

Redefining Experience. Delivering Excellence.

We deliver integrated hospitality solutions designed to elevate experiences, enhance operations, and create lasting impact.

PEOPLE. SERVICE. EXCELLENCE.



EVENT
STAFFING



HOSPITALITY
STAFFING



SOFT
SERVICES



CAR WASH
SOLUTIONS



HOME & LIFESTYLE
SERVICES

Index

Explore our comprehensive range of hospitality and facility services solutions.

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“Excellence is not just what we do, it’s who we are.”

Every service we deliver reflects our commitment to quality, our respect for people, and our passion for creating exceptional experiences.



Who We Are

“ Trusted Workforce.
Diverse Services.
One Standard of Excellence ”

About Us

Urban Hospitality & Services (UHS) is a values-driven organization built on the principle of “quality without compromise.” Since our inception, we’ve remained dedicated to delivering exceptional service experiences with integrity, consistency, and care. This commitment has earned us the trust of some of the region’s most respected hospitality brands, event organizers, and facility operators.

Our Growth Journey

We continue to grow with purpose — investing in people, processes, and partnerships that create lasting impact. At UHS, we believe service is more than a transaction; it’s a promise. A promise to elevate everyday operations through reliable manpower, seamless execution, and a culture of respect for both clients and staff.

Our Tailored Range of Solutions

Our expanding range of services reflects this promise — from five-star hospitality staffing and large-scale event support to soft services, car wash management, and residential care solutions. We tailor our services to each client’s needs, ensuring flexibility without compromising on quality.

Why UHS?

What truly sets us apart is our team. Our strength lies in the dedication, professionalism, and heart of our people — individuals who work together with pride and purpose. Every team member plays a role in delivering excellence, guided by strong recruitment standards, continuous training, and a shared sense of responsibility.



OUR MISSION

To deliver exceptional, people-powered service solutions through a commitment to quality, integrity, and client satisfaction — while fostering a work environment where our teams thrive, grow, and take pride in their contribution.



OUR VISION

To be the region’s most trusted partner for professional staffing and service delivery — setting the standard for quality, reliability, and ethical operations across industries.

CORE VALUES



TRANSPARENCY

We believe in open, honest communication and complete clarity in all business operations.



TRUST IN PEOPLE

We value our teams and partners, knowing that strong relationships are the foundation of success.



ACCOUNT ABILITY

We take full ownership of our work and uphold the highest standards of service and conduct.



EQUAL OPPORTUNITY

We create an inclusive environment where everyone is empowered to grow and contribute.



ETHICAL CONDUCT

We operate with integrity, fairness, and respect in every action and decision.



Excellence In Every Detail. Every Time.

We believe true hospitality is felt in
the moments that matter most.

PEOPLE. SERVICE. EXCELLENCE

The Principles Behind Every Service.



OUR MISSION

To deliver exceptional, people-powered service solutions through a commitment to quality, integrity, and client satisfaction — while fostering a work environment where our teams thrive, grow, and take pride in their contribution.



OUR VISION

To be the region's most trusted partner for professional staffing and service delivery — setting the standard for quality, reliability, and ethical operations across industries.

OUR VALUES



TRANSPARENCY

We believe in open, honest communication and complete clarity across all business operations.



TRUST IN PEOPLE

We value our teams, partners, and clients, knowing that strong relationships are the foundation of sustainable success.



ACCOUNTABILITY

We take full ownership of our work and uphold the highest standards of service, conduct, and delivery.



