

# WELCOME ABOARD

Your Journey in Shaping Tomorrow's  
Hospitality Experience Starts Today!

Onboarding Session





# From The Desert To A Destination

Creative Hospitality Services was born in the vast and majestic deserts of the Kingdom of Saudi Arabia. Inspired by the rich cultural heritage and visionary ambitions of the region, a group of passionate individuals came together with a common dream:

**“To cultivate the next generation of hospitality leaders who will pave the way for service excellence within the Kingdom of Saudi Arabia”**

Aligned with the aspirations of the Kingdom's Vision 2030, our core mission and vision are dedicated to positively contribute to the transformation and advancement of the hospitality sector, reflecting our commitment to raising the bar for service standards in the region.

# MEET THE TEAM

Introducing The Talents Who Are  
Driving Creative Hospitality's Success!

Organizational Structure





*Creative*

HOSPITALITY

SERVICES

## Abdullah Al Muslemani

Raised in a diplomatic family, cultivated a global perspective, having lived in over 20 countries. Holding a degree in Hospitality and Tourism, he is a meticulous and results-oriented team leader with a fervor for service. Abdullah's leadership journey spans a decade in luxury hotels and resorts across the Middle East, Europe, and the Caribbean. As a mentor to Saudi Nationals in the service industry, his "straight talk" approach provides valuable perspective. Abdullah firmly believes in the foundational role of organizational culture in success, skillfully leveraging it to optimize team performance.



**Expanding Our Horizons**

# SUCCESS PARTNERS

A Shared Voyage where Impactful  
Collaborations Unfold!

[Our Clients](#)







نيوم NEOM

Creative Hospitality Services is excited to announce a strategic collaboration with NEOM, the visionary "land of the future." NEOM, with its ambitious mission to redefine livability, business, and conservation, aligns perfectly with Creative Hospitality Services' commitment to innovation and excellence.

# sindalah

sindalah beach club

by

MDL **BEAST**

Creative Hospitality proudly extends its human resource services to the NEOM Sindalah Project. This groundbreaking venture is poised to deliver the embodiment of life's finest experiences as NEOM's visionary concepts come to life. Our human resource services play a pivotal role in seamlessly integrating highly talented professionals, contributing to elevating and delivering unparalleled luxury experiences at the symbolic destination of NEOM Sindalah. Together, we set new standards in the realm of hospitality.



MDL **BEAST**

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Creative Hospitality takes pride in their exclusive partnership with MDL Beast Venues as their sole Human Resources solution provider.



This collaboration marks a significant milestone in our journey. By joining forces, we're set to bring innovative and unparalleled experiences to our clients and guests.



**Crafting Purpose-Driven Company  
Culture and Values:**

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### **We Value Generosity:**

Committing to 'HOW WE CAN GIVE,' emphasizing doing first, striving for 'THE HIGHEST GOOD,' and fostering a 'HOW CAN I SERVE YOU?' mindset.

### **We Value Ethical Leadership:**

Fostering a mindset of 'SAY WHAT YOU MEAN AND DO WHAT YOU SAY.' Authenticity and ethical conduct are not just encouraged, they are non-negotiable.

### **We Value Planet Guardianship:**

Safeguarding THE PLANET's natural resources. Our practices align with SUSTAINABILITY, ensuring that in all our endeavors, we contribute to a better world.

### **We Value People Empowerment:**


Ensuring that the RIGHT PEOPLE are doing the RIGHT things, engaging in meaningful tasks within a harmonious workspace.

### **We Value Innovation and Creativity:**

Placing our PRODUCTS and CONCEPTS at the forefront. We view creativity and ideation as fundamental elements that keep us not only relevant but also successfully competitive.

### **We Value Framework Organization:**

Setting clear structure and organization, as it's not just beneficial but VITAL to the execution of business and projects.



“People **will forget**  
what **you said**,  
People **will forget**  
what **you did**,  
but people **will never forget**  
how **you made them feel**”

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- Maya Angelou

# WORKPLACE GUIDELINES

Where Clarity Meets Empowerment!

HR Employee Policies



*Creative*  
**HOSPITALITY**  
SERVICES



## Employee Affirmation

**I believe that each of us has dignity and a need for pride and satisfaction in what we do. Because guest satisfaction depends on the united efforts of many, I am most successful when I work together cooperatively with everyone and respect the contribution and importance of my fellow workers.**

**I will consider every guest who visits our organization as an extremely important person. It is my job to provide each guest with a level of service that is consistently excellent.**

### **Dignity and Respect:**

Our HR policies reflect a commitment to fostering an environment where respect is paramount, ensuring fair and equitable treatment for all employees.

