



# **GONSERVE BETHEL HOSPITALITY PVT. LTD.**

## **Volunteer's Information Guide**

## **COMPANY PROFILE: GONSERVE BETHEL HOSPITALITY PVT LTD**

**Overview:** Gonserve Bethel Hospitality Pvt Ltd is a leading provider of premium hospitality services dedicated to creating unforgettable guest experiences. We manage a portfolio of distinctive accommodations and vacation rentals across Goa. With a focus on luxury, comfort, and personalized service, Gonserve Bethel Hospitality Pvt Ltd sets the standard for excellence in the hospitality industry.

**Mission Statement:** At Gonserve Bethel Hospitality Pvt Ltd, our mission is to exceed guest expectations by offering exceptional accommodations, great service, and memorable experiences. We are committed to creating a culture of hospitality that reflects our core values of integrity, excellence, and innovation.

### **Services:**

- **Vacation Rentals:** Our portfolio includes exclusive vacation rentals and apartments, providing guests with privacy, comfort, and a home-away-from-home experience.
- **Catering:** Our catering services feature local and Indian cuisine, locally sourced ingredients, and exceptional service to enhance guest dining experiences.
- **Transportation:** Our service includes a wide range of options to suit all your travelling needs, whether it is a pick up and drop to the airport or a taxi or self-drive vehicle for you to use during your stay with us
- **Entertainment:** We specialize in giving the best experience to travellers in Goa. Outdoor activities, leisure activities and family trips.
- **Volunteering:** Gonserve Bethel Hospitality has partnered with El Shaddai Charitable Trust to organize volunteering experiences in Goa. El Shaddai is an NGO which takes care of children in Goa.

**Why Choose Gonserve Bethel Hospitality Pvt Ltd?** Gonserve Bethel Hospitality Pvt Ltd stands out for its commitment to luxury, personalized service, and creating unforgettable guest experiences. Whether you're planning a relaxing getaway, a corporate retreat, or a special event, Gonserve Bethel Hospitality Pvt Ltd ensures every detail is meticulously handled to exceed your expectations.

### **Key Aspects of Gonserve Bethel Hospitality Pvt Ltd:**

- **Luxury and Comfort:** We prioritize luxury and comfort in all aspects of our properties and services, ensuring guests enjoy a refined and relaxing stay.
- **Personalized Service:** From personalized welcome amenities to other required services, we cater to individual guest preferences and needs.
- **Destination Expertise:** With extensive knowledge of Goa's top destinations, we curate authentic experiences that showcase the best of each location.

**Client Base:** Our esteemed clientele includes discerning travellers, corporate executives, and families seeking exceptional hospitality and memorable stays. We cater to both leisure and business travellers, providing tailored solutions for every occasion.

### **CORE VALUES:**

- Excellence
- Integrity
- Guest-centred Service
- Sustainability

## Volunteering Placement at El Shaddai Charitable Trust

### Prerequisites:

- A DBS or Police check
- A good level of spoken English
- A willingness to adapt to the culture, work hard, help and make a difference

We have a responsibility to ensure all volunteers who work with El Shaddai Charitable Trust have a clear police check, this is in line with the Child Protection policy of El Shaddai Charitable Trust.

Cost of Volunteering with El Shaddai Charitable Trust

### Per Month cost inclusive of: -

- **Accommodation** – AC rooms
- **Transport** – Airport/station Pickup and Drop
- **Volunteering** – help with volunteering in El Shaddai
- **Administrative Costs**

The Total cost per volunteer per month is GBP 750 or INR 75000

Bank details

**Contact Information:** Gonserve Bethel Hospitality Pvt Ltd

**Address:** Camarcazana, Mapusa, Bardez - Goa

**Phone:** 9529750193

**Email:** [gonservebethel@gmail.com](mailto:gonservebethel@gmail.com)

# EL SHADDAI CHARITABLE TRUST



The El Shaddai Charitable Trust is a registered, non - profit, non - sectarian and non - religious Charity started by Anita Edgar and Matthew Kurian 27 years ago. El Shaddai operates in Goa and other States like Karnataka and Maharashtra in India, implementing the Child Rights Act 2003/05 for orphans, street children, and children coming from economically desperate conditions.

Here the underprivileged children and destitute women and men are cared for and provided with food, clothing, shelter, and education, for a better future. We have seven residential Homes, three Day Care Centres, three Community Centres, a Destitute Women's shelter, a Destitute Men's shelter, 9 schools, and Cottages for seniors who are attending University, Colleges, Technical Institutions and Professional Training Centres & working.