EQUAL OPPORTUNITY

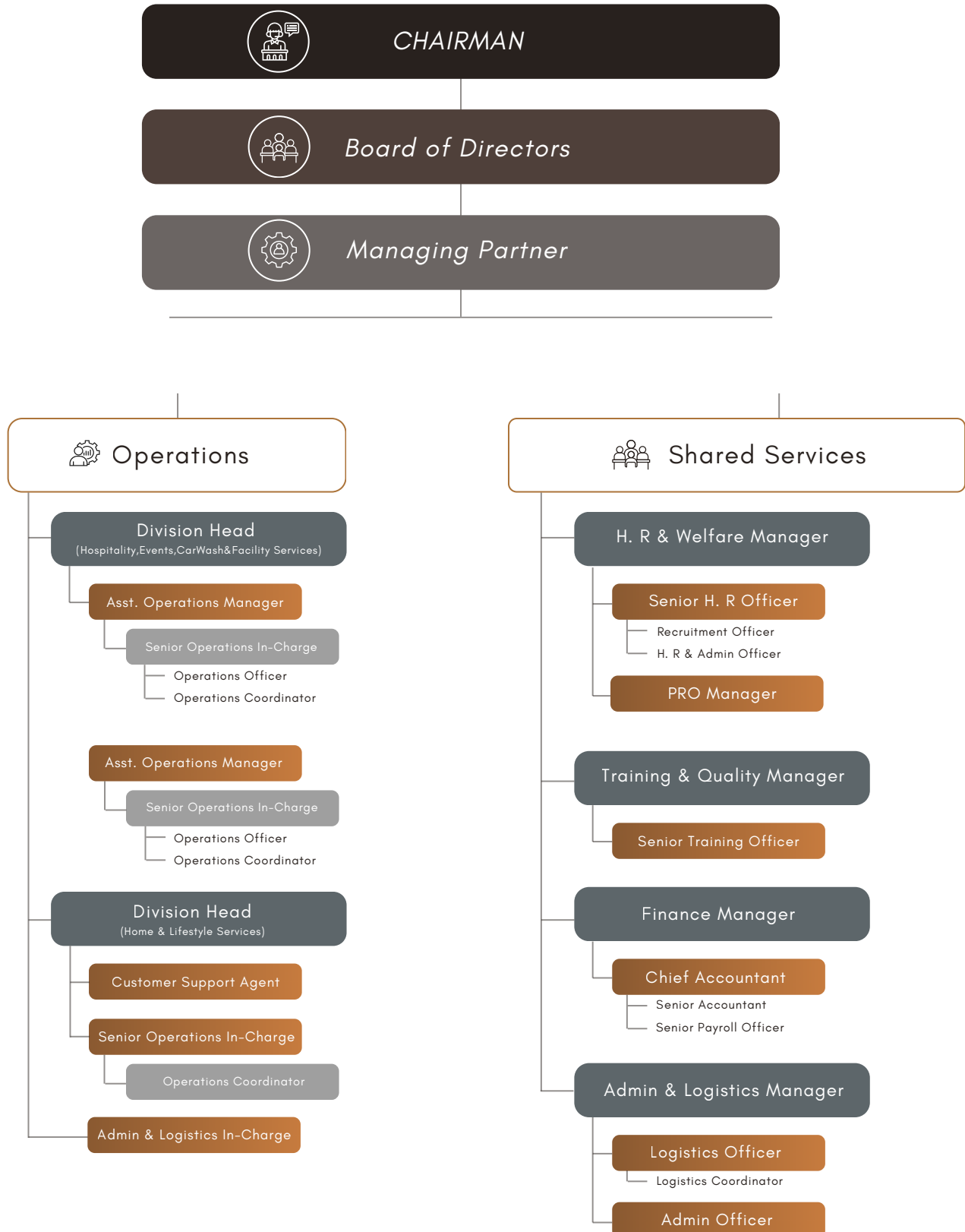
We create an inclusive environment where every individual is empowered to grow, contribute, and succeed.



ETHICAL CONDUCT

We operate with integrity, fairness, dignity, and respect in every action and decision.

Organization Structure



UHS delivers a diverse range of hospitality and facility services designed to elevate experiences, enhance environments, and create lasting value.



01 EVENT STAFFING

Professional, reliable, and well-trained staff to support events of any scale with precision, presentation, and care.



02 SOFT SERVICES

Comprehensive cleaning, hygiene, maintenance, and facility support solutions that keep spaces immaculate, safe, and welcoming.



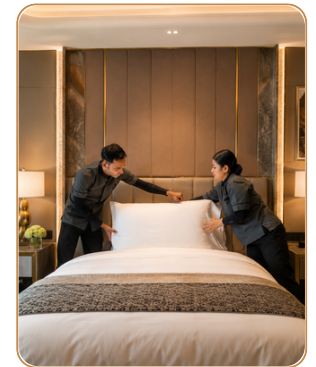
03 HOME & LIFESTYLE SERVICES

Personalized residential services that enhance everyday living with comfort, convenience, safety, and discretion.



04 HOSPITALITY STAFFING

Dedicated hospitality professionals delivering exceptional guest experiences across hotels, resorts, restaurants, clubs, and venues.



05 CAR WASH SOLUTIONS

Professional car wash and detailing services for corporate fleets, residential communities, commercial locations, and individual clients.

Sectors We Specialize In



Corporate Offices and
Business Centers



Health Care
Facilities



Educational
Institutions



Retail and Shopping
Centers



Hospitality and
Leisure



Residential
Complexes



Public Spaces



Sports and Recreation
Facilities

Comprehensive
Services.

Exceptional
Standards.

6



One partner. Multiple solutions. Seamless experiences.



Hospitality Staffing Solutions

“Staffing Qatar’s Leading Five-Star
Hotels with Confidence & Class”

Urban Hospitality & Services provides professional staffing solutions tailored for five-star hotels and luxury hospitality environments. We support a full range of operations, including housekeeping, food & beverage, front office, and concierge services.

With a deep understanding of guest service expectations, we ensure seamless integration with your brand standards and operational workflows.

HOW WE DELIVER

- ▶ Trained & BICSc-aligned team members
- ▶ Groomed and uniformed for luxury environments
- ▶ On-call, temporary, or long-term contract options

WHY CHOOSE US?



