HOPSCOTCH
FACILITIES MANAGEMENT

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

HOPSCOTCH
FACILITIES MANAGEMENT

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Exploreourcomprehensive 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.

HOPSCOTCH
FACILITIES MANAGEMENT

Who We Are

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

About Us

HOPSCOTCH FACILITIES MANAGEMENT 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

Wecontinue to growwith purpose — investing in people, processes, and partnerships that create lasting impact. At HOPSCOTCH, 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 rangeof services reflectsthispromise — 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 HOPSCOTCH?

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.

OURMISSION

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.

OURVISION

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.

HOPSCOTCH
FACILITIES MANAGEMENT

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.

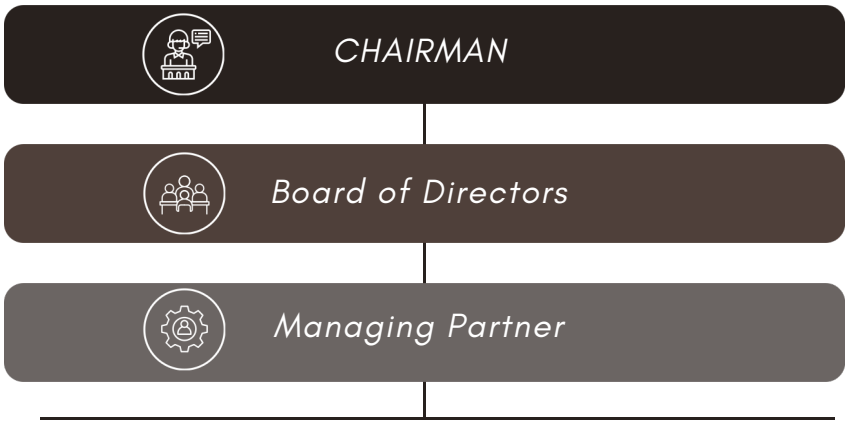
EQUAL OPPORTUNITY

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



Operations

- Division Head (Hospitality,Events,CarWash&Facility Services)
  - Asst. Operations Manager
    - Senior Operations In-Charge
      - Operations Officer
      - Operations Coordinator
  - Asst. Operations Manager
    - Senior Operations In-Charge
      - Operations Officer
      - Operations Coordinator
- Division H ead (Home & Lifestyle Services)
  - Customer Support Agent
  - Senior Operations In-Charge
    - Operations Coordinator
  - Admin & Logistics In-Charge

Shared Services

- H. R & Welfare Manager
  - Senior H. R Officer
    - Recruitment Officer
    - H. R & Admin Officer
  - PRO Manager
- Training & Quality Manager
  - Senior Training Officer
- Finance Manager
  - Chief Accountant
    - Senior Accountant
    - Senior Payroll Officer
- Admin & Logistics Manager
  - Logistics Officer
    - Logistics Coordinator
  - Admin Officer

HOPSCOTCH 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.



One partner. Multiple solutions. Seamless experiences.

HOPSCOTCH
FACILITIES MANAGEMENT

Hospitality Staffing Solutions

> "Staffing Qatar's Leading Five-Star Hotels with Confidence & Class"

HOPSCOTCH FACILITIES MANAGEMENT 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.

24×7 Customer Support

What We Offer

HOUSEKEEPING



Room Attendant



Public Area Attendant



Pool & Spa Attendants



Laundry Attendants

FOOD & BEVERAGE (F&B)



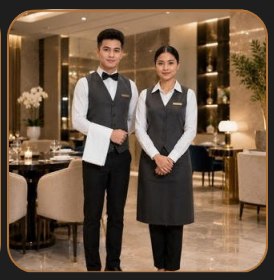
Barman



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+

SupportService 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

devraj.rathore@accor.com
ashutosh.baghelsingh@raffles.com
abdul.elahi@accor.com
sanoob.nazar@waldorfastoria.com

Fairmont HOTELS & RESORTS

RAFFLES HOTELS & RESORTS

pullman HOTELS AND RESORTS

ALWADI HOTEL DOHA

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+

SupportService 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

naleem.badur@hilton.com
Sreejith.balakrishnapillai@hilton.com
kalpana.rawat@hilton.com
raju.achari@hilton.com

Hilton HOTELS & RESORTS

Hilton DOHA

Hilton HILTON DOHA THE PEARL HOTEL & RESIDENCES

ALEPH DOHA RESIDENCES CURIO COLLECTION by Hilton

ALRAYYAN HOTEL | DOHA CURIO COLLECTION by Hilton

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

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.