We have Meals on Wheels, free food distribution programme on daily basis. Midday meals are provided for around 700 poor & needy children & adults living on the streets and slums. At shelters and Community centres, we focus on adult literacy (especially for women), vocational training, women empowerment programs like tailoring, embroidery, macramé, computers, beautician courses and remedial coaching for dropouts to enable them to gain financial stability and sustainability. We have a Community sponsorship Programme for the financially challenged children. We have 39 slum schools and slum outreach programme which provides educational facilities and Community health camps for slum children and women.

In addition, our Outreach Projects are touching and changing lives in the South-West States of India. We have other projects, Project Rena that has Women shelter and Children's Home. It's a project of El Shaddai started to fight against child prostitution among the red light district of Turbhe Navi Mumbai for the development of women and children who are living under captivity. Project Aadhralli, provides education and support to communities in need in Karnataka. Goats, chickens and cows are distributed to poor families to generate income in these regions. El Shaddai has impacted over 100000 children and is supporting more than 7000 children in India through various projects. As part of our work, we run formal and non-formal schools across Goa and outreach programs in slum schools.

We have collaborated with Government bodies like WCD, GSUDA, Sarva Shiksha Abhiyan, Civil supplies, etc. to avail the facilities and benefits to the men, women and children. We want to reach out to many more children with the love of God. We have been accredited by Give India, Global Giving, CAF India, Credibility Alliance.

## **Our Vision**

A childhood for children who have never had one

## **Our Purpose**

To create a safe, secure and bright future for under-privileged children

## Our Mission

To create homes, shelters, community centres and schools to transform children's lives

