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**NOW**

OFFICIAL PUBLICATION OF HOTEL &  
RESTAURANT ASSOCIATION (WESTERN INDIA)

FOR PRIVATE CIRCULATION ONLY

**APRIL**  
**2015**

**The Art Of  
Housekeeping  
in  
Hospitality  
Industry**





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## President's Note

**Dear Friends and Colleagues of the Hospitality industry:**

**A**nother Financial year has closed. I take this opportunity to wish each and every one of you a good year ahead filled with high ARR's, occupancies and top F&B sales.

April also brings exams for students and for Corporate India budgets for the year.

The HRA EC was hosted by Goa hoteliers earlier this month. We had an excellent interaction and Committee meeting with the local hoteliers. We learned about the problems being faced by them especially with the Airport, paucity of parking slots and taxi issues to name a few. Although the climate was warm and humid the Goa hoteliers spared no effort in making the brief visit of the Committee a memorable one.

This month's issue covers Goa and some of its resorts. We also cover the scenic and picturesque beaches of South Goa. They are in our opinion a hidden treasure still waiting to be discovered.

In the Technical section HRA NOW covers the "Art of Housekeeping".

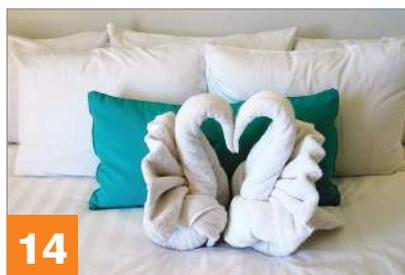
On the Policy front we have been working very closely with the Government to reduce the number of licenses required to run hotels and restaurants. We believe that the Government has been responding positively to these interactions and we hope that the decisions will be out shortly.

The HRA (WI) lost one of its shining stars recently. Shri. Ajay Khakkar was a member of our Association and a past member of our Executive Committee. He was an outstanding hotelier from Mahabaleshwar and we all mourn his demise.

As always we look forward to continued member interaction and your suggestions and ideas to build our Association. ■

Best regards,  
**Bharat Malkani**  
President HRA (WI)

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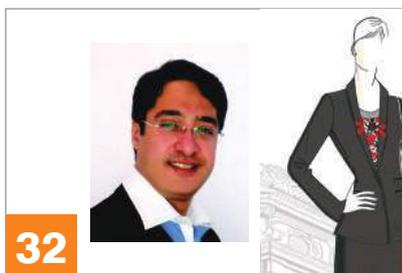
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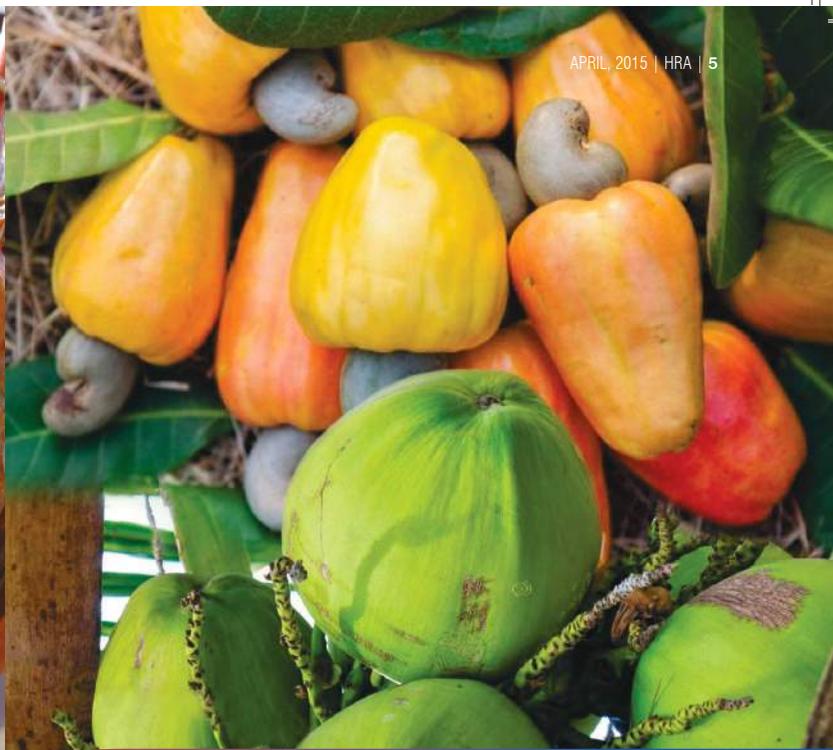
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Incredible!India