Luxury-Aligned Workforce

Skilled, well-groomed staff trained for premium hospitality.



Seamless Operations

Aligned with your SOPs, ensuring minimal training downtime.



Cost-Effective Flexibility

Efficient staffing without long-term commitments.



24x7 Customer Support

What We Offer

HOUSEKEEPING



Room Attendant



Public Area Attendant



Pool & Spa Attendants



Laundry Attendants

FOOD & BEVERAGE (F&B)



Barman



Hostess



Kitchen Helpers



Service Staff
(Waiter/Waitress)



Kitchen Stewards

FRONT OFFICE



Bell Boys



Concierge



Doorman



Front Desk Agent

From Daily Operations to Defining Moments.



Our people perform wherever service matters most

Trusted by hospitality
brands that depend on
consistency,
presentation, and guest
experience.



We believe true hospitality is felt in
the moments that matter most.

Project 1: Accor Properties



NUMBER OF STAFF

103+

Support Service Staff



STAFFING PROVIDED

- Kitchen Stewards
- Room Attendants
- Public Area Attendants
- F & B Service Staff
- Event Support Staff - On call Basis



CLIENT CONTACT DETAILS

Mr. Devraj Rathore
Mr. Ashutosh Baghel Singh
Mr. Abdul Ellahi
Mr. Sanoub Nazar



CLIENT EMAIL

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ashutosh.baghelsingh@raffles.com
abdul.elahi@accor.com
sanoob.nazar@waldorfasteria.com

Fairmont
HOTELS & RESORTS


RAFFLES
HOTELS & RESORTS

 **PULLMAN**
HOTELS AND RESORTS


ALWADI
HOTEL DOHA فندق الوادي الدوحة


GALLERY
HOTEL COLLECTION

 **LA CIGALE**
HÔTEL
MANAGED BY ACCOR


BANYAN TREE
DOHA



SERVICE PERIOD

1 - 3 Years



Project 2:

Hilton Cluster Properties



NUMBER OF STAFF

132+

Support Service Staff



STAFFING PROVIDED

- Room Attendants
- Public Area Attendants
- Kitchen Stewards
- Event Support Staff- On call Basis



CLIENT CONTACT DETAILS

Ms. Naleem Badurdeen
Mr. Sreejith Balakrishna Pillai
Ms. Kalpana Rawat
Mr. Raju Achari



CLIENT EMAIL

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Sreejith.balakrishnapillai@hilton.com
kalpana.rawatehilton.com
raju.achari@hilton.com



SERVICE PERIOD

2 Years



Project 3: IHG Properties



NUMBER OF STAFF

421+

Approx



STAFFING PROVIDED

- F&B Service Staff
- Kitchen Stewards
- Room Attendants
- Public Area Attendants
- Event Support Staff – On Call Basis



CLIENT CONTACT DETAILS

Ellaine Siruelo



CLIENT EMAIL

Ellaine.Siruelo@ihg.com

VOCO™
AN IHG® HOTEL

obes-ä
DOHA HOTEL & RESIDENCES
IHG® HOTELS & RESORTS

STAYBRIDGE
SUITES

CROWNE PLAZA
HOTELS & RESORTS

INTERCONTINENTAL
HOTELS & RESORTS



SERVICE PERIOD

3 Years



Project 4:

Minor Cluster Properties



NUMBER OF STAFF

225+

Number of Staff



STAFFING PROVIDED

- HK Attendants
- F&B Service Staff
- Kitchen Helpers & Stewards
- LifeGuards
- Bellboys



CLIENT CONTACT DETAILS

Mahammad Aseef



CLIENT EMAIL

m.aseef@arpm.com.qa

فنادق سوق واقف
SOUQ WAQIF
BOUTIQUE HOTELS
BY TIVOLI

فندق سوق الوكرة
SOUQ AL WAKRA
HOTEL
QATAR
BY TIVOLI

فندق النجادة
AL NAJADA
HOTEL
BY TIVOLI

منتجع جزيرة البنانا
BANANA ISLAND
RESORT DOHA
BY ANANTARA



SERVICE PERIOD

3 Years



Long-term staffing relationships with leading hotel groups.

Large-scale deployment across luxury hospitality environments.

Trained professionals aligned with hotel standards and SOPs.

Reliable support across housekeeping, F&B, public areas, and event operations.

Flexible staffing for daily operations, seasonal demand, and on-call event needs.

Consistent supervision, grooming, and quality monitoring.

Event Staffing

“ From Global Sporting Events
to Private VIP Gatherings

At Urban Hospitality & Services, we provide professional, client-facing staffing solutions for events of all scales – from international tournaments and public expos to cultural festivals and high-end corporate gatherings.

With experience in international mega-events like the FIFA World Cup 2022 and national exhibitions, UHS delivers flexible, scalable staffing solutions for every kind of event. Our professionals are trained, multilingual, and guest ready – ensuring smooth execution and elevated attendee experiences.

