed simultaneously), and service providers are in a constant interaction with the customers, services become tangible in the personality, appearance, attitudes, and behavior of service providers (Buyruk, 2010).

Risk	Description of Risk	Opportunities	Risk Response
Projects and Strategic in new place	Legal and regulatory constraints in target countries	Propose of new category of hotels to guests & the Government	All projects and strategic partnerships will be framed within proper contractual agreements
Human Factor	Risk of personnel not having enough skills to provide quality service to guest	Develop an in-house Self-Development Program, where training will be execute	Selection processes, training programs will be well-established ensuring that the Group hires, trains and retains highly-skilled employees
Health & Safety	Crisis management procedure(Covid-19 Pandemic)	For new projects, to take into account H&S and FTO requirements in building design and structure	Compliance with guidelines by the WHO and local health authorities on the pandemic to safeguard Locals and guests
Environmental Risks	Natural disasters	Resources to weather the full impact of an environmental risk event	The resort will works closely with relevant authorities

Without a proper framework clarifying the difference between the overall risk concept and how it is being measured, it is difficult to know what to look for and make improvements in these tools (Aven, 2012).



## 3 hacks of our Innovation Aspect

- Happy travellers increase among us today for unique Relaxation methods. lets try it..
- Wellness sector will be one of the most amazing evolution due to the COVID-19 pandemic as many struggle to do so in the Tourism Industry.
- You will be Provided with mind-blowing naturally-luxurious, ecological, Secret experiences



Banyan Tree has been putting on its best effort to uniquely combine the needs of the high end customers, the need of environment and profitable in the market (Costa 2012).

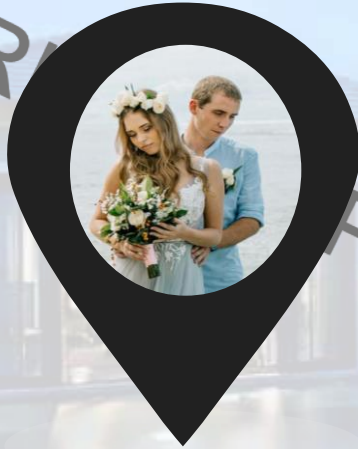
# A Brief of the 3 Concepts in 1 Resort

- Sleeping Experience with Wellness Concept



- Beach Romance
- Wellness Culinary Experience
- Mineralized Water Baths

- Wedding Destination



- Banyan Tree Spa
- Under Sea Romance
- Hybrid Wedding Ceremony

- Business Remote Work Destination



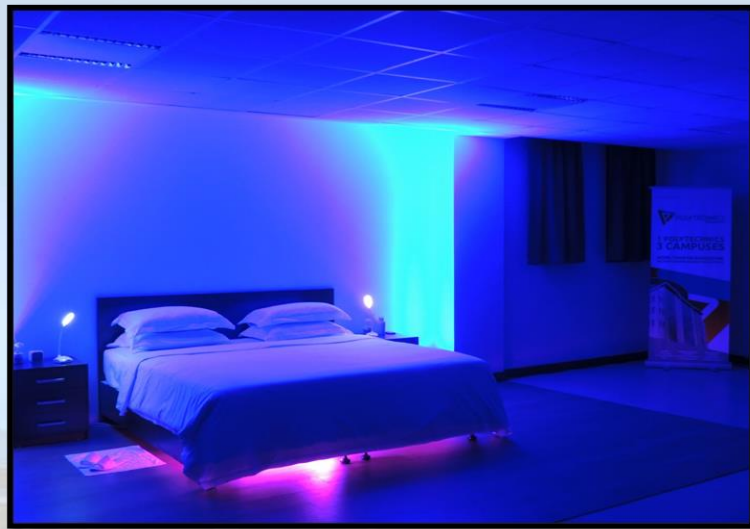
- Remote work with Premium Visa
- Hybrid Conferences





# THE CONCEPT

- BTR extensive travel experience is evident in their nonconforming beliefs that resorts should provide more than just accommodation.
- Travellers looking for a retreat to forget the nightmare of confinement during COVID-19.
- Resetting Events with Wellness, You may never sit on a banquet chair again.
- To recognise the power and prevalence of the Sleeping Experience crafted with Wellness Concept.



Marcellino (2014) stated that the concept of leisure should be considered as being closely connected to the other fields of activity of human life.



## THE CONCEPT CONT'D

- The comfort of using several layers of bed linen in Baladirou Resort Villa Bed.
- The pre- sleeping ritual, the in-room sleeping ritual, and the in-room amenities.
- Incorporate sessions from spa activities to healthy cooking classes.
- Wellness Cuisine is the essence of the new food culture.
- Nourishment begins deep within the soul and goes beyond the confines of the kitchen.



# THE WELLNESS CONCEPT

- Brake on travel in 2020, consumers looked to rebooting travel for the better. **The next trend?**
- The Future of Immune Health: You will focus on Stop Boosting, Start Balancing
- The Self-Care Renaissance - Where wellness and healthcare converge.
- Wellness tourism is a \$639 billion market in 2017, projected to reach \$919 billion by 2022
- Our Resort will use this New Concept as a **Niche Market.**

Wellness Tourism Trips and Expenditures by Region, 2015 and 2017

	Number of Trips (millions)		Expenditures (US\$ billions)	
	2015	2017	2015	2017
North America	186.5	204.1	\$215.7	\$241.7
Europe	249.9	291.8	\$193.4	\$210.8
Asia-Pacific	193.9	257.6	\$111.2	\$136.7
Latin America-Caribbean	46.8	59.1	\$30.4	\$34.8
Middle East-North Africa	8.5	11.0	\$8.3	\$10.7
Africa	5.4	6.5	\$4.2	\$4.8
<b>Total Wellness Tourism Industry</b>	<b>691.0</b>	<b>830.0</b>	<b>\$563.2</b>	<b>\$639.4</b>

Note: These figures combine both international/inbound and domestic wellness tourism spending, and also include both primary and secondary wellness trips. Figures may not sum to total due to rounding.

## GLOBAL WELLNESS ECONOMY: \$4.5 Trillion Market





# (PR) – Public Relationship , People of Rodrigues

## LOCAL IMMERSION

- Our bespoke trip & itineraries crafted with our local guides will lead you through the heart of Rodrigues.
  - I. Rodrigues through cultural tours
  - II. The most ancient style Séga tambour
  - III. Dress like an authentic Rodriguans
  - IV. Flavourful local gastronomy
  - V. Encounters with its always smiling people in their local Crafted Market

Local handicrafts are displayed in the villa as ornaments and in the shops for sale; this allow the tourist to know more about the culture (Wrtz 2012).



## (PR) – Public Relationship, Place in Rodrigues

### AUTHENTIC EXPERIENCES

- I. Pristine landscapes
- II. Sea excursions, and incursions into the locals' life.
- III. From Eco-conscious to authentic homestays carefully based on their commitments to the sustainable future of the island.



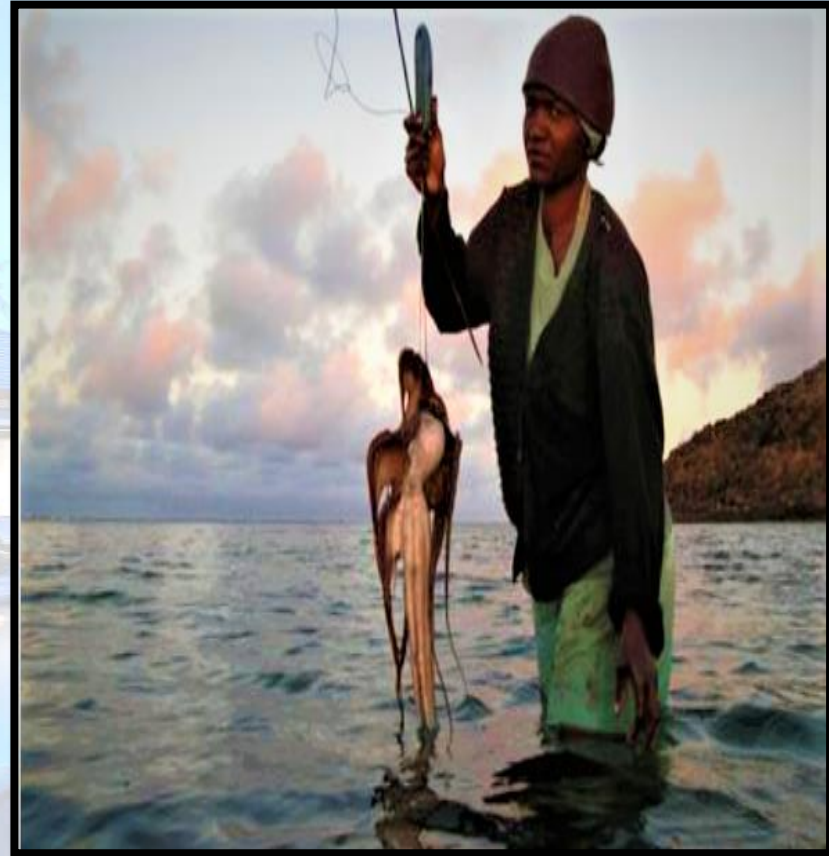
La Caverne Tortues

Public Relation is for Creating and Maintaining Relationships with Public and their influence on increase of enlargement of competitive advantages of Hotels. (Drucker,2008)



## Every day's life Rodrigues is a gem

- Get up early on a Saturday morning to discover the authentic market of Port Mathurin.
- The Peacefulness, the authenticity and the legendary hospitality prevailing amongst the inhabitants make Rodrigues a wealthy island. Escape there for an assured relaxation ...
- With its slopes, authentically secluded nature, the island seduces tourists.
- The Famous fresh Octopus catch season & the traditional Snoek Fish “Poisson Salé” Or “Ourite Sec”



Studies have shown that consumers are willing to pay more for eco-friendly products. (Somerville, 2013)



# Our Offerings – 1<sup>st</sup> – A Destination Wedding



## BESPOKE ROMANCE

Baladrou, Rodrigues is the perfect backdrop for romantic escapes, a blissful wedding destination.



## A UNIQUE EXPERIENCE

Looking for uniqueness. Have an idyllic wedding under the tropical sea water of Baladrou.



## 2<sup>nd</sup> - An Adventurous Destination



### ADVENTURE IN RODRIGUES

Experiences unique sensations in Rodrigues through inland activities such as hiking, ziplines, nature reserve and trekking.



### UNIQUE UNDERWATER ADVENTURE

Best diving spots in Rodrigues available for a unique underwater adventure.



## 3<sup>rd</sup> - Spa Destination

The ultimate pampering experience, Banyan Signatures featuring holistic treatments for complete physical, mental and spiritual renewal.



**Signature Ayurveda treatments in  
Baladirou Resort & Spa**

Inspired by indigenous ingredients. Enjoy a spa treatment overlooking the ocean by the Banyan Tree Spa Concept.




## 4<sup>th</sup> - Doing Business Differently

Mauritius is offering an attractive premium travel visa for a year to non-citizens and this can be done at **Banyan Tree Baladirou Resort & Spa in Rodrigues Island.**

**Bored with Work From Home?  
You can now avail of Mauritius' long-term stay visa for remote workers**

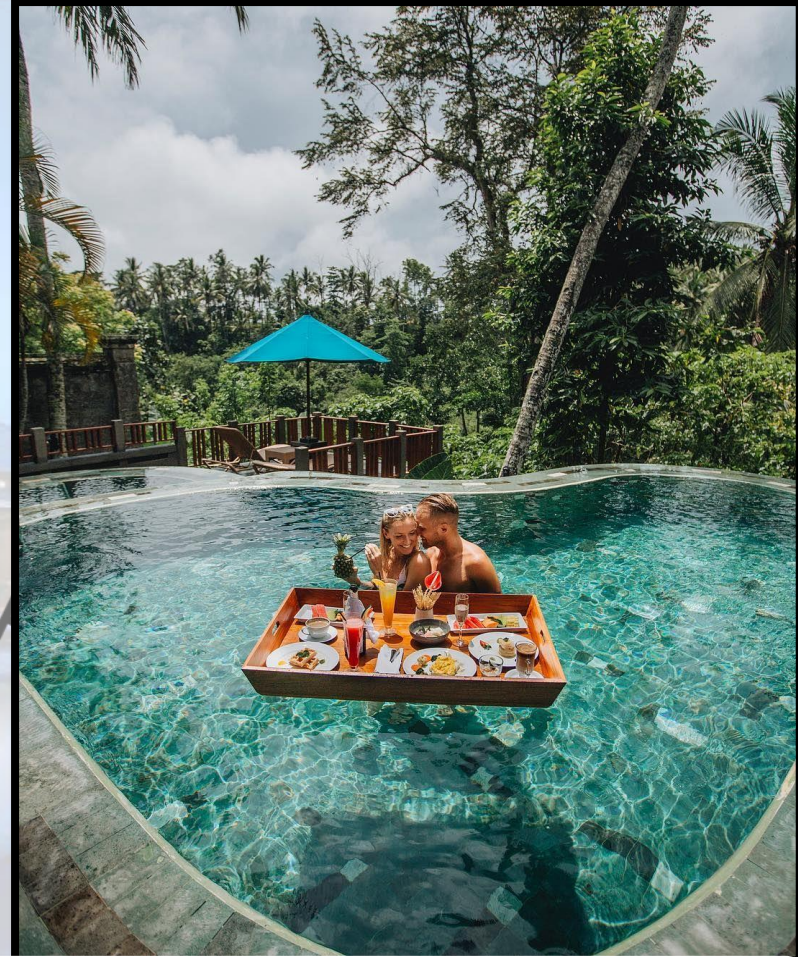
**HOW HYBRID EXPERIENCES  
ARE TRANSFORMING  
LIVE EVENTS**

meetingplay 



# Market Segment

- There is a paradigm shift occurring in the tourism industry in the world.
- Baladirou Resort & Spa will ensure Guest to Embark on a journey to iconic destination where authentic, memorable experiences await.”
- The target market for Banyan tree is the **premium market 3% Out Of the 100%**
- Target market ranges from 30 to 60 years.
- These are couples that are well off and are able to pay **\$ 2,500 to \$ 5,000** for four nights stay.



