

# HRA Today



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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

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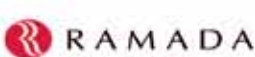
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Dear fellow members,

As I get ready to take charge of this prestigious association in its 68<sup>th</sup> year, I would like to express my gratitude to all for posing confidence in me. My predecessors have left large shoes to fit in and I, along with the fiercely-committed group of Executive Committee members, will work hard to ensure that we shall deliver.

Our industry is undergoing enormous transformation. We are pegged with many new segments such as QSRs, internet restaurants, food trucks, B&Bs and pod hotels. We need to expand, include new formats and modernise. We live in trying times and the Association has been striving hard to acquaint and apprise our members. We conduct numerous FSSAI seminars across the states and major cities in our region and have trained in excess of 1,000 candidates. Our seminars cover different facets of the industry, including current topics and those that need to be revisited with time like taxation and laws. We aim to reach each member by being active on social media through Facebook and Twitter, as well as through our newsletters and magazine.

We recently launched the HRAWI interactive App featuring live news with latest updates of the industry, including an e-version of our newsletter. Members can log-in and download invoices, renew membership, pay for seminars and conventions all at their convenience. The App also contains details of members and HRAWI discount cards. We are introducing the e-discount card used by scanning a QR code for convenience and prevent fraud and duplication. The App can be downloaded for free from the Android Play Store and will be iOS-ready shortly.

My immediate focus would be to continue to liaison with the state and central governments, stressing the importance of our industry. As this needs continuous approach, the concentration would be on interacting with the government by creating a proactive lobby on policy areas that have an impact on the industry. Focus would be on industry-related issues such as implementation of single-window clearances, online applications, multiplicity of taxes, GST, FSSAI, formation of tourism zones, etc.



We recently launched the HRAWI interactive App featuring live news with latest updates of the industry, including an e-version of our newsletter



Various sub committees and additional, individual state and city chapters would look into specific areas. The vision is to further strengthen the network, a chapter created for our members, even in remote areas, for issues specific to them. Their voice will be conveyed to us through such city and state chapters.

I look forward to your plenary support.

With kind regards,  
**Gurbaxish Singh Kohli**  
President, HRAWI



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# HRAWI member list surges

The Hotel and Restaurant Association of Western India (HRAWI) continues to expand its membership base across the western reaches of India. In the recent past, the Association has added hotels, restaurants, and other affiliates from Goa, Maharashtra, Gujarat and Madhya Pradesh among other states, from July till August, 2018. The Association's continued efforts and support for the hospitality industry in the regions under its ambit have helped its membership base grow exponentially.

## HOTELS

Fortune Miramar	Panjim	Goa
Hotel Aryaa Regency	Pune	Maharashtra
The Empersa Hotel	Andheri	Maharashtra
MAP5 Village Resort	Morjim	Goa
MAP5 Inn	Morjim	Goa

## RESTAURANTS

Gopi Dinning Hall	Ahmedabad	Gujarat
Dakshinayan	Mumbai	Maharashtra
Indigo Delicatessen	Mumbai	Maharashtra
Wok Express	Mumbai	Maharashtra

## ASSOCIATES

The Owner's Association of Thane	Thane	Maharashtra
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## AFFILIATES

Jagran Lake City University	Bhopal	Madhya Pradesh
Bunts Sanghas Ramnath Payyade College Of Hospitality Management Studies	Mumbai	Maharashtra

# Gurbaxish Singh Kohli elected as new president of HRAWI

**Gurbaxish Singh Kohli**, Director, Pritam Hotels has been elected as the President of the Hotel and Restaurant Association of Western India (HRAWI) at the 68<sup>th</sup> Annual General Meeting (AGM) held in Mumbai. Prior to being elected as the President, Kohli served as Sr. Vice President of the Association. **Prrem Tiwari**, former Vice President will now serve as Sr. Vice President along with **Sherry Bhatia** acting as the Vice President and **Pradeep Shetty** as the Honorary Secretary.



Kohli, also fondly known as Gogi in the industry circles, has been one of the most active proponents of growth of the hotel and restaurant sector in the country.

**Nirav Gandhi** will continue in the office as Jt. Honorary Secretary with **Dilip Kothari** as the Honorary Treasurer and **Aspi Nallaseth** as Secretary General.

"The HRAWI has been the industry's voice in championing its progress, in liaising with the Government and has been a pillar of support for its

members. In the last couple of years, the HRAWI ceaselessly worked towards alleviating many hurdles that the industry faced across issues ranging from the highway liquor ban to the most recent plastic ban. Simultaneously we also supported and led the way for FSSAI's several training programmes in food safety trainings and certifications across the Western region. We also introduced a first-of-its-kind independent classification system in India that follows the global practice of trade bodies for rating hotels," said Kohli, New President, HRAWI.

A second generation hotelier, Kohli is the owner of Dadar's famous Pritam restaurant and who set up the iconic Pritam

da Dhaba and the four-star Hotel Midtown Pritam in the 80s. Self admittedly, a foodie Gogi is a voracious traveller and a vintage cars enthusiast.

"HRAWI has made tremendous progress, and I would like to congratulate my predecessor, **Dilip Datwani** and his team for doing an outstanding job during his term. From here, it is my intent to complement the efforts made so far by the Association and maintain the momentum. I also hope to engage with the Government, concerned authorities and other trade bodies for the benefit of our fraternity. We will focus on resolving issues and will align efforts to best address and meet our members' needs," concluded Kohli.

# OYO forays into upscale hotel category with Palette Resorts

OYO Hotels has announced its foray into the upscale hotels category, starting with a stellar range of resorts, christened as Palette Resorts. Similar to colours on a 'palette', OYO is curating a range of beautiful resorts that will offer exclusively designed staycations for those in search of an intuitive experience at competitive prices. After successfully transforming and gaining a strong hold in the budget and mid-market categories, OYO is now set to add value to the experience of millennials, family vacationers and wanderlusts looking for a distinct, premium and curated experience.



Commenting on the development, **Maninder Gulati**, Chief of Strategy, OYO,

said, "With Palette by OYO, we are expanding our playfield to upscale resorts, while remaining committed to our core value proposition - location, quality, and price. These are hand-picked, premium accommodations that guarantee a memorable, predictable, yet wonderful

vacation experience for our guests, by leveraging our technology and operational capabilities."

In the last five years, OYO has demonstrated strong capabilities of managing large assets and transforming them into beautiful

living spaces. Ingressing into the upscale segment, OYO is currently partnering with select resorts that offer amenities including spacious and aesthetically designed rooms, private villas and beaches, gourmet dining, spa and other recreational provisions.

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you

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renovating your hotel ?  
developing a new hotel ?

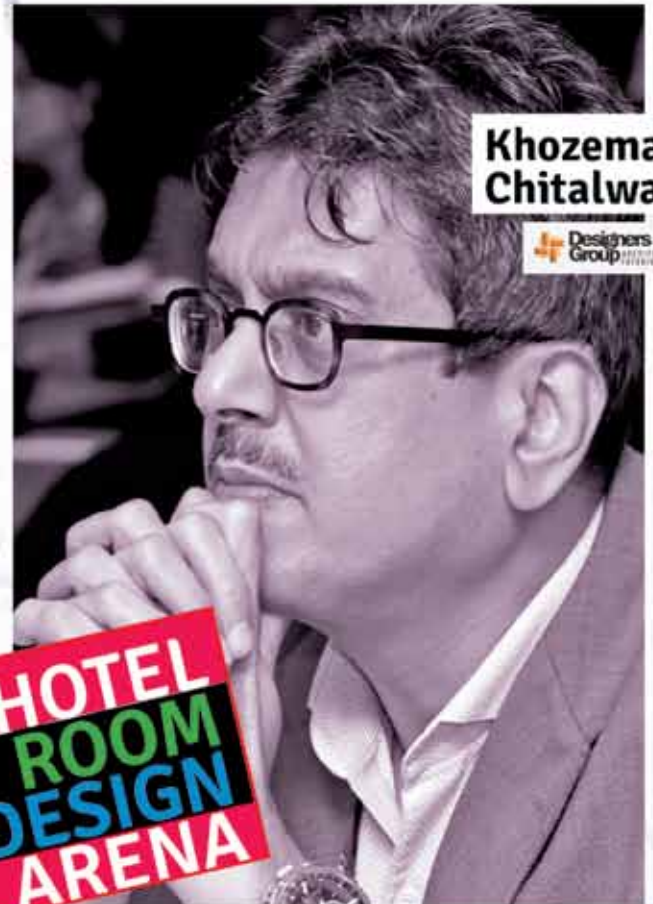
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### Hotel Design Trends

4th October

Institute of Indian Interior Designers, industry's premier design association with Hospitality First brings you a panel of eminent speakers, enlightening the industry on contemporary hotel design trends.

