



مركز وريدانس البستان
Al Bustan Centre & Residence
WELCOME HOME

Issue 69 - 2024

OUR NEWS

Newsletter of
Al Bustan Centre & Residence



Fresh
NEW LOOK
AT AL BUSTAN CENTRE & RESIDENCE



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Message from the COO

"We are delighted to announce the completion of our extensive renovation project. The unveiling of our newly renovated hotel rooms marks a significant milestone for us. Whether you are visiting for business or leisure, we are confident that these upgrades will provide you with a memorable and comfortable stay. The ultra-modern design and enhanced amenities are tailored to meet the diverse needs of our guests, ensuring a superior experience".

As we embark on an exciting new chapter at Al Bustan Centre & Residence, I am thrilled to share some significant updates and our vision for the future. Our unwavering commitment to excellence in hospitality and providing exceptional experiences for our guests remains at the forefront of everything we do.

At Al Bustan Centre & Residence, our dedication to excellence remains steadfast. We continuously strive to exceed your expectations and deliver the highest quality of service. Our dedicated team upholds the highest standards of hospitality, making sure every guest feels welcomed and valued. We are devoted to providing personalized services that go above and beyond, making each stay with us a memorable one.

We are delighted to announce that Al Bustan Centre & Residence has been recognized as a Gold Winner and ranked among the top hotels in its category, out of 826, in the 2023 Digital Reputation Report. This esteemed accolade highlights our commitment to maintaining an exceptional digital reputation while continually enhancing the guest experience.

I would like to extend my heartfelt gratitude to our loyal guests, partners, and team members for your continued support and patronage. Your trust in us is what drives our passion for excellence.

Looking ahead, our commitment to providing exceptional hospitality, unique shopping experiences, and exciting promotions remains strong. These core values drive our initiatives and improvements, ensuring that Al Bustan Centre & Residence continues to be the destination of choice for travellers and shoppers alike.

Thank you for being part of our journey. We look forward to welcoming you and providing you with outstanding service and experiences in the years to come.

Moussa El Hayek
Chief Operating Officer
Al Bustan Centre & Residence

Event highlights at the 31st edition of the largest Travel and Tourism Exhibition in Middle East



The 31st edition of the Arabian Travel Market (ATM) 2024, recognized as the premier platform for the global travel and tourism industry in the Middle East, kicked off with great anticipation and lived up to its remarkable reputation.

The event was a vibrant blend of inspiring sessions, prestigious award ceremonies, and highly productive meetings. It provided an unparalleled opportunity to reconnect with industry leaders and colleagues, fostering collaboration and innovation.

One of the key highlights was the series of meetings and media interviews led by our Chief Operating Officer, Mr. Moussa El Hayek. He shared exciting news and developments about Al Bustan Centre & Residence, emphasizing our commitment to excellence and innovation. Mr. El Hayek discussed our recently completed renovation project, highlighting the newly upgraded hotel rooms designed to provide superior comfort and style. He also elaborated on upcoming initiatives aimed at enhancing our guest experience and expanding our services.

“ATM 2024 was not just about showcasing our achievements but also about looking forward to future growth and opportunities. The event served as a catalyst for innovative ideas and strategic partnerships that will drive our success in the coming years.”

Day 1



Day 2



Day 3



Day 4





ILLUMINATE YOUR IMPACT

Celebrating Earth Hour 2024

Earth Hour 2024 has once again shown the power of unity and collective action in the fight against climate change. Celebrating its 18th edition with the motto "Give an hour to the planet", it seeks to raise awareness about the environmental challenges we face.

More than just one hour of darkness; Earth Hour symbolizes hope and a call to action for a path towards a brighter, more sustainable future.

Mobilizing collective action to protect the planet, Al Bustan Centre & Residence management team led by Mr. Yasser Moussa, staff and guests altogether united with a commitment to continue to make environmentally conscious choices and inspiring others to do the same. Carrying the spirit of Earth Hour forward by implementing eco-friendly practices in our daily lives.



DIGITAL REPUTATION REPORT 2023

GOLD WINNER



Chief Operating Officer, Mr. Moussa El Hayek proudly accepted the award, reflecting best performance with an outstanding rating of 9.7 out of 10 in the awarding ceremony held at the recently concluded Arabian Travel Market

Al Bustan Centre & Residence has been honoured as Gold Winner and top-ranked hotel establishment in its category, out of 826 hotels, in the Digital Reputation Report for the year 2023.