Kotler, Bowen and Makens define marketing as “the process by which companies create value for customers and society, resulting in strong customer relationships that capture value from the customers in return”

# Market Segment CONT'D

- A first-class frictionless hybrid event really is possible if you combine world-class venue facilities.
- Our Resort will take the advantage of 73% Hybrid Event.
- Cooperate Meeting “high spending companies”
  - I. Information Technology companies
  - II. Financial Companies and
  - III. Aerospace Industries
- Scandinavians Market between the age of 50 and 64 are spending \$41.9 million international expending in leisure.



In any events, a variety of factors such as increasing familiarity with online platforms, financial pressures on travel budgets and concern for sustainability can potentially encourage greater audience engagement with Hybrid innovation (McLoughlin, 2014).



## Target Market – Baby Boomers

- Baby Boomers as a Market segment who are Spending a massive \$157 billion a year on travel
- Our Resort will consider online presence and reputation to appeal to this generation
- Baby Boomers typically research online to make sure they find not only the best products and services...
- 84% of Boomers using Direct Booking.
- In 2019, Boomers planned to take 4-5 leisure trips, spending over \$6,600 on average

<https://www.condorferries.co.uk>



## Why Millennials as a Target Market for Baladirou Resort & Spa ?

- Millennials took **5.6** trips per year, compared with **4.4** (Gen-Z), **4.0** (Gen x) and **3.5** (Boomers).
- Their last trip took **6.2** days, compared with **6.6** (Gen-Z), **6.4** (Gen x) and **7.8** (Boomers).
- Experience economy. **86%** of millennials chose new culture & Wellness in priority
- Millennials spent **\$200** billion on travel in 2018, **33%** plan a spending budget of \$5000+ on their vacations

<https://www.condorferries.co.uk>





INTERNAL FACTORS

- New Concept of wellness Resort
- The Covid Free Certification
- Natural Resources
- People & Culture

**S**TRENGTHS

**W**EAKNESSES

- Indirect flight & Travel by sea
- Water resources
- Unskilled workers
- The Location still unknown to the world

EXTERNAL FACTORS

- Airport Extension & Port Mathurin Marina
- Banyan Tree Sustainability & CSR
- Banyan Tree Learning & Development Program
- Digitalization Marketing

**O**PPORTUNITIES

**T**HREATS

- Restrictions during COVID-19 pandemic
- Cost of Raw Materials during construction phases
- Reshaping of Tourism Concept in Rodrigues

Wheelan and Hunger (1998) used SWOT to look for gaps and matches between competences and resources and the business environment.



# Stay for good with the Banyan Tree three core pillars of Sustainability



BANYAN TREE



The Environment



The Community



Taking Responsibility





## The Desalination of Sea Water & Rain Water Harvesting

- The Resort will adopt the frame work of the New Seawater Desalination plant on Rodrigues Island.
- Capable of supplying 80 m<sup>3</sup> to 100 m<sup>3</sup> of water per day.
- It is a seawater desalination solution integrating the use of solar photovoltaic energy using Hybrid Energy.
- The Resort will also take into consideration the Rain Water Harvesting project as an ecological approach and cost reductions.

The French start-up Quadran ,acquired in 2018 by Total



Banyan Tree integrated several efforts: Seedlings to bind core capabilities for social benefits, Greening Communities to increase awareness for climate change, and natural resource conservation efforts that aim to inform internal reductions of energy, water and waste (Banyan Tree Hldings Limited 2012)



## Making our own Drinking Water through desalination system

- Using a service like Poseidon can increase your bottom line by up to 28% in your Profit Margin.
- From filtration to bottling, our process will put the highest standard of water on your table premium grade systems for our Premium Guest .
- Contract with Poseidon Water Company Mauritius for Supply of all Plant equipment in need and system maintenance.
- Reducing plastic waste and providing clean and safe drinking water to people is an integral part of BTHR Sustainability Values.

<https://www.poseidonpurewater.com>

Smart, Environmentally-friendly alternative to Plastic







## Solar Energy – Cost efficiency

- As Sustainable being the core value of BTHR, we opt Mauritius/Rodrigues to go Green initiative with photovoltaic solar energy.
- Policy makers introduced fiscal incentives (MARENA, 2016).
- Harvesting the sun into cost efficient by adopting the concept “Maurice Ile Durable” (2008)
- The Resort will donate the surplus of electricity produced by his system to the Needy Rodriguans as a part of CSR Programs



<http://www.govmu.org>



7 AFFORDABLE AND CLEAN ENERGY

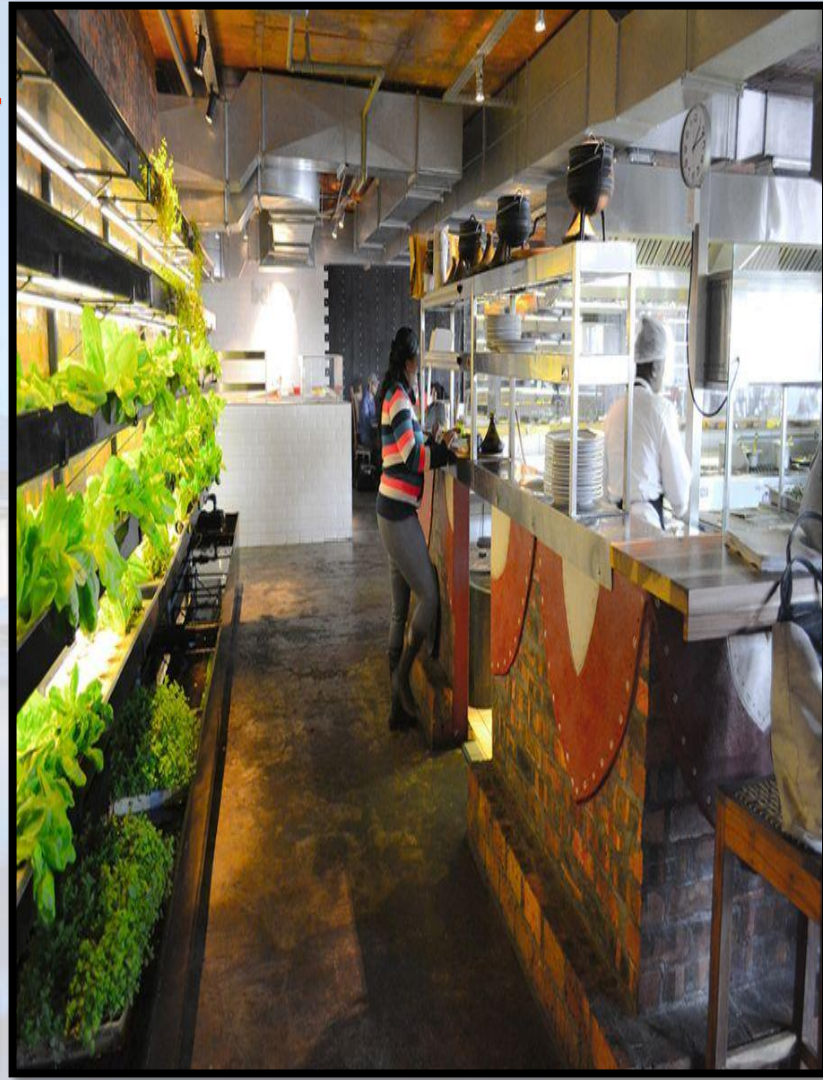


Banyan Tree integrated several efforts: Seedlings to bind core capabilities for social benefits, Greening Communities to increase awareness for climate change, and natural resource conservation efforts that aim to inform internal reductions of energy, water and waste (Banyan Tree Holdings Limited 2012)



## Aquaponics contribution into our Wellness Concept.

- Aquaponics is a method of combining hydroponics and aquaculture - to grow fish and crop plants such as vegetables or fine herbs, all in the same system
- Our Resort will take this opportunity to bring a sustainable approach to promote growing of fresh herbs for our kitchen.
- In the Budget 2018-19, the Minister of Finance granted funds in aquaponics project for the production of fresh vegetables (Bio Food) (Le Defimedia, 2018).



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



**Fish&Plants**  
MAURITIUS AQUAPONICS  
GROW. SHARE AND EAT HEALTHY

<https://www.mauritiusaquaponics.com>





# Social Responsibility

## Alignment with the Values of BTR

- As stewards of responsible tourism, we have conceptualised our values in our “Brand for Good” framework to go beyond the precautionary approach and inspire exceptional experiences among our guests to “embrace the environment and empower people” at each of our locations.
- The aim is to train children artistically so that they can develop and become responsible young Citizen of Rodrigues.
- 2% of Profit to be Invest in [CSR Program](#) with ACTOgether.mu in Mont Lubin, Baie aux Huitres et La Ferme.



Corporate Social Responsibility (CSR) Fund in accordance with Section 50L of the Income Tax Act 1995 (ITA).





## During Covid-19 Precaution Measures

- Upon arrival, there will be a screening procedure that will include temperature checking and questions regarding health and recent travel.
- Employees will be wearing masks and all guests (age five and above) will be required to wear a mask or face covering when in public indoor spaces and when receiving in-room service. Masks are strongly recommended for children age 2-4 years old.
- In some jurisdictions, additional or more stringent regulations on mask usage are mandated and must therefore apply. In accordance with local health authorities, some restaurant and facility services and hours may also be modified.
  - Please ensure that you are up to date on the latest Mauritian Government Regulations when travelling.
- Whether as a departure requirement or simply for peace of mind, access to on-property COVID-19 testing will be made available during your stay.
- For further testing details, pricing information or to arrange your COVID-19 test, please contact the reservation Department



# BALADIROU Resort & Spa

# Goals and Objectives for the Mobile Application



Modern technologies and the rise of the Internet have forced organisations to find new ways of doing business (Al-Debei , 2008)



## The SERVQUAL MODEL Analysis

- The SERVQUAL model stands for the five service factors it measures, namely,
  - Reliability
  - Assurance
  - Tangibles
  - Empathy
  - Responsiveness

We will adopt SERVQUAL service quality in Baladirou Resort & Spa to bring back the Personalise service.



The concepts of the SERVQUAL model developed by Parasuraman, Zeithaml and Berry (1985) is to measure service quality and the gaps between expectation and perception of hotel service.



## The Master Plan

The architectural approach will be heavily inspired by the natural setting of the promontory, beach and mountains experienced at Rodrigues.

All landscape structures and material will be carefully considered and researched.

At Baladirou Resort & Spa it will be the creation of a natural and tranquil landscape that will enhance the architectural layouts and the indoor - outdoor experience.

The interior design is inspired by contemporary seaside living



# Our Proposal for the Whole Resort



- A** Lobby Lounge / GM / FMO
- B** The Edge Conference
- C** La Cavern Patate Resto & Bar
- D** Pool Bar
- E** Tennis Court

- 1** Lobby View Point
- 2** Beach View
- 3** Boat House
- 4** Jogging Tracks
- 5** Jogging Track

- A** Front Office
- B** Craft Gallery & Courtyard
- C** Management Office & .Receiving Bay, .Housekeeping
- D** 5 Sens Spa
- E** Room service & F&B Office
- F** Swimming Pool
- G** Solitaire Kids Pool
- H** Helipad
- I** Mini Putting Area



Proposal design for the Main Entrance





# The Front Office

Considered as the hub or nerve centre of the Resort. It is the place that makes the first impression on the guest.