## Kenna feast, kenna fest!

Experience Goa's rich cuisine as celebrated chefs put up signature dishes and share secret recipes. Discover how cashew and coconut dominate Goa's food & drink, culture, handicraft and way of life. Eat. Drink. Enjoy!

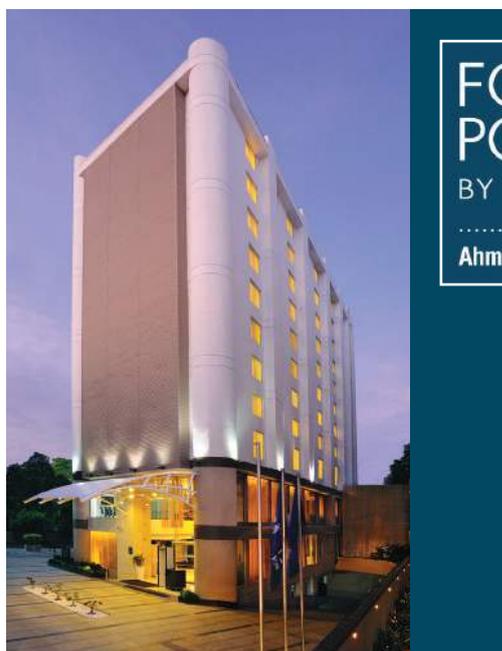
**Goa Food & Cultural Festival** | **Goa Coconut & Cashew Festival**  
17th - 21st April 2015 | 29th April to 3rd May 2015

'Kenna' is a Konkani word that means 'sometimes'.  
It stands for Goa's many contrasts, outside you and inside you.

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## NEW KIDS ON THE BLOCK



**FOUR  
POINTS**  
BY SHERATON  
Ahmedabad

**F**our Points by Sheraton Ahmedabad is located in the city centre near up-coming corporate hubs, the hotel offers an ideal base for both business and leisure travellers. Located near the Ellis Bridge area the hotel is opposite Gujarat College and the Indian Institute of Management – Ahmedabad, Sabarmati Ashram and Gujarat University Convention Centre are nearby as well. Sardar Vallabhbhai Patel International Airport (AMD) is a 15-minute drive away. The hotel offers 104 spacious guest rooms and suites. Each room has an ergonomic workstation, High Speed Internet Access, and a 32-inch LCD flat screen TV and plush Four Points by Sheraton Four Comfort Bed™. The fitness center is well equipped with cardiovascular and strength-training equipment and an all-day restaurant The Eatery, serves global cuisine at the buffet and à la carte. The hotel has 3,100 square feet of versatile function space. The hotel's Business Centre provides support services, including High Speed Internet Access, photocopiers, printers, and fax machines.

Address: Opposite Gujarat College,  
Ellisbridge, Ahmedabad, Gujarat- 380006



**H**otel Atria is the latest entrant in the hospitality business in Kolhapur. The hotel is conveniently located in the heart of Kolhapur city in proximity to the railway station, the central bus stand and the city's business centre. The hotel has 36 spacious and well furnished rooms with complimentary Wi-Fi. Hotel Atria offers local Kolhapuri cuisine and has a Multi-Cuisine Restaurant with modern decor and delicious food. It also has an up to date well equipped conference room with seating for 150 guests.