"This achievement reflects our unwavering commitment to maintaining an exceptional digital reputation and continuously enhancing the guest experience. The recognition serves as a testament to our dedication and will serve as a benchmark for our future endeavours, driving us to achieve even greater results in the years ahead," said El Hayek.

We extend our heartfelt gratitude to Dubai Economy and Tourism for acknowledging our efforts especially to Shaikha Ebrahim Al Mutawa, Director of Hospitality Affairs, Department of Tourism and Commerce Marketing (DTCM). Your confidence in us fuels our determination for ongoing success. We also extend our appreciation to our entire management team, staff, and loyal guests who have been integral to this remarkable journey.





8th FAZZA PARA ARCHERY

The 8th Fazza Para-Archery World Ranking Tournament World Qualifying Tournament for Paris 2024 Dubai 2024 commenced with qualifying rounds held from February 29 to March 7. This event served as the final qualifier for the Paralympics, bringing together over 400 officials and delegates from 55 countries to compete for rankings.

Al Bustan Centre and Residence, honored to be the official hospitality partner of the Fazza Championships for People of Determination, played host to this prestigious gathering. A Gala Dinner, organized by the management and team led by General Manager Mr. Yasser Moussa, served as a heartfelt tribute to the athletes. The event was graced by the presence of H.E. Majid Al Usaimi, Tournament Director of Dubai Club for the People of Determination and President of the Asian Paralympic Committee.





Al Bustan Centre and Residence, the official hospitality partner of the Fazza Championships, took immense pride in hosting over 500 athletes and delegates from 71 nations during the recently concluded 15th FAZZA International World Para Athletics Championship. This season-opening event, which took place at the نادي دبي لأصحاب الهمم - Dubai Club for People of Determination from February 12th to 15th, 2024, marked a special edition as the Fazza Championships celebrated its 15th anniversary.



The management team of Al Bustan Centre & Residence, led by General Manager Mr. Yasser Moussa, warmly welcomed all the delegates. With a remarkable lineup of world champions, this tournament holds immense importance in accruing valuable world ranking points.

Following the success of this significant tournament and as the Fazza Championships achieved another milestone, a Gala Dinner was organized by the hotel to pay tribute to the athletes.





UNDERSTANDING & MANAGING STRESS

Key Insights from a Mental Health Awareness Session

Work-related stress is increasingly common and can present through various physical symptoms, such as sleep deprivation, overeating, and muscular pain, alongside mental health issues like anxiety and depression. To tackle this pressing concern, Dra. Raji Arabi, a renowned clinical practitioner and homeopathy expert based in Dubai at HMC Medical Centre, recently conducted a Mental Health Awareness session for our managers and colleagues at Al Bustan Centre & Residence.

This enlightening wellness session emphasized that mental health is a state of well-being that allows individuals to cope with life's stresses, recognize their capabilities, learn effectively, work productively, and contribute positively. Mental health underpins our ability to make sound decisions, build meaningful relationships, and shape the world we live in.

Dra. Arabi's session provided valuable insights, highlighting how essential it is for both personal and professional success.





A GREEN APPROACH TO MEETINGS

Hotel introduces new Sustainability Meeting Room



In a significant stride towards environmental responsibility, Al Bustan Centre & Residence proudly announces the launch of its newly implemented Sustainability Meeting Room.

Eco-Friendly Features

- Equipped with energy-efficient lighting reducing energy consumption without compromising on performance.
- The meeting room is designed to support waste reduction using digital tools.
- Upcycled waste bins are also conveniently located to encourage proper waste disposal and recycling.
- The room is furnished with sustainable and recycled materials, including folder, papers and pens

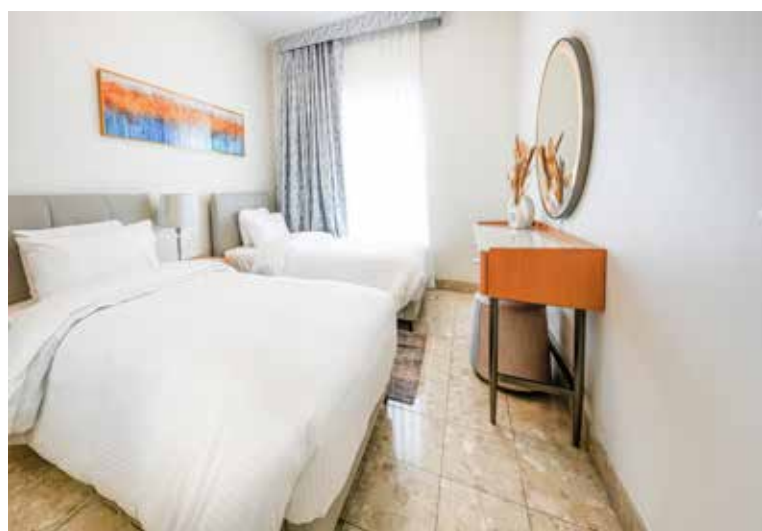
We invite you to experience this innovative space and join us in our mission to promote environmental stewardship and sustainable practices.