The department consists of

- The Front desk
- Concierge
- Business Centres/ Shop
- The Uniformed Services

ORACLE | micros

Opera



# Your Experiences

## Pre Arrival

- Online Reservation
- E-Concierge
- Stay Experiences
- Online Payments

## Arrival

- Transfer & Welcome Kit
- Contactless Experience
- Resort Mobile App
- Luggage Service

## Departure

- Pre-Check Out
- Luggage Service
- Transfer & Farewell Kit
- Guest Satisfaction

## Stay

- Use of Resort Mobile App
- The New Normal
- In Villa Dining
- Wellness/Adventure Experiences



Villas and public areas to be thoroughly disinfected using advanced technologies like electrostatic sprayers, ultraviolet lighting, and high efficiency particulate (HEPA) filter.



## Concierge

Banyan Tree Baladrou Resort & Spa offers a concierge service accessible as from 8am to 11pm

Butler & personalised services to enhance the quality of the experience. Our dynamic team also takes care of your reservations inside and outside the Resort. Services that can be booked include:

- Taxi and Air transfer
- Activities inside and outside the resort
- Sports courts
- Medical Assistance



## The Back Office

The Reservation team will handles all reservation requests for accommodation, interacts with the customers and constantly monitors the villas status and the reservation status.

- The Communication team will handles all inbound and outbound communications of the resort.







## The Housekeeping

- Guest Villas
  - Hallways and Pathways
  - Lobby Area and Florals
  - Public Areas and Restaurants
  - Offices and Business Centres
  - All Stairways
  - All Windows Panel
  - Spa and Kids Area
  - Linen and Laundry Area
- Responsible for the cleanliness, appearance, and condition of the entire resort. This includes the public areas and the linen room



## TECHNOLOGY INNOVATION IN ROOM

- Before booking our hotel, consumers will tediously examine the room through VR (Virtual Reality)
- Provide guests with keyless convenience.
- Our Resort signature automatic scent diffuser, and a fading control light system (Smart lighting).
- Voice-activated speaker systems (alongside ambient music) or chatbots



Modern technologies and the rise of the Internet have forced organisations to find new ways of doing business (Al-Debei , 2008)



**Beachfront Pool Villa (251sqm)**





**Ocean View Pool Villa (165sqm)**





## Physical Challenge Guest & Family

Banyan Tree Baladrou Resort & Spa can accommodate family and disabled guests.

- 2 Beachfront & Ocean Pool Villas are dedicated to Family.

- 1 Beachfront & Ocean Pool Villa is dedicated to Physically Challenge

Guests.





Villa Category	Size	No of Bedroom	Bedding	Quantity
Premium Beachfront Pool Villa	826 Sqm	02	King-size	01 Villa
Family Beachfront Pool Villa	488 Sqm	02	King & Twin	02 Villas
King Beachfront Pool Villa	251 Sqm	01	King-size	12 Villas
Twin Beachfront Pool Villa	251 Sqm	01	Twin	05 Villas
Family Ocean Pool Villa	488 Sqm	02	King & Twin	02 Villas
King Ocean Pool Villa	165 Sqm	01	King-size	38 Villas
Twin Ocean Pool Villa	165 Sqm	01	Twin	10 Villas
		<b>Max Occupancy = 150 pax</b>		<b>Total = 70 Villas</b>

## Luxury Amenities to ignite your Senses

Signature Banyan Tree Amenities draw from natural ingredients of Thai, Balinese and Ayurvedic herbs.



[Banyantree.com](http://Banyantree.com)





# Our Housekeeping Process

- Individual Villa Cleaning Set
- In-Villa Linen Set
- Keyless Access – Mob App
- Turn Down Service upon Request
- Electrostatic Sprayers & Ultraviolet Lighting for Sanitisation
- Create added value Experiences with the Mob



# Le Petits solitaire Kids Club

- Children are well taken care of at [Le Petits Solitaire Kids Club](#), our special kids club for 4-12 year olds.
- A weekly activities program, cram with fun-fil pursuits to ensure the younger guests are entertained during their stay at Baladirou Resort & Spa.
- Opening Hour - 10 am to 10.00 p.m.
- Children under 3 years old must always be accompanied by an adult or guardian.
- Baby-sitters are available at a nominal charge.







*5 Sens Spa*



# Holistic Wellbeing & Wellness Immersions

- Welcome to the *5 Sens Spa*
- “rejuvenate the mind, body and soul in awe-inspiring locations around the globe”.
- Baladirou Resort & Spa have the sense that Immersion in the greenery is a serene .
- Our focus will be on Spiritual practices, rituals balance and to restore the subtle inner energies, uniting body, mind and spirit.
- Our treatment will rejuvenate the Guest from the stress & nightmare Covid-19 Pandemic.



# Spa and Wellness

Our Spa Team will prioritize the finest Wellbeing packages for our guest.

Combine wellness Activity such as ;

- I. Reconnective healing and Reiki With Sleeping Experience.
- II. Gym Fitness & with Cardio option around the island
- III. Spa therapies crafted with Nutrition plans.
- IV. Personal trainers on hand, with group training sessions such as hiking, diving
- V. The most important of all is Guest personalized Fitness & Ayurveda Treatment from our Ayurveda Expert.





## Wellness Tourism Trips and Expenditures by Region, 2015 and 2017

“Wellness tourism is a \$639 billion market in 2017, projected to reach \$919 billion by 2022”

	Number of Trips (millions)		Expenditures (US\$ billions)	
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Middle East-North Africa	8.5	11.0	\$8.3	\$10.7
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*Note: These figures combine both international/inbound and domestic wellness tourism spending, and also include both primary and secondary wellness trips. Figures may not sum to total due to rounding.*



**GLOBAL WELLNESS  
INSTITUTE™**  
EMPOWERING WELLNESS WORLDWIDE



# Spa Room Model Proposition

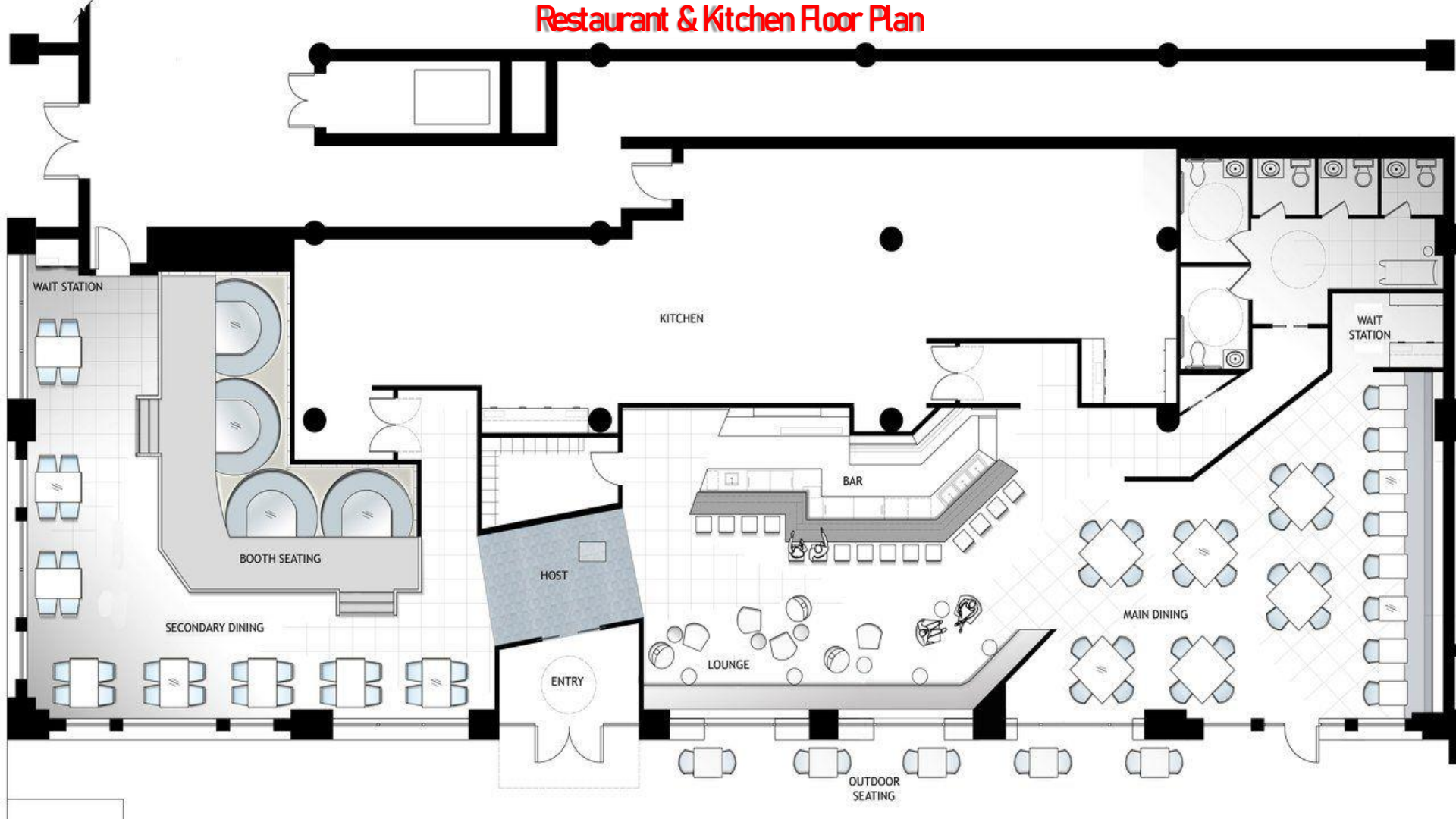




# Proposal for Food & Beverage Operations



# Restaurant & Kitchen Floor Plan





The proposal for the Main Kitchen U-Shape Layout



# Propose Health and Safety Checklist

Documentation



Document and Implement Training Procedures



Guest and Occupational Safety Committee



Agreed Plan for Emergencies



Guest Room and Floor Safety



Housekeeping and Cleaning Operations  
Laundry Operations and facilities



Food and Beverage Services and Kitchen Operations





# Ozone Treatment to prevent any contamination

The cleanliness of food preparation areas is subject to stringent standards by Health Authorities and HACCP.

- Foods Cleaner
- Dissolves and eliminates pesticide on the surface of fruits and vegetables.
- Disinfects the food in refrigerator, Extend fresh fruit and vegetables storage life in refrigerators and coolers.
- killing virus and detoxification, prevent infective diseases,
- Health Care



ozone is promising since it does not leave chemical residues, can be applied to many different types of foods, and is relatively eco-friendly (Pandiselvam 2019).

# Fusion cuisine with the twist of wellness ?

- La Caverne Patate features two top class cuisines (Thai Fusion & Rodrigues culinary) .
- As the competition in international & Local cuisine is gradually on the rise, new restaurant are forced to seek new solutions.
- Global sales of Bio food and drink topped \$105 billion, up 6% in 2018 (Ecovia 2019).
- Sales of Plant-based foods totaled \$4.5 billion for the (Y/E) April 2019 (PBFA 2019).



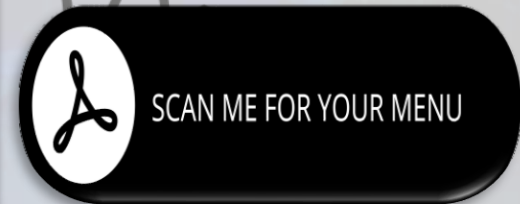
The philosophy behind Thai fusion cuisine is that food is an everyday medicine for health and longevity (Raktakanishtac,2016).





# Menu in disguise of QR CODE

- Digital Menus Cheaper to Maintain & Faster to Deploy.
- Staff Spend Less Time at the Table Explaining Dishes & More Time for Engaging service.
- Direct Order To kitchen Reduce The Risk of Wrong Order.
- Very Effective Taking Into Consideration COMD19





# AMERICAN BREAKFAST

## FRESH FRUITS

*Choice of: Seasonal Sliced Fruit Platter , Freshly Squeezed Fruit Juice  
(Orange or Pineapple or  
Watermelon or apple or Seasonal Fruit Mix)*

## SELECTIONS OF EGGS

*Choice of Eggs: Boiled , Scrambled , Poached , Fried or Omelette  
Served with a choice of: Crispy Pork Bacon or Beef Bacon or Chicken  
Ham or Chicken Sausage,  
with Baked Beans and Grilled Half Tomato*

## AMERICAN FAVOURITES

*Choice of: Plain , Banana ,Chocolate Pancakes or Waffles  
Served with a choice of: Maple Syrup or Honey or chocolate sauce*

## HOME BAKED BREAD

*Choice of: White , Brown Bread Rolls or White , Brown Toasts  
Served with Butter and Jam*

## SELECTIONS OF HOT BEVERAGES

*Choice of: Freshly Brewed Coffee ,Decaffeinated Coffee , Espresso , Hot  
Chocolate , English*

*Breakfast Tea , Mauritian Vanilla Tea ,Earl Grey Tea , Green Tea or  
milk*

PRICE:RS 1200

FOR ANY FOOD ALLERGENS PLEASE INFORM US  
PRICES INCLUDES ALL CHARGES



# BREAKFAST

## CONTINENTAL

### THE MORNING BOOSTER

Orange or Pineapple or Green Apple with Lemon Or Seasonal Fruit Mix

### MILK & CEREALS


Cornflakes or Rice Krispies or Coco pops or Oatmeal  
Porridge

### BAKER'S BASKET

Freshly Home-Baked Plain Croissant, Chocolate Croissant, Raisin  
Danish, Plain Muffin, and Toasts  
served with Butter, Honey, and Jam

### SELECTIONS OF HOT BEVERAGES

Breakfast Tea or Mauritian Vanilla Tea or Earl Grey Tea or Green Tea or milk



PRICE: RS 750  
FOR ANY ALLERGENS PLEASE LET US KNOW  
PRICES INCLUDES ALL CHARGES



### APPETIZERS

**Chilled Thai Ceviche with Cucumber Relish** delicately mixed with seafood, cucumber, avocado & homemade Thai lemon dressing.

