



“Spirit of Service”

PROFILE

&

PROPOSAL FOR SECURITY & FACILITY SERVICES

Good Times Security & Allied Services (Pvt.) Ltd.

Regd. Office :

WZ-14-C, Keshopur, Near Bank of India, Vikas Puri, New Delhi-18

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Other Branches :

**Gurgaon, Noida, G. Noida, Ghaziabad, Sonipat, Narela,
Bahadurgarh, Agra, Dehradun, Haridwar**

**GOOD TIMES SECURITY & ALLIED SERVICES (PVT.) LTD.
NEW DELHI-110018**



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BRANCH OFFICE : **Gurgaon, Noida, G. Noida, Ghaziabad, Sonipat, Narela, Bahadurgarh, Agra, Dehradun, Haridwar**

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WEBSITE : **www.gtssgroup.in**

DIRECTOR : **B.K. SOOD**

PAN NO. : **AADCG9474C**

TAN NO. : **DELGI2912E**

SERVICE TAX NO. : **AADCG9474CSDOO4**

CORPORATE IDENTITY NO. : **U74920DL2010PTC207724**

E.S.I. CODE NO. : **11001159700000999**

E.P.F. CODE NO. : **DL/CPM/42828**



ABOUT US

We take this opportunity to introduce ourselves as a professional conscious and extra ordinary devoted team of experts for security and allied service provider in the name of **Good Times Security & Allied Services (P) Ltd.**

GTS is incorporated under the company's Act 1956 with its Registered office at **WZ-14C, Keshopur (Near Bank of India) in Vikaspuri, New Delhi.**

GTS has its branch offices at Gurgaon, Noida, Greater Noida, Ghaziabad, Sonipat, Bahadurgarh, Jaipur, Lucknow, Agra, Haryana, Dehradun and all over India.

GTS cater to the requirements related to Security/Housekeeping Services to clients through Good Planning, Training, Excellent Tools, Follow up and constant supervision.

Our aim is simply to take the strain out of running your support services, freeing you to concentrate on the performance and profitability of your core business and because providing support services is our core business, we will use our expertise and market knowledge to save your money, without compromising the professionalism and efficiency of your organisations.

We are proud to be known as the company that keeps its customers because it treats them and their assists so well.

ADVANTAGES OF HIRING GTS :

- 1. Experienced and Motivated staff.**
- 2. 30 minutes turn up time.**
- 3. Close relationship with clients to maintain high standard.**
- 4. Strict supervision.**
- 5. Proper schedule of work.**
- 6. Weekly meeting with clients.**
- 7. On time salary to Employees.**
- 8. We Provide uniforms with Name Plate to each Employee.**
- 9. Employees are Strictly prohibited to join any union.**
- 10. Provision of Hi-Tech equipments and biodegradable chemicals.**

LEGAL LIABILITIES

The personnel engaged in rendering the services to your premises will be in our master rolls only. We shall be fully responsible for the compliance with the statutory rules and regulation stipulated by central and state governments viz P.F, E.S.I, Minimum Wages and Bonus etc.

Who We serve :

Quality Security and Housekeeping Services specifically designed for :

- Colleges & Universities
- Commercial Real Estate
- Financial Institutions
- Government Services
- Healthcare Facilities
- Manufacturing & Industrial
- Residential Communities
- Shopping Centers
- Other Industries

Our Work Process :

Selection :

We give utmost attention to recruitment of personnel in accordance with stringent parameters laid down as a group policy. This includes education, age, physical fitness and background. All employees are subjected to rigorous vetting.

we have a team of professionals who are well experienced and highly professional in the relevant field. This allows us to serve our clients requirements with great understanding. By providing excellent services & professional approach we successfully build a bridge of confidence and trust with our clients and candidates.

Further, to ensure that our team matches up to the high standards in quality, all our team members have to undergo a selection process where they are screened for their qualities such as :

- Intelligence
- Interest
- Courtesy
- Integrity
- Motivation
- Operate under stressful situation
- Communication skills

PROJECT PLANNING :

Project is meticulously planned from start to finish. We consult with our clients to develop an understanding of their property towards creating a unique service package. Our systematical approach includes the following steps :-

Evaluate Specific Venue & Client Requirements :

Conduct a preliminary survey of the rooms, areas, items and surfaces to be serviced as part of the scope of works.

Design Customized Package :

Create a user-friendly solution that meets all the budgetary and timeline requirements. The work schedule is prepared in such a way that there is no inconvenience to the customers.

