Welcome to BUE & El Sherouk
Information for new staff

About This Guide

This is an introduction to the practicalities of working at the BUE and living in the BUE accommodation.

Moving to a new posting is exciting but can also be stressful.

Which of these you encounter is very much down to how you react to the setbacks that will inevitably occur. To help prepare you, this Guide has not tried to hide what could be perceived as short-comings but would be more profitably thought of as the local way of doing things that “I need-to-get-used-to-if-I-am-going-to-succeed”. With this in mind, we have tried to make this Guide as practical as possible to smooth the arrival of new staff, particularly those from overseas.

Induction

The Staff Induction Programme will include:

§ Visiting the University and meeting other staff
§ Settling in arrangements
§ Setting up a bank account

Representatives from Human Resources (HR) along with faculty administrative staff at the BUE will make the arrangements necessary for your orientation and support you upon your arrival.

Campus Information

Orientation

Buildings at the British University in Egypt (BUE) campus are designated by letters rather than names. Currently (2014/2015) blocks A-K and the Nursing buildings are completed.

Faculty buildings are:
A - Faculty of Engineering
B - Faculty of Engineering & the Language Lab for the English Department.
C - President and Vice Presidents Offices.
D - English Department.
E - Administration Departments (HR, Student Affairs, IT, Finance, Marketing, PR, Head of Transportation & Student and Expat Staff Accommodation).
G - Faculty of Business Administration, Economics and Political Science and Informatics and Computer Science.
H - Labs for Engineering and classrooms.
K - Faculty of Pharmacy. Currently, Mass Media and Communications are sharing this building till their new building is complete.
L - Nursing. Currently, the Faculty of Dentistry are sharing this building till their new building is complete.

Library services are to be found in building E on the left as you enter the main gate. However, from Semester 2, 2015 the library services will be located in the new State of Art Library which is located near to Buildings H & G.

Canteens
There are various places serving sandwiches, pizzas, soft drinks, coffee etc.
**Beanos** between buildings A, B, G & H for alfresco dining.
**La Poire** in the lower level of Building A is a more economical option and can also cater for office parties.
The Student Union in the lower level of building G. Good for fresh juices and snacks.
**Arabiata** outside the main campus by the swimming pool and football pitches. Serves traditional Egyptian takeaway food such as ful Medanes, schwarma and falafel served in traditional Arab bread. Cheap and quick.
**The Food Court** behind the State of the Art Library has a number of fast food places and a small supermarket selling snacks and refreshments.

Nurse station / BUE Clinic
There are two clinics on campus: one in building A in the basement level and one in building G. This is where you come to get referral to the hospital and deal with minor complaints.

Banking
The Arab African International Bank (AAIB) has a branch in City Plaza Mall which is a ten minute walk from the University campus. It is open from 8:30 am to 5:00 pm every working day. Salaries are paid in Sterling into a Sterling account. If you plan to access your salary from a local ATM, you will need to open an Egyptian Pound (EGP) account and transfer money to this account every month. This is a simple procedure which takes only a few minutes at one of the customer service stations in the bank, not the teller counter.

AAIB ATM cards cannot be used outside of Egypt. However, VISA and MasterCard can be used to withdraw from most ATMs in Egypt from overseas accounts. AAIB cards can be used to withdraw cash from any ATM in Egypt which has the “123” logo. There will usually be a small charge.

ATM
AAIB has an ATM machine between Buildings C and E. This also accepts Visa and MasterCard. Another ATM can be found in the lobby to HSBC by the Sherouk Academy (directly beside BUE).

Copy room/stationary store
You will be informed about copying and printing facilities in your own faculty or department. There is a central copying facility in the lower level of building A. This is used by students. Staff can arrange for papers to be copied for their classes. Students will collect and pay for their own copies. A few basic items of stationary can be brought here.

Sports facilities There is a sports area and swimming pool next to the main campus.
Emergency phone numbers
They can be found in the UK Staff Handbook, Appendix B on the HR webpage.