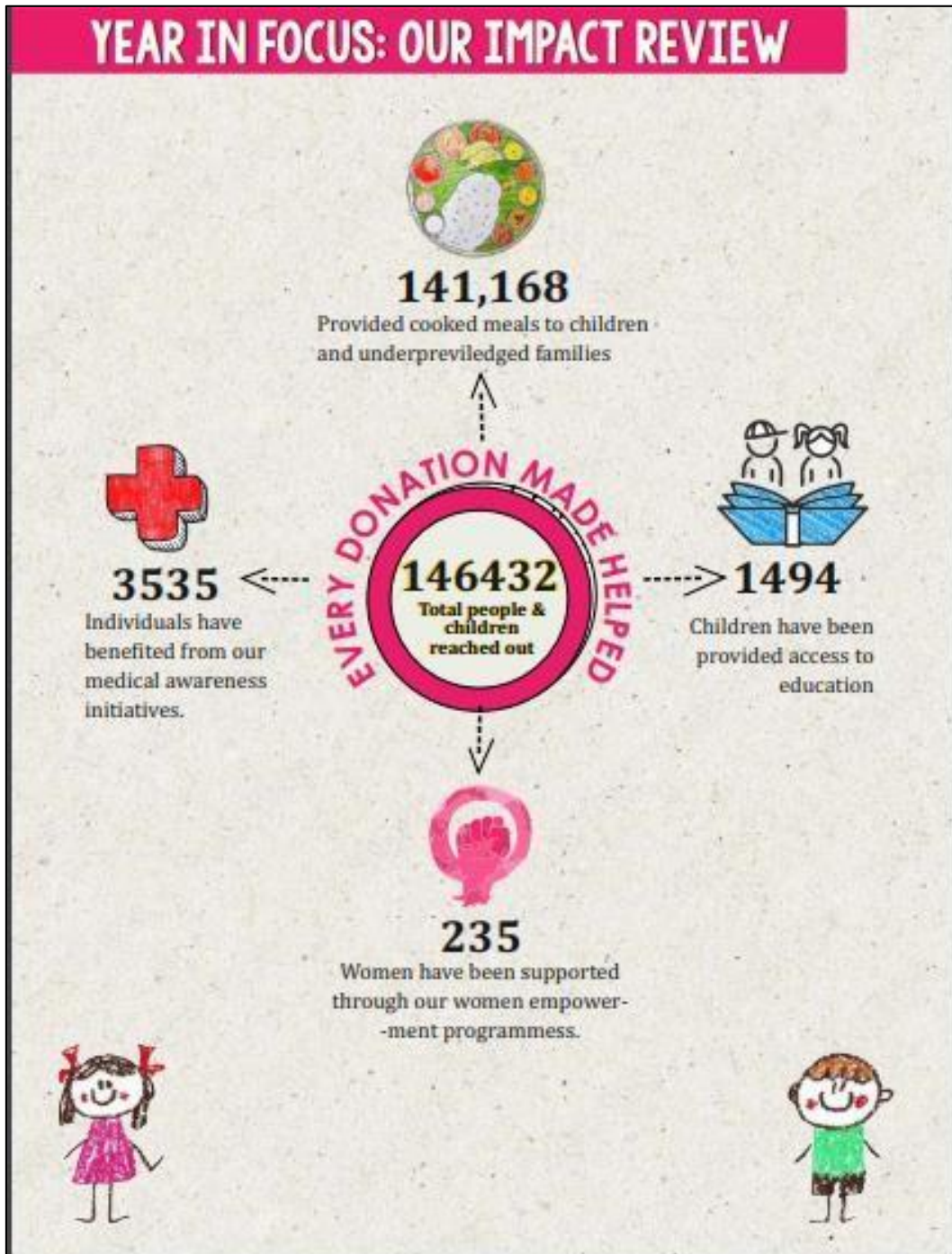
## Our Values

Loving – Love the ones that some people consider unlovable Caring - Care for the ones that no one else cares for

Sharing – Share the goodness of people and God.

At El Shaddai, we are seeking enthusiastic volunteers to help with this worthwhile cause. As a volunteer, you will play a crucial role in helping us achieve our mission and raise awareness of our cause.

## OUR IMPACT



## Why Volunteer?

Volunteering at El Shaddai holds immense importance, as this organization is dedicated to making a significant impact in the lives of children from challenging backgrounds such as the streets, slums, and railway stations. El Shaddai's mission is to provide these vulnerable children with love, care, education, and support, and volunteers play a vital role in fulfilling this mission.

Children living on the streets and in slums often face numerous hardships, including poverty, lack of access to education, and exposure to crime and exploitation. Many children on the streets and in slums endure traumatic experiences. Volunteers work wholeheartedly and giving free service contributing to the creation of a supportive community and serve as mentors and role models, offering guidance, emotional support, and a sense of belonging, which can significantly influence a child's personal development and future prospects. Volunteering involves selflessly giving your time, skills and passion to support our mission of creating a brighter future for underprivileged.

Whether you're a student, a professional, a retiree, or simply someone who cares about making a positive impact, you can join us. Your commitment and dedication are what matter most.

Volunteering with El Shaddai Charitable Trust is a chance to be part of a caring community that strives to provide a better future for underprivileged individuals. Join us in making a positive impact today!

## How can you Volunteer?

The role of volunteers is vital in providing individual attention to the children most in need.

1. **Hands-On Assistance:** Engage directly with the children and women we serve by volunteering at our schools, shelters, or community centers, e.g.: helping children in their studies, tuitions,
2. **Skill-Based Contributions:** If you have specific skills, such as teaching, healthcare, or administrative expertise, your talents can benefit our programs and operations. eg: helping teachers in arts, crafts, dressmaking, using healthcare and health educational skills, some help in sports, cricket, football and volleyball coaching. A great favourite is working in our slum school.
3. **Fundraising and Outreach:** Help us raise funds, spread awareness, and engage with donors to support our initiatives, eg; help at our stall at Wednesday Anjuna Flea market and our Saturday and Sunday beach programme.

## What is expected from Volunteers?

- **Commitment:** Dedicate your time and energy as agreed upon.
- **Compassion:** Show empathy and respect for those we serve.
- **Teamwork:** Collaborate with our staff and other volunteers.
- **Adaptability:** Be flexible and ready to contribute where needed.

Spoken English is required in order to communicate effectively with us and children.

## Charity Details:

Charity Reg. No (India) **9/Bk. IV/Vol.1**  
Charity Reg. No UK **1076768**  
Charity Reg. No US **501 (c) (3) US federal tax-exempt status**  
Charity Reg. No Germany **1065/0969** Charity Reg. No Norway **991137327** Charity Reg. No Sweden **802469-154**

The Indian Charity was formerly certified to ISO 9001:2000 in 2005

## Other Projects:

- Education Centre – Blooming Buds School in Mundgod (Karnataka)
- Project Rena - a project of El Shaddai based in Mumbai has been started to fight against victims of human trafficking
- El Shaddai Sports & Cultural Club (Goa)
- SCAN India – provides sustainable, comprehensive services for children who are abused, child in need of care and protection and children in conflict with the law
- Loan a Goat: Goat Project for underprivileged families and their children
- Wells for Life: Bore wells for underprivileged families and their children