Preparation :

Plan all logistical requirements and programme the resources to acquire necessary equipment and supply like.

Value Addition :

- Adherence to Quality standards
- Total legal & Statutory compliances observed
- Frequent Audits & Trainings of crew members
- Use of branded and standard products
- Eco-friendly solutions
- Implement Health and Safety measures
- Mechanized & Customized solutions

Service Delivery :

Operate with professionalism, transparency, commitment and dedication to offer services that exceeds client's expectations.

Evaluate :

We have the expertise and resources to meet and handle customer requirements. It is its unique combination of resources and qualities that sets us apart from the rest and allows us to roll out latest techniques to the market. It is an on-going effort to bring together the best manpower talent combined with the best practices backed with technology.

UNIQUE FEATURES OF SECURITY SERVICES

OUR MISSION :

We aim to reduce the risk of losses or damage, and committed to saving lives and the environment.

OUR VALUES :

- We are client driven.
- We strive for high standard at all times.
- We care and identity client needs.
- We ensure adequate training for our staff to achieve our goals.

OUR OBJECTIVES :

- To provide need based security and security in depth.
- To design effective and full-proof security.
- To secure and protect against damages, destruction, mischief, espionage, sabotage, subversion and all over risks.
- To handle law and order situations.
- Unit personnel are directly responsible to the clients for execution of all orders and assigned tasks.
- Monitoring system consist a frequent routine checks, surprise checks and mass raids which keep the personnel vigilant.
- Weightage is given to client's choice of retaining /transferring personnel at short notice.
- All the events are being documented and submitted to clients.
- Ensure updating the post order and compliance thereof by unit staff to meet client's requirements.
- Clients are visited confidentially by our vigilance staff to find out their views and shortcoming for rectification at Head Office level.

OUR SERVICES :

Your one-Stop Security Service Provider!

We are uniquely positioned to offer customized security services to meet the specific needs of any organization. Depending on your requirements, our capabilities include :

- Guarding services uniformed (Armed Guards Or Unarmed Guards)
- Escort Services
- Reception/Concierge Services
- Access Control

- Background Checks and investigative services
- Security Systems
- Special Event Security & Protection
- Fire patrol and equipment checks
- Executive protection
- Employee and visitor badging and identification
- Parking Management
- To provide Bouncers

We do under cover security guarding and monitoring, Our control room operates 24 hours to ensure proper supervision and communication, We have 24 hour site inspections by Management and Supervisors,

SECURITY GUARD RECRUITMENT & TRAINING RECRUITMENT :

All guards meet the following recruitment criteria :

- Be able to read and write in commonly used language
- Recognize English numbers.
- Have reasonably robust physique
- Be reasonably intelligent and efficient
- They are recommended by known persons
- Medical eligibility criteria.
- Their antecedents are verified by the police/local professionals/village elders who certify their character
- At least class Xth passed, possess basic intelligence., etc.

TRAINING :

Before deployment it is mandatory for all employees to undertake a basic Security Training Course which is the necessary skill to perform duties. In addition to lessons on basic guarding skills, they are taught the rudiments of First Aid, Fire Fighting and Self Defense. The training process is ongoing and progressive throughout the employee career to refresh and further develop their knowledge.

BRIEF VIEW OF TRAINING

BASIC TRAINING :

- Physical Training
- Professional Training
- People Skills Training
- Positive Attitude
- On site Training

SPECIALIZED TRAINING :

- FIRE Prevention and Fire Fighting
- First Aid and Evacuation Procedure
- Traffic Control
- Precautionary steps for Threat of Bomb/Explosive

OTHER TRAINING :

Besides basic and specialized training, we also provide other training modules like.

- Supervisory Training
- Pre-Job Training
- Refresher Training

IMPORTANT ASPECTS OF TRAINING :

All personnel in GTS has to go through the mandatory training lectures on the following.

**>DISCIPLINE >INTEGRITY >HONESTLY >LOYALITY >COURTESY
>RESPONSIBILITY >HARD-WORK.**

GTS has a rewarding system which gives recognition and benefits to its best selected personnel who follow the above important aspects.

TRANSPORT WING :

The Company owns cars. Vans and motorcycles for the fast mobility of its officers it helps them in meeting our client's needs at short notice besides effective monitoring of services.