Or

**Chef's Signature Thai Beef Salad** mixed with cilantro, combava, lettuce, onion & tomatoes served with Thai chili sauce.

Or

**Fusion style Miyabi Onion Soup with White Alba truffle Oil** infused with Enoki mushrooms, crispy onion, veggie broth & drops of white Alba truffle oil. (V)

### MAIN COURSES

**Thai Stir-Fried Peppered Soft Shell Crab** with Garlic, Ginger & Spring Onions Served with sautéed broccoli, carrot & squash

Or

**Thai Seafood Pot; Grilled squid, fish & mussel** marinated with cilantro, galangal, garlic, kafir lime served with breadfruit wedges & buttered asparagus. (V)

### OUR CHEESE SELECTION

**Banon, Crottin de pays, Roquefort, Piacentino, Chaumes, Saint Nectaire, Tomme de Savoie, Bleu des causses, Fontina, Asiago** (a Selection of 4 Cheese served with crackers, dry figs & grapes)

### DESSERT

**Thai Style Coconut Crème Caramel** topped with vanilla sauce. (V) (K)

Or

**Tapioca & Pandan Pudding** accompanied with sesame tuile. (V) (K)

*Bon Appétit*





Make your Own Cocktail



## CHAMPAGNE

Dom Perignon Rs 26800  
Moet et Chandon Rs 11,000

## RED WINE

De Bordeli Scared Hill Shiraz, South Eastern  
Australia Rs 2100

*A light to medium bodied red that is soft, round and silky smooth with ripe redcurrant and blackberry flavours. Ideal for Roasted beef*

## WHITE WINE

Simonsig Gewürztraminer, Western Cape Rs 3200

*it is the harmony between the elements of fruit, acidity and sweetness that make this wine a perfect companion for spicy Thai cuisine or can be enjoyed on its own. Marries peacefully the Pad Thai and also recommended with the wok fried chicken.*



## Suggested Wine Menu with food pairing concept

- The Wine Menu is a sample as how we can use menu engineering to hide the price in text.
- Benefits is that it will increase the sale as guest will opt for choices rather than price at first

Introduction and Implementation of new ideas in the restaurant business

(Ncolau & Santa-María, 2013).





## *Our Signature In Villa BB2*

*Delight your palate with this sumptuous dining experience*

*Where your very own personal Chef will pamper you from beginning to end.*

*More than just a dinner, this is an experience not to be missed*





Thai Beef Salad		No Of Portion : 4		Date:
Ingredient	Quantity used	Unit	Unit Price (MUR)	Cost Price (MUR)
Beef (Grilled)	450g	Kg	246	Rs 110.7 = (246/1000 * 450)
Quinoa	200 g	Kg	120	Rs 24 = (120/1000 * 200)
Bell pepper	2	Unit	50	Rs 100 = (50*2)
Galangal	50g	Kg	345	Rs 17.25 = (345/1000 * 50)
Red chili	5g	Kg	540	Rs 2.70 = (540/1000 * 5)
Coriander	1	Unit	15	Rs 15 = (15*1)
Spring onion	1	Unit	15	Rs 15 = (15*1)
English Cucumber	1	unit	45	Rs 45 = (45 * 1)
Homemade Thai Sauce	100 ml	Gal	Calculated into % (1 % =10 ml)	Rs 32.97 = (329.65 * 10%)
Seasoning (S&P+ Essential	1%	%		Rs 7.10 = (353.75 * 1%)
			Total	Rs 369.72 = ( Total amount of the CP)
			Cost Price(CP) % = 33%	(369.72/33 * 100)
			Sale Price (4 pax & no VAT)	Rs 1120.36
			Per Person	Rs 280.10 = (1120.36/4)
			VAT 15%	Rs 42.02= ( 280.10 * 15%)
			Sale Price Per Person with VAT	Rs 322.12 = (280.10 + 42.02)



## TIME PERIOD ; Sale Mix Report for May 2021

A	B	C	D	E	F	G	H	L
FOOD ITEM	N* SOLD	SALE MIX % (B/N)	SALE PRICE	FOOD COST	ITEMS C-M (D-E)	Total-MENU REVENUE (D*B)	Total- MENU COST (E*B)	Total- Contribution Margin (F*B)
Thai Beef Salad	800	<b>32 %</b>	Rs 450	Rs 290.10	<b>Rs 159.90</b>	<b>Rs 360,000</b>	<b>Rs 232,080</b>	<b>Rs 127,920</b>
Catch of the day	1100	<b>44 %</b>	Rs 850	Rs 401.60	<b>Rs 448.40</b>	<b>Rs 935,000</b>	<b>Rs 441,760</b>	<b>Rs 493,240</b>
Thai sweet with Mango	600	<b>24 %</b>	Rs 350	Rs 71.62	<b>Rs 278.38</b>	<b>Rs 210,000</b>	<b>Rs 42,972</b>	<b>Rs 167,028</b>
						<b>I</b>	<b>J</b>	<b>M</b>
TOTAL N*	<b>2500</b>	<b>100%</b>				<b>Rs 1,50,5000</b>	<b>Rs 716,812</b>	<b>Rs 788,188</b>

**NUMBER OF ITEMS SALE**

**3**

# Proposal Amenity Program guest at our Resort

Types	Amenities	Management	Management
<p>CEO, President, Designated guest by Executive Office or Planning Committee Gov't officials, Dignitary, Royalty, Prime Ministers BTHR GMs and RVP's</p>	<p>Bottle of champagne, tropical fruits and galette de manioc. 1 comp BBQ dinner during their stay.</p>	<p>Welcome card from GM</p>	<p>Meet &amp; Greet by GM and DM</p>
<ul style="list-style-type: none"> <li>• Members of Government, Foreign Dignitaries</li> <li>• Principles and decision makers (per group resumes)</li> <li>• Site inspections and Meeting Planners</li> <li>• Reservations made through the Executive office (unless noted as VIP)</li> <li>• Media</li> </ul>	<p>Bottle of champagne, tropical fruits and galette de manioc. 1 comp BBQ dinner during their stay.</p>	<p>-Welcome card from GM</p>	<p>Meet &amp; Greet by GM and DM</p>
<ul style="list-style-type: none"> <li>• Loyal BTHR Guests</li> </ul>	<p>Bottle of champagne, tropical fruits and galette de manioc. 1 comp BBQ dinner during their stay.</p>	<p>Welcome card from GM</p>	<p>Meet &amp; Greet by GM and DM</p>
<p>Return Guests</p>	<p>Bottle of champagne, tropical fruits and galette de manioc. 1 comp BBQ dinner during their stay.</p>	<p>Welcome card from GM</p>	<p>Meet &amp; Greet by GM and DM</p>



# The Service Operating Procedure (S.O.P)

## Greeting & Seating

Guest should be greeted and welcome

Confirm the number of Pax Reserved or not

Guide Guest to the reserved Table or Offer choice of seating

Introduce Wait Staff

## Menu Presentation service standards

Menus must be presented to guest opened

Give Recommendation & Chef Specialty

Inform the guest that you will take their order when ready

Maintain eye contact & approach at the appropriate time

## Order Taking Service Standards

Always have your iPad to take order

Be attentive at the guest table

Offer Suggestive selling & repeat the guest order

Estimate the serving time

## Point of Sale key in Procedures

iPad POS systems

Place order directly with one touch

All orders are recorded

Waiter reviews the order and put on the tray

## Order Delivery Service

Quality check by every staff

Acknowledge the guest 2 steps before approaching the table

“Is there anything else I can assist you with?”

Follow-up

## Handling Bills & Bid Farewell

Ensure the Bill is accurate & presented bill folder

Payment should be done in 4-5 minutes

Thank the guest by name & bid farewell

“Hope to see you again.”

# Human Resources & Learning & Development

Innovative employee engagement:

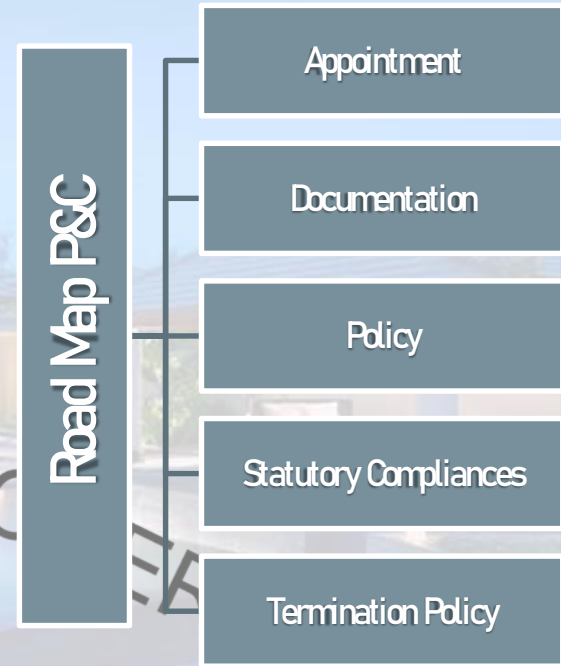
- Rewards and recognition help to identify top players and motivates them to deliver.

Some strategies that will be put in place to keep the brand of Baladirou are:

- Better pay structure than competitors (lets say 20% more than other hotels)
- Offer incentives like medical insurance, special bonus, 13th month salary, performance bonus, overtime pay.
- Diversity, inclusion, equity
- Work and life balance

Promote employee development through training.

Valuing every person, every day goes a long way in honoring employee needs, understanding motivations and continuous training to improve performance.



# People & Culture

Below manning is for 100% occupancy rate

## Housekeeping

- 3 people to clean one villa .Around 20 valet/femme de chambre
- 6 people for public area
- 1 housekeeping coordinator
- 2 runners
- 4 people in laundry

## Food and beverages

- 10 waiters per shift
- 3 chef de rang
- 2 restaurant managers
- 1 bar manager and 1 asst bar manager
- 1 bar supervisor
- 3 barman
- 3 bar waiters

## Kitchen

- 1 executive chef
- 1 sous chef
- 4 chef de Partie
- 3 Demi chef de parti
- 10 cooks (garde manger and hot kitchen)