Start Your Next Stay with a New Look

Discover a refreshing makeover of our rooms from contemporary to ultra-modern design



For over two decades, Al Bustan Centre & Residence has been a foundation of hospitality in Dubai, offering unparalleled service and comfort to guests from around the world. As part of its ongoing commitment to excellence, the hotel has embarked on a transformative renovation journey, transitioning from contemporary to ultra-modern elegance.





“The goal was to create a space that resonates with the modern traveller, combining cutting-edge design with the comfort and warmth that guests have come to expect”

The Vision behind the Renovation

This makeover not only elevates the guest experience but also reaffirms the hotel's position in the hospitality industry. Al Bustan Centre and Residence's fortifies its dedication to staying relevant to the industry while honouring its rich heritage. “The goal was to create a space that resonates with the modern traveller, combining cutting-edge design with the comfort and warmth that guests have come to expect” Said Mr. Moussa El Hayek, Chief Operating Officer. The ultra-modern design, combined with the hotel's legacy of outstanding service, ensures that guests will continue to enjoy a world-class experience for years to come.

The Future of Hospitality

El Hayek emphasized that as the hotel looks to the future, it remains committed to its core values of hospitality, innovation, and sustainability. “Whether you're visiting for business or leisure, the newly renovated Al Bustan Centre & Residence promises an experience that is both comfortable and unforgettable, staying true to its legacy while embracing the possibilities of tomorrow.”



BOOSTING EMPLOYEE WELL-BEING:

Health & Wellness Day with Clinicare

This initiative is dedicated to promoting well-being through a series of impactful activities including educational workshops, medical screenings, and expert consultations.



A medical camp was organized in collaboration with Clinicare, bringing together Al Bustan Centre & Residence's management team, staff, and healthcare professionals for a fulfilling day focused on wellness and healthy living.



Al Bustan Centre & Residence is committed to fostering a healthier lifestyle and empowering employees to make informed health choices.

New Shops

Discover the latest additions to Al Bustan Centre,
your ultimate fashion destination

We are thrilled to introduce the newest shops whether you're looking for the latest fashion trends or unique accessories, our new shops have something special for everyone. Al Bustan Centre ensures that your every visit is filled with discovery and delight.

Bait Al Alwan



Almasa



Trend



Solitaire



Guljan



Silver Elegance



UNFORGETTABLE DUBAI SUMMER SURPRISES AT AL BUSTAN CENTRE

Shop, Win and Drive



As the city is buzzing with excitement, this year's edition is bigger and better, offering deals and surprises that delighted residents and visitors alike. Dana and Modesh displays bring joy and excitement to shoppers of all ages, capturing the essence of summer fun and the spirit of Dubai.



Filled with the spirit of celebration and a festive atmosphere, Al Bustan Centre delighted the visitors of all ages with a variety of vibrant mix of live performances that transported the audience on a cultural journey across the globe, thrilling raffle draws and guest influencers



In partnership with the Dubai Shopping Malls Group, the event was a fitting end to a season filled with excitement and joy. Dubai Summer Surprise and Back to School raffle draw was presented by Rahaf Altawil where shoppers won cash prizes and one of the six cars GS8 SUV from GAC making the event even more memorable.



The mall shoppers were captivated with the rhythm and moves of the dance troupe featuring Spanish Flamenco, Indian Bollywood, Lebanese Dabke and Brazilian Samba. Al Bustan Centre stage came alive with the spirited beats and vibrant energy of the performers drawing cheers from the crowd.





Highlights from Al Bustan Centre & Residence Annual Recognition Day

The Annual Recognition Day at Al Bustan Centre & Residence was a resounding success, celebrating the outstanding achievements of our dedicated team members, led by our esteemed management team, General Manager Mr. Yasser Moussa, Director of Human Resources Ms. Liza Ortiz together with the Heads of Departments.