Must attend for  
Hotel owners &  
operators, Executive  
housekeepers and  
interior designers.



# Gastrophysics - The New Science of Eating

TagTaste along with Hospitality First (HF) is delighted to host its first Knowledge Summit of the year on Gastrophysics - The New Science of Eating.



**PANEL DISCUSSION 1**  
Gastrophysics and High growth segments

**DAY: 3RD OCTOBER**

**LEAD SPEAKER - Prof. Ganesh Bagler**

**PROFILE:** Interdisciplinary researcher and affiliated to IIT- Delhi. Regarded as a pioneer in "Computational Gastronomy".

Must attend for Chefs, Restaurant owners, F&B Managers, QSR operators and caterers.



**PANEL DISCUSSION 2**  
How are Chefs reshaping their F&B strategy and execution in the light of fast changing eating and experiential trends?

**DAY: 5TH OCTOBER**

**LEAD SPEAKER - K.S.Narayanan**

**PROFILE:** KS Narayanan is an experienced professional in the Food and Beverages industry with a decade in leadership roles; his range of expertise spans Sales and Business Development, Marketing, Operations, B2B and B2C businesses, Ambient, Frozen and Chilled categories.

## HPMF Knowledge Seminar

Hospitality Purchasing Managers Forum to lead a high panel seminar on Purchasing Trends and Opportunities for suppliers.

**LEAD SPEAKER - Nitin Nagrale, Founder and General Secretary, HPMF**



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**Venue:**  
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## The Resort Madh Marve's 'Ode to Nature' with art exhibition

The Resort Madh-Marve in Mumbai, recently held an exhibition of paintings by artist Jitendra Sule titled 'An Ode to Nature' to showcase the artist's work. Present at the event was **Satyajit Kotwal**, GM, The Resort Hotel Mumbai, along with actor Rajat Kapur and the artist. The exhibition demonstrated multiple facets of water using water colours only, the most complex art form to draw water, and therefore found the perfect exhibition setting at The Resort.



The Resort was an ideal location for Sule's paintings that pay a tribute to the exquisiteness of nature and speaks volumes of its splendour and is known for its serene environs that work wonders to calm the nerves and relax the soul. It is a perfect

getaway with its duplex villas and deluxe rooms overlooking the gorgeous beach. The well-manicured gardens and placid settings give a splendid look to the sprawling property with beach facing lawns and

extensive poolside. **Satyajit Kotwal**, General Manager, The Resort, said, "The Resort is happy to have provided the perfect venue for the paintings that talk of natural beauty. We have seen Jitendra's work and it

is superb. The Resort also does that in a subtle way through its breathtaking location and surrounding natural wealth. We thought the venue would be perfect for his painting exhibition."

## Fairfield by Marriott Pune Kharadi opens doors

Marriott International has announced the opening of Fairfield by Marriott Pune Kharadi, a property with

modern design, convenient amenities and warm hospitality within one of India's fastest growing cities. Situated in close

proximity to business hubs like EON, World Trade Centre and Magarpatta city, and with easy access to shopping arcades- Phoenix Mall, Seasons Mall and Amanora Mall, the hotel is a perfect destination for a business trip or a quick getaway. Widely recognised as the IT hub of Pune, Kharadi is a leading destination for businesses. Over time, the location has developed significantly, and today it offers a plethora of services and experiences for the national and international traveller.

in India. Fairfield is known for consistently delivering a simple sense of comfort and relaxation, and we look forward to offering travellers to Pune the same seamless service and welcoming hospitality that the Fairfield brand is known for." Featuring 109 well-appointed rooms, the hotel's contemporary design offers unparalleled comfort with its range of in-room amenities.

Shared **Parvez Nisar**, Hotel Manager, Fairfield by Marriott Pune Kharadi, "With modern design, courteous and attentive service and MICE facilities, we are set to define new standards of hospitality and look forward to cater to the city's growing tourism and business activities."

**Neeraj Govil**, Area Vice President, South Asia, Marriott International, said, "This is our first Fairfield by Marriott property to debut in Pune and the 12<sup>th</sup> for the brand



# Novotel Imagica Khopoli introduces two new wings

Novotel Imagica Khopoli, India's first resort integrated with a theme park, have announced the opening of two new wings, Nitro and Scream, named after the most popular rides of the adjacent theme park. The resort property now offers a total of 287 rooms, making it a haven for travellers, tourists, events and large celebrations. The additional 171 new rooms include suites and overlook the Sahyadris, just one hour from Mumbai and Pune.



**Srinivas Srirangam**, General Manager, Novotel Imagica Khopoli, said, "Novotel Imagica Khopoli is delighted to announce the opening of both Nitro and Scream, our new wings, with increased inventory


and added variety in terms of rooms, suites and dining venues. It has always been our endeavour to ensure that guests are relaxed and have fun through their stay at the hotel.

The new wing also positions the hotel as an ideal destination for meetings, conferences and events, as well as a memorable wedding destination, close to both Mumbai and Pune."

A recent addition at the property has been the newly launched Spa – O2. The extensive treatment menu offers guests several opportunities to relax and unwind.



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## ISH focuses on VR technology for training

Indian School of Hospitality (ISH) is redefining hospitality education for the industry through a focus on Virtual Reality (VR) technology as a learning and training aid. Along with US-based virtual reality developers TRANSFR VR, ISH hosted the first-ever Virtual Reality hospitality learning and development workshop at the brand-new technology-enabled ISH campus in Gurugram, Haryana. This path-breaking VR workshop displayed a completely revolutionary approach to training and learning in an efficient and cost-effective new way.

Prototypes of VR modules for bartending, housekeeping, and coffee making were demonstrated to senior housekeeping, food and



beverage, and training leaders, as well as general managers of the industry in a series of workshops held at ISH. The idea was to showcase technologies and opportunities, and then take feedback from the industry in order to develop

comprehensive modules for use in training as well as in education. Participants had the opportunity to experience TRANSFR VR's proprietary VR technology personally, and see the possibilities of the software being tailor-made to meet their needs.

Speaking at the occasion, **Dilip Puri**, Founder & CEO, ISH, said, "It is the vision of ISH to bring in new technologies which can enable learning in education as well as learning and development for hospitality and allied industries. We are delighted to have had the opportunity to showcase this amazing technology and the opportunities it presents. This marks the beginning of integrating technologies for a better learning experience for both ISH students and companies across industries.

I am looking forward to introducing and using VR technology into our own curriculum. I believe it can give our students a revolutionary way of acquiring new skills and knowledge."

## Barry Callebaut launches couverture chocolates & compounds

Bringing the European legacy of cocoa and chocolate making to India, Barry Callebaut launched its range of premium couverture chocolates and compounds under the Van Houten Professional brand at an exclusive event at Mumbai, on August 17, 2018. The launch was attended by artisan chocolatiers, renowned chefs, and professional chocolate users from the industry. This range would target chefs from the HoReCa segment, as well as bakeries and patisseries. The brand owes its legacy to the Van Houten family's inventions in the 18<sup>th</sup> century, through pioneering in cocoa processing and holding the patent for Dutch cocoa process that has revolutionised



the cocoa industry and democratisation of chocolate. With this expertise, the company aims to give artisans and professional chefs in India access to unleash all goodness, colour and flavour intensity

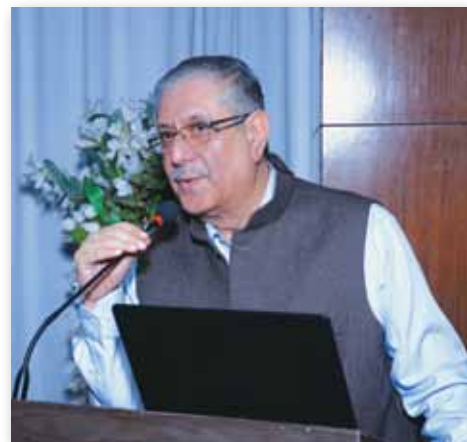
of chocolates and compounds in their recipes. Commenting on the launch, **Deepa D'Souza**, Director Gourmet Sales for Barry Callebaut in India, said, "India's per capita consumption for chocolates

as confectionery is still small, about 100g compared to some other countries. But in recent years, new launches in categories have managed to add premiumness to them. Van Houten Professional brand will enable us to upgrade our customers to use couverture chocolate from compounds."