100 villas 80% Occupancy

5 days off per month x12 = 60

Local leave =22

Sick Leaves =17

365 days-99=266 working days for 1 staff

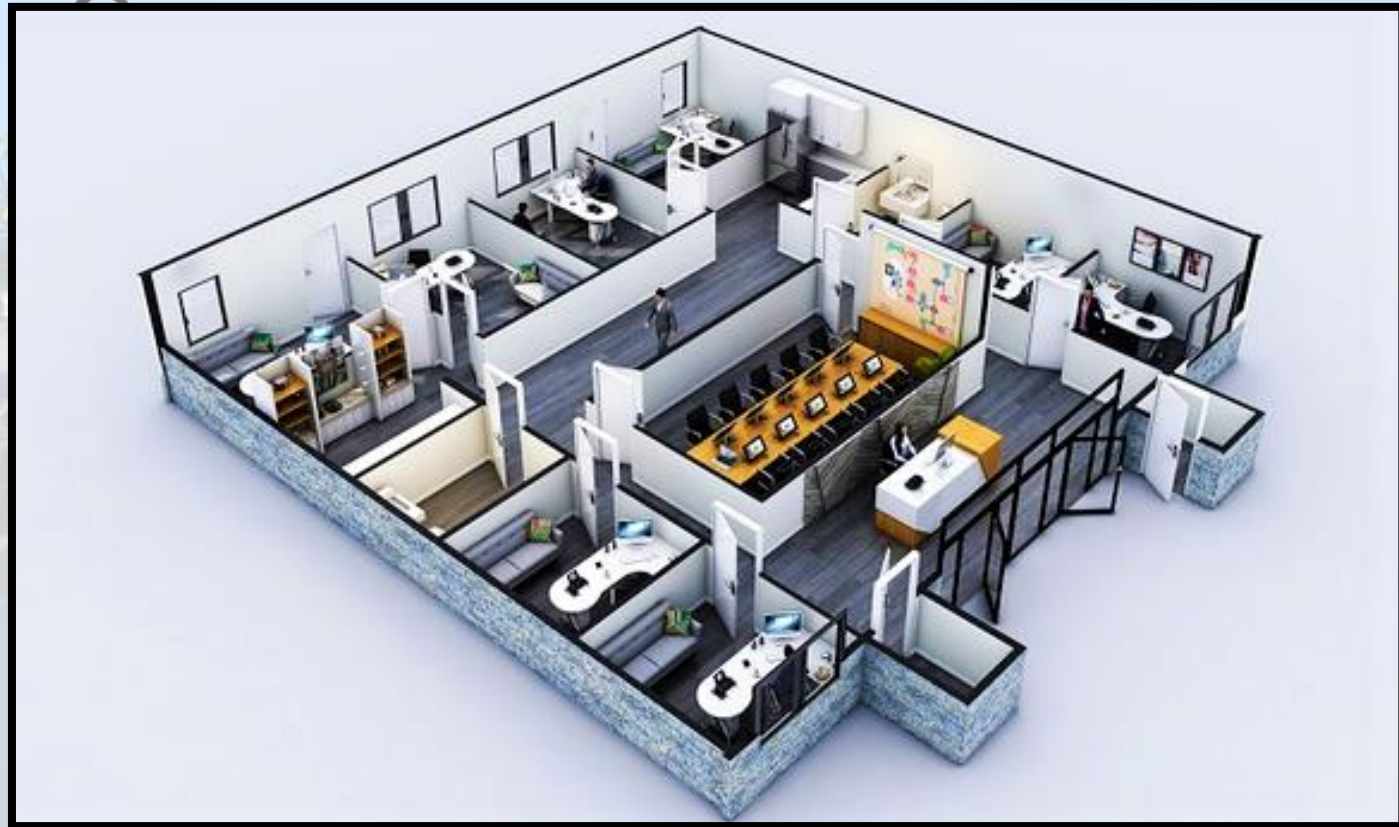
$365 \times 5 = 1865 / 266 = 6.8$  (7days)

$80\% = 7 / 100 \times 80 = 5.6$  (6 staffs)

The Formula to calculate Numbers of Associates



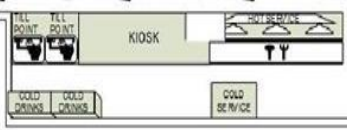
## Management Office design Proposal



# Proposal for the Associates Canteen

WASHING AREA

Associates Relaxation Area



## An Estimated Capex for the resort

Stewarding	Price	Kitchen	Price	Information Technology	Price
Dolly rack	Rs 2320	Bar Juicer	Rs 53115	Software licenses - windows/office	Rs 20000
Rack base	Rs 1414	Outlet table lighting	Rs 795	Computers, laptops & Printers	Rs 310590
3 Tiers Components	Rs 4100	Food station	Rs 57990	Server replacement	Rs 1366502
Cereal Dispenser	Rs 8370	Sun bed Chairs	Rs 11850	IPTV Mandatory System	Rs 4781970
Wine bucket & stand	Rs 3540	Pastry Dough	Rs 225740	Hotel Network and Wi-Fi	Rs 6411195
Ice cube Machine	Rs 169765	Blast Freezer	Rs 106426	Door Locking system	Rs 84000
Ice flake Caddy	Rs 35000	Stainless Steel Work	Rs 16895	CCTV Cameras	Rs 420000
Stewarding buggy with platform	Rs 476350	Robot Coupe	Rs 90000	Active Directory Licenses	Rs 181675
Glass washer	Rs 106380	Undercounter Fridge	Rs 97920	Telephone Systems / upgrade of PABX	Rs 3232500
Pot wash Shelves	Rs 25000			Micros Stations, order printers, bill printers	Rs 322945



## An Estimated Capex for the resort

Spa & Fitness	Price	Room	Price	Room	Price
Blind in treatment room	Rs 90,000	Roof shingles for main building and 90 GS + PS	Rs 2,000,000	Laundry install a blowdown vessel	Rs 600,000
Signage Logo at Entrance + Buggy	Rs 20,0000	Pergola at room entrance	Rs 100,000	Laundry Steam Boiler	Rs 2,000,000
Anti Gravity Yoga + Fitness	Rs 345000	Fixed additional valves and water meter around hotel	Rs 350,000	Lights in Room, garden, pathways	Rs 180,000
Yoga Pavillon with sliding glass door	Rs 835500	Salt Clarinators	Rs 400,000	CCTV Camera	Rs 45000
Rower Concept	Rs 92700	Pool pump for guest suites	Rs 120,000		
Aqua Bike	Rs 69150	pool pump	Rs 180,000		
Tennis Court	Rs 75,0000	Submersibles pump	Rs 625,000		
Furniture Display	Rs 30 000	pool with LEDlight	Rs 600,000		
LF Discover Cross-trainer W-Fi	Rs 416 192		Rs 2,000,000		

# An Estimated Budget For the Resort

An investment of at least \$200 million will be required for first resort, in Rodrigues Island

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# The Digital Marketing to promote Baladirou Resort & Spa

- Some of the Social Media platform are as follows:

i.  <https://www.banyantree.com>

BANYAN TREE

ii.  Facebook

iii.  Instagram

iv.  Pinterest

v.  Twitter

vi.  LinkedIn

vii.  YouTube

## Which social media platforms should my Hotel be on?

### How to Promote Your Hotel's Mobile Check-in

3 Strategies to Drive Mobile Check-In

1



#### Online Channels

USE WEBSITE AND SOCIAL MEDIA

- Advertise on your property webpage and on any other site your hotel appears
- Promote across social media platforms

2

#### Email Communications

EFFECTIVELY UTILIZE EMAIL



- Include option of mobile check-in within booking confirmation emails
- Conduct email marketing, promote advantages

3



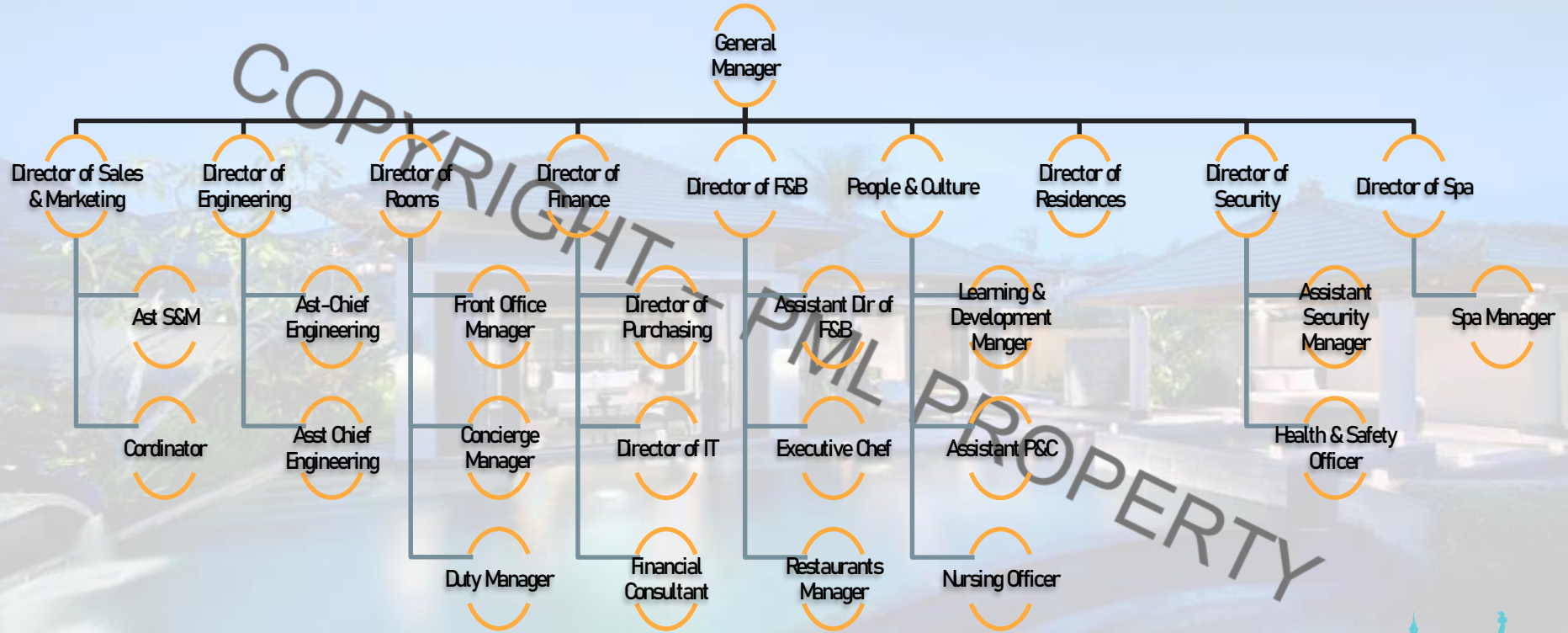
#### In-House Promotion

PROMOTE AROUND YOUR PROPERTY

- Place banners and/or posters around the property
- Train staff to inform guests upon arrival