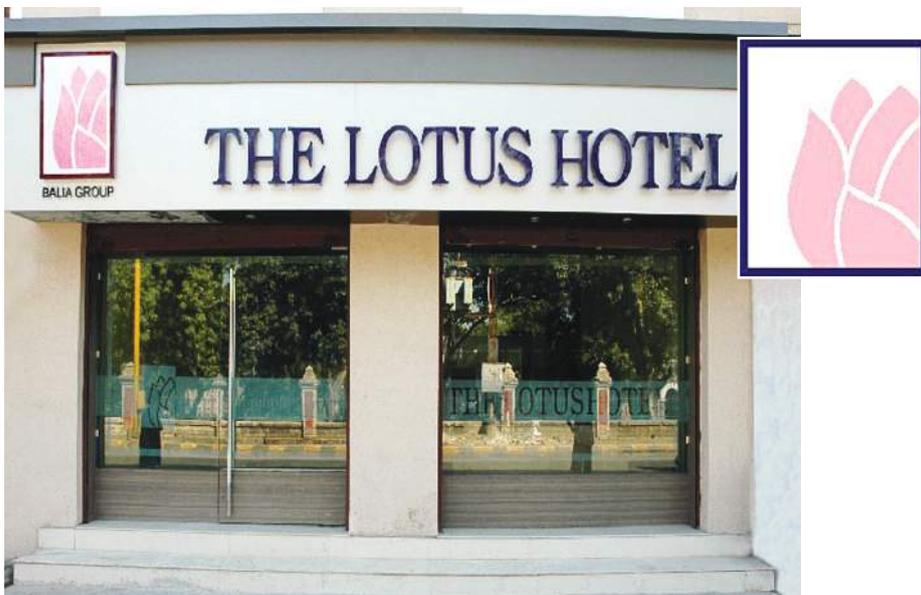
Address: 204, E-Ward, Station Road, Kolhapur  
Maharashtra-416001



**SHL**  
**SEBLE HOTEL DLX.**  
*Your Most Gracious Host*

**S**eble Hotel Deluxe Pvt. Ltd. is located in the heart of city of Nashik near Satpur MIDC on the Trimbak Road, it is easily accessible from any part of the city. This budget Hotel has been a benchmark for best and the latest in the hotel industry, presenting the customers with the value for money, luxury and an assurance of cherished memories forever, it is also famous for its hospitality and comfort for the guests over the years. The hotel offers vegetarian and non-vegetarian multi cuisines that cater to every taste and preference of guests. The hotel has wide range of variety dishes from Indian, Chinese and Continental cuisine.

Address: Boys Town Road, Off. Trimbak Road, Nashik,  
Maharashtra, 422 002.



Address: Station Road, Junagadh, Gujarat – 362001.

The Lotus Hotel is situated in Junagadh, Gujarat. It is a city rich in History, Culture and Religion. The Lotus Hotel reflects the city’s spirit in a harmonious blend of tradition and contemporary sophistication. It is located close to the city centre, business, commercial and shopping area. The luxury hotel is conveniently located within walking distance from the rail, road station. The hotel offers one of the best amenities in a room like in-room internet connectivity, two telephone lines, designer bathroom facilities, colour LCD televisions and cable services. The Lotus Luxury Rooms have facilities like wooden flooring, bathtub and King Size beds. The hotel also has Petals Restaurant which provides a trendy, vibrant, dining experience, a high-tech venue for conferences and banquets. Exquisite interiors, Impeccable service and modern facilities, make this the city’s most graceful and elegant hotel.



Tomato’s The Diner is an up market diner offering a wide selection of cuisines from around the world. Styled as a 60s American diner, Tomato's goes beyond being a retro restaurant to preserving a popular culture. A nostalgic slice of the Nifty 50's and the Psychedelic 60's; an era where rock and roll music rubbed shoulders with space travel and the heroism of great leaders. Dining options offer private diners, secluded units, or continuous tables in a decorum of a 60s wallpaper on exposed brick walls and the so well-known chequered floor. Whether one chooses from the slick Bar Menu or the elaborate Diner Menu or the daily special Power Lunch Menu, there is sure to be a dish that will hit just the right spot. That's why everyone is sure to have a few personal favourites at Tomato’s. Some of the hot favourites to be tried out here are Nachos, Mexican Hot Pot, Garden Skillet, House



Address: Race Course Road, Gautam Nagar, Vadiwadi, Vadodara, Gujarat 390007

Special Tangy Sour & Pepper Soup, Pizza Strips Supreme, ChimiChanga, Quesadilla, Diced Paneer, Mexican Salad, Stroganoff Baby Corn and the Oriental All Stir Fry. They also serve wonderfully innovative mocktails. Tomato’s has a close relationship with its fans and patrons and is a partner to ones most memorable moments, not to be missed is their specialty menus, candlelight dinners, touching music, lively decor and other attractions.