Using the phone
Office phones can only be used for internal calls. Dial the extension number you require or alternatively use the directory function to find the number of the person you wish to call. Note that in the case of a shared office; only one name will be listed.

Faxing
A fax machine is available in Building E in the Operator’s Office on the first floor.

Making external calls
The phones of department secretaries can be used to make external calls. The operator can be reached by dialing zero and can assist in making outside calls. Please note that making international calls from within BUE is strictly limited to a few phones.

Wireless Internet access
This is available in some areas of the campus.
To log onto the wireless system in the University you must have a valid email and password which you will be prompted to enter once you open a web browser. Once you are authenticated, you will be able to use the Internet.

IT systems: Windows and Office
You will be provided with a user name and asked to provide a password which will allow you to access the BUE network and your Microsoft Outlook account both on and off campus. You will also be provided with a BUE email address. E-learning and library services can be accessed from the BUE home page www.bue.edu.eg

Note that there is quite an aggressive firewall in place to prevent overloading of the BUE network. This generally blocks any download and video sites and/or will prevent you from accessing most media. If you feel a site is being blocked unnecessarily you can request the block to be lifted by emailing IT support. The response should be immediate but may sometimes require more than one email.

IT support
IT support personnel can be found in each building but it is wise to check ahead if you have any special requirements as they can be busy just before classes begin. IT are responsible for ensuring computers and data show equipment are ready when staff require them.

Air-conditioning
The lecture halls and teaching rooms are air-conditioned. The air-conditioner should be turned on before classes begin. However teaching staff have no access to air-conditioning controls outside of their offices. If you need to adjust the settings you should locate the appropriate member of the building maintenance staff.

Office furniture and equipment
Your office should have a minimum of: a desk, 2 chairs, a computer, bookshelves, air conditioner and phone, possibly shared if the office is shared.

Office Stationary
Stationary requests are sent out once a semester and will be delivered depending upon their availability. If you need more then place an order with your department’s secretary.
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HR Affairs

Visas
You will be told which documents are required to apply for your residence visa by HR. Documents should be prepared and sent at least three months prior your arrival to Egypt. If you manage to send them earlier than the due date given to you by HR, then your Work Permit and Visa are likely to be issued sooner. Getting the Work Permit and Visa is a complicated and time consuming process which has to proceed step by step. A delay at one point will hold up the entire process so it is important that every document requested is produced.

Below is a list of documents have been required to obtain a Residence Visa. These requirements are liable to change at any time according to ministry of manpower & immigration’s instructions and you will be given an updated version at the time you apply your documents. This list is just for general guidance and may vary depending on your particular situation or changes in the law. No extra documents are required for a wife/husband and dependents.

1. Full Copy of Passport. (Just the first page of the passport which have the personal data and no need to legalize it)
2. Copy of Birth Certificate.
3. Original of Highest Education Certificate translated to Arabic. The original to be authorized by the certificate’s university + the country’s foreign ministry + Egyptian embassy in the same country. The Arabic Translation to be authorized by the translation office + the country’s foreign ministry + Egyptian embassy in the same country. 
   Note: The Arabic Translation will not be authorized by the certificate’s university
4. Original of Experience Letter – from existing employer indicating current post and period of employment (Not Less than three years) and to be translated to Arabic. The original to be authorized by the reference letter’s existing employer + the country’s ministry affairs + Egyptian embassy in the same country. The Arabic Translation to be authorized by the translation office + the country’s foreign ministry + Egyptian embassy in the same country. 
   Note: The Arabic Translation will not be authorized by the reference letter’s existing employer
5. The original of your marriage certificate and your children birth certificate (if any).
6. 25 personal photos.
7. 1 personal photo for every family member.
8. Copy of the passport for every family member.
9. For entry visa (for nationalities other than European & American), kindly apply for it in person at the nearest consulate of Egypt in your country.