We Support a Wide Range of Events



SPORTING EVENTS



CONFERENCES



EXHIBITIONS



PRIVATE CELEBRATIONS



CORPORATE EVENTS



AWARD CEREMONIES

How We Deliver



Rapid deployment
across venues



Multinational &
Multilingual teams



Full-service coordination:
transport, grooming, & site
briefings



Flexible Staffing
Models (On-Call or Full-
Event Teams)

Why Choose Us



PROVEN MEGA-EVENT
EXPERIENCE

FIFA 2022, Asian Cup AFC
2023, National Exhibitions.



RAPID
MOBILIZATION

Staff deployed
within 24-48 hours.



TAILORED TO CLIENT
BRANDING

Custom uniforms &
SOP alignment.



SUPERVISED, END
TO-END EXECUTION

OUR SERVICES

Event Staffing

EVERY EVENT: FLAWLESSLY EXECUTED.

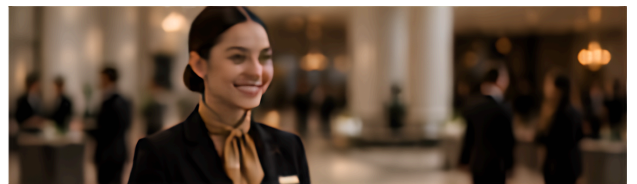
From global sporting events to high-profile conferences and private celebrations, we provide professional event staffing solutions that ensure seamless operations and memorable experiences.

OUR EVENT STAFFING SOLUTIONS



HOSTESSES

Professional and elegant hostesses to create a welcoming first impression and elevate guest experience.



USHERS

Trained ushers to manage guest flow, seating, and ensure smooth and organized event operations.



VIP SERVICES

Dedicated VIP teams providing discreet, personalized, and premium guest care.



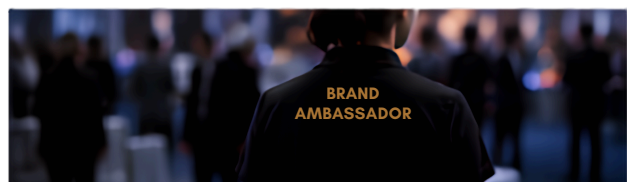
REGISTRATION TEAMS

Efficient registration and accreditation teams for a seamless and hassle-free check-in experience.



BRAND AMBASSADORS

Engaging brand ambassadors to represent your brand and create meaningful audience connections.



PEOPLE. SERVICE. EXCELLENCE.

Our Event Team in Action



MAJOR EVENTS SUPPORTED

Major Event Experience

TRUSTED BY GLOBAL EVENTS.

UHS has proudly supported some of Qatar's most prestigious national, regional, and international events, delivering professional staffing solutions with precision, discipline, cultural sensitivity, and world-class service standards.

From global sporting events and international conferences to luxury weddings, exhibitions, VIP gatherings, and large public festivals, our teams are trained to perform in high-pressure environments where presentation, coordination, guest experience, and reliability cannot be compromised.

MAJOR EVENTS SUPPORTED



**FIFA WORLD CUP
Qatar 2022**

FIFA WORLD CUP
QATAR 2022



**FIFA ARAB CUP
QATAR 2021**

FIFA ARAB
CUP QATAR



**AFC ASIAN CUP
QATAR 2023**

AFC ASIAN CUP
QATAR 2023



WEB SUMMIT
QATAR



DOHA JEWELLERY &
WATCHES EXHIBITION



WORLD ENDURANCE
CHAMPIONSHIP



QATAR TOY
FESTIVAL



CORPORATE
CONFERENCES



NATIONAL
EXHIBITIONS



PRIVATE VIP
GATHERINGS



4,500+

STAFF DEPLOYED

across stadiums, transport networks, hospitality zones, F&B areas, luxury lounges, guest service areas, and event venues.



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NATIONALITIES

represented across event teams, supporting multilingual guest interaction and smooth cultural coordination.

FULL-CYCLE STAFFING

support covering recruitment, mobilization, training, grooming, deployment, supervision, operations management, and post-event support.



KEY ROLES DELIVERED

Ethical recruitment practices.



Customer Service Associates



Service Managers & Supervisors



VIP & VVIP Lounge Hostesses



Guest Relations Teams



Registration & Accreditation Teams



Ushers & Crowd Flow Teams



Culinary & F&B Staff



Back-of-House Operations Teams



Zone Coordinators



Cleaning Crews



Waste Management Teams



OPERATIONAL EXCELLENCE



Rapid deployment across multiple venues.



Multinational and multilingual event teams.



Transport, grooming, briefing, and site coordination.



Flexible staffing models for on-call and full-event requirements.



24/7 operational management during peak event periods



On-ground supervision for discipline, timing, presentation, and quality control.

Worker Welfare Commitment



Guaranteed wages and responsible employment standards



Safe accommodation and welfare support.