Further adding **Ben De Schryver**, President of Barry Callebaut, Asia Pacific, said, "We are confident that our B2B and food service customers in India will benefit from the brand strength in the market." The product range will soon become available to artisan chocolatiers, chefs and professional chocolate users across India.

# Strengthening its **DAMAN ARM**

HRAWI conducted a much-needed membership drive at The Deltin, Daman, on August 29, 2018, where presentations and interactive sessions helped clarify doubts of those present. The event saw an impressive turnout and HRAWI hopes that it will see more hoteliers join its Daman & Diu chapter.



# FSSAI training in full swing

HRAWI was busy with two back-to-back training sessions for the FSSAI Supervisor Training Programme - the first being held in Daman at Mirasol Resort on August 30, 2018, followed immediately by the one in Mumbai at The Ambassador Hotel, Churchgate, on August 31, 2018. Both days saw an overwhelming response from hoteliers who were updated about the latest norms passed by FSSAI, recommending that all licensed food business have at least one trained and certified Food Safety Supervisor under FoSTaC for every 25 food handlers in each premise.



# Deliberations on safety standards



# F&B trends for the New Age

The F&B sector has moved from imitation to innovation. **Cajetan D'Souza**, F&B Manager, Banjara Restaurant, Andheri (East), Mumbai, shares some top trends that will continue to challenge, disrupt and entice producers as well as consumers.



**F**ood and beverage has moved increasingly from imitation to innovation. New technology is driving products such as bio-hacked foods which may not sound very appetising as they are de-composed and then reconstituted based on artificial intelligence (AI).

On the other side of the spectrum, where the use of technology is frowned upon, we also see strong growth, mostly linked to vegan food trends. Non-vegans are jumping on board as they become more nutrition conscious. These flexitarians (or semi-vegans), as they are referred to, may constitute a new but broad customer base, but producers need to remain mindful about the importance of flavour when launching new products to this niche market.

Here are some of the top trends in the segment:

## Plant-based foods

As meat and dairy-free diets go viral backed by with celebrities,

star chefs and supermarkets filling the aisles, the trend is also riding on the power of the internet to spread the word: veg-anuary, a vegan website provides tips on how to live well without sacrificing taste, educating consumers on balanced diets.

## Indian street food

India, with one of the most diverse culinary landscapes, will provide plenty of options. The use of aromatic spices, fruits and vegetables that are grown across this fertile country requires skill and mastery to avoid spoiling a dish.

## Going cashless

Restaurateurs are beginning to phase out cash in their operations. This saves them time by avoiding bank deposits and also has obvious operational benefits.

## One dish wonders

Single dish restaurants are still up and coming. It's all about specialisation, finding, and exploring niches that few if any players have ventured into yet, staking a

claim and providing for a unique experience, while optimising inventories and bringing about greater profitability.

## Self-service kiosks

People are mobile, and always on the go. Over the past years we have seen the 'grab and go' trend develop and evolve into a new lifestyle.

## Homemade

As governments encourage the development of start-ups, there is a blue ocean that is just waiting to be exploited. But this market won't be limited to stay-at-home moms and dads with a passion for cooking. Hotels, making the best use of kitchen down times or semi-professional centralised production kitchens, will also become key players, using branded websites for distribution and maximising profits through reduced fixed overhead costs.

*(The views expressed are solely of the author. The publication may or may not subscribe to the same.)*





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The Food Safety and Standards Authority of India (FSSAI) is now serious about strengthening the food safety surveillance system and has enforced strict measures with regard to trained personnel at F&B establishments.



# FSSAI tightens safety measures

Hazel Jain

The training and certification for food service businesses under the food safety standards in the country has been gaining momentum and getting formalised. It is clear that the Food Safety and Standards Authority of

becoming mandatory at every establishment.

**Aspi Nallaseth**, Secretary General, HRAWI, who leads the training team for FOSTAC at the association, recently met the FSSAI heads in New Delhi. He reveals, "We are one of the FSSAI training partners

Delhi on July 26, 2018. The purpose of the meeting was to understand what their training partners such as us had done till date. There were about 40-50 partners from all over India present. We had to enumerate as to what we have been doing and the agenda for the way forward. We explained that we want to go to the tourist destinations for training like Aurangabad and Khajuraho where there is a heavy tourist flow."

Nallaseth adds that the third point of discussion at the meeting was to advise that the future for establishments is not going to be easy if they do not have people in their establishment who are trained. "The emphasis was that for every 25 and below strong company, they had to have at least one person trained. It had to be



Aspi Nallaseth

“

The emphasis was that for every 25 and below strong company, they had to have at least one person trained. It had to be a food handler in the kitchen, stewarding, etc.

”

India (FSSAI) which had laid down guidelines as well as the timelines for this is serious about training and certification

in the Western Region and we are a resource pool for them. A lot of things were discussed when we met them in New

a food handler who could be someone in the kitchen, in stewarding, in housekeeping or in a restaurant's F&B service," he explains.

This was brought on by the series of complaints related to sub-standard food being supplied by food businesses and establishments as well as organisations that were listed on e-commerce, food service platforms, and had initiated stringent actions to debar the non-FSSAI licensed operators.

The trainings conducted by HRAWI are of two types: the Master Trainer Programme and the Food Safety Supervisor's Certificate. It has so far completed about 11 Master Trainer Programmes and 12 Supervisory Training Programmes across the western region – Mumbai, Pune, Nagpur, Indore, Bhopal, South Goa, North Goa, Silvassa, Surat and Chattisgarh. The total number of individuals trained is about 800.



sised the seriousness of this training but we have noticed that people are not taking this seriously. So we are reaching out to the local FSSAI authorities where we are conducting these trainings to request them to help us convince the members to come for it. We

It is now also mandatory for all F&B organisations to display their licence issued under the Food Safety & Standards Act 2006 in the front portion of their establishment. Nal-laseth adds, "It has empha-

need to educate them about why this is necessary. If they don't comply they can be fined and their licenses can be revoked." The deadline for training is December 31, 2018

### Participate in the Lauh Yatra

In an effort to encourage India to eat right, FSSAI is conducting 'Lauh Yatra' to free India from anaemia and nudge people to eat right. It is inspired by the *Salt Satyagraha* in commemoration of Gandhiji's 150<sup>th</sup> birth anniversary, and starting from October 2, 2018 to January 27, 2019. The association requests members to participate in this in any way they can. Apart from this being a CSR activity, members can distribute food parcels at pit stops on the route, donate T-shirts, or even sponsor stay at their hotel for cyclers for the night.

“It is mandatory for all F&B organisations to display their licence in the front portion of their establishment.”

## FSSAI initiates 'The Eat Right Movement'

In an unprecedented show of solidarity to improve public health in India and combat negative nutritional trends to fight lifestyle diseases, the food industry, public health professionals, civil society and consumer organisations, influencers and celebrities came together on a common platform and pledged to take concrete steps to create 'The Eat Right Movement' in the country. This movement, built on two broad pillars of 'Eat Healthy' and 'Eat Safe', aims to engage, excite, and enable citizens to improve their health and well-being. Led



by FSSAI, the strength of the movement lies in its holistic and collaborative approach, with stakeholders on both the demand and supply-side joining to make a difference through some clearly identified

steps. On the demand side, it focuses on empowering citizens to make the right food choices; on the supply side, it nudges the food business to reformulate products, provide better nutritional information to consumers, and make investments in healthy food.

To kick-start and popularise the movement, a powerful infotainment campaign through a short video starring National Award winning actor **Rajkummar Rao** was also launched, encouraging citizens to reduce salt, sugar, and fat. The campaign has

the potential to go viral with its simple message - 'Aaj Se Thoda Kam'. Dissemination of all engagement material, including training modules, is through various partners that include central and state government departments, civil society organisations, industry and professional associations, NGOs, national and international agencies, academia, and corporates through CSR initiatives.