UNIQUE FEATURES OF HOUSEKEEPING SERVICES

RANGE OF HOUSEKEEPING & ALLIED SERVICES

- Housekeeping Services.
- Pest Control Services.
- Horticulture Services.
- Pantry Boys / Utilities Boys.
- GDA Staff Male/ Female like ward boys/ Ayah
- Peons/ Housekeeping Boys.
- Electrician/ Plumber/ Carpenter.

SCOPE OF WORK

(A) Daily Cleaning :

- Entire Floor of is to be swept and mopped with soap solutions & disinfectant.
- All the verandas to be swept and mopped.
- Lawns and parking area to be swept.
- Tables and chairs to be dusted.
- All furniture and fixtures and telephone to be dusted.
- Toilet, Urinals, Wash Basins to be cleaned, disinfected and air freshened during the whole day as when required.
- Executive toilets will be provided with hand Towels, Toilets Rolls and Hand Wash liquid Soap.
- Dustbins to be emptied.
- All office equipments including computers, copies fax machines, printers etc. to be dusted.
- Pantry floors to be moped and cleaned.
- All staircases and railing to be mopped and cleaned.
- Entire open space will be kept clean by picking paper-bids by partial sweeping, whenever necessary.
- All Work Stations to be dusted.
- Cleaning of front door and reception area.

(B) Weekly Cleaning :

- All glass windowpanes be cleaned with Colin.
- Ceiling fans, A.C duct, window grills to be cleaned.
- Venetian blinds/ curtain to be dusted.
- Polishing of silver and brass items.
- Removal of cobwebs.
- Scrubbing of rooms, bathrooms, toilets and adjacent area with clenzo and chemicals.
- Carpet to be vacuumed (if any).
- Brshing and cleaning carpets and chairs.
- Washing of outside area.

(C) Cleaning Material And Machinery :

- We provide quality material and our personnel are trained to use the material as per requirement without any side effect on surface.
- We use Hi-Tech cleaning equipment and machinery i.e. Industrial Scrubbing, Polishing Machine i.e. Industrial Cleaners, High Pressure Machine for outside area.

(D) Our Personnel :

We shall depute trained, well mannered and integrated people at the site. They shall be in full uniform provided by us with our logo and having I-Card displayed. Our personnel are trained due to our intensive in-house training system makes them fully equipped on the site.

(E) Our Systems :

Our personnel will strictly follow the management instructions and they will carry out duties as per their instructions and directions only. They will always keep the management well informed of day to day working through prescribed checklist. They would immediately report without any fail of any unfavorable happening of any kind.

(F) Daily Report & Feed Back :

Daily report and feedback is a powerful tool for improving services and maintaining the required standard of the services committed to the client. We have different feedback reports and checklists which is a measure of improvements and maintenance parameter of the services.



Customer Satisfaction Survey Format For Housekeeping Service

Name of the Client : _____

Date : _____ Time : _____

Kindly take the trouble of filling this feedback form on the performance of our HK personnel assessment will not take more than two minutes, but it's very very important to us to achieve excellence. Please indicate your level of satisfaction with each service by marking one box in each row with a

	5	4	3	2	1
1. Front desk / common area cleaning in working hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Basic cleaning by 9.00 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Quality / availability / behaviour of HK / Pantry Staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Toilets & Pantry Maintenance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Responsiveness & Visits of HK Supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Technical support provide by HK Agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Quality of Deep Cleaning & Weekly Cleaning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Quality & availability of consumable material.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Punctuality on Duty / Attendance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Highly Satisfied	4. Expecting Higher Satisfaction	3. Satisfied			
2. Partially Satisfied	1. Dissatisfied				

Signature of Client / Authorized Person

Signature of Operation Manager of GTS

Name

Name



"Spirit of Service"

SITE LOG BOOK

TOILET CHECK LIST

Day : _____

Date : _____

Routine Cleaning	Time	Signature	Name	Remarks
Routine Cleaning	7:00 AM			
Routine Cleaning	8:00 AM			
Routine Cleaning	9:00 AM			
Routine Cleaning	10:00 AM			
Routine Cleaning	11:00 AM			
Routine Cleaning	12:00 Noon			
Routine Cleaning	1:00 PM			
Routine Cleaning	2:00 PM			
Routine Cleaning	3:00 PM			
Routine Cleaning	4 :00 PM			
Routine Cleaning	5:00 PM			
Routine Cleaning	6:00 PM			
Routine Cleaning	7:00 PM			
Routine Cleaning				
Routine Cleaning				
Routine Cleaning				