## JW Marriott Hotel Mumbai Sahar promotes green practices on 'Earth Hour 2015'

**E**arth Hour  
a worldwide  
grassroots movement  
uniting people to  
protect the planet,  
and is organised by  
WWF. Engaging



a massive mainstream community on a broad range of environmental issues, Earth Hour was famously started as a lights-off event in Sydney, Australia in 2007. Since then it has grown to engage more than 7000 cities and towns worldwide, and the one-hour event continues to remain the key driver of the now larger movement. Earth Hour aims to encourage an interconnected global community to share the opportunities and challenges of creating a sustainable world. Earth Hour only asks people to turn off the non-essential lights for one hour - not lights that affect public safety. Earth Hour is also a celebration of the planet so it's important to enjoy the moment in a safe environment.

As Earth Hour swept across twenty-four time zones and six continents on 28th March 8:30 PM local time. JW Marriott Hotel Mumbai Sahar dimmed off the lights in the public areas (lobby and restaurants) for an hour from 8:30pm to 9:30pm to support the 'Earth Hour' movement. Employees were gathered for the 'Earth Hour 2015' candle formation at the Dining Theater at 7:30 pm. Guests at the property were also asked to join in, supporting this global movement that spreads awareness and action for the betterment of the environment, by



switching off the lights of their room for the hour.

Earth Hour is more than an annual event – it is a movement that culminates in an hour of inspiration across the world. ■

## Starwood Hotels & Resorts introduces, keyless entry system through mobile application

**S**tarwood Hotels  
& Resorts  
Worldwide, Inc. is  
one of the leading  
hotel and leisure  
companies in the  
world with more than



1,200 properties in 100 countries and 180,400 employees at its owned and managed properties. Starwood is a fully integrated owner, operator and franchisor of hotels, resorts and residences with the following internationally renowned brands: St. Regis®, The Luxury Collection®, W®, Westin®, Le Méridien®, Sheraton®, Four Points® by Sheraton, Aloft®, and Element®. The Company boasts one of the industry's leading loyalty programs, Starwood Preferred Guest (SPG®), allowing members to earn and redeem points for room stays, room upgrades and flights, with no blackout dates. Starwood also owns Starwood Vacation Ownership, Inc., a premier provider of world-class vacation experiences through villa-style resorts and privileged access to Starwood brands.

Lately Starwood Preferred Guest® (SPG®),



introduces SPG Keyless, the hospitality industry's first mobile, keyless entry system allowing guests to use their Smartphone as a key, it also made its official debut in India. SPG Keyless – powered by the SPG app – enables guests to unlock their room with a simple tap of their Smartphone, redefining the age-old way guests arrive and check-in to their rooms.

Stephen Ho, President Starwood Asia Pacific Hotels & Resorts said, “SPG Keyless transforms the first interaction with our guests from one that is transactional to something more personal.” “This is just the beginning, because through mobile we have the opportunity to marry high tech and high touch to transform the hotel experience in many exciting ways.”

Dilip Puri Managing Director India and Regional Vice President South Asia said, “We are delighted to be the first Hotel Company to launch Keyless Check-in in India. Aloft was the natural choice given the Aloft brand's strong focus on forward-design and tech-savvy spaces and the fact that this hotel is located within the city's hot high tech hub.”