HOPSCOTCH FACILITIES MANAGEMENT

Event Staffing



> From Global Sporting Events to Private VIP Gatherings

At HOPSCOTCH FACILITIES MANAGEMENT, 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, HOPSCOTCH 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***
- ***Multinatiional & Multilingual teams***
- ***Full-service coordination: transport, grooming, & site briefings***
- ***Flexible Staffing Models (On-Call or Full-Event Teams)***

Why Choose Us

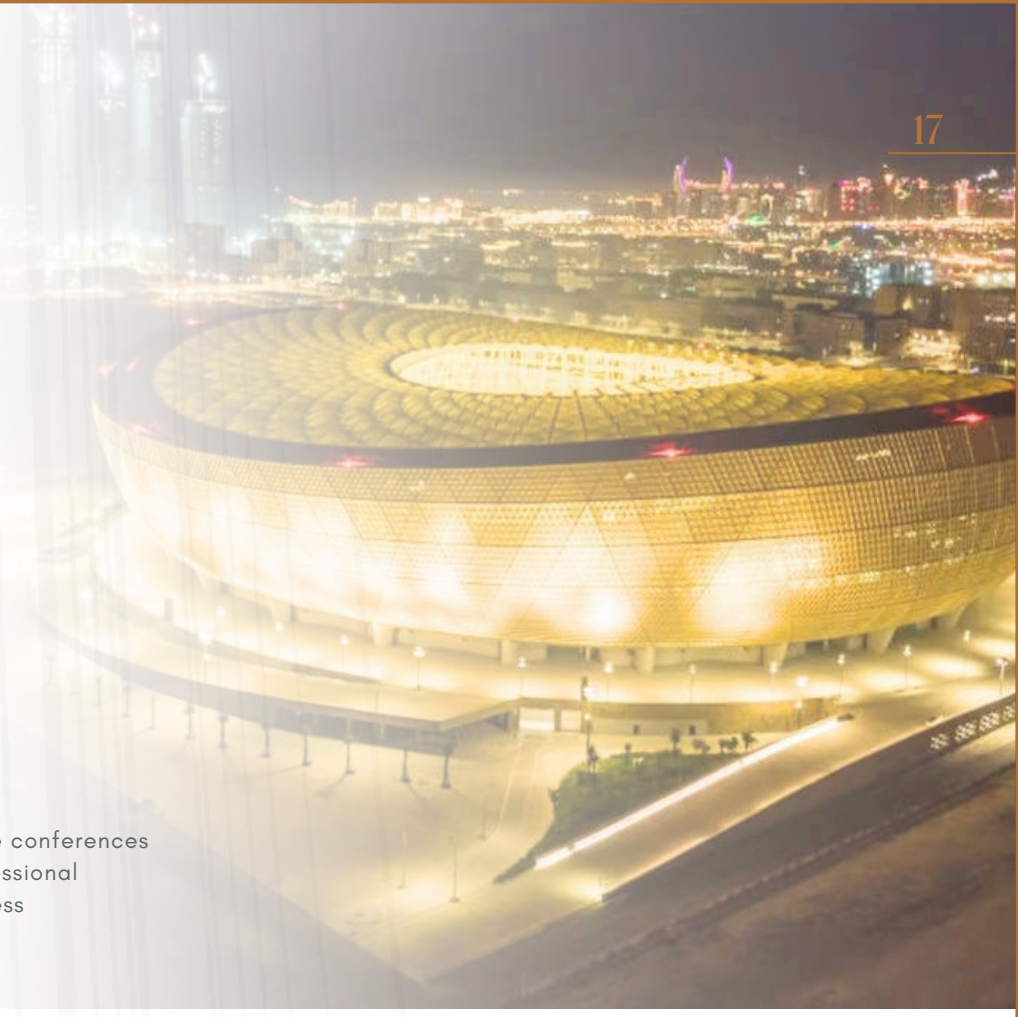
PROVEN MEGA-EVENT EXPERIENCE
FIFA2022,AsianCupAFC 2023, National Exhibitions.