### **Guest-Centric Excellence:**

Every HR policy is designed to reinforce the importance of providing consistently excellent service, reflecting our dedication to guest satisfaction.

### **Diversity and Inclusion:**

Respecting laws, minimizing tension, and fostering an inclusive environment where every team member's unique contributions are celebrated.

### **Collaboration and Cooperation:**

We emphasize teamwork and collaboration, encouraging employees to respect each other's contributions and work harmoniously towards shared goals.

### **Harassment-Free Culture:**

We strictly prohibit harassment, intimidation, or coercion, and employees are encouraged to promptly report any such incidents to the HR department.

### **Effective Reporting Mechanisms:**

Our policies prioritize open communication and swift resolution through clear reporting mechanisms, reinforcing our commitment to promptly address any policy violations.

## Attendance Policy

Regular attendance is crucial at Creative Hospitality to deliver quality service. If unable to come to work, employees must notify their manager at least four hours before their shift, using phone, text, or email, and staying reachable during their absence.

It is advised to to send an official email with the sick leave recommendation stamped from an authorized hospital to the HR Department of the entity you work with and copy CHS HR Department: [hr@creativehospitality.org](mailto:hr@creativehospitality.org) for proper recording.

## Uniform and Grooming

To maintain a high level of professionalism:

- Wear clean uniforms that mirror the pristine image of your assigned brand (if applicable). If a uniform is not provided, wear appropriate clothing that adheres to your given role.
- Ensure appropriate footwear that complements our professional appearance.
- Limit the use of jewelry for a polished and refined look.
- Discreet tattoos are acceptable, provided they are not offensive, remain not visible above the collarbone or below the wrist.
- Emphasize good personal hygiene

Grooming standards are equally vital. Keep your hair and facial hair well-groomed to present a tidy and polished appearance.

## Probationary Period

The first 90 days of your employment with Creative Hospitality constitute a probationary period, essential for evaluating your suitability for permanent employment. In the event of performance below expectations, adjustments may be necessary. **It's noteworthy that Creative Hospitality Services reserves the right to extend the probationary period from 90 to 180 days if deemed necessary, in accordance with Saudi labor law.**

## Performance & KPI's

We recognize that setting clear expectations, monitoring performance, and measuring results are crucial for success. This is why we offer routine performance assessments aiming to ensure that individual and team efforts are in line with the organization's strategic objectives.

These assessments help us gauge how well we're progressing toward our goals and make necessary adjustments. They also serve to recognize and celebrate achievements while identifying areas for improvement, contributing to a culture of excellence and motivation within our team.

## Employee Relations

we understand the significance of personal matters that may necessitate the assistance of our HR department team members. While we are committed to addressing these requests promptly, it is important to acknowledge that some matters may require dedicated time for thorough consideration. To ensure operational smoothness and maintain efficiency, you are encouraged to allow a processing time of **5-7 working days** upon sending any request via email (the official communication channel).

### Scope of Requests

- Employee leave requests
- Exit/Reentry requests
- Reimbursement requests
- Resignation

And any similar requests related to personal employee matters.

## Public Holidays in KSA

In adherence to the labor regulations and cultural celebrations in the Kingdom of Saudi Arabia, Creative Hospitality Services recognizes the significance of public holidays. Our paid leave policy for these occasions is outlined as follows:

The Kingdom of Saudi Arabia celebrates two Eid holidays, each granting all employees paid leave for four days.

Additionally, we celebrate the Saudi National Day and Saudi Establishment Day, providing two more paid days off.

**Employees are entitled to a total of 10 paid days off for these public holidays.**



## Operational Requirements:

While we encourage employees to enjoy these holidays, certain roles may require staff to work during these days due to operational needs.

Employees working during these holidays will be eligible for:

- Overtime (OT) compensation.
- Off Days in Lieu, this provides flexibility for employees to take compensatory time off at a later date, ensuring a well-deserved break.

## Over Time

Managers are tasked with the responsibility of submitting an official email to the HR department, including the names of employees and the corresponding overtime hours worked. This procedure should be conducted in accordance with pre-established planning and budgeting.

Overtime is considered an entitlement for roles at the supervisory level and below. However, managerial levels and above are entitled to compensatory days off (days in lieu) for any additional 48 hours worked per week.

This arrangement must be coordinated and approved in consultation with the employee's direct manager.

# Questions & Discussion

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