

HAPPENING IN OUR PROPERTIES

We are pleased to share the exciting Ramadan Recreation Activities that took place in March 2026.

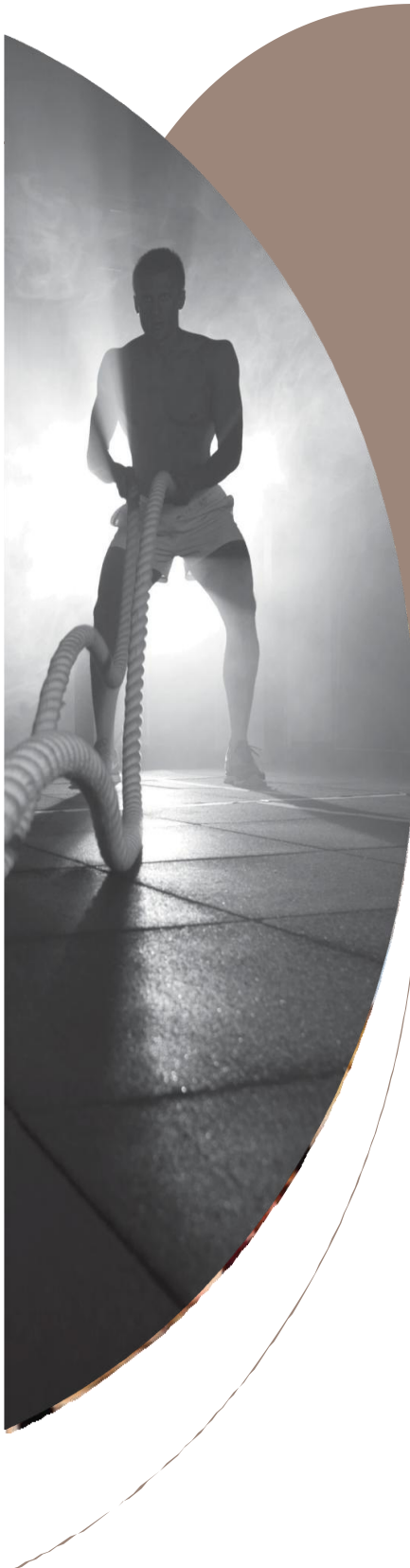
Fun and engaging activities for children were organized throughout the holy month of Ramadan, creating a lively and welcoming environment for our younger guests.

A variety of programs were designed to keep children both entertained and inspired. Young participants enjoyed creative arts and crafts sessions, where they made Ramadan-themed decorations and lanterns. Interactive storytelling sessions also brought the values of Ramadan to life, teaching important lessons about kindness, generosity, and community.

These activities created a joyful and memorable atmosphere, allowing children to celebrate the spirit of Ramadan together while remaining actively engaged and entertained throughout the holy month.



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Monthly Staff Training

Staff training sessions were conducted on March 14th, 15th, 16th, and 18th at the Yaka Room. These modern and interactive sessions were designed to enhance the overall guest experience within the recreation environment.

Key topics included mapping the guest journey from entry to exit, managing guest emotions, and understanding service touchpoints.

Team members actively participated throughout the sessions and were encouraged to share their own experiences and insights, fostering a collaborative learning environment.

Through engaging discussions and practical exercises, participants developed the ability to identify critical moments in the guest journey, anticipate needs, and handle emotional situations with empathy and professionalism.

The training equipped the team with valuable skills and tools to consistently deliver positive and memorable guest experiences.



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March was a special month for our **Food & Beverage** team during the month of March, all Food & Beverage operations were carried out smoothly, with consistently positive feedback from our guests.



Throughout Ramadan, we offered an Iftar Buffet at Bayt Al Dana, featuring a wide selection of traditional dishes, desserts, and beverages. The buffet was well received and appreciated for both its quality and presentation.

At Katara Hospitality Head Office, a Ramadan brunch buffet was successfully organized, with a well-coordinated setup and service. The event received positive feedback, reflecting the team's attention to detail and operational efficiency.

For outside catering and banqueting, the team successfully handled a corporate Iftar buffet for Qatar Energy. The event was executed smoothly and met all expectations.

In addition, daily catering services were provided at Raffles and Fairmont staff cafeterias, serving Iftar, dinner, and Suhoor.

These operations were consistently maintained with high standards and received positive feedback throughout the month. During the Eid period, the team organized several special events, including:

- Eid Dinner at Bayt Al Dana
- Eid Lunch at Nimro
- Additional upcoming events and activities

Furthermore, three Eid events—breakfast, lunch, and dinner—were successfully executed at separate venues, each featuring traditional setups, arrangements, and carefully prepared menus.

Overall, March was a successful and productive month, with all operations completed efficiently and guest satisfaction remaining high.



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March 2026 was a truly remarkable month for the **Kitchen Department**, marked by dedication, teamwork, and exceptional service throughout the holy month of Ramadan.