RAPID MOBILIZATION
Staff deployed within 24-48 hours.

TAILORED TO CLIENT BRANDING
Custom uniforms& SOP alignment.

SUPERVISED,END TO-END EXECUTION

HOPSCOTCH FACILITIES MANAGEMENT



OUR SERVICES

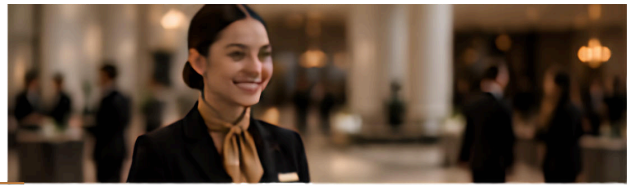
Event Staffing

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

EVERY EVENT FLAWLESSLY DELIVERED

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.



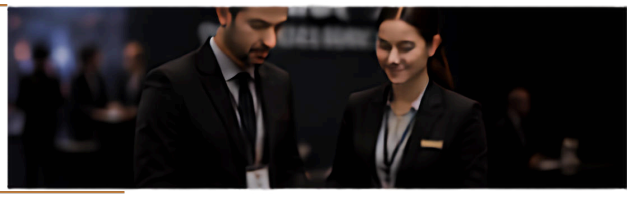
VIP SERVICES

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.