Medical care and team wellbeing measures.



Cultural integration support



Compliance with local and international worker welfare expectations

When scale matters,
service discipline matters even more.



CLEAN SPACES. BETTER EXPERIENCES.

Soft Services

UHS soft services ensure that environments are immaculately maintained, hygienic, safe, efficient, and welcoming every day.

Our trained professionals, structured supervision, certified cleaning practices, and proven processes help clients maintain high standards across commercial, hospitality, residential, educational, healthcare, industrial, and public environments.



OUR SOFT SERVICES SOLUTIONS



CLEANING SERVICES

Comprehensive cleaning for all areas, ensuring spotless, hygienic, and safe environments.



WASTE MANAGEMENT

Efficient waste handling and disposal services that promote cleanliness and environmental responsibility.



WASHROOM SERVICES

Regular maintenance and restocking to ensure hygienic, well-equipped bathroom facilities.



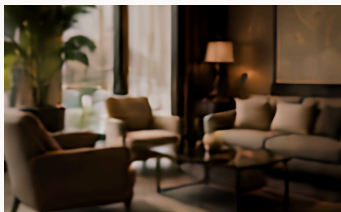
FLOOR CARE & MAINTENANCE

Specialized floor care solutions that protect surfaces and enhance their appearance.



PANTRY & COMMON AREA CARE

Keeping pantries, lounges, and shared spaces clean, organized, and inviting at all times.



QUALITY YOU CAN SEE. STANDARDS YOU CAN TRUST.

Our trained professionals and proven processes ensure consistent quality and exceptional results.

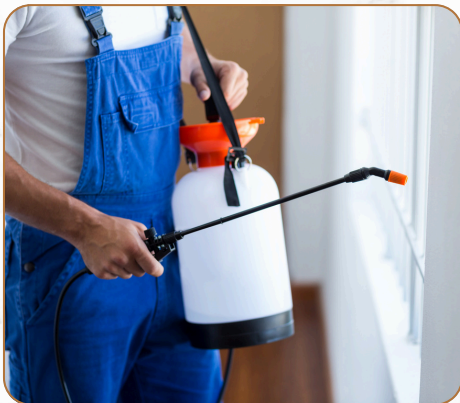
IDEAL FOR

- | | |
|-----------------------|--------------------------------|
| Hotels & Resorts | Office Buildings Retail Spaces |
| Hospitals & Clinics | Schools & Universities |
| Industrial Facilities | Residential Communities |



JANITORIAL SERVICES

Comprehensive cleaning and maintenance services ensuring pristine, well-kept facilities.



PEST CONTROL

Effective solutions for pest prevention and elimination, maintaining a hygienic environment.



WASTE MANAGEMENT

Efficient waste collection and disposal services, promoting sustainability and cleanliness.

SPECIALIZED CLEANING

Targeted cleaning services for specific needs, using advanced techniques and equipment.



HANDOVER DEEP CLEANING

Thorough, detailed cleaning for new or renovated spaces, ensuring spotless handover.



MARBLE POLISHING & CRYSTALLIZATION

Expert restoration and maintenance of marble surfaces, enhancing their shine and durability.



UPHOLSTERY & CARPET

Deep cleaning of fabrics and carpets, removing stains and rejuvenating their appearance.



SANITIZATION & DISINFECTION

Essential for ensuring a hygienic and safe environment, utilizing advanced techniques to eliminate germs and infectious agents.

Al Rayyan

Project Management



Project:

Housekeeping Services – Souq Washrooms



Scope of Services:

Housekeeping Services



Solutions Developed:

Deployed trained housekeeping attendants with flexible shift scheduling and mobile supervision to maintain high-traffic washroom areas across Souq facilities.



Impact:

Improved hygiene standards and reduced facility complaints; maintained consistent service delivery during peak visitor hours.



Contract Duration:

Ongoing since 2023



Al Rayyan

Car Park Management



Project:

Car Wash Operations – Multi-Site Coverage



Scope of Services:

Waterless Car Wash Services across 17 locations and Ongoing since 2025



Solutions Developed:

Rolled out a standardized eco-friendly waterless wash process with trained on-site staff, centralized scheduling, and mobile team supervision.



Impact:

Improved service consistency and coverage across locations while reducing water usage and enhancing tenant satisfaction.



Contract Duration:

Ongoing since 2023

DECC

Qatar Business Events Corporation



Project:

Soft Services for DECC & Related Events



Scope of Services:

Cleaning, Waste Management, Pest Control, Façade Cleaning, Deep Cleaning



Solutions Developed:

Deployed a large-scale, event-responsive soft services team with pre-scheduled and on-call cleaning crews, supported by mobile supervisors and post-event deep cleaning units. Integrated pest control and façade services coordinated with event timelines to maintain operational readiness.