How long are visas valid for?
Through a recent announcement by the Egyptian Ministry of Manpower and Immigration, visas will now be valid for one year from the time of entry into Egypt. Delays in issuing work permits will occur if a staff member fails to meet one or more of the submission dates for documents on the schedule planned by HR. In that case, you will be given a work visa for six months, renewable thereafter.

Occasionally a visa valid for six months will be issued on first application, though extensions will be valid for a year. You will usually be required to take an HIV test just before your visa is due for renewal.

How long does it take to get a residence visa?
The initial application process can be slow and you may be issued with a temporary tourist visa. Delays should not, however, occur if documents are submitted on time according to the submission schedule planned by HR. Obtaining a Residence Visa is dependent upon obtaining a Work Permit. Once a Work Permit has been issued, your Residence Visa will normally be ready within two weeks. Renewing your Work Permit takes around six weeks.
My visa says work is not allowed - what is my legal position?
This means that your work permit is still being processed, and you have been given a temporary residence for “non-touristic” reasons to allow you to stay. The phrase “work is not permitted” on your visa doesn’t mean you have an illegal residence in Egypt. It just means you didn’t get a work visa because your work permit is not issued yet. This is the type of visa that will be issued to your (wife/husband) and children. They will have no work permit.

Visas for Family Members
Visas for (wife/husband) and children depend on your work permit and are a matter of formality once your papers are in order. Visas for (wife/husband) and children will be issued once your work permit is issued. Usually it takes about two weeks for them to have their own visa, but it can be longer depending on their nationality. Please note that the original of your marriage certificate and your children’s birth certificates are required to obtain their visas.

Personal Documents
It is your responsibility to ensure that the following documents are kept up to date at all times:

- Passports including visas and residence permits
- Vaccination certificates
- International driving license

You should inform HR immediately of any changes in your personal circumstances. This includes any change of address in Egypt, at home, to your passport or in your family circumstances.

You should provide a contact address during leave periods if possible.

Salary Payment/Pay Slips/Deductions
Salaries are paid on the last working day of every month into your account at the Arab African International Bank (AAIB). Salaries are paid net of taxes and other local deductions. Pay slips are not currently issued but if you subscribe to the AAIB’s embryonic e-banking service you will be able to check your salary details online. Note that this will only work on Internet Explorer running on Windows.

Rents for BUE accommodation in El Nakhil compound in Sherouk City are dealt with internally. Utility charges calculated by the Finance office are deducted directly from your salary. No receipts are given.

If you have opted to find your own accommodation you will be paid an allowance according to your offer letter by cheque which you need to collect from the Finance Office and pay into your account.

Sending Money Home
The options available directly from your account at AAIB are limited to telegraphic transfer and Western Union. AAIB charge around £15 sterling per transaction and about another £15 pounds is taken by their intermediary bank. You may also be charged by the receiving bank. Western union is another option available at AAIB.

You could carry your money out of the country in cash but beware of customs regulations. Give plenty of notice if you want to withdraw Sterling in cash.

Possibly a better option is to open an account with HSBC Bank and obtain a Visa debit card which you can then use to withdraw from ATMs abroad. If you already have an HSBC account abroad you can make transfers easily, but not necessarily cheaply.

Alternative Banking
It may be possible to arrange for your salary to be paid into another bank.
Claiming Expenses – Receipts - Time Frame for Payment
Based upon your offer letter, the determined expenses incurred while obtaining the required documents can be claimed. Keep the original receipts and submit an expense claim once you are in Egypt. Expenses should be paid within a few weeks by cheque which can be collected from the Finance Office in Building E. Staff are responsible for arranging shipping of personal items and providing invoices to the University to claim expenses as set out in your contract.

Holidays/Leave
Annual leave is 30 working days paid leave plus public holidays. In the case of emergencies, and with approval of your Dean or Head of Department, unpaid leave of up to one month can be taken providing it does not conflict with any teaching or administrative duties. Unpaid leave for more than one month will be considered on a case by case basis by the BUE President.