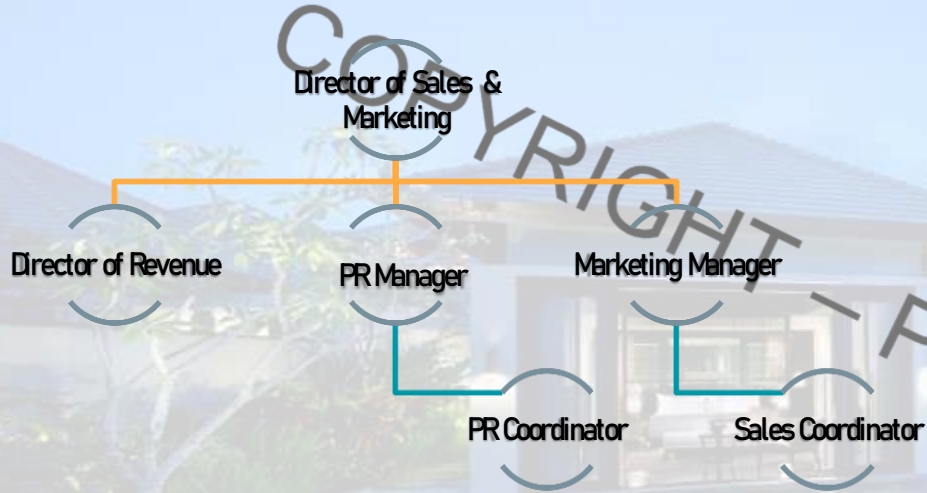
# Resort Hierarchy



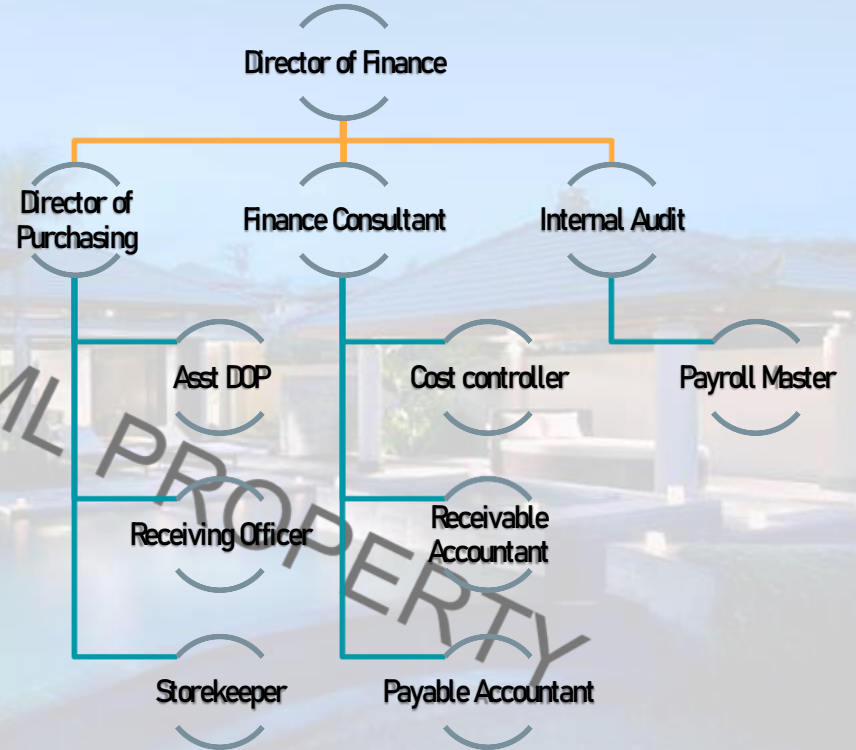
# Human Resources Department Structure



## Sales & Marketing

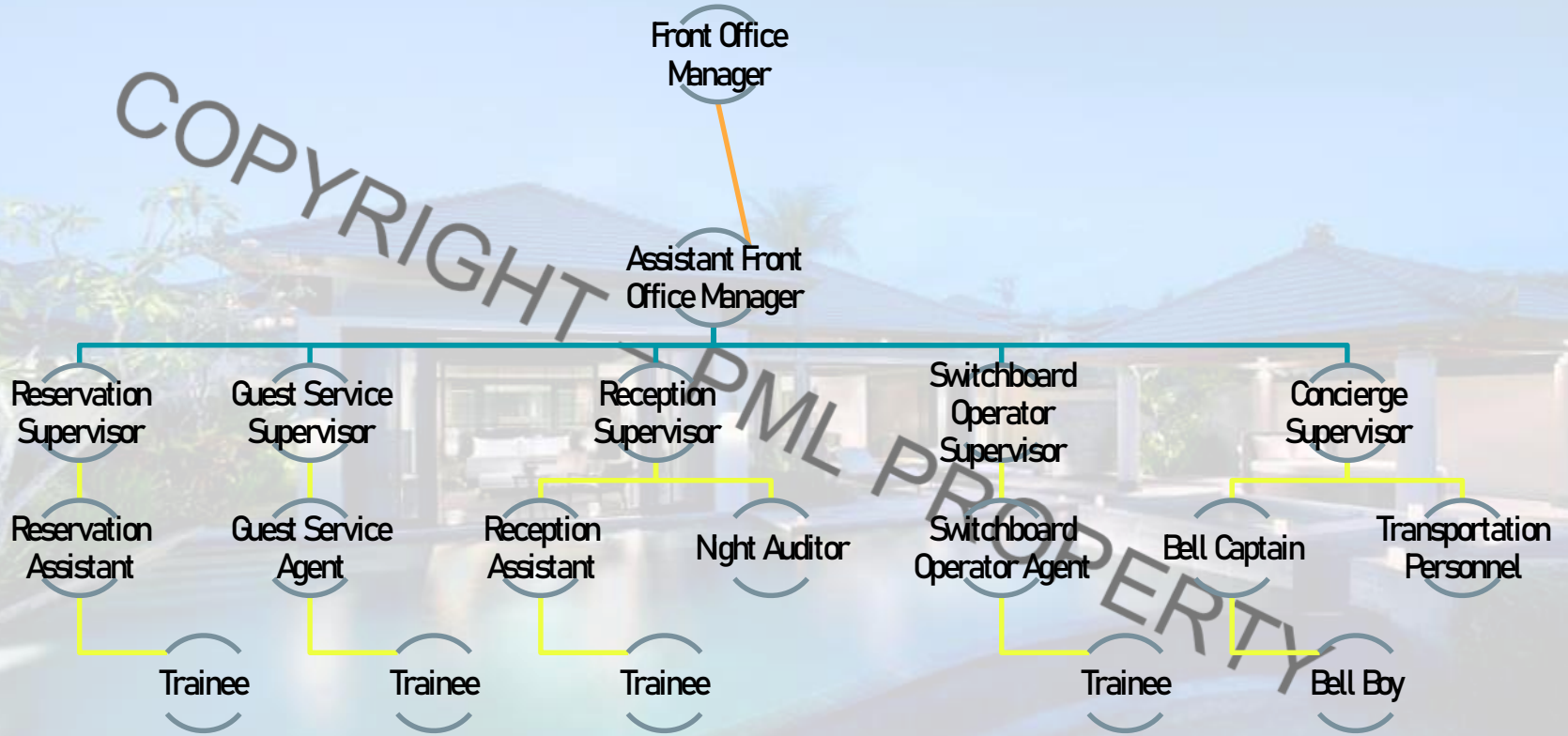


## Finance

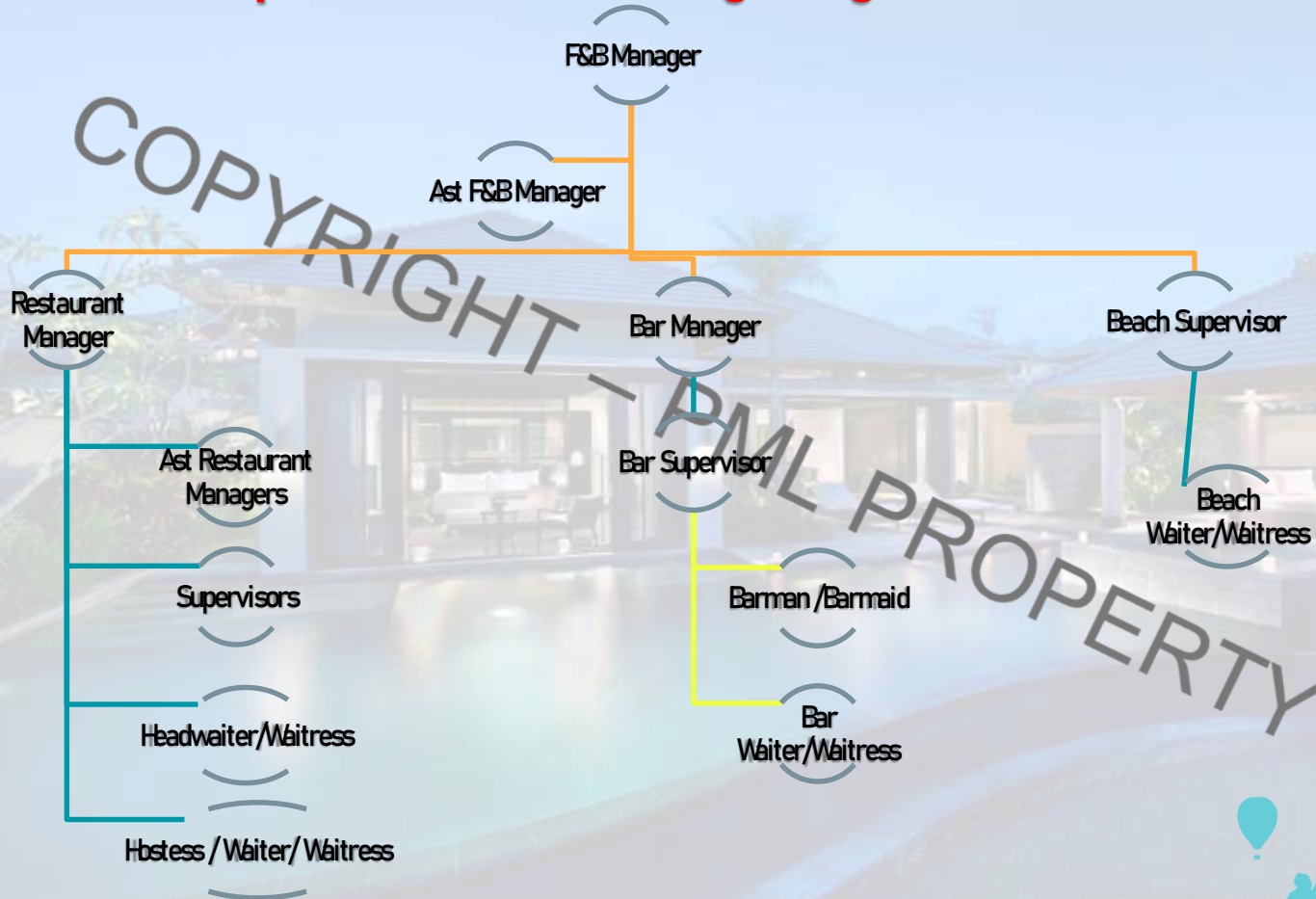




# FRONT OFFICE DEPARTMENT



# Propose Food & Beverage Organizational Chart

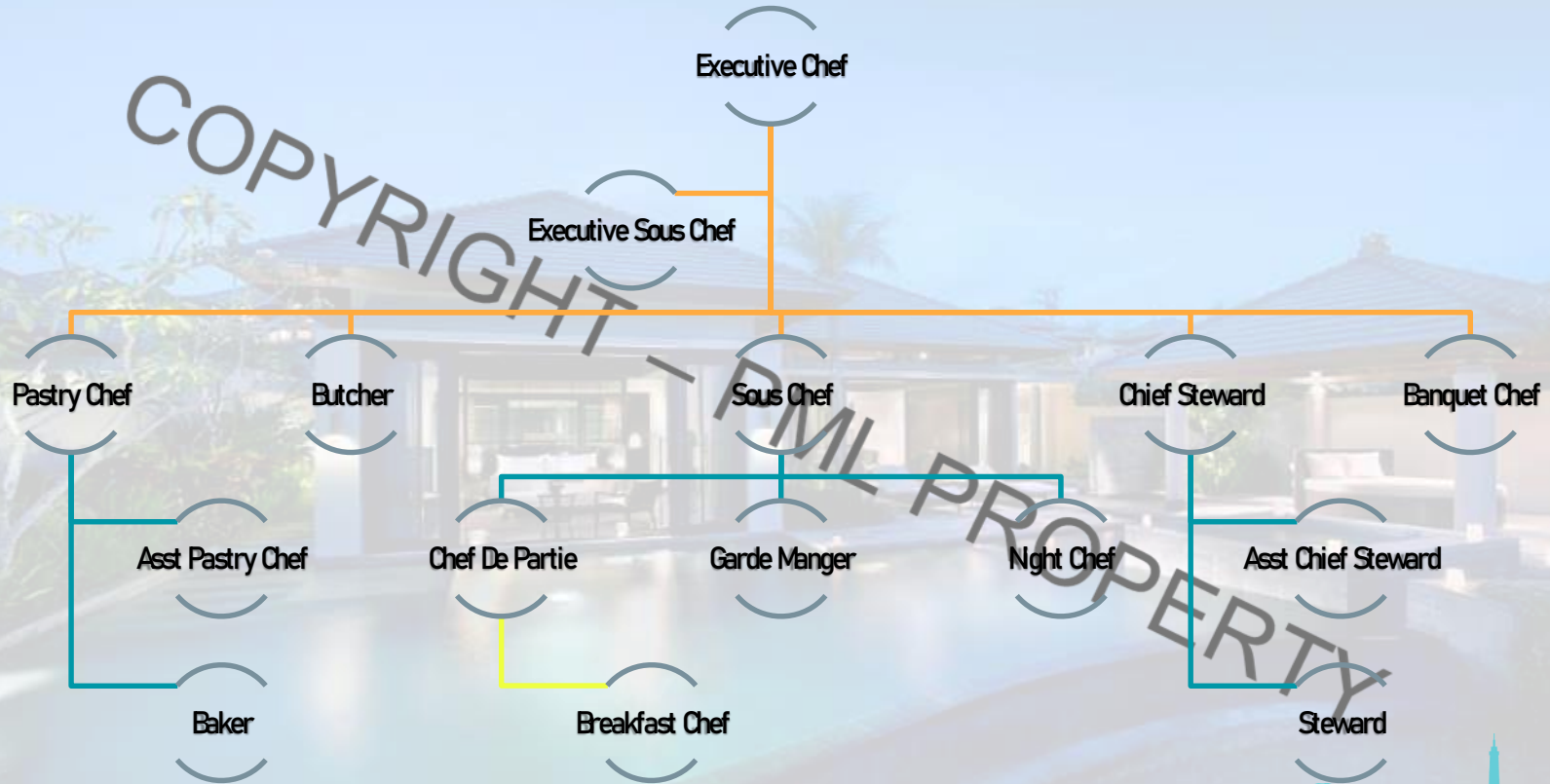


# In Villa Dining Organization Chart





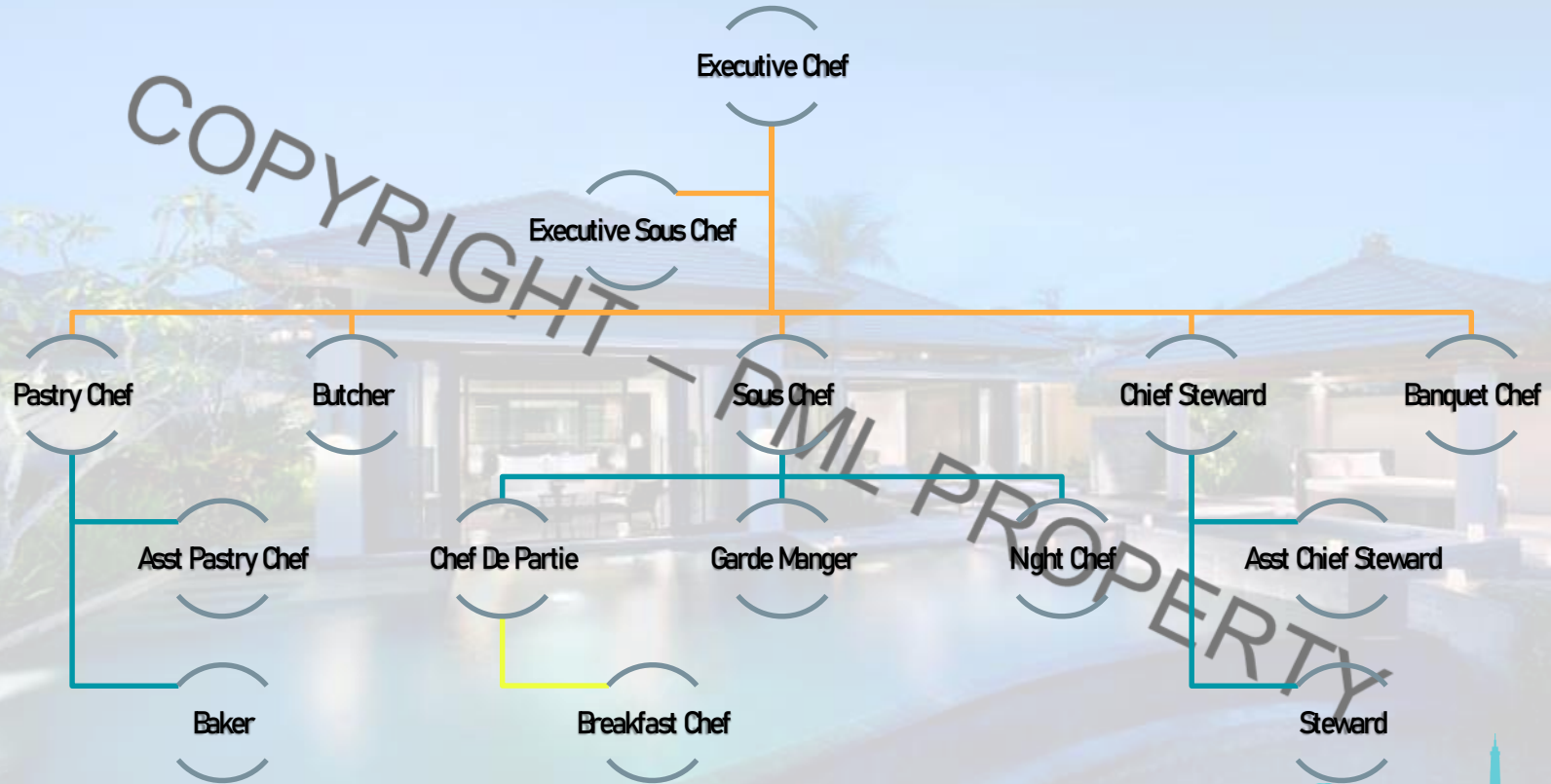
# Culinary Organizational Chart Proposal



# HOUSEKEEPING DEPARTMENT



# Kitchen Organization Chart





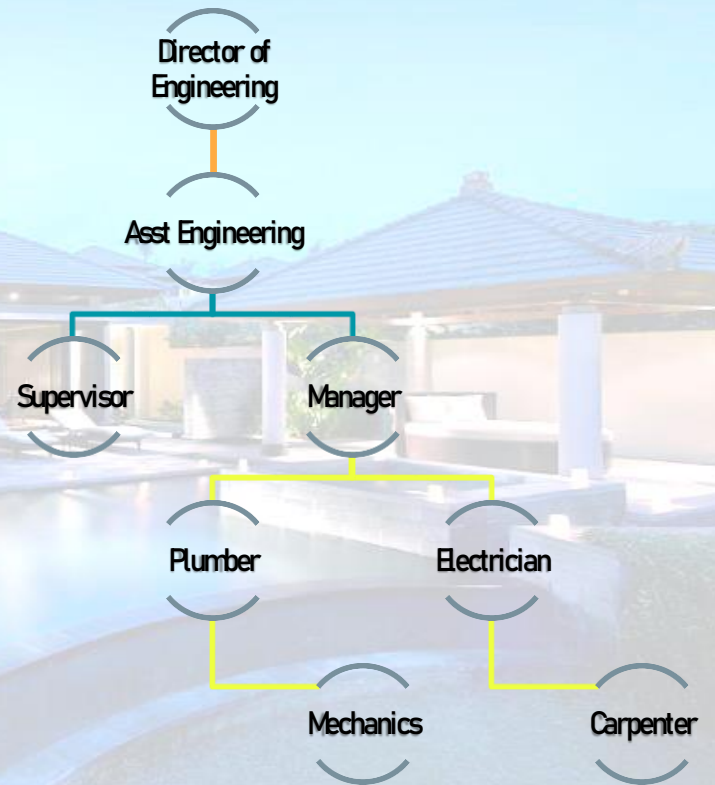
# Stewarding Organization Chart



## Security



## Engineering



## Job description of GM

- Report to the CEO Or Area Manager
- Motivating workers and promoting teamwork to ensure optimum service and guests' needs are met
- Organizing and coordinating the use and rental of hotel spaces for social events, meetings, and parties, and conferences, etc
- Ensuring good, smooth, and effective interaction with guests
- Monitoring daily and monthly revenue generated, as well as cost and expenses
- Keeping track of budgets and expenses, including reviewing financial reports and statements
- Upholding the guidelines established by the hotel owner and ensuring that employees adhere to the laid down rules and guidelines.
- Negotiating with Tour Operators

## Job description Executive Secretary

- Handling all secretarial work for the office of General Manager.
- Promptly replying to all correspondence without constant supervision.
- Coordination with all HODs for various meetings.
- Coordination/follow-ups with departments on daily complaints, night reports, requisitions, cheques etc.
- Coordination with HODs for the monthly report.
- Maintain schedules and calendars of the General Manager.
- Arrange and confirm appointments after consulting with the GM and availability.
- Co-ordination for organization of internal and external events.

Job description is a broad, general and written statement of a specific Job, base on the finding of the Job Analysis (Hbque,2017).



## JOB DESCRIPTION OF A HUMAN RESOURCE MANAGER

- Serve as a consultant with other managers advising them on human resources issues, such as equal employment opportunity
- Coordinate and supervise the work of specialists and support staff
- Oversee an organization's recruitment, interview, selection, and hiring processes
- Handle staffing issues, such as mediating disputes and directing disciplinary procedures
- Developing adequate induction and training
- To assist in all activities concerning the sourcing & recruitment of staff, performance management, staff discipline and HR administration.
- To coordinate all matters of employee work permits and visas.
- To coordinate and / or conduct departmental training and conduct new hire hotel orientation program
- Implement corporate policies and procedures on compensation, incentive, bonus and benefits.
- Coordinate and oversee all matters related to staff accommodation, facilities, and transport.
- Coordinates, controls and inspects employees accommodation, staff canteen, rest rooms etc. ensuring it is of the highest possible standard of cleanliness and comfort.
- Coordinate employee wellness and safety programs

## Job description of Sales & Marketing Manager

- Ensure best client service is being made available through communication amongst the team, cross training within the department and appropriate office coverage.
- Works with sales managers to ensure understanding of sales strategy and effective implementation of this strategy for the segment.
- Works with management team to create and implement a sales plan addressing revenue, customers and the market for the segment led by the DOS. Organize travel agent month and travel agent appreciation rates for slow months.
- Updating and owning the sales strategy & sales plan with the General Manager.
- Leads on-property sales functions to build long-term value-based customer relationships that enable achievement of hotel sales objectives.
- Recommends monthly room nights target goals for sales team members.

## Job description Sales Coordinator

- Serve as the point of contact for clients and communicate with them by phone and email to respond to questions and requests.
- Responsible for coordinating internally with the sales & marketing team.
- Generating reports, preparing proposals, collections details, coordinating with clients & suppliers.
- Prepare sales-related documents throughout the sales process (e.g., proposals, contracts, banquet event orders).
- Manage and maintain sales executives and managers schedules, appointments and travel arrangements.
- Assist sales team by managing schedules, filing important documents and communicating relevant information.
- Arrange and co-ordinate meetings, events and any appointments.

## Job description of Spa Manager & Asst Manager

- Develop and maintain adequate professional product program
- Develop and maintain retail product program
- Ensure compliance with all legislation governing the operation of a Spa facility.
- Ensure the guest experience is relaxing and in accordance with the hotel's standards.
- Ensure the health and safety of guests and employees are paramount at all times.
- Ensure consistent Spa experience development to ensure that innovation and uniqueness is maintained.
- Ensure proper inventories of all operating Spa equipment are conducted in line with audit standards in order to effectively manage operational cost.

## Job description of Spa Therapist

- Schedule guest appointments
- Arrange workstation, treatment room, and drapes
- Helps promoting the massage to the SPA members and the hotel guests.
- Provides individualized bodywork treatments that meet the guests needs and expectations.