**Pawan Agarwal**, CEO, FSSAI, remarked that 'The Eat Right Movement' had the potential to grow organically as a self-perpetuating movement.



# Taj conducts first Housekeeping Olympiad in Mumbai

To encourage knowledge and skill sharing across its hotels, Taj conducted a two-day seminar in Mumbai for its housekeeping staff at Taj and Ginger properties in Mumbai and Pune. It plans to make this an annual event and take it across various cities in India as an ode to the entire housekeeping community.

“The objective was to promote camaraderie and skill sharing among the housekeeping staff”

As a salute to the entire housekeeping community, The Taj Mahal Palace, Mumbai, hosted the first ever Housekeeping Olympiad for the Taj, Vivanta and Ginger Hotels staff in Mumbai on August 31, 2018 and September 1, 2018. The objective was to promote camaraderie and skill sharing among the housekeeping staff. The various hotels in Mumbai and Pune sent their teams of housekeepers and housekeeping associates to participate in this mega two-day event.

Speaking about the event **Anmol Ahluwalia**, General Manager, Taj Wellington Mews Luxury Residences and Head of the Centre of Excellence, said, “Every year, we celebrate the International Housekeeper’s Week

from the September 9-15. As a prelude to this, we wanted to do something which was different and has never been done before. Everyone remembers the front office or F&B but housekeeping is usually forgotten even though are relentlessly working behind the scenes. This is an ode to the entire housekeeping community.”

Day one had various learning activities conducted. The second day had seven contests planned through the day, including fabric identification, bed-making, innovative room set-up, festival-based table set-up, etc. Teams competed to win the rolling Housekeeping Olympiad Trophy for 2018. “We have decided to develop this programme as an annual event. We plan to replicate this in Bengaluru

this month and take it up to Delhi by September end and Hyderabad in early October. We have requests to conduct this from Goa and Chennai as well. The format will mostly be the same with some tweaks based on the local culture,” Ahluwalia adds.

The first day saw about 40 participants from different age groups and different hotels. Day two saw about 50-55 people. The training sessions included a series of workshops, highlighting the recent innovations in housekeeping globally, including trends and best practices from the industry.

**An evolving community**  
According to Ahluwalia, housekeeping today has evolved beyond just the regular dusting

and sweeping of rooms. Today, it involves thinking like a business manager, creating out-of-the-box ideas and implementing them and driving change. "It is a department which has a perfect amalgamation of People, Product, Process and Passion. Housekeeping is a catalyst department that drives change and differentiates between a good and a great hotel," he says.

The scope of housekeeping over the years has increased from just simple cleaning of floors and washing of laundry to now evolving to intricate topics like floor care, fabric care, eco-cleaning, nano technology, etc. Executive housekeepers are breaking the mould now and becoming smart business managers and also working along with their finance heads and general managers to effectively contribute to the hotel's bottom line.

**Taljinder Singh**, Area Director Mumbai Hotels & General Manager, The Taj Mahal Palace, Mumbai, says, "The aim of this workshop is twofold, to give tactical and strategic inputs to the new generation of housekeepers and help build a talent pipeline by skill sharing. This annual Olympiad will excite and motivate our associates to strive for excellence everyday, thereby delighting guests."

**Training sessions for the team**  
Day one included sessions on



nanotechnology and its implementation, flowers and horticulture, machine cleaning and maintenance. The first session was on the concept called Pure Rooms. Pathogens can remain in the hotel room environment by contaminating room surfaces even after guests depart. To reduce the risk of transfer of pathogens from one guest to another via surfaces or inanimate objects in the hotel, advanced sanitisation is necessary, at least once month. Regular housekeeping, while essential, has its limitations since over time, bacteria becomes resistant to the chemicals that are used to eliminate it. The Pure

Room sanitisation system, with its surface and air-borne bacteria, virus and parasite-elimination capabilities, is a cost-effective method for achieving significant reduction in the spread of hotel-borne infections, and for making rooms allergy-free. The process is chemical-free and saves over 98 per cent water compared to conventional deep-cleaning. Pure Room is a chemical-free non-toxic deep cleaning and sanitisation process. During the process, the machine which is a steam-cum-vacuum machine which releases super-heated dry-steam, and sucks it back into the machine's dirt collection chamber with immense suction power. Released at a temperature of 175°C at a pressure of six bar, this dry-steam kills all surface bacteria and loosens and removes dirt, making the sanitised surfaces visibly deep cleaned (as good as new) and bacteria-free.

### Nano technology

This session elaborated on the various nano coating eco-friendly products and services for metals, glass, ceramic, porcelain, marble, granite, tiles, terracotta, fabric, polished concrete and stone,

sandstone, limestone, wood, textile, solar panels, etc. to reduce carbon footprint by saving energy and reduce maintenance, cost and time. Nano technology on glass specially has many advantages.

### Flower arrangements

In the changing world and with new design concepts which are slowly coming in, the flower arrangements which dot the lobbies of various hotels and public spaces are also getting changed and taking new avatars. This session laid emphasis on various kinds of flowers which are currently in use for making flowers arrangements, various kinds of vases which can be used for making arrangements, principles of flower arrangement, and the concept of less is more for new-age hotels.

### Horticulture

With shrinking spaces, there is more emphasis on smartly managing hotel spaces and landscape, choice of plants, seasonal varieties and also on indoor plants for various public spaces. The session also elaborated on soil quality, weather conditions and aging of manure and vermiculture.



# A successful soirée

HRAWI conducted its 68<sup>th</sup> Annual General Meeting on August 24, 2018, at Trident Hotel, Nariman Point, where key matters were discussed. The meeting was followed by a networking evening with cocktails and dinner for the members. The outgoing president, **Dilip Datwani**, presented **Sanju Soni**, Senior Vice President, Oberoi Hotels & Resorts, with a plant as a token of appreciation for hosting the event at his hotel.



# 5 reasons

# INDIA TRAVEL AWARDS

are good for your business



## 1

### Reputation

Appreciation and recognition from industry peers

These exciting Awards are brought to you by The DDP Group and TravTalk, the leading business to business travel newspaper in South Asia. TravTalk is a well-established and highly respected publication that has been running for 30 years. It is read by 6,00,000 people, every fortnight.

## 2

### Exposure

Opportunity to tell your story and elevate your profile

Getting shortlisted for an award can improve brand awareness and promote your business to new customers. All winners will appear in the TravTalk supplemental issue. Further media coverage will also be provided in other media including TravelTV, News.

Being nominated for India Travel Award will help you gain PR exposure, through special print magazines, newsletters, email broadcasters and website promotion, throughout the year.



## 3

### Competitive edge and bragging

Stand out from the crowd

An award is a seal of approval for your activities and is a sign of quality for potential customers. It's a great way of differentiating your organisation from competitors.

## 4

### Access to industry leaders

Connect with the best

The India Travel Awards offers a great opportunity to network with senior industry professionals and government officials away from the business environment.



## 5

### Motivate and reward

Boosting team morale

Attending an award ceremony in itself creates a buzz. The team looks forward to a good night out with their colleagues and industry peers, and if they win an award it is even better. Getting back to office with a shiny trophy is recognition of the hard work put in by team and highly motivating.

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# Where wellness takes centre stage

Having developed and launched Spa Alila in four countries, **Steve Jeisman**, Group Director, Alila Experiences, has played a pivotal role in creating the natural signature amenities and spa products for brand Alila worldwide. He speaks about India's contribution to the wellness world and Spa Alila's plans for India.

Hazel Jain

## What does the future hold for the wellness industry in India?

I believe that the importance of wellness management in India is growing exponentially. Alternative and natural therapies are growing in stature here. People are becoming more wellness and spa savvy. They do understand that by following a well-adjusted regime such as exercising, balanced diet, having less stress in life, contribute to a healthy lifestyle. The wellness industry will change

in due course. It's all about education and awareness. People need to try a healthy diet, reconnecting with nature, therapeutic experiences and basically look at things unemotionally, at a professional level. Stress management and mental health is key. Life balance, mindfulness and simple well-being is the right measure.

## How has India contributed to the wellness industry globally?

India on the whole has contributed to the wellness industry dramatically and I believe that

Ayurvedic treatments are becoming more and more popular worldwide. All of the herbs, spices, extracts and oils that come out of India that are recorded in Ayurvedic science are very beneficial for the body, one's health and their mind. It's endless and I believe that you will see more of these Indian concoctions and recipes sort of hit the world market. India has a lot more to offer and as more people travel, outside of the western countries and heading for Asia now, Ayurveda will be exposed to an increasing number of people, and therefore grab greater interest.