Acknowledging significant contributions and unwavering commitment to our collective success, this event honored the top performers for the year 2023. It was a momentous occasion where certificates, mementos, cash rewards, and crystal plaques were presented to our exceptional colleagues who have gone above and beyond in their roles.

A heartfelt congratulations to all the award recipients as their achievements inspire us all to strive for excellence and demonstrate the power of dedication and hard work. Their invaluable contributions, makes Al Bustan Centre & Residence a thriving and dynamic place to work.



- **Employee of the Year** – Vinod Kumar, Commis II
- **Star Employee of the Year** – Nateswar Yalamanchili, Commis I
- **Associate of the Year** - Ahmed Abdellatif, Night Manager
- **Supervisor of the Year** – Vijesh Cholayil Velayudhan - Asst. Chief Steward / F&B

Long Service Awards

5 years

- Willap Srinath Sovis (Housekeeping Attendant)
- Praveen Allamla (Housekeeping Attendant)
- Sajjad Ali Shah (Commis II)

10 years

- Fadi Hatoum (Director of Sales)
- Sonny Paglinawan Ordes (Senior Floor Supervisor)
- Imad Al Zoubi (Driver)
- Nabin Kumar Bharati (Security Supervisor)
- Hellen Njeri Mukoma (Security Officer)
- Raymond Dival Burayag (Asst. Manager HR)

15 years

- Fadi Mondos (Asst. Front Office Manager)
- Pradeep Munda Valappil (Kitchen Steward)
- Vinod Kumar Kumkuvachery (Commis II)
- Merrenage Ramya Kumara De Costa (Sous Chef)

20 years

- Mohammad Hafizur Rahman (Asst. Bell Captain)

Newly Promoted Employees

Employee Name	Previous Designation	New Designation
Raymond Burayag	HR Officer	Asst. Manager - HR
Mohammed Hasham Pokaki	Asst. Maintenance Engineer	Maintenance Engineer
Ashish Sudhakar Shetty	Waiter	Captain Waiter
Shashikant Gawhane	Asst. Chief Engineer	Chief Engineer
Kumar Dhimal	Security Officer	Security Supervisor
Amanpreet Kaur	Waitress	Outlet Cashier
Santa Waiba	Steward	Commis III



10 years



15 years



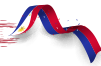
20 years



Egypt National Day



Philippine National Day



Ramadan Kareem



Pakistan Independence Day



Eid Al Adha



Indian Independence Day



Guest Reviews

Discover what makes Al Bustan Centre & Residence a Memorable Stay and the allure behind our hospitality

“When it comes to choosing a hotel, nothing speaks louder than the voices of those who have experienced it firsthand – authentic reviews offering a glimpse into the discoveries of those who have walked through our doors”.



Krisanjit R wrote a review Aug 1
1 contribution

★★★★★

Great hospitality

Reception staff, house keeping, clean room, more dishes at breakfast, dinner arrangement, shuttle service, nice staff, good hospitality, good WiFi connection, friendly check in and check out at front desk, calm and friendly environment

Read less ↘

Date of stay: August 2024
Trip type: Traveled with family

Odyssey67709 wrote a review Aug 4
Abu Dhabi, United Arab Emirates • 2 contributions

★★★★★

Birthday party

We had a great experience in the AL NAHADA BANQUET HALL IN AL BUSTAN CENTER AND RESIDENCE. The service was great and very flexible. Whenever we need something the servers would get these things very quick. Special thanks to Ashish, Aniya and Ayan. It was a great experience for us.

Read less ↘

Date of stay: August 2024
Trip type: Traveled with family

Лябодыцкая И wrote a review Aug 2
Moscow, Russia • 1 contribution

★★★★★

Good Restaurant and wonderful staffs Good so teasty

Visited the hotel with my husband and had a wonderful stay location and view of the Restaurant was so nice and the breakfast was so delicious and the staff Ms. Ducas was so amazing and helpful. Thank you for making my stay wonderful will sure do recoment to family

Read less ↘

Date of stay: August 2024
Trip type: Traveled with family

Anant R wrote a review Aug 3
1 contribution

★★★★★

Unmatched Luxury and Service at Al Bustan Centre in Dubai

Al Bustan Centre in Dubai offers a remarkable blend of luxury and convenience. The hotel features stylish, comfortable rooms equipped with modern amenities, creating a relaxing atmosphere. The staff provides exceptional service, always attentive and friendly. Located near key attractions and shopping areas, it's perfect for both leisure and business travelers. Truly a five-star experience that leaves a lasting impression! The food court at Al Bustan Centre in Dubai is fantastic, offering a wide selection of delicious dishes. Staff members like Anup, Jatar, and many others go the extra mile to provide top-notch service, making every meal a five-star experience. Highly recommended!