Any leave must be approved in advance by your line manager. To obtain this, complete and submit a leave form to your Head of Department You can check the balance of your leave at any time by sending an email request to the HR Personnel Team.

Emergency late arrival/early departure leave can be claimed for up to a maximum of 3 hours per day and may be granted to full time staff subject to the approval of the Dean or line-manager. It must be properly documented and reported to HR by means of a completed Leave Form.

This is not usually deducted from your annual quota as long as it is approved and not repeated on a monthly basis consumed by the staff member.

It is important to remember to submit a sick claim if you miss work due to illness otherwise you run the risk of having time deducted from your leave.
Up to 10 days untaken leave can be carried forward to the next academic year.

Mail Services
Mail from overseas is delivered to Sherouk Post office and collected every 3 days and brought round to your office. There is no home delivery in Sherouk so arrange for all mail to be sent to you at the BUE. You may be able to get a PO Box number. Sending mail means finding a post office. The nearest is in Sherouk; in the souk, and has Express Mail Delivery (EMS) world-wide which is expensive but secure. Your departmental secretary should arrange for all BUE business to be mailed. You can also request for personal mail to be handled by the university mail service for a small fee over and above postage.

The common International Courier Services are available in Egypt. These include DHL and FedEx. They will deliver directly to your office at BUE and can arrange to collect items as well. The closest offices are in Rehab city.

Receiving books & periodicals
Getting deliveries from Amazon etc. should be no trouble provided they use courier services. Periodicals are sent to the BUE via an International shipping company and the representative of this company brings them as soon as they are received.

Medical Facilities
There are two clinics on campus staffed by nurses and two doctors. They are in building A in the basement level and in building G by the main entrance. This is where you come to get referral to the hospital and for minor complaints. They are open Sunday to Thursday 8:45 am to 4:15 pm
At weekends and on evenings you will have to make your own way to the International Medical Centre which is about 15 minutes away by car on the Cairo-Ismailia Desert Road heading east from Sherouk.

There are no emergency services in Sherouk. The best option in an emergency is to find someone with a car to take you The International Medical Center or to ask the security guards to find someone with a car. You could also try calling the building manager if his phone is turned on.

The International Medical Center is a new and well-run with full facilities. However they do not appear to have an ambulance service.

You are entitled to free treatment at the International Medical Centre. The card you are issued with is not an insurance card and the hospital will ask to see a referral letter from the BUE nurse to provide free treatment. If you cannot produce this because it is a weekend or an emergency, they will bill you before you can see a doctor, and in an emergency may refuse treatment unless payment is guaranteed. It is always a good idea to keep a sum of money handy for hospital visits, though there is a bank with an ATM in the hospital. Keep all receipts and present them to the BUE nurse who will arrange for HR to refund you.

In an emergency you should go to the nearest hospital, ask for the receipts and present them to BUE.

The BUE has an ambulance which contains all necessary equipment to transport emergency cases to the nearest hospital. In case of an emergency call the University clinic on Extension 1912 during working hours. You can also call Dr. Dalia, the BUE doctor, on 01016007507 for advice.

Unlike in the UK, you will not see a GP but you will directly confer with a specialist. So if it is not an emergency it is best to check which days the clinics are open as not all specialists are available every day.

The first time you visit the hospital you need to fill out a registration form at the desk to the left of the Outpatient’s entrance. As a foreigner you will usually be given VIP treatment and escorted by an English-speaking guide. Prescriptions can be filled either at the hospital pharmacy or at any pharmacy of your choosing. Follow up visits are free.

You can make an appointment but it is unlikely to be honoured and you will have to wait in a queue. Be patient. Doctors are also working the wards and may be late attending their clinics if there is an emergency.