### What are the expansion plans for Spa Alila programmes in India?

At the moment, we will be continuing with what we have been doing in the past, that is, a combination of wellness offerings through dedicated wellness menus, yoga exercise, professional guidance and through enhancing the beauty side as well. Worldwide, we will be expanding within our Alila hotels for now.

### Why is wellness management important for an Indian lifestyle?

People right now are waiting till they get sick before they make adjustments to their daily life. We need to educate the world a little more in just taking little prevention holidays or undergoing certain daily rituals, eating, exercise, breathing differently, 15 minutes of meditation a day, just to off-set, perhaps if an illness

from walking to breathing to yoga, heavy gym workouts and also coupled with specific wellness cuisine. The programmes are customised for the individual and we are also now developing a self-start wellness programme where guests can come for a day or even a couple of weeks and go on their own pace. The goal is just to eat better, exercise, to reconnect with themselves and with the earth and basically just take time to pause, stop and breathe again - especially for people whose lives are fairly toxic with stress, bad food, obesity.

We have created programmes here like the Detox Detour, weight management and also revival programmes and there's no set regime. Upon arriving at the hotel, you go through an appraisal or consultation process with our Ayurvedic doctor and from there we map out all of your meal plans, exercise regimes and all of your therapeutic spa and wellness experiences.

“India has contributed to the wellness industry and Ayurvedic treatments are becoming popular worldwide”

## Spa Alila's offerings at Alila Diwa Goa

It offers both Ayurvedic treatments and western therapies. Ayurveda is done in specific retreats, purposely built Ayurvedic clinics where they have teams of Ayurvedic doctors and basically doing the strict regime of 21 days. Alila Diwa Goa offers the prevention treatments and packages. Dr. Arjita is the in-house resident doctor. It also has Alila Living products which are 100 per cent natural products. Alila Diwa Goa takes more of an Ayurvedic approach where the doctor blends herbs for a scrub, body masks, etc.

### How do you promote Alila spas in India?

For the Indian market, the marketing approach that is the most effective is obviously capturing our in-house guests and with our large database, Alila as an international company, we circulate our wellness programmes as much as possible, our standard Spa Alila treatment menu as well and our online retail products.

Sometimes we also get guests who are staying in other resorts – whether it's more cost-effective accommodation or they renting villas or friend's house or they are in the area – who come down just to do our programmes. It's actually good to see that outside guests are also coming to do our programmes even though they may not be residing within the hotel.

is about to take you over. It's all about lifestyle choices and environmental toxins that you're surrounded by, whether it is through self-taught, your own stress or through living in a smoggy city, lack of exercise, poor diet choices. I think if we stop waiting till we get sick and sort of start a detox, revive and relax, it should be a preventive measure that just happens in our daily life or basically every few months. Prevention health holidays are the way to go.

### Does Alila offer anything that is specific to the Indian market?

For the Indian market and especially at Alila Diwa Goa we have some fantastic customised spa programmes. We have a combination of Ayurveda, western and Asian therapies partnered with all kinds of exercise programmes,





# How the West is winning

In the last four quarters, the hospitality industry has been on recovery mode with ARR and occupancy levels touching peak figures of 2008. **Nandivardhan Jain**, Founder and CEO, Noesis Capital Advisors, feels that growth in room demand is surpassing growth in room supply and key metros, business cities and established tourist markets will keep performing well for next few years due to this gap.

Hazel Jain

## Is the western region of India showing promise in terms of newer hotels and expansion, or has it exhausted its potential for now?

Most well-established markets of the western region are Mumbai and Goa, which are performing consistently in the last couple of years. Mumbai's high land cost and approval process will restrict supply to catch up with its high demand. Goa will keep performing well, especially North Goa markets like Vagator and Morjim that will get quality supply within the next three years. Land cost in these micro-markets is still

reasonable and upcoming new airport operations by 2020 will give them a further boost.

In other cities, Pune city has shown tremendous recovery and spike in occupancy. Its micro-markets like Viman Nagar and Koregaon Park performance have encouraged quite a few landowners to evaluate the hotel proposition. Currently, we are advisors to five projects in these micro-markets. Lonavala has emerged as an established MICE and weekend destination for Mumbai and Pune. New resorts like Rhythm have shown remarkable performance and more quality supply is coming within the next six months with hotel brands like

Blooms and Fern. Other cities in the region which are showing promise are Surat, Nasik, Nagpur and Aurangabad.

## How is the investment climate in India?

Undoubtedly, we require more quality rooms in the country to catch up with increasing demand from foreign and domestic travellers. But still, we have ground level issues with hotel investment climate in terms of our debt structure. Typically, term loans offered by bank across the industries are for five to eight years. But, hotel development itself takes least three years to complete the construction and another two to three years to stabilise



its revenues. High debt with shorter tenure makes projects unviable and projects get under stress, which further disturbs the operations.

Moreover, a hotel developer has to take more than 60 permissions and approvals to build and run the hotel, whereas in peer countries it's less than 15. In addition to quantum the delay in getting approvals due to manual submissions and stringent process delay the projects.

We must also note that some of our national heritage with UNESCO status monuments is a victim of weak infrastructure and visibility. Khajuraho temples are one such example, which have massive tourism potential but due to weak air and rail connectivity and marketing even during season time, less than 200 people visit



hotel chain, it brings efficiency in operations and adds value

and budget hotels to appoint professional hotel management companies to run day-to-day operations.

This will improve product quality and guest experience, which finally adds to the hotel bottom line.

**With UDAN, do you see newer cities attract hoteliers?**

UDAN is a saviour for our industry across the country. We will soon experience a ripple effect on the hotel industry with Tier-II markets like Nashik witnessing an increase in demand.

**Advice to hotels**

**Big international hotel brands:** Be global and local at the same time. Be innovative with your F&B formats and focus on it as much as you on rooms sales by promoting it to non-hotel guests as well.

**Stand-alone hotels:** Be part of organised hotel chains by appointing appropriate hotel management company.

**Mid to budget sized hotel chains:** Be clear on your brand promise, commit to less but deliver those basic promises of quality sleep, bath and breakfast fully.

these temples. On the other hand, the Angkor Wat temple in Cambodia attracts around 1.7 million tourists every year which changed the economy of that region completely.

**What trends do you see emerging in western India?**

The trend of conversions from standalone hotels to organised branded budget hotels is picking up quite well in the last couple of years. As a part of the

to all stakeholders like hotel owners, operator, employees, guest, vendors, and government. In the last 12 months, we have completed 38 such conversion transactions on the lease, management contract and franchise.

**In the current market, what strategy would you recommend to small and budget hotels?**

We recommend small to mid

**Cities that are performing well, region wise:**

- a. **North:** Delhi, Noida, Dehradun, Katra, Chandigarh
- b. **West:** Mumbai, Navi Mumbai, Thane, Pune, Goa, Surat
- c. **South:** Bengaluru, Hyderabad, Vizag, Kochi, Coimbatore
- d. **East:** Kolkata, Patna, Jamshedpur, Darjeeling, Guwahati



# Sri Lanka comes calling

One of the best ways to experience a new destination is through the sense of taste and smell, and that's how the recent food festival organised by the Sri Lankan Consulate along with The Leela Mumbai drew food lovers and travellers alike.

Hazel Jain

The Consulate General of Sri Lanka recently collaborated with The Leela Mumbai to host a 10-day food festival dedicated to the soulful creations of the spice island by bringing in one of its most celebrated chefs – **Chef Publis**, Director of Culinary Affairs at the Mount Lavinia Hotel. A renowned figure in Sri Lanka, Chef Publis was recently honoured by the President for his service to his country. The author of 23 cookbooks, he promotes using healthy, fresh and local ingredients, while incorporating traditional Sri Lankan cooking techniques.



**Chef Publis**

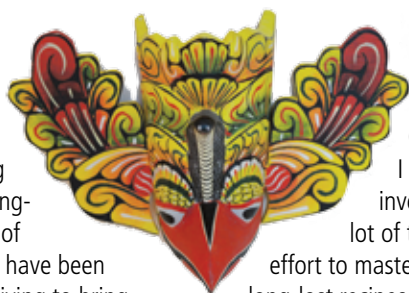
He teamed up with **Chef Surender Mohan**, Executive Chef, The Leela Mumbai, and created wonderful local dishes, while training the team at the Mumbai hotel.