## Pre-requisites:

- A DBS or Police check  
(We have a responsibility to ensure all volunteers who work with us have a clear police check; this is in line with our Child Protection policy).  
Begin getting your DBS or police check, as we will need a copy of this for documentation purposes.  
**(If you live in the UK we will arrange this for you).**
- A good level of spoken English  
(Most of our children and staff have a good level of spoken English, so to enable communication; a good level of spoken English is a requirement).
- A willingness to adapt to the culture, work hard, help and make a difference

We have decided to step back from volunteering responsibilities due to our existing workload and have entrusted GONSERVE Bethel Hospitality PVT Ltd agency with all volunteering - related matters. They will now oversee and manage our volunteering initiatives.

Gonserve Bethel hospitality PVT Ltd. The Ark, Building Community, El Shaddai Community Centre, Near Kidzee School, Feira – Alto, Mapusa Goa: 403507.

Phone: **9359131628** **Contact person: Akku Kubeer**

**Email:** gonservebethel@gmail.com

## El Shaddai Policy

It is mandatory to comply with the following:

### Dress Code

- To wear your ID badges at all times on site (this will be provided when you arrive, during your Induction).
- Always wear suitable clothing whilst around our staff and children (cover your shoulders and knees).
- We will provide 2 T-shirts; these must be worn at all times whilst on duty with either three quarter or long trousers or skirt (not mini).
- When on beach duty, ladies should wear a top - El Shaddai t-shirt with shorts over your bikini/swimsuit. Men should wear swimming shorts, not trunks and a top - El Shaddai t-shirt.
- *Always remove your shoes when entering our Homes.*
- Smoking and/or drinking of alcohol is NOT PERMITTED when on duty.

### Favouritism, Do's and Don'ts

It is often difficult during your time with the children not to have “favourites”. We always insist all children are treated in the same way, so please do not give anything to one child if you are not able to give to all the children in the Centre.

Please do not give any gifts or items to a child without first consulting the House In Charge or another member of staff in their absence. No gifts to staff or visits to staff homes as this may cause difficulties. Please be sensitive to local culture at all times – remember, if a single girl is left unchaperoned with a man, they are considered to have been defiled and the family may disown them or worse.

Goa is one of the most westernized States in India, as well as being a highly lucrative tourist area. English is widely spoken and many westernized values and ideas influence daily life. However, the majority of our children come from other States, which have not been exposed to many of the western values we take for granted. The same applies to many of our staff and we would always ask you to be respectful and sensitive to their views and culture at all times.

DO NOT offer to take the children anywhere or spend time alone with a child without a member of staff being present as this is against our Child Protection Policy.

We are always ready to listen to new ideas; should you have any suggestions, queries or problems during your stay, please write them down and put them in the suggestion box provided or contact your Volunteer Co-ordinator.

Please DO NOT discuss problems or complaints with the house staff or children as this may cause distress or start rumors. Please come directly to Matthew, Julia or Sponsorship secretary.

Obviously, we want you to remember the primary objective of your visit is to support the children and their welfare must always be your first priority. Please respect there are sometimes very different ways of doing things in India to where you may come from!

Towards the end of your Volunteer Services you will be asked to complete an ‘*End of Volunteer Questionnaire*’ this will give you an opportunity to voice your opinions or any concerns you may have.



## **TWO (2) WEEKS STAY**

<b>*Total Cost*</b>		<b>45000/-</b>	<b>(or £450)</b>
<b>Deposit - 25%</b>		<b>11250/-</b>	<b>(or £112)</b>
<b>Balance - 75%</b>		<b>33750/-</b>	<b>(or £338)</b>

## **FOUR (4) WEEKS STAY**

<b>*Total Cost*</b>		<b>75000/-</b>	<b>(or £750)</b>
<b>Deposit - 25%</b>		<b>18,750/-</b>	<b>(or £187)</b>
<b>Balance - 75%</b>		<b>56,250/-</b>	<b>(or £563)</b>

### **At the end of your Volunteer Service with us**

We appreciate the time you have offered to help our children here in Goa and we hope your stay is a rewarding and fun experience. Please complete the 'End of Volunteer Service Questionnaire' which will be given to you by our Volunteer Coordinator. Handover your ID badge back to the co-coordinator and hand in your End of Volunteer Service Questionnaire.

We like to put our Volunteer's comments on our website so we would be grateful if you could complete the section where we ask you to write a small synopsis of your time with the charity in order to provide other prospective volunteers with your insights.

[www.childrescue.net](http://www.childrescue.net)