Starwood has been rapidly rolling out SPG Keyless with plans for it to be available in 150 hotels around the globe including India, by early 2015, across their high end brands. ■

## Citrus Hotel at Pimpri Pune opens Punchin Restaurant

Citrus Hotel at Pimpri Pune recently opened its finest Indo-Chinese casual dining restaurant, Punchin to the city. Famous personalities made their presence felt at the launch of the

grooviest new restaurant in town along with Actor Atul Kulkarni and Director Satish Rajwade who graced the occasion. Mr. Gaurav Goenka, Managing Director, Mirah Hospitality and Mr. Russell Gregory, General Manager, Citrus Pune were also present at the opening.

Mr. Gaurav Goenka, Managing Director – Mirah Hospitality said at the launch, “Citrus has always aspired to give great value to all its guests. We understand that



they often have long days and are too tired to head out for a meal. Punchin makes sure that you don't have to go anywhere at all. Just step down from your room and the best food is available to you! For the Puneites, Punchin is a great hangout and dining experience. In a city as alive and buzzing, the residents always are in need of good food and a place where they can unwind. Punchin is all that, and more! In the near future, we plan to add many more such great dining options at all Citrus properties, giving variety and value to our guests!”

Mr. Russell Gregory, General Manager, Citrus Pune, said, “We've worked hard for months for the opening. The best chefs and staff have been picked and trained vigorously so that you get nothing but the best at Punchin. The 'platter to plate' concept is sure to get popular. We've kept the ambience casual and friendly so that all our guests can be themselves and enjoy the food. Indians like their Chinese in desi style so we've created an elaborate menu keeping this preference in mind. With Punjabi and desi Chinese, we give our guests all their favourite things under one roof. We are excited to welcome everyone and can't wait for them to experience Punchin for themselves!”

Popular actor Atul Kulkarni, who formally opened the restaurant, seemed very happy to be there. He said, “I think it's a great idea to have Punjabi and Chinese food at one single location. It assures people of quality, while still dishing out popular delicacies. Pune is a vibrant city – full of enthusiastic people who love their food, drinks and savour their meals with great passion. They will love the tranquil ambience, delicious food and friendly staff. I am very sure I will come here very often with my family. They love Chinese food and Punchin's menu is so inviting!”

Punchin restaurant has swish interiors with vibrant bright colours and glass facades. The bar, with its eclectic feel, is well stocked with the best liquor and managed by the best-trained bartenders in the city. It is a lovely place where guest can savour on their Punjabi and desi Chinese delicacies. ■

## Cashew festival at Park Hyatt in South Goa

Nestled along the pristine Arossim Beach and 15-minutes away from the airport, Park Hyatt Goa Resort and Spa is a charming Indo-Portuguese village housing 250 pousada-style guestrooms and suites. Set within 45 acres of landscaped gardens with glimmering



waterways and lagoons, the resort is a perfect reflection of the character and vivacious heritage of Goa. Park Hyatt Goa Resort and Spa offers a selection of prized restaurants and superlative culinary experiences, an award-winning spa, one of the largest swimming pools and picturesque function spaces.

Park Hyatt Goa every year, traces the life journey of Goa's beloved fruit, the cashew. Cashew Trail is an annual event that was conceptualized by Park Hyatt Goa Resort and Spa in association with Madame Rosa Distillery in 2012. The event takes place during harvest season and traces the life journey of one of Goa's most prominent food elements, the cashew. Valentino Vaz and his pioneering distillery Madame Rosa have been instrumental in promoting Goa's most beloved beverage, Feni, to the world. Their passion for innovation has earned the Vaz family the reputation of being ambassadors of this unique event.

Taking the harvest celebration a notch higher this year, the festivities will be fun filled events for all the 10 days including exquisite feni master class with cocktail competition, activities for the kids, lifestyle events for women, cashew stomping, feni infused cocktails, special themed menus and more. The guests can also enjoy some Urak and Feni-based cocktails such as the Buenísima and Fenirinha.

