



FAMOUS GROUP



CONNECTING PEOPLE TO WORK TOGETHER



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## VISION

We are creating value for growth and our vision is to lead in the creation and delivery of innovative services that enable our client to win in the changing world of work.

## MISSION

Our mission is to achieve the highest professional standards in all that we do. We will strive toward delegating our clients by providing committed, ethical, efficient and cost effective services while constantly adding value through innovation in our services and up gradation of our skills.

## COMMITMENT

We will go for the extra distance in all that what we do to earn our Clients and colleagues trust. We will have open, close relationships in work partnership for the mutual benefit.

We deliver what we promise.



## HUMAN VALUES

Our success depends on the success of our employees and it is our culture to support each individual with access to the best possible professional and personal growth opportunities. We care about our people and the role of work in their lives. We respect people as individuals, trusting them, supporting them, enabling them to achieve their aims in professional and in personal life. Our work environment, business framework and our moral value provides a strong platform for our people to excel and work with passion.

We recognize everyone's contribution to our success – our employees, our clients and our business associates as well.

## QUALITY POLICY

We have always believed in the philosophy of quality and our motto is to make the Clients delightful with "Total Satisfaction" through best quality and professional services. As a highly professional company we focus on the growing needs of our clients. We have strong focus on maintaining the high quality standards across the organization. We realize that our quality is our reputation and our clients are the key to our success.





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## COMPANY PROFILE

We are pleased to introduce our self as an **ISO 9001-2008 certified** Facility Management Company for providing various type of quality services for Corporate and Industries like Manufacturing, Commercial, Engineering, Hotel, Medical, Educational, Logistics, Supply chain, Retail, Construction, IT sector, Power, Telecom, Automobile, Financial and Services Sector etc.

FAMOUS is one of the India's fastest growing integrated facility management company and having its registered office at Kalyan, Maharashtra, India. And is managed by a dynamic team of highly experienced and dedicated professionals backed up by friendly support. We are having our branches at PAN India.

FAMOUS portfolio of services includes Facility attendants, Housekeeping and Cleaning, Hospitality and Pantry, Landscaping and Gardening, Workforce solution, Outsourcing, Payroll Management, Drivers and Chauffeurs, Logistic Support Services, Delivery staff (Biker & Driver), Business continuity Support services, Material movement, Landscaping and Gardening, Production support, Placement, Background Verification Services and many more.

FAMOUS has domain expertise over years in playing a catalytic role in fulfillment of transforming needs of various organizations all over India.

With the organization slogan **“Connecting People To Work Together”** FAMOUS is dedicated to provide right people for the right jobs at right time. As a dynamic manpower service provider we have a clear vision of our aims and objectives, which is supported by the value-driven culture of our organization.

Our quality in service is not only our achievement it's our discipline.

We ensure that with FAMOUS you will feel confident in knowing that you have chosen the right company for your various types of needs.





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## OUR SPECIALIZED SERVICES

FAMOUS is specialized in providing integrated facility management services for the following categories that are customized to meet specific requirements of our clients. FAMOUS operates its services for 24 x 7 x 365 days.

### House Keeping And Cleaning Services

Cleaning is not just removing the dirt, but enhancing the aesthetics and increasing assets life.

We offer wide range of cleaning services to fit for everyone needs. We ensure that your premises look sparkling through use of state-of-the-art equipments & eco-friendly cleaning materials. All work are done by our trained, experienced and professional staff using the latest equipments and quality material to ensure that all tasks are carried out to the highest standards on time.

Our housekeeping aides are detail-orientated, having excellent organization skills, able to work accurately and capable of maintaining confidentiality. They possess sound judgment skills and are proficient in solving problems.



They are competent in follow instructions and able to work independently. They have knowledge of mixing and applying chemical cleaning solutions.

FAMOUS also takes awareness program for its housekeeping personnel to have knowledge of specific and transforming housekeeping needs and standards.

#### Duties of Housekeeping Aides:

- Keep all areas clean and tidy in & around of the premises. This includes washing, dusting, polishing, vacuum cleaning, sweeping and mopping as appropriate.
- Clean and polish furniture and fixtures, windows, glass partitions, mirrors and other accessories with follow procedures for the use of chemical, cleaners, power equipment, in order to prevent of damage.
- Ensure that all cleaning equipment /materials are maintained in a safe, clean and efficient working condition. Where an item of equipment requires repair this should be reported to the administrator.
- Wear proper protective clothing in accordance with EHS regulations and infection control guidelines.
- Monitor premises security and safety by performing such tasks as locking doors after operating hours and checking electrical appliance use to ensure that hazards are not created.





## Hospitality and Pantry Services

Pantry services are being viewed by many employers as a valuable employee benefit and a staff retention tool. FAMOUS works with each client to tailor its pantry services and ensuring employees always have access to snacks and hot beverages.