Speaking about the idea behind participating in this food festival, Mohan says, "I spent a lot of time exploring a host of different flavours and that is when I realised the beauty of Sri Lankan cuisine. As Mumbai had not been exposed to traditional Sri Lankan fare and we had never done a Sri Lankan food festival before, we decided to collaborate with the Consulate General of Sri Lanka in Mumbai for this festival."

He adds that the idea behind this collaboration was to unravel the hidden secrets of Sri Lankan cuisine. "With this, we hope to expand the culinary horizons of the city by bringing the authentic Sri Lankan experience to Mumbai. Our team has been involved in collaborating with Chef Publis from the get-go. Whether it is the sourcing of ingredients and equipment, liaising with the Consulate or designing the menu, we have participated in the decision-making process to ensure that the end result of this collaboration is something that we are all proud of," he adds.



Do food festivals help hotels? Definitely! "Keeping in mind the changing sensibilities of our patrons, we have been continuously striving to bring something new to the table by hosting a variety of food festivals. This not only helps us connect and engage with food enthusiasts from around the city, but also impacts our regular footfalls. With this food festival, we hope to expose our guests to the vibrant culture and cuisine of Sri Lanka. What makes their food stand out is local ingredients and robust spices, which pair beautifully together to pack the perfect punch of flavours," Mohan says.



run of over 60 years, I have invested a lot of time and effort to master the long-lost recipes of the ancient era and I would love nothing more than to share this knowledge with the world. This is the reason why I decided to fly down to India to collaborate with the chefs at The Leela Mumbai to host this food festival. I hope that the guests enjoy the authentic Sri Lankan spread that we have curated," Publis says.

Sri Lanka is our neighbour and yet we know so little about its cuisine.

Publis agrees. "Every dish has its own distinct flavours and cooking techniques. For instance, even though classic dishes like *appam*, *idiappam*, *pittu* and *roti* form a part of our culinary repertoire, their taste, ingredients, presentation and



techniques used are completely different than that of Indian cuisine. I have personally had a lot of Indian patrons come to me and say that our cuisine is completely different from theirs. As you pointed out, India is our neighbouring nation and it would always give me immense pleasure to return and continue my association with the country and if there is an opportunity or an initiative to train Indian chefs I would be pleased to do that," he says enthusiastically.

### Chef Publis' favourite cuisine

When asked what his favourite cuisine is to cook, he said, "Sri Lanka has a great basket of seafood to offer. We have 365 varieties of vegetables, 120 varieties of fruit and 56 varieties of potato. My favourite cuisine to cook are various seafood dishes as Sri Lanka is blessed with a large fishing ground filled with the most delicious bounties of the Indian Ocean."

### The passion of Chef Publis

His main aim behind this association was to popularise Sri Lankan cuisine all over the globe. "In my endeavour to do so, I travel to several countries to give them a taste of authentic Lankan cuisine. In my career

# Preferences of the modern business traveller

About 90 per cent of Indian business travellers feel motivated to get more work done when travelling for business, says The Hyatt Place Business Traveller Survey that provides insight into the mindset of business travellers, including what motivates them and what they learn during their travels.

The Hyatt Place brand recently released findings from a Business Traveller Survey to gain a greater understanding of how business travel can deliver both personal and professional growth on the road. It puts forth that 91 per cent view business travel as a time to re-energise both professionally and personally, and 90 per cent of Indian business travellers feel motivated to get more work done when travelling for business – indicating that perhaps hotels should make it a priority to ensure provision of facilities that uplift their professional as well as personal experiences.



The Hyatt Place Business Traveller Survey provides insight into the mindset of these frequent flyers, including what motivates them and what they learn during their travels. Thriving in a fast-paced, competitive business environment, 95 per cent of Indian business travellers are motivated to advance their career and most take business travel very seriously. The motivation of India's workforce towards their career is reflected in the fact that 72 per cent of Indian business travellers feel pressured to work longer hours when travelling for business, and 90 per cent feel motivated

to get more work done when travelling for business.

Ninety per cent of Indian business travellers say business travel has taught them skills they can use to solve challenges in their personal life. When planning personal travel,

Commenting on the survey findings, **Sunjae Sharma**, Vice President India Operations, Hyatt said, "Hyatt Place hotels are designed keeping in mind the requirements of these independent-minded and hard-working professionals."

Conference calls become a casual occasion sometimes, with 30 per cent of Indian business travellers stating that dialling-in in their pajamas is a major perk of trips that require hotel stays. Interestingly, their attention to health and fitness doesn't waver, with 41 per cent of Indian business travellers saying they exercise about the same or more, when on the road travelling for business than they do at home. The survey findings indicate that this time away from home is also invested in some self-indulgence, with 61 per cent of Indian business travellers exploring the region by experiencing the local cuisine and 33 per cent admitting to binge watching TV.

However, it is noteworthy that 84 per cent of business travellers in India say they are likely to feel relaxed about having some alone time on the road.



76 per cent of Indian business travellers make use of shortcuts learned while on business travel when planning their personal vacations. In addition to these benefits, 95 per cent say business travel helps them to communicate successfully with different types of people.

“90% of Indian business travellers say business travel has taught them skills to solve problems in their personal life”

# Access with Axis

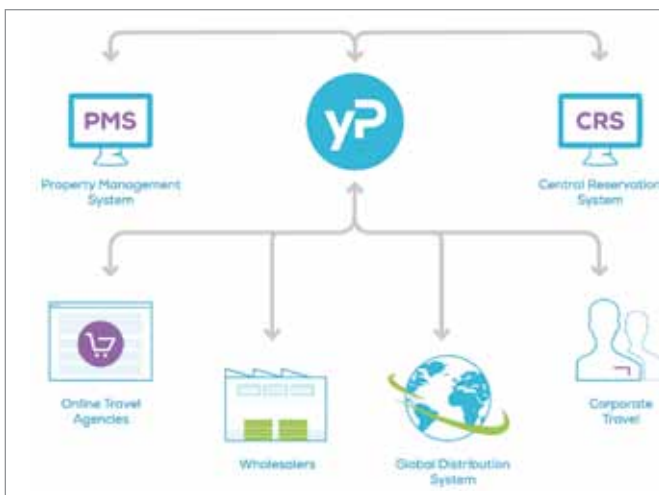
**Anil Kumar Prasanna**, CEO, AxisRooms, describes the importance of technology in the hospitality sector. He delves into the nuances of the product and how it is enabling enhancement for distribution and operation in an efficient manner.

## Tell us about AxisRooms.

AxisRooms started in 2011 with a vision to enable and empower independent and mid-sized hotels with technology, as growing e-commerce needed a solution that was easy to understand and economical for hotels to manage their business. Today, AxisRooms is already a market leader in

includes enhanced e-commerce distribution, revenue and yield management with accurate forecasting of business, and enabling them to operate the business efficiently. Approximately 95 per cent of the platforms hotels are using are obsolete and do not offer business value. There is a lot of unnecessary manual work

factor is the use and adoption of technology. Hotels still do not understand the value of products available in the market and I feel, the ones that will understand, will be the hotels that will do well in the future. Channel managers and connected reservation systems are a must, and adoption of revenue management systems is the future for every hotel and accommodation business.



hotel technology products in India, Sri Lanka and Bhutan, and is working towards other emerging markets.

Our products include hotel management systems, restaurant POS, central reservation systems, channel managers, premium rate shoppers, revenue management systems, hotel booking engines, etc.

## How is this technology aiding hotel operations?

We assist hotels in the core value of business, which

of feeding reservations from online bookings to the property management system, inventory management system, etc. Hotels deal with Big Data and these systems do not even record segment analysis, customer sentiments and needs, which are important for hotels to help them stand out amongst competition.

## What is your view of the evolution of technology in the hospitality industry?

Today, everything needs to be connected. The most important

## What's your take on the competition in your segment?

Competition was always there and some players even came in with more funding. However, we sustained our growth and focused on our basics well to stay as a market leader. Competition is always good, else we wouldn't be sure of how we could do better. It even helps us to educate the market, which would be a difficult task otherwise.