- Be thoroughly familiar and able to recommend Spa products and treatments as well as know pertinent hotel information.
- Obtains the basic medical history for a client, assesses any problems or conditions and suggests appropriate therapy based on current health of client.
- Assess guest needs and inquire about contraindications like any allergies, high blood pressure, and pregnancy before beginning the service.
- Maintains spa and treatment room appearance, cleanliness according to standard operating procedures.



## Job description of Finance Manager

- Manage all phases of Accounts Payable, Receivable and department budget.
- Calculate and distribute wages and salaries.
- Prepare regular reports and summaries of accounting activities.
- Prepare financial statements and debtors' listings.
- Verify recorded transactions and report irregularities to management.
- Providing direction to the night audit team so as to ensure proper revenue reporting.
- Reviewing all ledger details guest ledger, city ledger and deposit ledgers to validate proper payment and revenue posting.

## Job description Finance Clerk

- Assist in managing revenues received and dispersed including accounts receivable, accounts payable, payroll, audit, General Ledger reporting.
- Assist with analyzing financial statements on a monthly basis and report any variances to the concerned department heads.
- Assist with financial and tax audits.
- Assist with preparing tax returns and corporate reporting requirements.
- Assist financial Controller with completing the year-end audit process.
- Review and approve all reconciliation and audit work papers.
- Perform follow-up billing and credit collection documentation and inform Controller of any potential uncollected accounts.

# Job Description of F&B Director

## ■ DUTIES AND RESPONSIBILITIES

- Achievement of budgeted food sales, beverage sales, labor costs and profitability.
- Timely analysis of Food & Beverage Prices in relation to competition.
- Participation and input towards F&B activities.
- Preparation of Sales & Mailings.
- Competitive analysis every six months by calling competition and gathering data such as banquet kits, room rental rates, etc.
- Telemarketing to previous clients to inquire about possible future bookings.
- Development and maintenance of all department control procedures.
- Handle all Food & Beverage inquiries and ensure timely follow up on the same business day.
- To co-ordinate with all large group meeting/banquet planners their specific group requirements with the services & facilities offered. This includes proposals, contracts, estimated and actual function statements. With banquet or conferences, the Chef is to be included in food related discussions.
- To confirm all details relative to group functions with meeting/banquet planners.
- Training And Deployment of F&B Associates

## Restaurant Manager

- Responsible for overseeing general activities of the Restaurant Outlet.
- Achievement of budgeted food sales, beverage sales, labour costs and profitability.
- Timely analysis of Food & Beverage Prices in relation to competition.
- To co-ordinate with all large group meeting/banquet planners their specific group requirements with the services & facilities offered.
- Responsible for Training development & Recruitment.
- Manages daily Restaurant & Bar operations and assists with menu planning.
- Responsible for the Inventory
- Strives to continually improve guest and employee satisfaction and maximize the financial performance.
- Oversea the dining area, supervises food and beverage service staff in accordance with operating policies



# Hostess

- Responsible to ensure that all arrangement and requirements are gathered with the function host.
- Assist with typing of the Banquet and Sales correspondence, i.e. answering mail, confirming menus, etc.
- Responsible for processing all purchasing and act as liaison between Cilantro & Guest.
- To maintain all administrative & Sales document.
- Responsible to Welcome the guests by greeting them as per the standards.
- Ensure prompt responses for all enquiry through telephone, fax and emails.
- Check the reservation book for reservations & Maintain all client information and folders.
- The hostess is a very important part of Your Restaurant's experience.
- Process Bill Payment.

## **JOB DESCRIPTION OF A MAINTENANCE MANAGER**

- Overseeing hotel infrastructure to ensure functionality and safety.
- Organizing repair, installation and renovation projects.
- Arrange for routine maintenance in hotel rooms, lobbies and facilities (e.g. kitchens, tennis courts).
- Act fast to resolve emergency issues (e.g. power outages).
- Find ways to reduce hotel operating costs and conserve energy.
- Supervise team of Maintenance Technicians and Janitors.
- Maintain budgets, expenses and activity logs.

## **JOB DESCRIPTION OF AN ASSISTANT MAINTENANCE MANAGER**

- Ensure a safe working arena for Maintenance personnel and that safety standards are met in accordance with company policy, State and Federal regulations.
- Coordinate the daily and weekly operation of the Maintenance Department
- Understand the knowledge, skills, and abilities of each maintenance employee in order to select, train, and provide guidance and inspiration through leadership and teamwork to ensure empowered work teams
- Consult with Maintenance Supervisors and craft workers on technical problems
- Ensure proper tool availability in order to improve the maintenance efficiency
- Assist Maintenance Manager in developing and executing major maintenance overhauls and outages

# Food Production

## Executive Chef Job Description

The Executive Chef is the HOD for the Food Production Department.