Our Event Team in Action



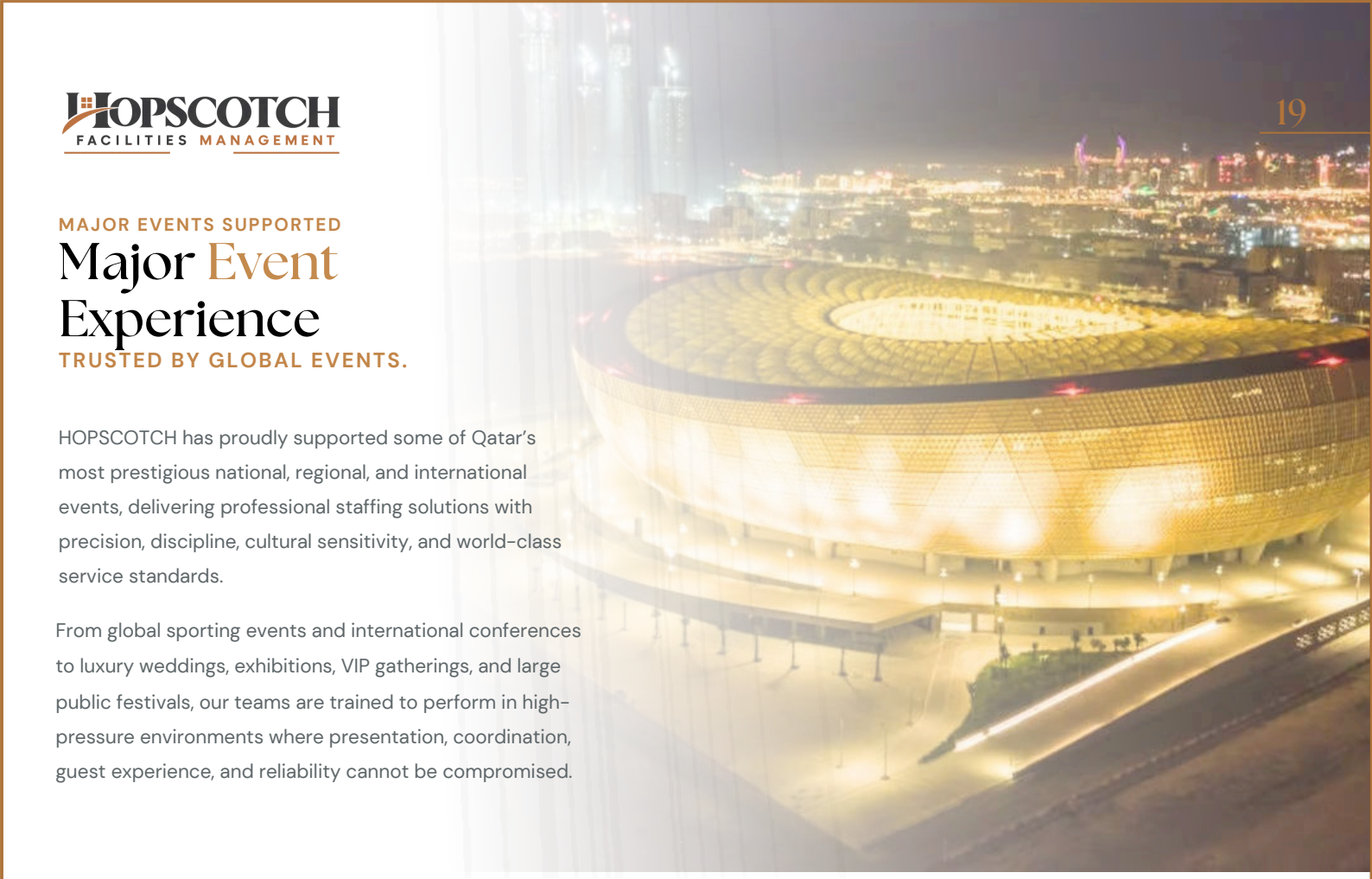












MAJOR EVENTS SUPPORTED

Major Event Experience

TRUSTED BY GLOBAL EVENTS.

HOPSCOTCH 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 ARAB CUP QATAR
- 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.

9

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.

HOPSCOTCH
FACILITIES MANAGEMENT

CLEAN SPACES. BETTER EXPERIENCES.

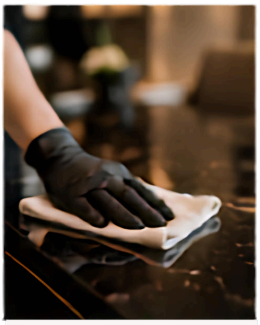
Soft Services



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

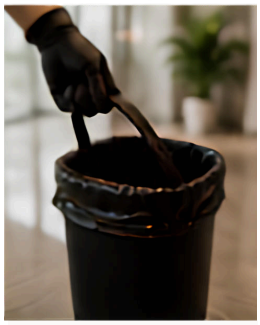
Our trained professionals, structured supervision, certified cleaning practices, and proven processes help clients maintain high standards across commercial, hospitality, residential, educational, healthcare, industrial, and public environments.

OUR SOFT SERVICES SOLUTIONS



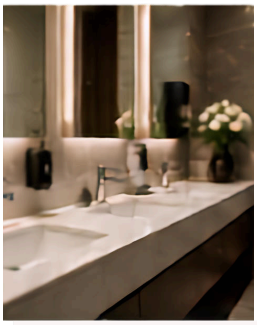
CLEANING SERVICES

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



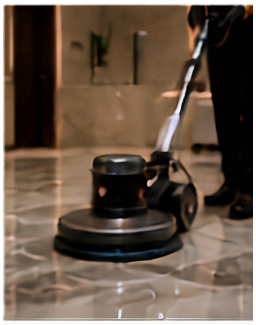
WASTE MANAGEMENT

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



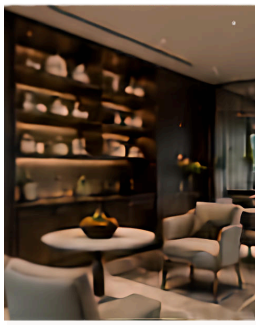
WASHROOM SERVICES

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



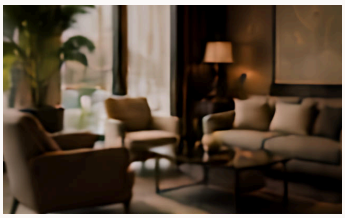
FLOOR CARE & MAINTENANCE

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
Hospitals & Clinics
Industrial Facilities
Office Buildings Retail Spaces
Schools & Universities
Residential Communities

PEOPLE. SERVICE. EXCELLENCE.