**Transport**

Buses from campus to different parts of the city arrive at 8:45 am and depart at 4:30 pm during school days (in case of approved early leave there will be buses departing at 2:30 pm). The evening service provides one car for two staff members on a daily basis from 5:00 pm till midnight. The staff members are picked from El Nakheel Residence and returned to it.

Staff living in El Sherouk accommodation can join the car pool. Currently there are two options. Cars are available for staff who wish to drive themselves and who have a valid international licence. One car is available for two staff members on a weekly rotation. For those who do not wish to drive, drivers are available in the evenings and weekends. Details can be found in the Car Use Policy.

Sherouk City now has public transport, i.e. buses, but the timings and pick-up points are not clear. Taxis are rare. Taxis will collect you from your apartment if you can make arrangements. BUE currently does not maintain a list of taxi numbers. Madinaty also has a bus service to various locations in Cairo.
International licences are required to drive in Egypt. These are available from post offices in the UK for around £7 if you have a valid UK driver’s licence. International licences are valid for one year and cannot be renewed.

If a car breaks down contact Mr. Osama Afifi, Head of Transportation. His mobile number is 0100 403 8267.

Accommodation & Living

Accommodation in Sherouk
The British University is situated about 70 km from the centre of Cairo in a new development known as El Sherouk set between the Cairo-Suez and Cairo-Ismailia roads. Staff are accommodated in a guarded compound, El Nakhil, a few minutes’ walk from the BUE.

The Sherouk development is large and since it is still being built, not yet fully serviced. El Nakhil is also still being built, and the staff accommodation, being on the edge of the compound, is subject to a certain amount of disturbance from ongoing building work. This is rarely more than an inconvenience for most of the time. Evenings in particular, are very peaceful and the lack of pollution and traffic is in sharp contrast to Cairo. All entrances are guarded 24/7 and personal safety does not appear to be an issue though there is concern about the number of itinerant workers. Theft from flats has occurred so doors and windows should always be secured.

Most of the compound consists of villas separated by wide avenues lined with date palms and flowering trees, which make a pleasant place for an evening stroll or jog, especially in the summer.

The compound has a small sports complex with tennis courts and a pool. However, a fee and/or membership is required to use the facilities. The Heliopolis club has a large, modern sports complex about 15 minutes’ walk away. It also contains a pleasant restaurant at reasonable prices. BUE staff have membership. Membership cards are issued by HR and are required to enter the club.

Shopping and Dining
There is a small supermarket, Sun Market on ElNakheel Compound which sells basic groceries but very little in the way of fresh food. They will deliver. Prices are a bit steep but it is convenient and open till late. However, quite recently the supermarket closed. Perhaps it will reopen under new management in the near future. There is also a dry cleaners and well-supplied pharmacy next to the supermarket.

Panorama Mall which is a 15 minute walk from El Nakheel Compound contains a number of small shops selling a variety of things and two small supermarkets. Amongst these are: RadioShack, Eye Club, La Poire, La Baguette bakery, ladies and gents hairdressers, home accessories, stationery, butchers, greengrocers, clothes, pharmacy, electronics and air conditioners. Furthermore, there is a bank (AlAhli), Einstein Coffee Shop, Cats and Dogs Veterinary Clinic, a Dermatologist, Dentist and Pediatrician.

A branch of Carrefour has opened at the end of the University Road just before Ismailia Road. It contains basically everything you need from a fresh fruits and vegetables and packaged foods, clothes, toys, magazines, newspapers and household items. Mobinil, Vodafone, Magrah optical selling eyewear and lenses and some clothes and a souvenir shop have also opened. The surrounding shops are still under construction and will open in the near future.

A branch of Metro supermarket is open 24/7 and stocks pretty much everything in the way of fresh and packaged foods and household items. They will deliver. Family Market has two small supermarkets selling food, some vegetables, newspapers and household items. It is relatively cheaper than Metro.
A branch of Hyper1 which is about a 15 minute drive from ElNakheel Compound. Take the Ismailia Desert Road heading towards 10th of Ramadan. Take right upon reaching the flyover and drive straight. It is on the right-hand side. It houses an incredible amount of groceries, cleaning supplies, fresh fruit and vegetables and packaged foods, toys, clothes, household goods, furniture and a variety of cooked food, etc...