Read less ↘

Date of stay: April 2024
Trip type: Traveled solo

Bhaskar M wrote a review Aug 2
1 contribution

★★★★★

Experience was really amazing and wonderful Employees are very polite decipline and Well etiquetteed.

My stay in Al Bustan Centre and Residence was truly unforgettable. The combination of luxurious accommodation, exceptional service, top tier amenities, makes this hotel stand out one of the best I have ever visited. Whether you are traveling for business or leisure, I always recommend the Al Bustan Centre and Residence for the best experiences. I already looking forward to my next visit. The food of the hotel Food court was truly fantastic and the Managers and employees specially the captain Mr Ashish and Server or Walker Mr Amio Isha were fantastically trained and very well etiquetteed. I actually love the hotel service.

Read less ↘

Date of stay: July 2024
Trip type: Traveled solo

★★★★★ Value Location Service

★★★★★ Rooms Cleanliness Sleep Quality

Sudhakar R wrote a review Aug 2
Dubai, United Arab Emirates • 1 contribution

★★★★★

Budget hotel with a lot of facilities and friendly staff.

The staff here was really amazing, very friendly and supportive. In all times mainly pratilasha she is very kind and greeting us with a healthy smile.

Chief Natesh was very active in food court off times talking to the guest and fulfilling their needs which looks very attractive.

The food here was really good and should give a tip marks for the butter chicken which was made by chef Naseer it was really yummy 🍽️

We came here for 1 day and the experience was really amazing with clean rooms.

I will definitely recommend this hotel for my friends and colleges who are planning to visit Dubai.

The Stay was really amazing at this hotel and everyone should experience this hotel for food.

Read less ↘

Date of stay: August 2024
Trip type: Traveled on business

★★★★★ Value Location Service

★★★★★ Rooms Cleanliness Sleep Quality

Booking.com

F **Fadi**
United Arab Emirates

“Rooms are very clean, fast Wifi, friendly staff, variety of cuisine. Most important it's a walking distance from al Nahda metro station. And there is a mall in the ground floor very comfortable place to stay.”

M **Mohamed**
United Arab Emirates

“I liked everything in al bustan center and residence, the check-in was very fast, bellboy assist me to the room, the room very comfortable, as well the breakfast.”

A **Ahmed**

“The hotel is very good and the food is very delicious. Staff is very friendly, the room comfortable, the hotel near by the airport and all transportation are just near by.”

Abdalla Reviewed: 2024-06-18
United Kingdom

★★★★★

Excellent service overall. Fadi the manager went beyond his capability to meet my special needs and

Excellent service overall. Fadi the manager went beyond his capability to meet my special needs and his support was exceptional.

A COMMITMENT TO GIVING BACK

Donation Drive in Partnership with Bait Al Khair Society



Representatives of Bait Al Khair Society together with Al Bustan Centre & Residence management led by Mr. Yasser Moussa, General Manager.

For several years now, we have proudly maintained our commitment to philanthropy through a Donation Drive in partnership with Bait Al Khair Society. This enduring collaboration reflects our dedication to supporting vital charitable efforts

Representing a collective effort to foster compassion and support within our community. Al Bustan Centre & Residence aims to amplify our impact and provide much-needed assistance to those who need it most.



TASTE OF TRADITION

Ramadan Iftar Buffet Nights at the Food Court



The spirit of togetherness and celebration found its way to dining tables through Ramadan Iftar Nights . This year, Al Bustan Centre and Residence took the traditional Iftar experience to new heights by teaming up with Rechel in Dubai and Dubai Vartha – lifestyle influencers in the UAE scene.



This exciting collaboration highlights the sumptuous array of dishes and the festive atmosphere that welcomed diners at our Iftar buffet. From enticing traditional mediterranean cuisines to modern culinary twists.





CELEBRATE YOUR EVENTS WITH US

Al Nahda Banquet Hall is the perfect setting where happy moments are made



Wedding reception | Birthdays | Graduations | Corporate Events
In-House Parties & Gatherings

Catering Services:

Indoor and outdoor catering services | Starting from 50 guests
Featuring a selection of themed buffets: International, Arabic, Oriental, Indian, and Asian cuisines

For booking and inquires

Call: +971 52 166 0269,
Email: fnb.manager@al-bustan.com



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