LIST OF PERIODICAL WORKS

Day : _____

Date : _____



"Spirit of Service"

TRAINING NEED IDENTIFICATION FILE AT SITE

SELECTIVE CLIENT LIST

S. No.	NAME OF CLIENTS	LOCATIONS	SERVICES
1.	Inderprastha Bank	Wazirpur, New Delhi	Housekeeping/Pantry
2.	Rita Exclusive Pvt. Ltd.	Karol Bagh, New Delhi	Housekeeping
3.	Max Standard Stores Pvt. Ltd.	Pitam Pura, New Delhi	Housekeeping
4.	Max Standard Stores Pvt. Ltd.	Model Town, New Delhi	Housekeeping
5.	Max Standard Stores Pvt. Ltd.	Model Town, New Delhi	Housekeeping
6.	Max Standard Stores Pvt. Ltd.	Rajouri Garden, New Delhi	Housekeeping
7.	Max Standard Stores Pvt. Ltd.	Dehradun	Housekeeping
8.	Government of India (PSEB)	Loadhi, New Delhi	Housekeeping
9.	SMV Agency Pvt. Ltd.	C.P., New Delhi	Housekeeping
10.	SMV Agency Pvt. Ltd.	Karol Bagh, New Delhi	Housekeeping
11.	SMV Agency Pvt. Ltd.	Green Park, New Delhi	Housekeeping
12.	Raghuvanshi Enterprises (Tata Motors Showroom)	Dilshad Garden, New Delhi	Housekeeping
13.	Raghuvanshi (Tata Motors W/S)	Dilshad Garden, New Delhi	Housekeeping
14.	L&T General Insurance Co.	South-Ex, New Delhi	Housekeeping
15.	Paras Offset Pvt. Ltd.	Kundli Sonipat (HR.)	Housekeeping
16.	IODL Education Ltd.	Sector-15, Noida (U.P.)	Housekeeping/Pantry
17.	Cottage Industries Art Gallery.	Sri Arbindo Marg, New Delhi	Housekeeping
18.	Akash Institute	Pitampura, New Delhi	Housekeeping/Pantry
19.	Akash Institute	Kohat, New Delhi	Housekeeping/Pantry
20.	Globe Capital Market Ltd.	C.P., New Delhi	Housekeeping
21.	Globe Capital Market Ltd.	G-36, C.P., New Delhi	Housekeeping.
22.	Globe Capital Market Ltd.	Janpath, New Delhi	Housekeeping
23.	Globe Capital Market Ltd.	Rajender Place, New Delhi	Housekeeping
24.	Globe Capital Market Ltd.	Pusa Road, New Delhi	Housekeeping
25.	Chanson Banquet Hall	Mundka	Housekeeping
26.	Park Plaza Hotel	Hari Nagar, New Delhi	Housekeeping/Pantry
27.	Shalimar Rubber Pvt. Ltd.	Kundli, New Delhi	Security
28.	Sai Villa (Guest House)	Greater Kailash, New Delhi	Housekeeping