Impact:

Maintained DECC's high standards of hygiene and presentation across major international exhibitions and conferences; enabled seamless venue transitions and enhanced visitor experience through spotless facilities and professional on-ground staff

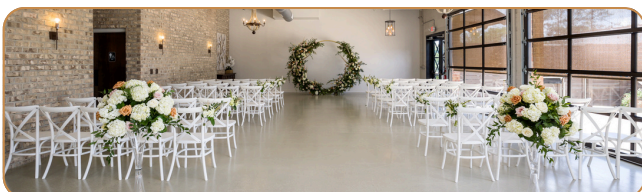


Contract Duration:

Project-based and ongoing since 2024



Al Rayyan Events Management



Project:

Housekeeping – Wedding Halls (Al Ruffa, Al Wakra & Al Daayen)



Scope of Services:

Housekeeping, Carpet Shampooing & Marble Polishing



Solutions Developed:

Developed event-based scheduling for pre- and post-event deep cleaning, including trained teams equipped for delicate surface care and rapid resets between functions.



Impact:

Improved cleanliness turnaround times and maintained premium guest experience for large-scale events; venue operators reported higher client satisfaction.



Contract Duration:

Ongoing since 2024

INTERNATIONAL SCHOOL OF LONDON



Project:

Facility Cleaning & Bus Conductors



Scope of Services:

Janitorial Services & Staffing



Solutions Developed:

Deployed school-safe cleaning staff and trained bus conductors following child-friendly behavior protocols and safety SOPs tailored to academic environments.



Impact:

Strengthened school safety and hygiene standards while ensuring smooth daily transport operations; consistent service delivery during academic year.



Contract Duration:

Ongoing since 2016



JMJ GROUP HOLDING



Project:

Soft Services – 14 Residential Towers



Scope of Services:

Cleaning, Façade Cleaning, Pest Control, Handover Cleaning



Solutions Developed:

Implemented full-service soft services solution with vertical team structure including supervisors per tower cluster, scheduled façade cleaning cycles, and responsive pest control routines.



Impact:

Delivered cost-effective, high-coverage services with seamless handovers to property management; improved resident satisfaction and operational efficiency.



Contract Duration:

Annual contract since 2023

PAKISTAN INTERNATIONAL SCHOOL

26



Project:

School Staffing Support



Scope of Services:

Bus Conductors



Solutions Developed:

Recruited and trained school-compliant bus conductors equipped with safety training and child engagement protocols; developed weekly reporting dashboard for school admin.



Impact:

Improved punctuality and safety awareness on school routes; school recognized UHS for professional approach in handling young passengers.



Contract Duration:

Ongoing since 2025



PRISTINE CARE.EVERY TIME.

Car Wash Solution

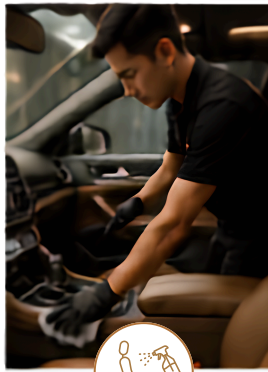
Our car wash solutions combine skilled professionals, premium products, and meticulous attention to detail to deliver a superior clean and shine—enhancing the experience for your customers and the value of your brand.

OUR CAR WASH SERVICES



EXTERIOR WASH

Thorough hand wash using premium products for a spotless, streak-free finish.



INTERIOR CLEANING

Detailed cleaning and vacuuming to ensure a fresh, comfortable, and hygienic interior.



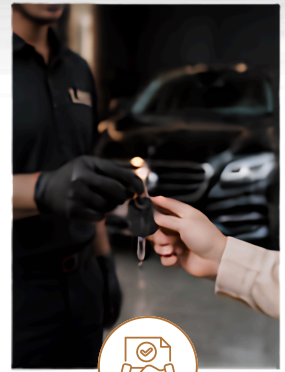
WHEEL & TIRE CARE

Deep cleaning and dressing to remove grime and enhance the look of your wheels and tires.



POLISH & PROTECTION

Surface polish and protective coatings that preserve shine and protect your vehicle for longer.



QUALITY CHECK & HANDOVER

Every vehicle is inspected meticulously before it's returned—clean, polished, and ready to impress.



QUALITY YOU CAN TRUST SERVICE YOU CAN TRUST

We maintain the highest standards of cleanliness, safety, and care in every wash.

IDEAL FOR

Hotels & Resorts • Corporate Offices • Dealerships
Residential Communities • Commercial Facilities • Valet Services

ADDITIONAL SERVICES SUPPORT



ECO & WATER-BASED OPTIONS

Flexible wash solutions including waterless and water-based methods to suit different site requirements and sustainability preferences.



MULTI-LOCATION COVERAGE

Service delivery across residential communities, commercial sites, corporate fleets, valet zones, and customer locations in Qatar.



FLEXIBLE SUBSCRIPTION PLANS

Operational models available on daily, weekly, monthly, and recurring schedules based on traffic, usage, and business needs.