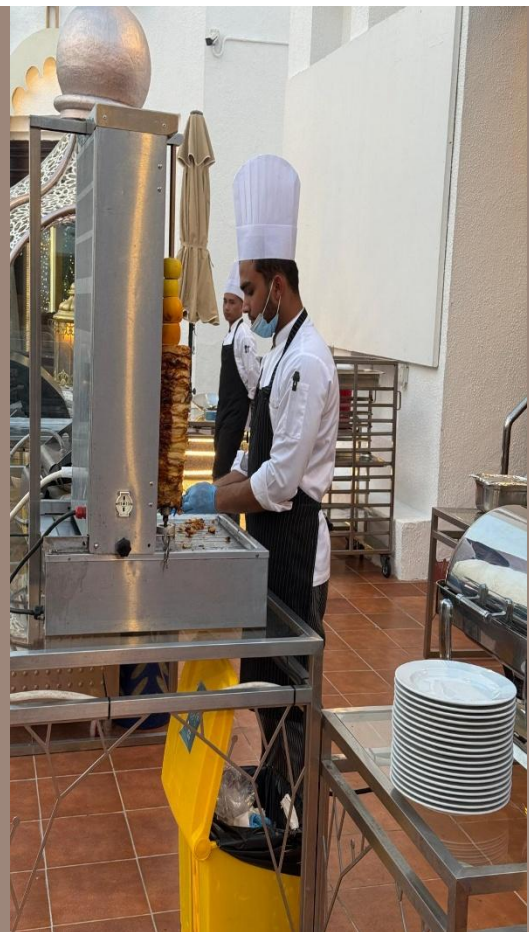
As part of our Ramadan catering activities, the team proudly catered for Katara Head Office, delivering a carefully curated menu that included lunch selections, cold mezzas, sweets, and fresh salad starters. The menu was thoughtfully designed to suit the season, and the quality of the dishes reflected the team's creativity and commitment to excellence.

We also successfully hosted in-house Iftar and Suhoor services for members and guests. These offerings were among the key highlights of the month, featuring menus that stood out in taste, presentation, and variety. The positive feedback received was truly encouraging and a testament to the team's efforts in creating memorable dining experiences.

Our Raffle staff catering continued seamlessly throughout the month, remaining a strong partnership and an essential part of our daily operations. The team-maintained consistency in delivering fresh, satisfying meals while upholding the same high standards of quality.

A significant achievement came on the 20th, the first day of Eid, when the department successfully managed five catering events simultaneously. This accomplishment demonstrated outstanding teamwork, coordination, and the ability to perform efficiently under pressure while maintaining high culinary standards.

Overall, March was a month of commitment, blessings, and success. Special appreciation goes to the entire Kitchen team for their hard work, flexibility, and dedication to excellence throughout the season.



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During the holy month of Ramadan, the Stewarding Team consistently carried out deep cleaning and continuous monitoring of all kitchen areas.

Kitchen equipment was carefully moved and thoroughly cleaned from the rear to remove accumulated grease, using only approved heavy-duty cleaning chemicals.

The deep cleaning process also covered key areas and equipment, including the three-compartment sink, tilting pan, ceiling hoods, wall surfaces, and stainless steel (SS) equipment, ensuring that the highest standards of hygiene and safety were always maintained.

In addition, the Stewarding Team ensured that the chafing dish buffet and buffet station presentation were impeccably set up and maintained throughout the evening. Each chafing dish was carefully arranged, all surfaces were polished to a high standard, and the stations were kept clean, organized, and fully stocked.

Their attention to detail contributed significantly to delivering a seamless, elegant, and enjoyable Ramadan Iftar experience for all guests.



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Marketing and Sales Overview – March 2026

Throughout the month of March, Dana Club launched a series of targeted marketing campaigns to engage members and attract new clients. Below is an overview of key activities and promotions:

F&B and Kitchen

A variety of dining promotions were actively marketed, including set menus and themed experiences such as All-You-Can-Eat International Waffle Day, Italian Nights, and Steak Nights. These campaigns were designed to enhance guest engagement and drive dining participation.

Recreation

Promotional efforts continued for Ramadan kids' activities at the Galgi Kids' Lounge, encouraging family participation and enhancing the overall member experience during the holy month.

Ramadan 2026 Campaigns

Ramadan-focused campaigns remained a central priority, with strong promotion of the Iftar Buffet and Suhoor Set Menu through flyers, social media platforms, and media buying. A dedicated website landing page was also developed to streamline Ramadan bookings. The holy month concluded with a post-Ramadan reel, capturing highlights and key moments.

Eid Al-Fitr Campaigns

Comprehensive marketing materials were developed for Eid Al-Fitr, including promotions for the Eid Al-Fitr Buffet (Day 1) and Eid activities (Days 2 and 3), along with festive greeting creatives. The team also produced an Eid backdrop, a pre-event promotional reel, and provided daily event coverage to ensure strong visibility and engagement.