What We Offer



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.

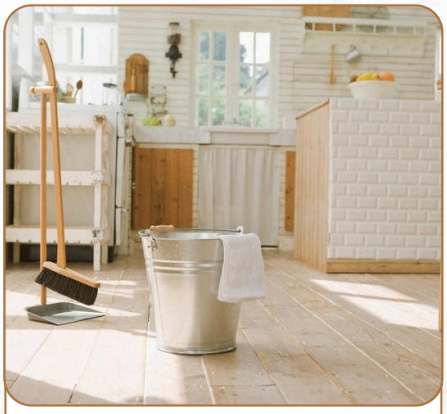


WASTE MANAGEMENT

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

SPECIALIZED CLEANING

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



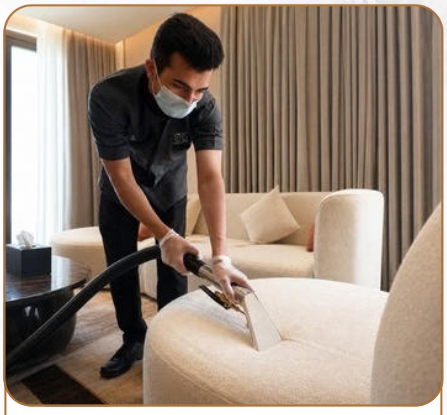
HANDOVER DEEP CLEANING

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.

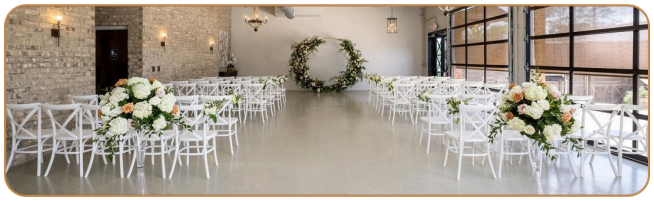
Impact:
Maintained DECC's high standards of hygiene and presentation across major international exhibitions and conferences; enabled seamless venue transitions and enhanced visitor experience through spotless facilities and professional on-ground staff

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

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 HOPSCOTCH for professional approach in handling young passengers.

Contract Duration:
Ongoing since 2025



HOPSCOTCH FACILITIES MANAGEMENT

PRISTINE CARE.EVERY TIME.

Car Wash Solution



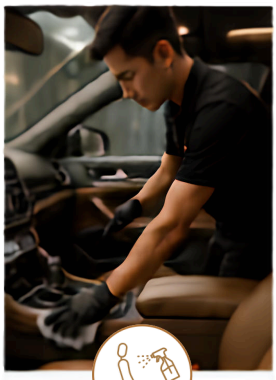
Our car wash solutions combine skilled professionals, premium products, and meticulous attention to detail to deliver a superior clean and shine—enhancing the experience for your customers and the value of your brand.

OUR CAR WASH SERVICES



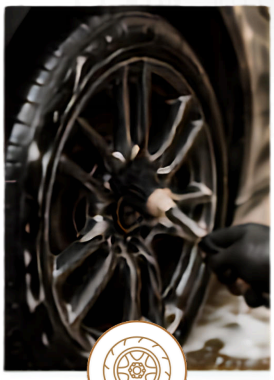
EXTERIOR WASH

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



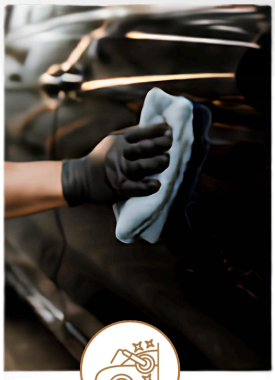
INTERIOR CLEANING

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



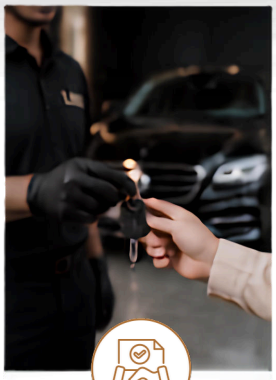
WHEEL & TIRE CARE

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.