### The duties of our pantry staff depend on the requirements which includes:

- Prepare and Serve tea and coffee to employee and guest etc.
- Serving food, snacks and beverage to staff, officers and guest etc.
- Washing, chopping, dicing and carving both fruits and vegetables.
- Ordering and stocking the food and maintain the required record.
- Keep up with current culinary trends and the latest techniques.
- Keep pantry area, kitchen and surrounding is neat and clean.
- Ensure equipment is sterilized as per health code standards.
- Maintain all the equipment and material provided by Client, if any.



## Landscaping and Gardening

We make your landscape dreams come true. Our experienced staff will create a professionally finished product that you will be proud to enjoy for years to come. We are taking care of all your landscaping needs, total care services will be there for you to count on.

Our trained Gardeners always take care of gardens and lawns. They maintains the beautification of the lawns and gardens in order to attract viewers.

### Job Profile of Gardener:

The gardener's primary responsibilities vary with the seasons. Usually their job includes :

- They plant, water and trim plants and flowers.
- Pulling out dead grass and debris from trees.
- Trim and water the grass in order to maintain its mass.
- Lay fertilizers and other chemicals to flowers and plants.
- Maintain the cleanliness in the garden by sweeping trashes.
- Do basic landscaping and designs for the beautification of gardens.
- Prevention of wastage of materials & taking care of maintenance of equipments.





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## Driver and Chauffeur Services

We provide experienced Chauffeurs / Drivers for individual and organizational needs, like car rental and car leasing, transportation and supply chain and other fleet services. Our services includes valet chauffeur for Hotels, Hospitals, Hospitality services and event management companies etc.

Our chauffeurs are completely customer service focused and willing to assist the passenger in any way they can. They are taught with proper etiquette to serve the client in a professional manner. They are also being trained for services to the client beyond the car itself, such as for a personal valet or bodyguard.

Additional professional license with certain minimum standards in areas such as: age, health, driving experience, criminal record, local geographic knowledge and training attended. A variety of benefits are cited for using chauffeurs, including convenience, productivity and time savings, and driving safety for business people and seniors.

We provide drivers for luxury vehicles, light motor vehicle, commercial, heavy duty, truck, fork lift, ambulance etc. for our clients.



## Contractual Labour

We provide wide variety of experienced skilled, semi skilled and unskilled workforce to work in your manufacturing and administrative locations. You do not have to bother about ramping up; as we can do that at very short notice, so that you can focus on your core business.

Famous is providing manpower for Loading and Unloading of material and general goods also.

The contract labour does not have any direct relation with the principle employer. It has a distinct way of working unlike in any other classes of labour like permanent, temporary, casual etc. The workers are recruited by us and supplied to client are engaged on their work.

FAMOUS workforce is specialized to work in Steel, Chemical, Oil & Gas, Rubber, Pharmaceutical, Engineering, Textile, Plastic and various types of production and manufacturing industries. Their jobs are to work under instruction of plant Operators/HOD.





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## Delivery Staff Services

FAMOUS provides delivery staff including bikers and drivers to deliver goods and providing exceptional customer service to our client base. Our staff is expert to deliver a wide variety of items to different addresses and through different routes. They strictly follow company's regulations and safety standards.

### Responsibilities of our delivery staff includes:

- Conduct inspections of order before departing to deliver goods.
- Ensure packaging of the goods according to company's specifications.
- Maintain ongoing communication with route dispatcher.
- Timely delivery of goods as per given time scheduled.
- Review deliveries with customers to ensure products meet their needs.
- Obtain delivery confirmations from each customer.
- Collection of payment in case of cash on delivery.
- Accurate accounting of collection and deposit it to cashier of the company.
- Complete logs and reports and maintain professional service standards.



## Logistic Support Services

Our Logistic Support team ensures that all incoming materials are intact and accurate, prepare outgoing shipments, review material documentation such as invoices and packing lists, and maintain inventory of material supplies.

They may also be involved in transportation, stock control, warehousing and monitoring the flow of goods.

### Responsibilities of our Logistic Support Staff includes:

- Coordinate and monitor supply chain operations.
- Ensure premises, assets and communication ways are used effectively.
- Utilize logistics IT to optimize procedures.
- Coordinate logistics staff (e.g. truck drivers) according to requirements.
- Plan and track the material of final products according to customer requirements.
- Keep logs and records of material incoming, outgoing, stock, executed orders etc.
- Prepare accurate reports for upper management.
- Ensure the smooth operations of a variety of channels aiming for maximum efficiency.





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## Manpower Outsourcing Services

The ultimate focus of FAMOUS is providing the benefits of outsourcing to the clients, thereby making them save cost on every aspect of their business and hence increase their profits.

### Business Continuity Support services

FAMOUS provides end-to-end project management and business support services by providing trained staff and implementing standardised processes through our state-of-the-art operational platform to improve the day-to-day running of your facility and helps to achieve your goal.

#### Our support services include:

- Utility Services
- Care taker services
- Patient Care Services
- Event support services
- Watch and ward services
- Facility attendant services
- Billing and account support
- Production support services
- Administration support service
- Building Management services
- Warehouse and distribution support
- Hospitality management and support
- Human resource and placement services
- Front desk executive to decision making board staff

Staffing is one of the most important functions of the management. In fact, it is the process of filling vacant position by appointing the right personnel at the right job at the right time.