A group of energetic cyclists from the Cycling Goa Club and Probyk will cycle from the cashew farm at Valpoi to symbolize the legacy of the cashew from farm to the hotel. The cyclists will begin their trail from the cashew farm in Valpoi at sunrise and head down to the resort to enjoy a delightful barbecue brunch and feni infused cocktails at Palms with their families. The guests will tour the journey of the cashew nut from the fruit to the edible nut, followed by a delightful home-style lunch amidst the picturesque spice plantation. An Excursion to a Cashew Factory and Lunch at Spice Plantation is on the cards, also savour a delectable menu with desserts and gourmet treasures infused with the goodness of cashew at the hotel restaurants and lounges located at Village Square.

A ladies day out at Park Hyatt Goa, as they invite mothers and their little ones to spend an afternoon with an interactive cocktail master class with the renowned Shatbi Basu from Mumbai and a fun-filled cooking class for the little ones. A high spirited afternoon waits as seasoned bartenders from across several hotels in Goa get together to create innovative infusions with feni and Urak. Witness the friendly banter as they compete to create the best concoction from their mystery box ingredients. The event will be judged by industry experts and the winner takes home a lot more than a lifetime of memories. An event under the Park Hyatt Masters of food and wine series, this delectable five course dinner will showcase Goa's culinary heritage, thoughtfully paired with an exquisite selection of feni and feni infused liquors. Savor a contemporary menu set against time-honoured Goan culinary traditions, as Chef Edridge revisits the Goan culinary journey with his modern interpretation of traditional dishes.

The Cashew Trail this year at Park Hyatt Goa Resort and Spa is a package full of surprises and celebrations. ■

## Hilton Worldwide introduces Digital Check-In in India

Hilton Worldwide has announced that its pioneering digital check-in and room selection technology is now live across more than 4,300 hotels spanning 12 brands worldwide. This includes the 14



hotels operated by Hilton Worldwide in India. Official announcement in India continues the incredible rollout of this technology across Asia Pacific, following the recent launches in Australia and Southeast Asia, and preceding formal launches in China and Japan. A first for the hospitality industry, the scale of this digital rollout marks the largest of its kind to date across the sector.

Through their Hilton Honors accounts, guests will be able to check-in and choose their exact room from digital floor plans or lists, on their desktop, tablet and mobile devices. They will also be able to further customize

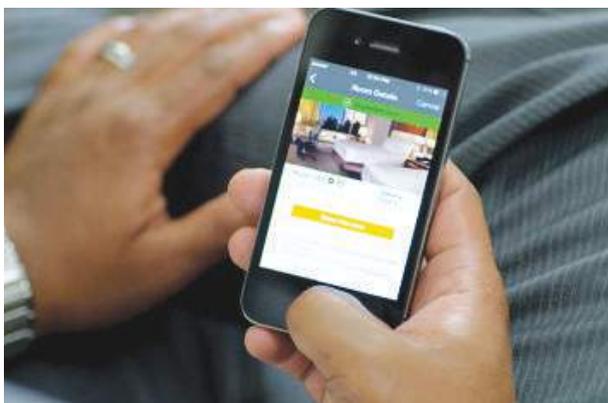
their stays by requesting upgrades or making special requests for items to be delivered to their rooms ahead of their arrival, with the simple click of a button.

Mr. Geraldine Calpin, global head of digital at Hilton Worldwide, said, “Digital check-in and room selection rewards our HHonors members for their loyalty and puts our guests in the driving seat by giving them unprecedented choice and control across their entire stay. Never before have guests been able to check-in, select their rooms from a digital floor plan, and customize their rooms to be ready for arrival. We are truly revolutionizing the industry, and this is just the tip of the iceberg for digital at Hilton Worldwide.”

Mr. Daniel Welk, Vice President, Operations – India, Hilton Worldwide, said, “As a business, we have always prided ourselves on leading the industry. We were the first to put televisions in hotel rooms and now we are the first to let you choose your room right down to the exact room number. With a 95-year history of delivering industry-transforming offerings, Hilton Worldwide will continue to enrich the guest experience on a major scale across our brands and regions. We look forward to helping our loyal guests across the region benefit from the most personalized digital service yet, all available in the palms of their hands.”