HOPSCOTCH
FACILITIES MANAGEMENT

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 HOPSCOTCH

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.

Personalized care for cleaner, easier, and more comfortable living.



Training & Development

TRAINING ACADEMY

Empowering People. Elevating Excellence.

OurTrainingAcademy 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."

HOPSCOTCH
FACILITIES MANAGEMENT



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 HOPSCOTCH - 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.

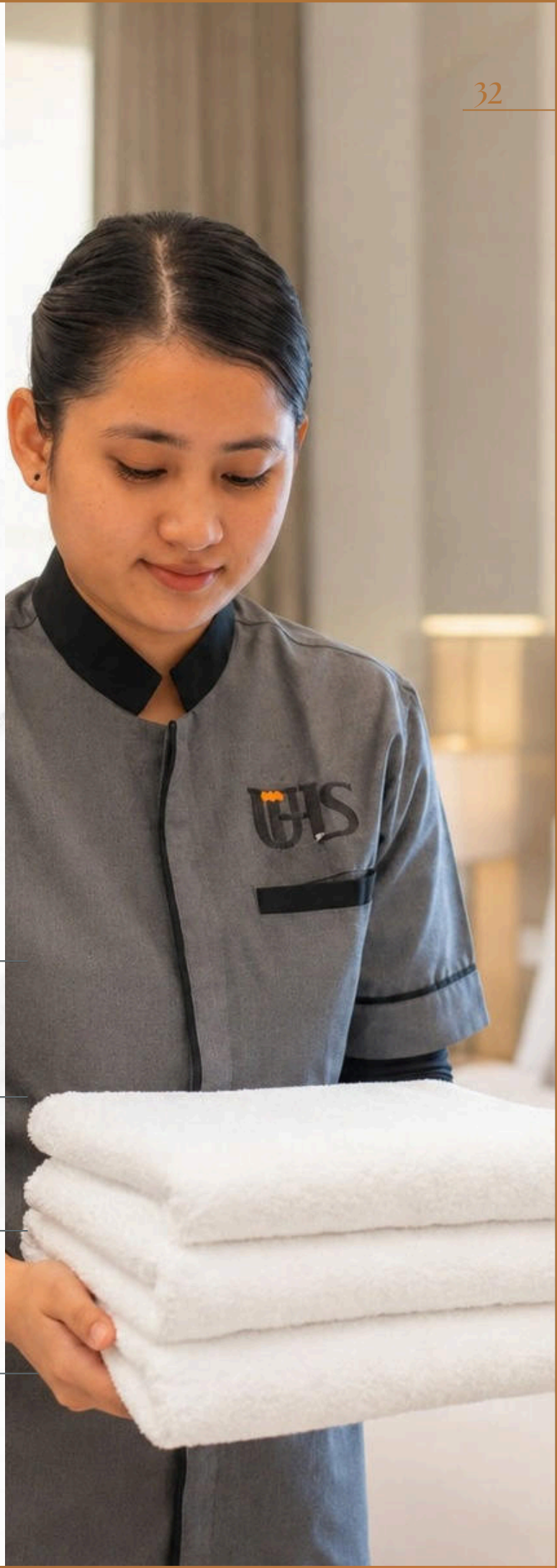
Soft Skills Training

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.

HOPSCOTCH
FACILITIES MANAGEMENT

Hotel Service Training



- Room Attendant Module
- FOH and BOH Attendant Module
- Kitchen Steward Module
- Food and Beverages Module

BICSc Skills Training & Assessment

ACCREDITED TRAINING MEMBER
INVESTING IN BICSc TRAINING
BICSc

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:

MANDATORY UNITS

- Mu01 chemicalcompetence
- Mu02 equipment safeuse & care
- Mu03 safe storage of equipment & materials

BASE UNITS

- Bu01 dust control mopsweeping
- Bu02 damp mopping
- Bu03 suction cleaning of hard/soft flooring coverings
- Bu05 emptying and general cleaning of waste bins
- Bu06 dusting & damp wiping of surfaces
- BU09 AUTO SCRUBBER DRYING (battery/mains)
- Bu10 glass cleaning
- Bu12 cleaning of toilets facilities