From the front-desk Receptionist to the decision-making Board, we providing contractual employee at all position who have a diverse portfolio of skills, experience and understand the key business processes.

#### Advantages of Outsourcing of Staff:

- Cost and efficiency savings.
- Get rid of Casualties/Hazards.
- Focus on core business activities.
- Continuity and risk management.
- Develop internal staff and resources.
- Demand measurable and improved service levels.
- Staffing flexibility, reduced overheads and headcounts.
- Save time and effort from dealing with labor laws & Compliances.
- Reduced burden of recruitment, administration, payroll and accounts.





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## RECRUITMENT

We screen the personnel before appointment. Our procedure is to undertake complete local and native place address including reference check and photograph of the individual. We ensure that the best talents are recruited and screened and all the procedures of pre-deployment arrangements are arranged.

Our recruitment process is always focusing on our client's specific requirements and quality services. Attributes, which we seek in to a candidate includes education, communication, experience, age, physical & mental fitness, behavior, background and reference checks etc.

## SUPERVISION

In order to provide quality service, we give priority on in-depth and active on-the-ground supervision. In this regard, a strong operations team comprising of Managers and Area Officers, who are equipped with all required communications and systems, carry out checks on all our assignments on 24 x 7 basis.

For best operational results, we confer with users to define their standard operating procedure (SOP) including post-instructions. Our round the clock operational team insures efficiency, alertness and job responsibility of our personnel.



## TRAINING AND DEVELOPMENT

To provide the highest level of services for your employees, it's important that your facility be staffed with people who are technically proficient, properly trained to perform their duties efficiently, and willing to deliver "service with a smile". FAMOUS have training programs for all employees as per their assign job to support the drive for quality. Employees are encouraged to take more responsibility, communicate more effectively, act creatively and innovate.

FAMOUS team is trained to provide the best professional services. Other than job profile we also give training to our personnel on subjects like code of conduct, skilled development, motivation and devotion, perception and reality, integrity and responsibility, team building, leadership, group participation, fire & safety, first aid and self protection etc. On job training programs are also undertaken on time to time at the sites.





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## STATUTORY OBLIGATION

FAMOUS adheres to applicable statutory and regulatory requirements.

Where's Principal employer (client) are responsible to follow the guidelines of Government towards the wages, duty hours, statutory compliances and other benefits paid to the assigned personnel as applicable in the state, FAMOUS is always strict to fulfill statutory obligations related to their employees according to service level agreement.

We will posses all the requisite licenses and permissions from the concerned authorities under the applicable laws, rules and regulations at any time.



## PROCEDURE AND INSTRUCTIONS

After mutual accordance on technical and commercial ground, our team of expert operational staff visits the site to analyze and understand the needs of client requirements. Based on the report a standard operating procedure including charter of duties for personnel; client's expectations from staff, emergency procedures and other relevant details are documented. This set of SOP is prepared in consultation with the client.

We execute Service Level Agreement with the client before starting the services. Parties lay down terms and conditions for this agreement, which is duly signed by their authorized representatives. No employee of the company is permitted to commit an illegal or unethical act, or to instruct others to do so, for any reason. If a law conflicts with a particular action, industry practice and Service Level Agreement, company must comply with the law.

agreement, rights, binding, contract, terms and conditions, terms of use, disclaimers, copyright, patent, breach, application, party, acceptance, sign interpretation, framework, clause, exclusive, general membership, sale of goods, advice, signed, services, customer, terms, statutory rights, document, customers, conditions, accept, violation, signatory products, appendix release, contractual terms, contractual, infraction, standard form contract, copy authorisation, legal, user, conditions partnership, company principles, license, contractual, convention, jargon, apply, parties, guidelines, legally, management, term, sub-clause, protocol, acknowledgement, procedures, business, infringement, industry, sales, intellectual property, regulations, encroachment, deal, lawyer, standards, restrictions, sublicense, statutory, lawyer, standards.



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## PAYROLL PROCESS

Our payroll process is based on following systems:

- Collection of attendance from Clients.
- Calculation of wages / salary.
- Calculation of allowance's overtime.
- Deduction of PF & ESI.
- Deduction of applicable taxes.
- Deduction of Advance, Loan, EMI and etc.
- Deduction of Uniform and others issued items.
- Reimbursements of allowances and Incentives.
- Preparation of individual salary slip.
- Preparation of net pay summary of unit.
- Maintenance wages register of unit.
- Deposit salary in bank account.
- Inform to personnel about their salary payments.
- Amount disbursals of Bonus, Paid Leave, Gratuity and others.



Growth Comes From



Hope you will be here soon

and many more...





03, First floor, Vrindavan Valley, Station Road,  
Khadakpada Circle, Kalyan (W), MH – 421 301.



First Floor, House No. 242, Above Shankar Hospital,  
Palla Chowk, Faridabad, NCR – 121003.



124, 1st Floor, Heena Arcade, Nr. Char Rasta,  
Vapi, Valsad, Guj - 396 191



[www.famousgroup.in](http://www.famousgroup.in)



8108162503



famous@famousgroup.in