To experience the new digital check-in and room selection functionality, the guest have to simply download the Hilton HHonors app and join the free Hilton HHonors guest- loyalty programme. Hilton HHonors members that qualify for a free upgrade will also be able to request this via the new Hilton HHonors app in advance of their arrival.

Digital check-in by Hilton Worldwide is a user friendly and unique way to service their guest through modern technology. ■



## Hyatt to add more properties across India by 2020

Hyatt Hotels Corporation a global hospitality company with widely recognized, industry leading brands and a tradition of innovation developed over more than fifty-year history.



They provide authentic hospitality becoming the most preferred brand across the world. The company's worldwide portfolio consists more than 549 properties.

Hyatt Hotels Corporation is on an expansion spree and plans to open 10-12 properties under its Hyatt Place brand pan India by 2020. The group has recently launched its third property in Hinjewadi, Pune followed by Humpi and Gurgaon. The major focus sites for the Hyatt Place are Bangalore, Hyderabad, Mumbai and Goa.

Mr. Swarendra Sahay, general manager, Hyatt Place, Pune said “Hyatt Place is a more value for money brand in comparison to Grand Hyatt and Hyatt Regency, a difference that the Indian clientele is beginning to understand. Hyatt Place provides simplicity and availability across all its properties categorically built to give a lively, young and energetic ambiance. The brand brings to the upscale service hotel category and as Hinjewadi, Pune continues to grow and thrive economically, we are ready to add momentum in the area.”

He added that several of its projects are at an emerging stage, but we will have 10 to 12 properties operational within the next five years.

Hyatt Place in Pune will be coming up in the first quarter of 2015, apart from Goa, Hyderabad and Bengaluru which will be operational soon.

The hotel industry sees huge potential for the mid-market segment in India. In Pune, international hotel brands like Hyatt, Marriott, Novotel and Sherwood already have their presence in mid size segment.

Currently the group has properties under four brands namely Hyatt, Grand Hyatt, Hyatt Regency and Hyatt Place. ■

## Mr. Saeid Heidari Appointed As General Manager At JW Marriott Hotel Mumbai- Sahar



JW Marriott Hotel Mumbai Sahar is a luxurious hotel without compromise. It boasts an unparalleled location in the heart of the vibrant suburb of Andheri; the hotel is a short drive from both Mumbai airports, as well as the area's business hub. This 5-star luxury hotel has sophisticated 585 brand new, exquisite rooms and suites offer high-speed wired and wireless Internet and every possible amenity to ensure comfort, such as plush Marriott bedding, flat-screen TVs, in-room tea and coffee makers. Additional perks throughout the hotel include full-service spa, as well as an impressive 56,000 square feet of flexible indoor and outdoor meeting and event space and creative catering services.

JW Marriott Hotel Mumbai Sahar has recently appointed Mr. Saeid Heidari as the General Manager. He holds a graduate degree in Chemical Engineering and Law from the Goethe University Frankfurt. His first position in the hospitality industry was that of a Security Manager post later to which he changed his field of expertise to Food & Beverage. Mr. Saeid, a German national, brings with him 25 years of hospitality experience with Marriott. He moved to India as the General Manager for Renaissance Mumbai. Before making his way to JW Marriott Hotel Mumbai Sahar, Mr. Saeid had been associated with Marriott right since 1992 across Middle East, Europe and India. His fine leadership skills and a vibrant energy, is visible in his dealings and interactions with his guests and associates alike, also his stupendous achievements and efforts have won him several accolades. Mr. Saeid Heidari as the General Manager at JW Marriott Hotel Mumbai Sahar will be responsible for the overall working and to cater best uncompromised service through his expertise and skills. ■

## Chef Mohd Iqbal Qureshi The New Executive Pastry Chef At Grand Hyatt Goa



Grand Hyatt Goa, a truly enchanting destination resort and spa, is set along the calm waters of Bambolim Bay in North Goa having 312 splendidly appointed rooms and suites, blending spectacular views of the waterfront, manicured lawns and grandeur of the 17th century Indo- Portuguese palace. Whether it's living, dining, entertaining or relaxing, the hotel's multiple lifestyle features make Grand Hyatt Goa a complete destination within a destination. Experience the warmth and hospitality of traditional Goa while enjoying the fashionable nightlife lounges and savour fine delicacies at the renowned restaurants. A whole day of fun activities awaits the young and young at heart at Camp Hyatt and at the hands of Shamana Spa's recreation team.