ADDITIONAL UNITS

- Au20 buffing hard floors
- AU03 MACHINE SCRUBBING AND DRYING (with wet suction machine)
- Au05 washing surfaces
- Au07 stain removal
- Au12 multi bucket floor mopping

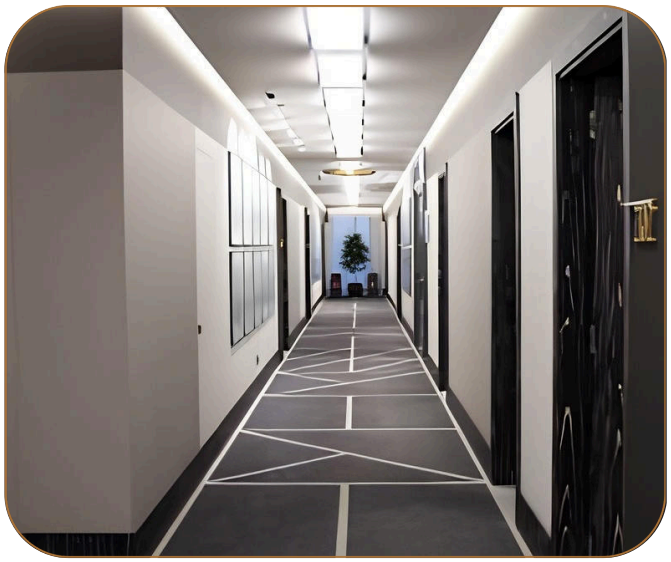
SPECIAL UNITS

- Su1 body fluids and sharp objects

HOPSCOTCH
FACILITIES MANAGEMENT

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

HOPSCOTCH FACILITIES MANAGEMENT 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

Hilton DOHA
VOCO BY IHG Doha West Bay Suites
SOMERSET WEST BAY DOHA
GRAND HYATT DOHA
pullman HOTELS AND RESORTS
RAFFLES HOTELS & RESORTS
DOUBLETREE by Hilton DOHA-OLD TOWN
WALDORF ASTORIA LUSAIL, DOHA
BANYAN TREE DOHA
فندق سوق الوكرة SOUQ AL WAKRA HOTEL QATAR by TIVOLI
CROWNE PLAZA HOTELS & RESORTS
INTERCONTINENTAL HOTELS & RESORTS

EVENTS

POTEL & CHABOT PARIS
مهرجان قصر الأطفال QATAR TOY FESTIVAL
web summit
FIFA WORLD CUP Qatar2022
AFC ASIAN CUP QATAR 2023

COMMERCIAL

DECC Doha Exhibition and Convention Center
QATAR BUSINESS EVENTS CORPORATION QBEC
الريان ALRAYYAN HOTEL | DOHA CURIO COLLECTION by Hilton
JMJ GROUP HOLDING
لاسيجال LA CIGALE HOTELS MANAGED BY ACCOR

RESIDENTIAL

MANDARIN ORIENTAL DOHA
ALWADI HOTEL DOHA
Marsa Malaz Kempinski THE PEARL | DOHA مرسى ملاذ كمبينسكي
THE MUSE
النجادة للشقق الفندقيه AL NAJADA HOTEL APARTMENTS BY DAKS

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.

STS
Structural Technical Services & Contracting

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

ALFA

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.

Rajdhani
راجدهاني

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

HOPSCOTCH
FACILITIES MANAGEMENT



WHY HOPSCOTCH

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 HOPSCOTCH 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.

HOPSCOTCH
FACILITIES MANAGEMENT

Excellence is our Standard. Service is our Commitment.

At HOPSCOTCH, 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***

PHONE
+974 33617286

EMAIL
info@hopscotchqa.com

WEBSITE
www.hopscotchqa.com

HEAD OFFICE
Street 720, Zone 90, Building 27,
Unit 3, Doha, Qatar

SCAN TO KNOW MORE

PEOPLE. SERVICE. EXCELLENCE.