Rehab City and Golf City are also good for shopping and eating places, both a 15 minute drive away. You will find pretty much everything you want apart from alcoholic beverages at these places. For alcohol to consume at home, you will need to visit Drinkies in Heliopolis. They will also make home deliveries, if you ring them, but not during Ramadan. Gold City Mall and Rehab City both have cinemas.

Madinaty also contains a number of small shops, eating and coffee places. It can be accessed easily by taking the bridge which links it with Sherouk.

There are no restaurants within walking distance of El Nakheel Compound. Nanida Restaurant and coffee shop is the nearest and is about a five minute drive from the compound. It also does home delivery. Rehab City and Golf City Mall have restaurants. These tend to be fast-food and steak houses. The nearest licenced restaurants are in the JW Marriott or Dusit Thani Hotels towards the ring road and airport.

A list of eating places in Sherouk and Madinaty can be found in Appendix 1.

Apartments

The apartments are spacious with 2 or 3 bedrooms with basic furniture and fittings (see below). A list of contents can be provided when you take up residence, but this may be written in Arabic. There is no specific policy available for loss or breakage of items. If something does not work call or email the housing manager and he will send someone round usually the same day. You will either need to take time off or arrange for someone to receive them.

Cooking is by gas range supplied from butane cylinders. These are not well-maintained so you should be very careful about using them and keep the valves closed when not cooking. You may prefer to buy a microwave or electric cooking range yourself. When you require gas, send an email to the housing manager.

Electric and water supplies are reliable though water pressure can be low sometimes, especially on the top floor. Electricity is 240V. Sockets are the round 2-pin type. An amount of money is deducted from staff residing in an apartment to cover utility costs (electricity and water) as well as internet connection. Confirmation of how much is deducted from your salary can be obtained from the Head of Finance.

Flats have high-speed Internet with access to wireless. A few apartments have telephones. All flats have a TV but no antenna or satellite dishes. Satellite dishes and boxes can be bought cheaply and simply at Carrefour or in Rehab City.

Only some flats are screened against mosquitoes. If yours is not, keeping windows open at night is not a good idea, particularly those opening from the kitchen and bathrooms, which overlook a fly-infested light-well. It is possible to buy insect repellent liquid or mats that you plug in. Furthermore, balcony door and window screens can be purchased in Sherouk. Sitting out or walking at night is rarely disturbed by insects as the compound is regularly sprayed at dusk particularly during the warmer months, as are many in Cairo.

Flats are furnished with the following items.

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<tr>
<th>Item</th>
<th>Description</th>
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| Two Bedrooms               | ● Beds  
|                           | ● Wardrobes  
|                           | ● Drawers  
|                           | ● Bed-side-cabinets  
|                           | ● Mirrors  
| Dining Room               | Table with four seats that can be extended to six  
| Sofa Set                  | One Sofa Set  
| Kitchen                   | ● Kitchen Units  
|                           | ● Crockery and Cutlery  
|                           | ● Glasses and Mugs  
|                           | ● Pans  
| Electrical Appliances     | ● Refrigerator with Freezer  
|                           | ● Washing Machine  
|                           | ● Cooker  
|                           | ● Television  
|                           | ● Iron and Ironing Board  
|                           | ● Kettle  
|                           | ● Air-conditioning  

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**Professional Development**

### Conference Packages

The University supports the participation of its academic staff in national and international conferences. Staff involvement in research activities is aided by the dissemination of research findings through international/national journal publications and conference participation. International conferences provide a platform for peer communication and provide a forum for possible research collaborations. The presence and participation of academic staff members at conferences reflects the international presence and standing of the British University in Egypt. The University offers staff members who have spent at least a year at BUE a full coverage package once every two years. This covers registration fees, accommodation costs, air travel and days off which are not deducted from annual leave. Subject to availability of funds, further coverage may be available in cases where the staff member has already used up his or her full allowance. For further details and information regarding the application process can be found on the staff resources section of the BUE website via the research portal and also by contacting the Vice-President for Research and Postgraduate studies.