## How will the AxisRooms software help the digital mechanism to manage distribution channels?

Our connectivity is well-tested and is quick compared to traditional competitors. We were one among the first to connect Goibibo, MakeMyTrip, Airbnb, Traveloka, Qunar, Cleartrip, Yatra, etc., for India-specific market distribution. We are the first platform to even connect promotional tools to hotel partners on booking.com. Our connectivity is seamless.



“

We assist hotels in enhanced e-commerce distribution, revenue and yield management”



# In the lap of nature

The beauty of a hotel isn't complete without perfectly-manicured greens. Beautifully-done gardens have the power to attract guests and create a relaxing atmosphere around the property. But it also poses challenges in terms of cost and maintenance. **HRA Today** talks to a few hoteliers about why investing in landscaping has become important for hotels.



★ **Anand Chatterjee**  
General Manager  
Planet Hollywood Resorts of Viiking Hospitality

### Horticulture, intricate to hotel ethos

Horticulture is an integral part of the hotel architecture and design. Planet Hollywood Beach Resort is blessed with a large swath of land towards the beach side which has been developed into a beautiful tropical garden.

Apart from this, the rooms are also nestled in lots of greenery to create private space for each room. We also have a large kitchen garden that produces organic fruits, vegetables and herbs. The landscape of Planet Hollywood Beach Resort has always been appreciated by our guests and in many reviews. One of the biggest challenges has been the salty wind that blows and burns the plants located on the beach side. A lot of planning has gone in choosing the kind of trees, shrubs, which have been planted and look good as well as last the hammering of the saline wind through the year, especially in monsoon.







★ **Mayur Dessai**  
Chief Engineer  
Alila Diwa Goa

**Tangible component**

A landscape adds a very tangible dimension to a hotel product offering. A tropical style landscape like Alila Diwa Goa combined with manicured lawns, both soothing to the eye and gives the guests a feeling of being one with nature. A forest effect like

we have managed at Alila Diwa in pockets, also acts as a biotical hotspot encouraging a lot of native birds, butterflies and others to thrive. With regards to landscaping, general challenges we



face including availability of adequate trained labour and sufficient good quality water for irrigation. We have managed to overcome these issues with the management having invested in a modern STP plant and reducing attrition rate among labour by rewarding the better performing workers with fixed term contracts, better remuneration and other rewards.



★ **Victor Chen**  
General Manager  
Le Méridien Goa Calangute

**All for sustainability**

Landscaping is important to hotels not just for the aesthetics effect but also from a sustainability perspective. It is one of the easiest ways to make a great first impression on prospective clients. A well-manicured lawn with neatly-trimmed hedges and shrubs with lush green vegetation would instantly capture the attention of visitors and leave them with warm memories of the hotel's landscape even long after their departure. The state of a hotel's landscape goes a long in way in convincing intending patrons to stay in a hotel, as it is indicative of the quality of service the guest is likely to get.

The customer's perception of the quality of service on offer in the hotel can be influenced by their first impression obtained right from the entrance of the hotel premises. It also helps contribute to the hotel's sustainability and conservation efforts. The challenge of landscaping hotel or resort gardens is the same globally which is finding plants that thrive in the region where the hotel/resort is located and which have overlapping flowering periods to give continuous colour. To overcome this challenge, we work with expert horticulturists who understand the destination, local flora and fauna and seasonality/weather conditions which is an important aspect to keep in mind while planning landscaping as it requires large investment.



# APPOINTMENTS



★ **Ramesh Kamath**  
Chief Operating Officer  
The Byke Hospitality

The Byke team has recently made one more valuable addition to its team in Mumbai. It has appointed Ramesh Kamath as the Chief Operating Officer at The Byke Hospitality, Mumbai. He has 24 years of knowledge and experience in the overall hospitality industry. With an

impressive repertoire of past experiences, Kamath has worked with some of the best brands in the country. He has worked with Ahuja & Yuhi Hospitality prior to this appointment and has also been associated with hospitality brands such as Bonjour Bonheur Ocean Spray, Sterling Holiday Resort, and Cochin Darbar.



★ **Varun Sahani**  
Vice President Operations  
Kamat Group of Hotels

Kamat Group of Hotels has appointed Varun Sahani as Vice President Operations for the group. A seasoned professional, Sahani has over two decades of pivotal experience in the realm of hospitality operations and sales. An IHM graduate, he has excellent track record of pre-opening

and establishing operations. Sahani joined The Orchid Mumbai, Asia's first five-star Ecotel hotel in 2015 as General Manager. In his new role, he will spearhead the operations, marketing & sales, revenue management and strategic growth initiatives of the award winning 372- room The Orchid Mumbai property.



★ **Nidhi Verma**  
Group Manager - Marketing  
Communications  
The Leela Palaces, Hotels and  
Resorts

Nidhi Verma has been appointed as Group Manager - Marketing Communications for The Leela group. In her new role, she will be responsible for successful positioning of new hotels with

key focus on brand communication strategy and media management. She has an experience of over 12 years, and her strong interpersonal skills have enabled her to make a difference to the brands where she has worked. In her career, she has successfully launched and repositioned brands in highly competitive markets, opened new hotels, and nurtured strong media relations with a good understanding of the media landscape across markets.



★ **Victor Chen**  
General Manager  
Le Méridien Goa Calangute

Le Meridien Goa Calangute has appointed Victor Chen as General Manager. In a career spanning over 18 years, Chen has held key positions in Sales, Events, Food & Beverage and Rooms Operations across the country as well as in

overseas assignment. Prior to joining Le Meridien Goa, he was the Resident Manager at JW Marriott Mumbai Juhu. In his current assignment, he will be responsible for creating a thriving environment for associates, consolidate the positioning of the hotel, drive market growth and brand preference and elevate the hotel's food and beverage offerings.





## Appointments



★ **Manuj Ralhan**  
Director of Operations  
JW Marriott Hotel Pune

JW Marriott Hotel in Pune has appointed Manuj Ralhan as the recently appointed Director of Operations. With over a decade of experience in the hospitality industry, Ralhan in his new role will lead business and strategic operations of the property. Primarily responsible for overseeing smooth functioning of the hotel, he comes with experience that will help implementing the brand service strategy and initiatives. During his 16 years in the hospitality industry, he has been responsible for Food & Beverage assets of a number of leading luxury hotels in India.



★ **Priyanka Jain**  
Revenue Manager  
Hotel Sahara Star

Hotel Sahara Star, the flagship hotel of Sahara India Pariwar in Mumbai, has a fresh management team aboard who will provide the hotel with their knowledge and proficiency to their management department. In tandem with the same, the group has appointed Priyanka Jain as the Revenue Manager. Jain, has previously worked as an Assistant Revenue Manager at The Lalit, Mumbai. A hotel management graduate with over four years of experience in the hospitality industry, Jain's role will be tasked with maximising overall revenue and identifying new business opportunities for the hotel group.



★ **Sushant Parab**  
Executive Sous Chef  
Hotel Sahara Star

Hotel Sahara Star, the flagship hotel of Sahara India Pariwar in Mumbai, has initiated a new and fresh team that can provide fruitful insight and knowledge along with proficiency to their dining segment. The group has appointed Sushant Parab joins Hotel Sahara Star as the Executive Sous Chef, Food & Beverage Department. He has attained his diploma from the legendary D.Y. Patil Institute of Hotel Management & Catering Technology with over a decade plus experience in the hospitality world. Earlier associated with Park Hyatt Goa, Resorts & Spa as Executive Sous Chef, Parab oversees the dining experiences of the hotel.



★ **Vishnudutt Painuli**  
Pastry Chef  
Hotel Sahara Star

Hotel Sahara Star, the flagship hotel of Sahara India Pariwar in Mumbai, has selected new talents for its food and kitchen department, to necessitate new experiences to its guests. Stepping onto the wagon is Vishnudutt Painuli, who has been appointed by Hotel Sahara Star as the Pastry Chef in the Food & Beverage Production Department. He is a veteran to the hospitality industry and has garnered 16 years of culinary experience. Earlier, Painuli was Executive Pastry Chef at Lux, South Ari Atoll, Maldives. A Food Production & Patisserie craftsman, he brings a dynamic and innovative dining experience to this luxurious hotel.