The topmost role of the Executive Chef is to manage all the sub-departments of his department.

Executive chefs are responsible for all daily food preparation, hiring cooking staff, and planning menus.

### Executive Chef Duties and Responsibilities

- Menu Planning
- Adhere to Food Safety Regulations
- Hire and Train Cooking staff
- Monitor food inventory and Items ordered
- Ensure Cleanliness & Hygiene Department
  - Manage Kitchen staff





## Job description of Pool & Beach Supervisor

- Open or close beach depending on the weather
- Consult with the Moderator regarding decisions to close or not open the beaches due to inclement weather.
- Check condition of beaches before attendants and lifeguards arrive.
- Check conditions of beaches before attendants and lifeguards leave, complete daily beach closure checklist.
- Repair or replace equipment, maintain in good condition at all times
- Monitor all areas for alcohol consumption, correct conditions.
- Keep written record of rescues, assists and accidents.
- Assist in emergencies (lost children, medical, etc.)
- Secure power and water to facilities, as required.

## Job description of Pool and Beach attendant

- Observes and patrols pool and enforces safety regulations.
- Assists swimmers from water when in danger.
- Knowledgeable of Pool side Bar hours of operation, location of facilities, and emergency procedure for rescue.
- Knowledgeable of hotel facilities and services to answer guest inquiries.
- Willing to take ownership of all guest requests and complaints, try to resolve issues immediately and follow up to ensure the guests satisfaction.
- Identify and report defects throughout the pool and spa area, notify supervisors and concerned departments immediately of hazards, injuries, equipment or processes that negatively affect the operations.

# FRONT OFFICE MANAGER

Directly supervises all front office personnel and ensures proper completion of all front office duties. Directs and coordinates the activities of the front desk, reservations, guest services, and telephone areas. Prepare monthly reports and budget for front office department.

- Maintains master key control.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously
- Works within the allocated budget for the front office.
- Checks cashiers in and out and verifies banks and deposits at the end of each shift.
- Enforces all cash-handling, check-cashing, and credit policies.
- Conducts regularly scheduled meetings of front office personnel.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.

## The Role of Our Purchasing Officer

- Purchase goods, materials, components or services in line with specified cost, quality and delivery targets.
- Ensure continuous supply of required goods and materials and communicate any supply problems which may pose a risk or impact on business operations.
- Monitor market trends, competitor strategies and market suppliers.
- Research and evaluate areas of opportunity and reduce costs where possible.
- Deliver briefs, updates and reports as and when required.
- Develop creative and innovative procurement processes.
- Develop ideas and strategies to improve operational efficiency, add value, aid business performance and work towards a strategy of continuous improvement.
- Negotiate contracts, improved prices and terms of business with suppliers and review opportunities to make business savings utilising negotiation and procurement best practice tools and methods.



## **JOB DESCRIPTION OF A PURCHASING MANAGER**

- Develop, lead and execute purchasing strategies.
- Track and report key functional metrics to reduce expenses and improve effectiveness.
- Craft negotiation strategies and close deals with optimal terms.
- Partner with stakeholders to ensure clear requirements documentation.
- Forecast price and market trends to identify changes of balance in buyer-supplier power.
- Perform cost and scenario analysis, and benchmarking.
- Assess, manage and mitigate risks.
- Seek and partner with reliable vendors and suppliers.
- Determine quantity and timing of deliveries.
- Monitor and forecast upcoming levels of demand.

## Job description of Director of Security

- Direct and coordinate the activities of all security personnel.
- Ensure the safety and security of guest, staff, visitors and contractors at all times.
- Responsible to manage all safety & security, Fire Life Safety and food hygiene risks faced by the hotel.
- Liaise with all department heads to ensure hotel employees are adhering to established security procedures.
- Record and notify all risks, deviations from hotels safety standards and any untoward incidents.
- Track departmental safety record and document medically treated and non-treated injuries.
- Oversees and guides the efforts of the Accident Prevention Committee.
- Oversees and guides the efforts of the Fire and Safety Committee.
- Oversees first aid program for guests and employees.

## Job description of Security Officer

- Follow safety and security policies and procedures at all times.
- Patrols properties interior ground and back off the house area.
- Ensures all guest room doors are closed and all public access doors locked.
- Ensures all properties security alarms and CCTC camera are on and functional.
- Escort any unwelcome persons from the property without interrupting the orderly flow of property operation.
- Lock property entrances when required.
- Conduct daily physical hazard inspections.
- Performs all duties in a safe manner and reports all accidents to supervisor immediately.
- Maintains safety and security of guests at all times.

## **JOB DESCRIPTION OF A MAINTENANCE MANAGER**

- Overseeing hotel infrastructure to ensure functionality and safety.
- Organizing repair, installation and renovation projects.
- Arrange for routine maintenance in hotel rooms, lobbies and facilities (e.g. kitchens, tennis courts).
- Act fast to resolve emergency issues (e.g. power outages).
- Find ways to reduce hotel operating costs and conserve energy.
- Supervise team of Maintenance Technicians and Janitors.
- Maintain budgets, expenses and activity logs.

## **JOB DESCRIPTION OF AN ASSISTANT MAINTENANCE MANAGER**

- Ensure a safe working arena for Maintenance personnel and that safety standards are met in accordance with company policy, State and Federal regulations.
- Coordinate the daily and weekly operation of the Maintenance Department
- Understand the knowledge, skills, and abilities of each maintenance employee in order to select, train, and provide guidance and inspiration through leadership and teamwork to ensure empowered work teams
- Consult with Maintenance Supervisors and craft workers on technical problems
- Ensure proper tool availability in order to improve the maintenance efficiency
- Assist Maintenance Manager in developing and executing major maintenance overhauls and outages



## **JOB DESCRIPTION OF A MAINTENANCE SUPERVISOR**

- Inspect sites regularly to identify problems and necessary maintenance.
- Coordinate daily cleaning and maintenance activities.
- Oversee all repairs and ensure that work is completed on time.
- Maintain all inventory and equipment, and ensure proper storage.
- Comply with all health and safety regulations and practices on site.
- Conduct follow-ups on all maintenance and repair work.
- Conduct safety inspections as scheduled.

## **JOB DESCRIPTION OF A MAINTENANCE ELECTRICIAN**

- Routinely inspecting electrical systems such as wiring, fixtures, and appliances.
- Conducting maintenance repairs on old or faulty fixtures.
- Responding to fault requests.
- Providing suggestions for equipment replacement.
- Writing electrical maintenance reports.
- Installing new electrical appliances in the building.
- Adhering to safety and performance standards.

# Head Waiter/Waitress

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager
- To be fully conversant with every dish served in the Restaurant and to provide explanations as requested
- To communicate with other Restaurant staff and departments.
- To assist the Restaurant Manager and their Assistants in keeping the morale of the Team up through social and educational events.
- To make sure that Company Policy, the Vision Statement, and Departmental Objectives are followed and utilised at all times
- To assist with mise en place through distribution of tasks and to ensure the monitoring and completion of tasks is done properly and in time allocated.
- To take responsibility for service in the area of the Restaurant under your responsibility during your shift

## Barman & Barmaid

- Responsible to prepare and serve drinks to customers. able to mix and match ingredients in order to create classic and innovative drinks
- To interact with the guests and ensure they have a great experience at the Bar & lounge.
- Perform physical activities such as lifting and stooping.
- Maintain liquor inventory and consumption.

## Waiter & Waitress

- Ensure that all guests are served to the Cilantro standard in the Restaurant / Bar / Lounge areas.
- Greets guests and presents them with the menu & make Suggestive selling
- Take food and beverage orders from the guest on iPads Point of sale (POS) system
- Serve food and beverage to the guest as per the course of order.
- Maintaining proper dining experience, delivering items & fulfilling customer needs



# Sous Chef job description

- Work with the executive chef to produce diversified menus in accordance with the restaurant's policy and vision.
- Come up with new dishes which appeal to the clients, whenever required.
- Establish the working schedule and organize the work in the kitchen.
- Produce high quality dishes that follow up the established menu and level up to location's standards, as well as to clients' requirements.
- Plan the food design in order to create a perfect match between the dish's aspect and its taste.
- Discover talented chefs and train them in order to reach the high standards of the location.
- Train the auxiliary kitchen staff in order to provide best results in minimum time and using at the maximum the available resources.
- Maintain order and discipline in the kitchen during working hours.
- Create tasting menus for guest interested in contracting the food for different events (wedding, banquets, corporate dinners, birthday parties, etc.) from their kitchen.
- Developing a cross-marketing strategy in order to increase profit, such as pairing drinks with the food served.

# Pastry Chef job description

- Operating and managing the pastry section of the kitchen and liaising with the Executive and Sous Chefs to ensure a successful working environment.
- Preparing ingredients and handling baking and other kitchen equipment.
- Creating pastries, baked goods, and confections, by following a set recipe.
- Developing new recipes for seasonal menus.
- Decorating pastries and desserts to ensure beautiful and tasteful presentation.
- Meeting with customers to discuss details and planning of custom-made desserts and pastries for special occasions, such as weddings.
- Monitoring the stock of baking ingredients.
- Ordering new supplies, ingredients, and equipment for the pastry section, when needed, and within budget.
- Ensuring their section of the kitchen adheres to safety and health regulations.
- Supervising and training staff members, when needed.

# Commis Chef job description

- Accurately measuring meal ingredients for the Chef de Partie.
- Preparing meal ingredients, which includes seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits.
- Preparing basic salads and sauces as directed by the Chef de Partie.
- Receiving deliveries and verifying that all ordered items have been delivered and are of good quality.
- Taking inventory of restaurant supplies and notifying the supervisor of low or depleted supplies.
- Discarding all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers.
- Performing basic cleaning duties and ensuring that workstations are properly sanitized.
- Plating and presenting meal items as per the Chef de Partie's instructions.



## Chief Steward ensures the smooth and efficient functioning of the department.

- Have good communication with the Chef of the hotel and all the heads of the F&B, the Maître, captain, and head waiters, so that everyone functions in a way that promotes the optimum functioning of the hotel, with the cooperation of the F&B manager.
- Have knowledge of how each and every section of the hotel operates in relation to the kitchen and his/her own department.
- Be aware of the needs of the cook(s) in the kitchen.
- Identify problems that cannot be solved through his department and report them to the F&B manager and/or the HR of the hotel.
- Be responsible for overseeing the proper functioning of the dish washing machines and optimum method of dish washing.
- Be responsible for overseeing the proper cleaning and disinfection of all floors and spaces.
- Be responsible for ordering the supplies required to meet the needs of the hotel such as dishes, cutlery, glasses for bars and restaurants etc. within the budget specified by the hotel accounting department.

## Pot and Dish Washer job description:

- Is responsible for the cleaning and disinfection of the pot washing area including the cook's utensils (pots, pans, trays, etc.), fryers, griddle plates, baking plate, large pans, large kettles twice daily (daytime, evening).
- Wash and disinfect the trolleys and their gratings where the cooks place the gastronomes.
- Is responsible for cleaning and disinfecting the vehicle of the department, if applicable.
- 
- When using cleaning materials to carry out duties always follow instructions listed on the packaging.
- Should nurture team work with the dish washers and be willing to assist them if necessary and strive to continuously improve communication with his/her colleagues.
- Should assist the Assistant Chief Steward/Chief Steward as and when requested.
- Must embrace proposed changes in his/her section and implement them promptly.
- Must have good communication with the cooks and understand their needs and priorities.

## **JOB DESCRIPTION OF A MAINTENANCE SUPERVISOR**

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- Maintain all inventory and equipment, and ensure proper storage.
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- Determine quantity and timing of deliveries.
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## Some Rules & Regulations as per Mauritius Tourism Promotion Authority (MTPA) to Open A new Resort

- The Tourism Authority Act 2006 has reviewed and reinforced the role of the Tourism Authority as a regulatory and licensing body.
- Monitoring & Compliance Unit Tourism Authority 28<sup>th</sup> May 2014 Act.
- Tourist Enterprise Licence (TEL)
- Pleasure Craft Licence (PCL)
- Liquors Act
- Skipper's Licence
- Canvasser Permit to invites business for a tourist enterprise or a pleasure craft.
- The non-citizen is a company incorporated under the Companies Act 2001
- Labours Act RL3/315-50 amended 1992 (Except for the owner/Manager, all other employees should be locals.)
- Building and Land Use Permit (BLUP) for the proposed enterprise/activity from respective Local Authority of Mauritius



<http://www.tourismauthority.mu>

<http://www.edbmauritius.org>

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