

# THE EXPANDED WRITE-UP

## SPG

### Background:

SPG started as a home run business eighteen years ago, with the sole aim of providing homes exclusively to the students of Srishti School of Art Design and Technology. The philosophy of the founder-director, Sandhya Shankar has always been to make sure that the children never miss home, thus enabling them to concentrate on college work. SPG started with just six girls in one home. Eighteen years and many more students later the SPG team works hard and ensures that the core philosophy remains unchanged. SPG is now a unit of Sandhya Shankar Hospitality Services Private Limited {SSHSP}. Our founder-director Sandhya Shankar started a drive to professionalise the business four years ago. This drive has been responsible for bringing in qualified professionals for each and every vertical existing in our services. We are proud to say that our expansion from just six girls to over three hundred students has always been achieved without any compromise in the values and ethics envisaged by the company's founder. The emphasis on quality, excellence, integrity, honesty and value for money has been an unchanging, unwavering part of the company's philosophy. The highest of standards set by Srishti for its student accommodations has always been maintained by the SPG Team.

### Our Accomodations:

We provide various styles of accommodations to our children. This includes both twin sharing and single occupancy rooms depending on the child's requirements. Our homes come in various shapes and sizes, from quaint older bungalows, apartments and more recently built bigger buildings. All our accommodations are furnished to feel like home. This includes an equipped kitchen (stove, fridge, water filter and some basic utensils) along with furniture for the drawing rooms. A television with a cable connection is provided in each home. In the rooms each child is given a cot, bedding, cupboard (metal almirah with a locker if there is no built in cupboard), work table and chair. All windows come draped with curtains. The children to bathroom ratio are a maximum of 3:1.

### Laundry :

SPG's laundry is the best in the business. With the setup procured from Ramsons (a company which has a pan Indian presence and is amongst the best for laundry equipment) we are equipped to handle large quantities of laundry each day. The detergent and softeners used are procured from Ramsons certified vendors alone. This ensures the best wash for the children's clothes. Our commercial setup ensures that, come rain or sunshine, our children receive their clothes; laundered, dried and ironed on the same day. We are proud to say that this has been consistently achieved around ninety five percent of the time in the last two years.

## Kitchen:

SPG has a state of the art kitchen designed by Chef Shadab Hussein. The kitchen has achieved the **FSSAI** certification, which is a certification from the health department stating that the highest standards are maintained in our kitchen. A big part of our kitchen is our bakery unit. With the very best of imported equipment, the bakery is able to produce a wide variety of products which provides an added dimension to our menu.

The kitchen is headed by the immensely talented and experienced Chef **ChayanDasMunshi**. He is ably supported by a full complement of cooks who specialise in cuisines from all four corners of the country, along with continental and far-eastern cuisine. The kitchen is capable of providing a variety of food to ensure that the palate of our children never gets tired. Chef Chayan also ensures that highest standards of hygiene and professionalism are maintained in the kitchen. This is achieved with a combination of regular training sessions, daily briefings and constant supervision. Our Chef also ensures that there is no compromise in the quality of raw products that is obtained for the kitchen. Our Chef has previously worked in the ITC group of hotels, Taj group of hotels, Nestle R&D kitchen and Cremica R&D kitchen. He is a member of S.I.C.A. (South Indian Culinary Association) and brings his vast experience into the SPG Kitchen.

All allied services needed by the kitchen are strictly given to professionals alone. This includes services like year round pest-control and all required annual equipment maintenance.

*Click on the link to take a tour of our kitchen*

<https://vimeo.com/257347738>

## Housekeeping :

Our housekeeping team is very well structured and trained in-house. Housekeeping services are provided on all days except for Sundays and national holidays. There are seven housekeeping teams each headed by a supervisor. The supervisor ensures that the housekeeping is done well and that there is no theft from the children's homes. Electrical and plumbing issues, as and when detected are reported by the supervisors to our Executive Housekeeper. He ensures that the problem is attended to on priority by our in-house plumbers and electricians. Our Executive Housekeeper is also responsible for daily housekeeping briefings, Protocol development for his teams, training modules and approved housekeeping chemical procurement. All materials and chemicals for housekeeping are procured from reputed companies alone.

Our housekeeping team is headed by our executive housekeeper Mr. Balachandra. Having worked as an Assistant Head Housekeeper for a total of nine years in various Gulf States, with Rotana Hotel Management Co-op Limited and Habtoor Hotels Limited, he brings his vast experience into SPG's housekeeping vertical.

## Security Measures:

Our children's safety is a prime concern here at SPG. We take this very seriously and make sure there are no compromises as far as safety is concerned. We have a total of twelve guards employed by our organisation. We have a registered security agency providing three of those guards. The rest of them are employed directly by us. The personnel files of all our employees (a copy of their employment form at SPG along with a copy of their photo ID), has been submitted to the jurisdiction police station for their files.

All guards have a routine to follow. This includes a beat book signing system. They also have to call and report to Jugar, who is our head of security, once every forty five minutes all through the night. The security agency has their set of supervisors who come and do a random check in the nights. This is meant to be done thrice a month from their end. Only four of the twelve guards have permission to enter the student's homes. Even this is only allowed as a last resort. The four of them are trusted by us and have worked for years with our organisation. This is to ensure the safety and privacy of our children.

We also send out a letter about personal safety and other security issues to the children as and when it is required. This letter will always have all the necessary numbers printed in them in case of emergencies. We feel it also makes sure that the thought of safety is never absent from the children's minds.

All our homes are fitted with CCTV cameras on the outside. The cameras are checked periodically by the head of our security to ensure that they are working and in good order. A daily briefing is conducted by our security head every evening and the guards are regularly rotated and given different duties in different locations. Not all our guards are stationary and some are given roaming duties to keep an overall eye on the security situation.

SPG along with the local police department has set up CCTV cameras for all the roads in 208SFS colony (where most of our houses are). The cameras are installed and maintained by us and we work closely with the police and provide them with CCTV footage as and when necessary.

We also have a guard dog (currently under training), to help better our security systems for our children. The dog has been carefully chosen for its temperament and capabilities and is known for being an excellent watchdog.

## Training:

To keep up excellence in the standards of working, constant training is a must. SPG as an organisation is acutely aware of this. Keeping this in mind, we ensure that the head of every department conducts a daily briefing. This ensures that the workforce remains focused on the day's goals and achieves them with focus and ease.

During the holidays when our children go back home, our staff from various departments undergo focused training to improve their skills. This training is either done in-house or by outside professionals from that department's field.

We also have a common training once a year for all our staff by a very reputed company. They are an organisation that helps develop traits of excellence, integrity, honesty, loyalty and teamwork in our employees. They have two day training program that is custom made for SPG and help our employees understand the concepts and values of the traits mentioned before.