## Hands-free cleaning

VitrA's newly developed AutoClean washbasins offer an auto clean function that makes cleaning fast and easy, contributing to bathroom hygiene and healthier homes. This series of washbasins offers the concealed water outlet which prevents dirt build-up and ensures hygiene. It also gives an option to the customers to opt between manual control button and photocell controller sensor. One of the features of this series is that the cleaning agents dispensed from a concealed detergent tank are flushed into the sink with water to clean the washbasin. Maximum hygiene is also guaranteed with the water diverter and internal channel.



## Tiled, eternally



Antica Ceramica recently introduced its new collection of Eternity Tiles, a perfect option for walls and flooring. Made from naturally occurring substances that give them a distinctive look, the collection is inspired by natural stone with reliefs and hyper-natural graphics satisfying the demand for natural-looking tiles. The tiles offer a natural stone coating, making them an ideal product for a warm habitat. Their physical application can range from decorative walls and terraces to bathrooms and kitchens. The Eternity Tile series is an ideal alternative to natural stone and emphasises on conserving the environment by avoiding the use of natural resources.

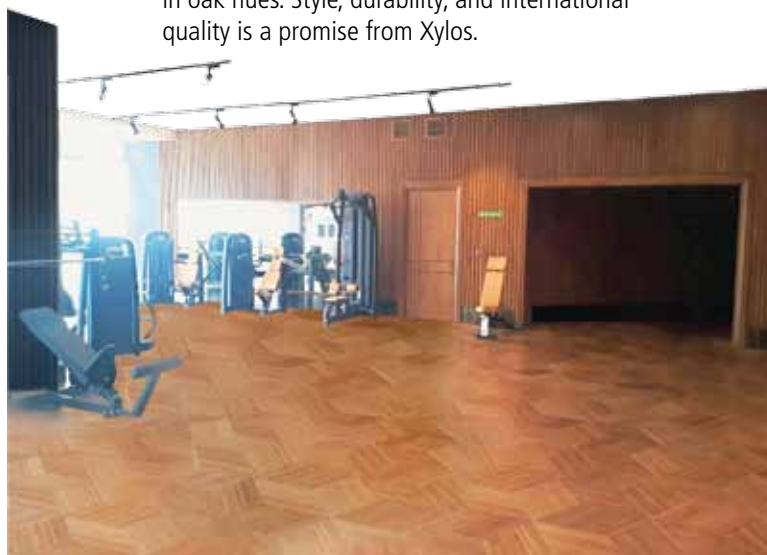
## A seed of health

Cornitos expands its Pop N Crunch range by introducing natural sunflower seeds and roasted pumpkin seeds in 200g packs. The range is inspired by the new age that believes in living an active lifestyle and aims to make the daily snack-eating habit healthy and delicious. Cornitos Natural Premium Sunflower Seeds are guilt-free munchies that are rich in Vitamins and Omega-3, perfect for healthy snacking. Cornitos Salted Roasted Pumpkin Seeds are enriched with zinc and magnesium, which pack on energy for an active life without compromising on taste for health.



## Floored at first sight

Parquet flooring is one of the most elegant and decorative flooring options available. Parkett from Xylos reimagines interior décor by marrying the unique personal beauty of natural hardwood materials to trendy or classic artistic designs. It is a wood flooring solution that is composed of layers of different wood types. You can choose from Xylos Parkett's palace diamond with a 2mm top layer and unique pattern; herringbone design in natural teak, natural oak, or walnut effects; or perhaps chevron in oak hues. Style, durability, and international quality is a promise from Xylos.



### Raising a toast with Lucaris

Now one can cherish special moments with luxurious crystal glasses from the glassmaking expert at Lucaris – The Crystal of Modern Asia. The Shanghai Soul Collection is one of the top selling ranges in India and across Asia. Lucaris crystal glasses are environmental friendly as they are lead-free, sparkingly brilliant, dishwasher safe and suitable for industrial use. The various kinds of crystal glasses are Bordeaux, Burgundy, Chardonnay, Champagne, Martini, Cognac, Beer, Long Drink, Double Rock, Hi Ball and Rock feature in the Shanghai Soul Collection from Lucaris – The Crystal of Modern Asia. These are available across India at Home Stop and Home Centre, Amazon and also at leading department stores across Asia.



### Rinse it with Faber

Elegantly designed dishwasher by Faber, ensures saving time and water in any kitchen, as its efficiency means it uses up to much less water than hand washing. The latest generation of Franke dishwashers guarantees the very best performance. Class A+ for low consumption, excellent washing and drying results in a short space of time. It embodies the company philosophy: premium quality raw materials and excellent



finished products; ease of use and total safety; reduced water and energy consumption with environmental protection in mind.

The design encompasses semi-integrated, SS finish, electronic control, push button. The features of Faber Dishwasher include, foldable bottom rack, adjustable upper basket and third layer cutlery basket.

### Energy efficient 'tawa'

Vinod Cookware, India's oldest kitchenware brand is aiming to revolutionise the traditional Indian Cookware with the launch of India's first, extra thick – 3-layer coating 'Pathri Tawa' that not only consumes less gas but also enables faster cooking with easier maintenance. Crafted in matte finish, Pathri tawa is reinforced with three tough layer of coating along with 5.0 mm extra thickness. It is PFOA free and also metal spoon-friendly, which makes it scratch proof.



### Victorian opulence

Frazer and Haws presents a range of silver accessories for décor, inspired by the charm of the Victorian era.

The product range includes Candelabra Anastasia, partly gilded for accent; the Victorian Bread Basket that is intricately hand pierced; and the Tea Set Hennell.



### Carry luggage the Carlton way

Carlton through its new range of Carlton Edge promises to revolutionise the luggage industry. The product comes with a lifetime warranty – including airline damage, a first in the luggage industry.

Carlton has also launched an App for customers who are always on the go.





**AYESHA SIDDIQUI**

**Principal | Sinhgad Institute of Hotel Management & Catering Technology, Lonavala**

I de-stress by talking to my husband freely and discussing matters. I also take to reading, going for a movie and spending some calm time and find out ways for thinking positive about a stressful situation. I am a balanced person in all my activities. But I'm also

a shopaholic! My favourite holiday destination in India is Kerala, though I have visited it only once and loved it. Outside India, my dream is to visit Switzerland and the neighbouring European countries. My most memorable holiday was my first international trip to Malaysia.

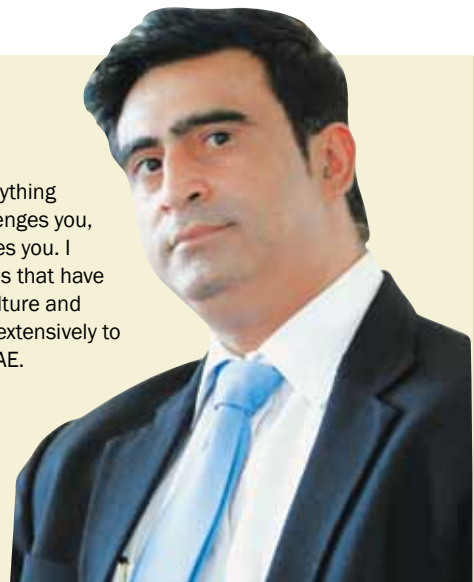
“ I de-stress through reading, going for a movie or spending some calm time ”

**PUNISH B SHARMA**

**Vice President (Operations) | The Fern Hotels & Resorts**

As a hotelier, I believe in being well-groomed and physically fit. Health is always compared to wealth because it serves as a catalyst in allowing a motivated individual to work with fervour and efficiency toward their goals. For me, hitting the gym is a kind of mindfulness and self-exploration.

For me passion can be anything that simultaneously challenges you, intrigues you and motivates you. I also love to travel to places that have an interesting blend of culture and tradition. I have travelled extensively to Southeast Asia and the UAE.



“ I love to travel to places that have a blend of culture and tradition ”



**VANDANA MISHRA CHATURVEDI**

**Director | School of Hospitality & Tourism Studies DY Patil University**

A cup of cardamom tea with my colleagues accompanied with chit-chat and some musings acts as the perfect de-stress mantra for me.

At the risk of sounding clichéd, I want to say that I am only passionate about my work. My profession spells compassion for me.

One of my most memorable holiday moments was my visit to a resort near Pune for a picnic with my colleagues. It was mesmerising to enjoy and share fun moments with them. This picnic played a vital role in strengthening my bond with all of them. It turned my colleagues to my office family.

“ I am passionate about my work. My profession spells compassion for me ”

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3.2 L



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