TRANSPARENT SERVICE LOGS

Clear service records, reporting, and job tracking to support quality control, accountability, and consistent customer experience.

Homecare & Lifestyle Services

Reliable support for every home.

Our trained professionals bring care, responsibility, and discretion into your home—so you can focus on what matters most.



NANNY SERVICES

Trained and reliable homecare professionals to support families with care, responsibility, and discretion.



MAID SERVICES

Professional household support for daily cleaning, maintenance, and home assistance.



MOVE-IN / MOVE-OUT CLEANING

Thorough cleaning for homes before moving in or after moving out, ensuring spaces are ready, spotless, and comfortable.



SCHEDULED HOME SUPPORT

Flexible home service support available on hourly, daily, weekly, or recurring schedules.

WHY CHOOSE UHS



TRAINED & BACKGROUND-CHECKED STAFF

Experienced professionals selected for reliability, safety, discipline, and service attitude.



FULLY EQUIPPED TEAMS

Our teams arrive prepared with the right tools, materials, machines, and service knowledge.



FLEXIBLE BOOKING

Services can be scheduled through WhatsApp, or personalized customer coordination.



DISCREET & PROFESSIONAL SERVICE

Every team member is trained to work respectfully inside private homes and premium residences.



DEDICATED CUSTOMER SUPPORT

Responsive coordination, feedback handling, and follow-up support for smooth service delivery.

IDEAL FOR



APARTMENTS



VILLAS



PREMIUM RESIDENCES



LUXURY COMPOUNDS



PRIVATE HOMES



RESIDENTIAL TOWERS



SERVICED APARTMENTS



WORKING FAMILIES



LAUNDRY & IRONING

Careful garment care, washing, ironing, folding, and everyday laundry support.



WARDROBE ORGANIZATION

Thoughtful wardrobe and closet organization for tidy, efficient daily living.



PERSONALIZED HOME ASSISTANCE

Practical in-home support tailored to family routines, comfort, and convenience.



Training & Development

TRAINING ACADEMY

Empowering People. Elevating Excellence.

Our Training Academy develops skilled, service-focused professionals through world-class training programs, ensuring excellence in every interaction and performance.



OUR TRAINING PILLARS



HOSPITALITY

Comprehensive training in hospitality operations, standards, and guest service delivery.



SERVICE EXCELLENCE

Building a service mindset focused on guest satisfaction, communication, etiquette, and attention to detail.



SAFETY

Ensuring a safe and secure environment through health, safety, and compliance training.



LEADERSHIP

Developing leaders and supervisors through coaching, management, and people skills.



TECHNICAL SKILLS

Hands-on training in operational procedures, equipment handling, and best practices.

OUR COMMITMENT TO DEVELOPMENT



Structured Learning Programs



Experienced Trainers



Continuous Growth



Certification & Accreditation



Career Path Development

Investing in People.
Delivering Excellence.

Our Training Academy is the foundation of our service excellence and your assurance of quality, every time.

“Building today’s professionals for tomorrow’s opportunities.”

Technical Training Soft Services Skills

It is identified and implemented based on the challenges highlighted during new Commercial Cleaning projects mobilisation and existing site Client's feedback. At sometimes related to Qatar's cultural norms. Soft Services Skills Trainings are designed for on-job associated with overall daily Cleaning activities on site to enhance the skills of our frontline staff to achieve Quality Services delivery, following the Local government/Municipality Laws and UHS - Safe System of Work (SSOW) procedures. i.e.



HOUSEKEEPING SKILLS

MODULE – 1

- Housekeeping Introduction
- Classification of Cleaning
- Cleaning Equation
- P. P. E.
- Housekeeping Steps
- Color Coding & Microfiber Importance
- MSDS & COSHH.
- Work Culture (Road Map)
- Waste Management.
- Chemical Competence.
- Proper Storage of Equipment.
- Do's & Don'ts.
- Check list & extra cleaning schedule.
- Basic of Health & Safety Housekeeping.



HOUSEKEEPING SKILLS

MODULE – 2

- Defects Reporting.
- Machine Safe Use & Care.
- Vacuum Cleaning.
- Dry Mopping.
- Wet Mopping (Double & Single solution)
- Stairs Cleaning.
- Washroom Cleaning.
- Glass Cleaning.
- Dry dusting, wet dusting & Furniture polishing.
- Spillage Cleaning.
- Litter Picking.



HOUSEKEEPING SKILLS

MODULE – 3

- Defect Reporting.
- Machine Safe Use & Care.
- Floor buffing.
- Floor Scrubbing.
- Wet & Dry machine.
- Marble Crystallization.
- Carpet Shampooing.
- Carpet Extraction & Injection.
- Walk behind machine.
- Ride on Sweeper & Scrubber.
- High Pressure Machine.

Soft Skills Training

Ideally, this type of Training will be nominated by Line Manager's recommendation or TNA reports. Internal/ external Trainer provides such training. i.e.