### Research Days

The BUE entails that staff members are required to be on-campus for a five-day work week. However, Teaching Assistants or Research Assistants completing either their Master's and/or PhD degrees are entitled to one-day study leave. Academic staff are also entitled to a one-day
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research leave. For detailed information regarding applicability and procedures visit the research portal of the BUE website.

APPENDIX 1

Below is a list of eating places and coffee shops which can be found in Sherouk and Madinaty

**Nanida Restaurant**

- 8th District, On Main Shorouk Road, Shoruk City, Cairo, Egypt
- Shisha, Coffee Places, Lebanese, International, Pizza, Oriental
- 0226875107 – 0226875108
- Delivery

**Arabiata El Shabrawy**

- 16919
- El Shorouk City : Beside The British University-BUE
- Open hrs: 08:00 AM to 18:00 PM
- Cuisines : Egyptian, Foul & Tameya, Fast Food
- WiFi Outdoor

**McDonald's**

- 19991, 01201988868
- El Shorouk City : Shell Gas Station, El Horreya Square
- Open hrs: 00:00 AM to 00:00 AM
- Cuisines : Burgers, Sandwiches, Fast Food
- Delivery 24 hrs

**Pizza Master**

- 19577
- El Shorouk City : Inside Heliopolis Club, El Nady District
- Open hrs: 11:00 AM to 00:00 AM
- Cuisines : Italian, Pizza

**Papa John's Pizza**

- El Shorouk City : Arabesque Mall, Madinaty
- Open hrs: 11:00 AM to 02:00 AM
- Cuisines : American, Pizza
- 19277
- Delivery
Quick Sandwiches

- 0226871047 / 01227501030
- El Shorouk City: Inside Panorama El Shorouq mall, ground floor, shop no. 7
- Open hrs: 10:00 AM to 03:00 AM
- Cuisines: Sandwiches, Fast Food
- Delivery Catering

Coffee shop Company

- 01027000415
- El Shorouk City: City Plaza Mall, El Shorouk Academy, Shorouk Entrance (1)
- Open hrs: 10:00 AM to 02:00 AM
- Cuisines: Sandwiches, International, Bakeries and Pastries, Coffee & Drinks
- WiFi Outdoor Shisha

Oriental Food House

- 16791
- El Shorouk City: Heliopolis Club, El Sherouk City
- Open hrs: 12:00 PM to 21:30 PM
- Cuisines: Egyptian, Oriental
- Delivery

Del Vento

- El Shorouk City: Inside Madinaty Club
- Open hrs: 10:00 AM to 00:00 AM
- Cuisines: Sandwiches, Italian
- Outdoor

Jounich

- 01122535355
- El Shorouk City: Madinaty, Arabeseque Mall
- Open hrs: 10:00 AM to 02:00 AM
- Cuisines: Lebanese, Oriental
- Delivery Shisha TV

Lunch Break

- 01119701000 / 01096337771 / 01000460100
- El Shorouk City: Inside Arabesque Mall, Madinaty
- Open hrs: 09:00 AM to 01:00 AM
- Cuisines: International
- Delivery WiFi Outdoor No Smoking Area

Coffee Break Cafe
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- 01119701000
- El Shorouk City: Inside Arabesque Mall, Madinaty
- Open hrs: 10:00 AM to 00:00 AM
- Cuisines: International
- Delivery WiFi Outdoor No Smoking Area

Le Reve

- 01000066036 / 01009636852 / 01005046759
- El Shorouk City: Arabesque Mall, Madinaty
- Open hrs: 09:30 AM to 02:00 AM
- Cuisines: French, International