29.	Neha Enterprises Pvt. Ltd.	G.T. Karnal Road, New Delhi	Security
30.	Louis Philippe	Taigore Garden, New Dlehi	Security
31.	Prayag Hospital & Research	Noida	Housekeeping
32.	Millennium Hospital	Delhi	Housekeeping
33.	Korea Tourism Pvt. Ltd.	Gurgaon, Haryana	Housekeeping
34.	Shanti Mukund Hospital	Vikas Marg, New Delhi	Housekeeping/Security
35.	Grover Sons Pvt. Ltd.	Karol Bagh, New Delhi	Housekeeping
36.	Pooja Hotel	Karol Bagh, Delhi	Housekeeping
37.	Hammurabi Solomaon Pvt. Ltd.	Defence Colony, New Delhi	Housekeeping
38.	Divine Auto Pvt. Ltd.	Burrari, New Delhi	Housekeeping
39.	Sarnaam Relators Pvt. Ltd.	Rohini, New Delhi	Housekeeping
40.	The Railway Club.	Railway Colony, New Delhi	Housekeeping
41.	Royal Senitation Pvt. Ltd	Janakpuri, New Delhi	Housekeeping
42.	M. Creation	Karol Bagh, New Delhi	Housekeeping
43.	Kedance International Pvt. Ltd	Moti Nagar, New Delhi	Housekeeping
44.	Ring Road Honda	M.G. Road, Gurgaon	Housekeeping
45.	Capital Scooter Pvt. Ltd.	Rama Road, New Delhi	Housekeeping
46.	Bhasin Motors Pvt. Ltd.	Rama Road, New Delhi	Housekeeping
47.	Gulati Glass Pvt. Ltd.	Bahadurgarh (Haryana)	Housekeeping
48.	Rita Exclusive Pvt. Ltd.	Karol Bagh, New Delhi	Housekeeping/Pantry
49.	Govt. of India Personal Training	Lodhi Road, New Delhi	Housekeeping
50.	IIJT Computer Education Ltd.	D-16, South-X, New Delhi	Housekeeping
51.	IIJ Computer Education Ltd.	M-1, South-X, New Delhi	Housekeeping
52.	Shri Gurudev International	Okhla, New Delhi	Housekeeping/Pantry
53.	Star Mfg. Co.	Barakhamba Road, New Delhi	Housekeeping/Security
54.	Geeta Rattan Jindal Public School	Rohini, New Delhi	Housekeeping/Pantry
55.	Country Inn Hotel by Carlson	Satbari, Delhi	Housekeeping/Security
56.	Cottage Industries Art Gallery	Sri Arbindo Marg, New Delhi	Housekeeping
57.	C S O I	K.G. Marg, New Delhi	Housekeeping
58.	Kedance International Pvt. Ltd.	Moti Nagar, New Delhi	Security
59.	Alok Industries Pvt. Ltd.	Wazirpur, New Delhi	Security

60.	Hi-Lux Automotives Pvt. Ltd.	Mayapuri, New Delhi	Security
61.	B.R. Motors Pvt. Ltd.	Maansarover Garden, Delhi	Security
62.	Wood Pecker Technologies	Pitampura, New Delhi	Security
63.	Lustre Store Pvt. Ltd.	Sushant Lok, Gurgaon (HR)	Housekeeping/Security
64.	SNS Fresh Pvt. Ltd.	Jahangirpuri, New Delhi	Security
65.	V. Care International	Jhandewalan, New Delhi	Housekeeping
66.	G.D. Geonka LA-Petite School	Rohini, New Delhi	Housekeeping
67.	Vijay Stores Pvt. Ltd.	Model Town-II, New Delhi	Housekeeping
68.	Singh Continental Hotel	Karol Bagh, New Delhi	Housekeeping
69.	Columbia Foundation School	Vikaspuri, New Delhi	Security
70.	Nextgen Media Pvt. Ltd.	Kalkaji, New Delhi	Security
71.	Power House Gym	Hauz Khas, New Delhi	Housekeeping
72.	Manglam Expres Cargo	Kailash Nagar, New Delhi	Security
73.	S.D. Public School	Patel Nagar, New Delhi	Housekeeping
74.	Promotional Club	Sector-64, Noida (U.P.)	Housekeeping
75.	Vision One Infrastructure	Sector-63, Noida (U.P.)	Housekeeping
76.	Guru Prem Sukh College	Alipur Road, Delhi	Housekeeping
77.	Vishal Mega Mart Pvt. Ltd.	Mathura Road, New Delhi	Housekeeping
78.	Vishal Mega Mart Pvt. Ltd.	Rajouri Garden, New Delhi	Housekeeping
79.	Vishal Mega Mart Pvt. Ltd.	Pitampura, New Delhi	Housekeeping
80.	Vishal Mega Mart Pvt. Ltd.	Gurgaon (Haryana)	Housekeeping
81.	Vishal Mega Mart Pvt. Ltd. (H.O.)	Mahipalpur, New Delhi	Housekeeping
82.	Fortis Hospital	Dehradun	Housekeeping/Security
83.	Fortis Hospital	Agra	Housekeeping/Engin.
84.	Vikas Vihar Co-operative Group Housing Society Ltd.	Vikaspuri, New Delhi	Security
85.	Dr. Radha Krishan School	Defence Colony, New Delhi	Housekeeping
86.	Chanson Motor Pvt. Ltd.	Vikaspuri, New Delhi	Housekeeping/Security
87.	Enhance Aesthetic & Cosmetic	Greater Kailash, New Delhi	Housekeeping
88.	Enhance Aesthetic & Cosmetic	Punjabi Bagh, New Delhi	Housekeeping
89.	Ravi Hospital	Agra	Housekeeping