 Urban Hospitality Services, HR
Induction & Basic Of Health & Safety.

 Customer Service & Care.

 Managerial Development Program.

 Supervisory Development Program.

 Delivering Powerful Presentation.

 Time & Priority Management.

 Email & Outlook Skills.

 Leadership and Management.

 Effective Interpersonal Skills.

 Emotional Intelligence.

 Communication Skills.

 Problem-Solving and Decision making, etc.

Hotel Service Training



Room Attendant Module



FOH and BOH Attendant Module



Kitchen Steward Module



Food and Beverages Module



BICSc Skills Training & Assessment



As we are the active Corporate Member of the British Institute Of Cleaning Science, UK, which is an internationally recognised institute that has contributed to more than four decades of history in providing high standards Cleaning Skills and Health & Safety Procedures in Cleaning with robust Assessment around GCC, Asia and Europe.

We have well organised in-house BICSc licensed Assessor with Training Academy fully equipped facility to deliver all BICSc 17 Skills as highly recommended to our Supervisors and specific sites/requirements for frontline Team members. BICSc 17 Skills in brief:





Hospitality Services

Our Training specialist has designed a Practical & Theoretical Methodology of Training courses dedicated to Offices Services professionalism. The course contents are given below:



- Importance Of Hospitality.
- Basic Food Hygiene.
- Essential Food Safety.
- Hand Washing Procedures.
- Personal Grooming & Hygiene Standards.
- 5 Steps in Greeting Customers.
- Documents & Courier handling.
- Proper arrangements of 'Pantry'.
- Telephone Etiquettes.
- Coffee Preparation Visual presentation.
- Introduction to Tea & Coffee.
- Different types of Tea & Coffee preparation.
- Hot & Cold beverages service etiquettes.
- Managing clients Meeting Room & Conference Room.
- Qahwa Serving.

Grooming Standards

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Urban Hospitality & Services wishes to portray a professional business image to its clients, customers, suppliers and other business contacts always. As a result, it operates minimum standards of dress and appearance, which require employees to dress in a manner that is suitable and appropriate to the Company's business both within the workplace and when representing the Company.

This policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees must therefore use common sense in adhering to the principles underlying the policy.

U.H.S provides all the facilities necessary at its accommodation to ensure our employees can ensure personal hygiene and implementation of the company's grooming policy.



OUR CLIENTS

Trusted By Industry Leaders.

Supporting some of the region's most respected hospitality, events, commercial, and lifestyle brands.



HOSPITALITY



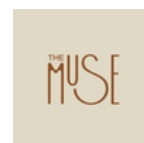
EVENTS



COMMERCIAL



RESIDENTIAL



Trusted where service quality, reliability and presentation cannot be compromised.

Affiliate Companies

Our group of affiliated companies strengthens our capabilities across multiple sectors. Together, we deliver excellence, innovation, and trusted services that support our vision of becoming the leading hospitality and facility solutions provider in Qatar and beyond.



URBAN
RENT-A-CAR

Premium vehicle rental services, offering luxury and comfort for personal and corporate needs.



Structural Technical Services & Contracting

Leading workforce provider in Qatar's construction sector, offering skilled labor and technical expertise.



30 years of expertise in recruitment solutions, has successfully recruited over 25,000 professionals to various industries in the Middle East.



GO URBAN
TRANSPORT

Offering customized transportation solutions for organizations in construction, hospitality, education, and healthcare sectors, ensuring efficient and reliable service.



Specialized in industrial and corporate catering, offering customized, high quality meal solutions for businesses and organizations.

WHY UHS

The Difference Is in Our Commitment.

We go beyond delivering services—we create experiences, build trust, and add value to every space we touch.

WHAT SETS UHS APART



PEOPLE FIRST

Our people are our greatest strength. We hire, train, and empower the right talent to represent your brand with pride.



QUALITY YOU CAN TRUST

We follow rigorous processes and quality checks to ensure consistent excellence, every single time.



TAILORED SOLUTIONS

No two spaces are the same. We customize our solutions to fit your unique needs and operational goals.



SERVICE EXCELLENCE

We go beyond expectations to deliver seamless experiences that delight your guests and clients.



RELIABLE PARTNER

We believe in transparency, accountability, and a partnership built on trust and dependability.



SUSTAINABLE APPROACH

We care for environments and communities through responsible practices and sustainable solutions.

OUR PROMISE

Your Standards. Our Commitment.

We don't just manage facilities or deliver services. We elevate experiences, protect what matters, and help your business shine.

PEOPLE. SERVICE. EXCELLENCE.

Excellence is our Standard. Service is our Commitment.

At UHS, we go beyond delivering services.
We create experiences, build trust, and
enhance the spaces where life happens.



HOSPITALITY

FACILITY MANAGEMENT

CAR WASH SOLUTIONS

HOME & LIFESTYLE SERVICES



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SCAN TO KNOW MORE