Below are the key sales highlights for our Banquet and Outdoor Catering (ODC) operations during the month:

Al Jewan Hall

Successfully hosted 5 male wedding events, demonstrating strong demand for banquet services and smooth operational execution.

Bayt Al Dana Restaurant

Accommodated 1 Eid Al-Fitr Dinner Buffet, which was well received by guests.

Nimro Lounge

Hosted 1 Eid Al-Fitr Lunch Buffet booking, contributing to the festive dining experience during the Eid period.

Membership

Received the signed membership agreement from Qatari Diar, marking a positive step in strengthening corporate partnerships.

Outdoor Catering (ODC)

ODC operations remained highly active throughout the month, including:

- 6 Qatar Energy Iftar events
- 1 Eid Al-Fitr Breakfast, Lunch & Dinner and 1 Male Wedding
- Katara Hospitality Daily Brunch Catering & Raffles & Fairmont Daily Staff Catering

These events were executed successfully, reflecting strong coordination and consistent service quality.

A tender proposal was submitted to the Ministry of Endowments (Awqaf) and Islamic Affairs for the Little Muhadeth Competition, supporting ongoing efforts to expand business opportunities and partnerships.



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The Guest Relations department and Marketing Support:

The Guest Relations department has been actively supporting all teams to maximize Ramadan promotion conversions through targeted initiatives and enhanced communication strategies.

A key focus has been placed on promoting outdoor catering services through outbound calls, successfully capturing opportunities for smaller, private gatherings.

In addition, attractive Membership Promotions and Vouchers have been introduced, allowing members to choose between a full set of recreational vouchers or a customized allocated set based on their preferences.

To further enhance value, a **20% discount** is currently being offered across all membership categories for both new guests and existing members.

The team has also adapted to current operational needs by maximizing club offerings with the utmost care and attention.

All guest feedback is handled promptly to ensure that member expectations are met efficiently and without delay.

Furthermore, the introduction of a WhatsApp APP has significantly improved communication channels.

This integration allows for timely sharing of promotions, updates, and important notices, ensuring that members remain well-informed.



The Housekeeping Department has successfully met its organizational standards and completed all related responsibilities.

In addition, the department has organized internal training sessions for the housekeeping team to enhance their skills and maintain service quality.

Your contribution is key to creating a clean, safe, and welcoming environment for everyone



The Engineering department successfully completed the kids' play area refurbishment

The Kids' Play Area refurbishment was completed this month, enhancing the overall condition and appearance of the facility.

The upgraded area has improved safety, user experience, and guest satisfaction, with increased engagement from families.

This enhancement supports our commitment to maintaining high-quality recreational facilities.



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Employee of the Month Celebration: Honoring Outstanding Performance and Dedication for February 2026.

On 01st April 2026, we held our Employee of the Month gathering to celebrate our team members' exceptional performance for the month of February 2026.

We also distributed prizes to our Winners and Runner-Up, listed below:

Front of House (FOH):

- **Amina Kamau** from Reception was honored **as the Winner** for February 2026.
- **Abdelhay Saadi** from F&B was awarded **as Runner-Up**.

Heart of House (HOH):

- **Ali Omari Shame** from Security was honored **as the Winner** for February 2026.
- **Maricel Habana** from Admin & Finance was awarded **as Runner-Up**.

We also distributed Appreciation Certificates to the dedicated employees below:

- MD Shamim from Housekeeping
- Darlene Regis from Sales
- Jake Villamor from Recreation
- Bishnu Sunuwar from Recreation HMC
- Achraf Farhat from Recreation QE
- Dinesh Sharma from Engineering
- Khumaraj and Abdul Sobhan from the Kitchen

We would like to say thank you to Mr. Imad for his continuous support & appreciation.



STARS OF THE MONTH – FRONT OF THE HOUSE



Amina Kamau, PR & Reception Department [WINNER]

Amina has demonstrated good performance in team supervision, service quality, and ensuring guest satisfaction across all touchpoints.

Congratulations to Amina on this well-deserved recognition!



Abdelhay Saadi, F&B Department [RUNNER-UP]

Abdelhay provides friendly customer service, takes orders efficiently, serves food, and ensures a clean and pleasant dining experience.

Congratulations to Abdelhay on this well-deserved recognition!

STARS OF THE MONTH – HEART OF THE HOUSE



Ali Omari Shame, Security Department [WINNER]

Ali has demonstrated good performance as the first point of contact for guests, providing a warm welcome and ensuring a positive first impression.

Congratulations to Ali on this well-deserved recognition!



Maricel Habana, Admin & Finance Department [RUNNER-UP]

Maricel supports the organization's IT systems, ensuring smooth daily operations and providing technical assistance to all departments

Congratulations to Maricel on this well-deserved recognition!

BIRTHDAY OF THE MONTH



MD Shamim



Paresh Jena



Putu Rahayuni



Sangita Danuwar



Ganeshkumar



Jiju Kalliyath



Judy Quizon



Nikhil Paul