



PASSIMIAN

— SERVICES LTD —

We take it from here

We know what it takes to keep a back-of-house operation running. and we know what it costs when it does not...

Back-of-house operations management for hotels, restaurants and hospitality businesses

- End-to-end back-of-house management
- Immigration and legal services
- Advisory and planning
- ICT Services


PASSIMIAN
— SERVICES LTD —
We take it from here

THE REALITY

Back-of-house is one of the hardest part of hospitality to get right. And the first part to fall apart.

These roles are difficult. The work is physical, repetitive and often invisible to guests. Local labour markets in Cyprus and across Southern Europe have largely stopped supplying them. The people who want these jobs are fewer every year.

When you do find someone, keeping them is a separate challenge. Absenteeism in back-of-house runs at two to three times the rate of front-of-house. **Every absence creates pressure on everyone around it.**

And when you bring in staff from abroad — which is now often the only option — **you carry the full weight of compliance, documentation, cultural integration and quality control.** On top of everything else you are already managing.

73%

of hospitality operators cannot fill enough back-of-house positions. CTO Labour Survey 2023.

40%

Average annual staff turnover in hospitality across Southern Europe - Eurostat 2023

€4,000+

Estimated monthly cost of one unfilled back-of-house position including overtime and service failures

We understand what this actually costs - and it is not only money...

There is the financial cost — visible in overtime, in agency fees, in the service failures that follow when the team is not complete. That cost is real and it adds up.

But there is also the cost that does not appear on any report. The hours spent managing a problem that should not be yours to manage. The conversations with guests about something that happened in the kitchen. The morning where someone did not show up and everything had to be reorganised before the first service.

And then there is the challenge of culture. When you bring a team together from different countries and different professional backgrounds, and you ask them to deliver a guest experience that feels consistent, warm and effortless — that takes more than good intentions. It takes a system. It takes someone who has done it before.

We know this because we have been in that position. Not as advisors watching from outside. As operators responsible for delivering service at some of the most demanding environments in the world.

We do not place people and leave. We design the service, build the team, and run the operation. Every day.

Passimian is not alien to your constraints, objectives and mission. We do not send you candidates and wish you well. We take full operational responsibility for your back-of-house — from the first assessment to the daily shift, from compliance to quality control. You have one point of contact. One monthly invoice. And a back-of-house that runs.

We design it

Built around your operation, not a template.

We run it

Full operational management, every day.

We own it

The outcome is our responsibility, not yours

WHO IS BEHIND

Our methods were not developed for hospitality. They were tested in environments where failure was not an option.

The operational expertise behind Passimian comes from industries where precision and consistency are non-negotiable. Our team has delivered workforce mobilization, cultural integration and back-of-house operations management for organisations including Sodexo Prestige — at Wimbledon, Buckingham Palace, The Oval and Twickenham. These are environments where every detail is visible, where standards are absolute, and where the team behind the experience must be invisible to the guest.

That same operational discipline has been applied across industries including oil and gas, telecommunications and pharmaceutical — working with organisations such as Vodafone, Abu Dhabi National Oil Company and Sanofi-Aventis. The processes that make large, complex, multi-national workforces function — workforce planning, cultural alignment, performance management, compliance — are the same processes we now bring to hospitality back-of-house in Cyprus

This is not common in this market. Most providers in Cyprus offer recruitment or consulting. Passimian offers the operational management system that makes those people function at the standard your guests expect.



WHAT WE ACTUALLY DO

Eight steps. From the first conversation to a back-of-house that runs without you

Every engagement follows the same structured process. Nothing is improvised. Everything is designed

01	Operational assessment	We visit your site. We map your workload, your standards and your pressure points — before proposing anything.
02	Service design	We build a structured service plan around your operation. Not a generic solution. Not a headcount list.
03	Team selection and training	We source the right profiles and train them to our standards before they arrive at your property.
04	On-site integration	We introduce the team in alignment with your daily operations. A dedicated supervisor manages the transition.
05	Full operational management	We handle scheduling, absences, replacements, performance and discipline. Every day. Without exception
06	Compliance and administration	Contracts, payroll, work permits, insurance - fully managed by Passimian. Zero administrative burden on your team.
07	Quality control	We monitor performance daily and weekly. Standards are checked continuously, not occasionally.
08	Ongoing optimisation	As the relationship develops, we identify improvements and reduce friction. We become your operational partner.

WHAT CHANGES FOR YOU

Before Passimian

Every absence creates a cascade. Someone else covers. Standards drop. Guests notice.

Weeks spent looking for staff. Time invested in interviews, trials and onboarding. High rate of early departures.

Hours spent on contracts, permits, payroll administration, compliance documentation- for every foreign national you employ.

Service quality varies with the team. Some days are excellent. Others require your personal intervention to hold the standard.

You are managing a staffing problem when you should be managing a hospitality operation.

After Passimian

Your team is complete every morning. If someone is absent, Passimian handles it before your first briefing.

One call to Passimian. The right person is in place, trained, and aligned with your standards.

Zero administrative burden. Passimian handles all compliance, permits, payroll and documentation.

Consistent standards, every shift. Not because the team is perfect — because the system behind them is

You focus on your guests and your business. The back-of-house runs. You do not need to think about it.

THE COMMERCIAL CASE

One retainer. One invoice. Everything included

Compare the true cost of managing a back-of-house worker directly
- against what Passimian delivers for €1,750 per month.

Your direct cost per back-of-house worker	Per month
Gross salary (minimum wage 2026)	€1,088
Employer social insurance, GESY and mandatory funds	€168
Accommodation (employer-assisted)	€150 – 300
Recruitment, HR administration and compliance	€80 – 150
Your true cost per worker	€1,550 – 1,830

Passimian monthly retainer
€1,750 per worker All-inclusive ·
One invoice · Everything managed

For a cost that is comparable to your current direct spend — and in many cases lower when true costs are calculated — Passimian takes complete operational responsibility off your desk.

'What Passimian covers'

- Full team management and supervision
- Absence cover — replacement arranged before your operation opens
- All work permits and immigration compliance
- Payroll, contracts and employment documentation
- On-site supervisor aligned with your management team
- Weekly quality and performance reporting
- Ongoing operational optimisation
- Single monthly invoice — no surprises

WHO WE WORK WITH

We work with three types of hospitality operation. Each one has different pressures. Our service adapts to all of them.

Prestige

Your brand reputation is built in public.

Your back-of-house cannot be the reason it fails in private. We deliver the standard your brand demands - consistently, across every shift.

Housekeeping

Stewarding

Laundry

Kitchen Porter

Avant garde

Operational efficiency is everything.

You need a reliable, consistent team that keeps costs manageable and occupancy-to-standard ratios healthy — all year round.

Room Attendant

Cleaning

Linen

Porter

Silver

Back-of-house in food and beverage moves fast and breaks first.

We keep your kitchen clean, your throughput high and your team stable — through every service.

Kitchen Porter

Steward

Cleaner

Support

LET US TALK

If your back-of-house is keeping you up at night, we should talk.

Whether you are managing a five-star hotel, a busy restaurant or a catering operation - if staffing, compliance or operational consistency is a pressure point, Passimian can help. One conversation is enough to understand whether we are the right fit for your operation.

☎ Call us: +357 97674535

🌐 Web : www.Passimianservices.com

✉ Email us: passimian.ops@outlook.com

🏠 Add : 12 Arcadias, Aglantzia Nicosia, Cyprus

📍 Visit us online: +357 97674535


PASSIMIAN
SERVICES LTD
We take it from here

People. Performance. Partnership. We take it from here


PASSIMIAN
SERVICES LTD
We take it from here