Grand Hyatt Goa has recently appointed Chef Mohd Iqbal Qureshi as Executive Pastry Chef. He holds a diploma in Food & Beverage Management from I.T.D.C, New Delhi. Beginning his career as Pastry Chef de Partie at Holiday Inn, Surat in 1994, he went on to play key roles at luxury hotels such as JW Marriott Hotels, Starwood Hotel & Resorts, Hilton Hotels, The Ritz Carlton Hotel Company, Kempinski Hotels & Resorts, Grand Hyatt and Moevenpick Hotels & Resorts. Mohd Iqbal brings with him an experience of 18 years with leading luxury and business hotels in India as well as internationally. As the Executive Pastry Chef, he will oversee the hotel's delicatessen offerings across all the F&B outlets. Before joining Grand Hyatt Goa, Chef Mohd Iqbal was Head Pastry Chef at Jumeirah Bilgah Beach Hotel at Baku in Azerbaijan. At various hotels he has been responsible for Menu Planning, Menu Engineering, Staff Trainings & Staff Recruitments. Hands on managing and

training of a 19 enthusiastic multinational Local pastry team. Introducing new concepts in all areas of Pastry and creating new recipes to meet international clientele's demands with in all Food and Beverage outlets, he has varied experience and specialties spanning Italian, French, Mediterranean and Middle Eastern Cuisine. ■

## Chef Hemant Oberoi Grand Executive Chef at The Taj Mumbai to Launch Signature Restaurant In Mumbai

From globally renowned chefs to iconic restaurants, The Taj Mumbai focuses on some of the world's most revered cuisines, treating guests to a treasure trove of culinary styles that span the globe. Dining at Taj is more than just a meal, it is an unforgettable experience imbued with lasting status. Embark on an enchanted culinary journey and discover experiences that every fine dining connoisseur seeks.

Chef Hemant Oberoi is the face of Taj cuisine. He serves as the Grand Executive Chef at The Taj Mahal Palace, Mumbai, as well as corporate chef for the entire Luxury division of the Taj chain of hotels. A multiple award winner, including the Executive Chef of the year award by H & F S Hosts, Chef Oberoi brings over 30 years of culinary expertise to the Taj name. Credited with having introduced various niche cuisines to the Indian palate, Chef Oberoi single-handedly brought Indian cuisine to world-class gourmet standards. Currently, Chef Oberoi can most often be found in his private, hi-tech Chef Studio at The Taj Mahal Palace, hosting small dinner parties for visiting dignitaries and celebrities, from Margaret Thatcher to the Crown Prince of Japan to Brad Pitt and Angelina Jolie. When Chef Oberoi is not in his studio, he is off competing in numerous global food festivals, accompanying the Prime Minister of India on his VIP tours, and catering A-list weddings and events around the world. Extremely capable, inventive and passionate, Chef Oberoi accounts for the successes of The Taj Mahal Palace's myriad of exciting destinations



such as The Zodiac Grill, Souk and the awe-inspiring Masala series.

Left to himself, Chef Hemant Oberoi usually makes do with dal-chawal. That would count as a rare luxury though. Chef Hemant Oberoi the man behind the food at some of the Taj Group's renowned restaurants, is to retire his services with the Tata-owned group. He is all set to launch his dream project- a signature restaurant in Mumbai.

"Hopefully, the restaurant will happen soon. I have not yet given it any shape, but I know it will have fresh produce and no fixed menu. Every day will be different and I would like to serve what I feel like cooking that day. The cuisine would most likely be global and fusion. Both my sons would join me as I believe the legacy must be carried on."

Chef Hemant Oberoi is the only Indian chef to have been invited twice to demonstrate his cuisine at the World Gourmet Summit and the first Indian chef to the World Gourmet Club. ■

## The Fern Residency Now Open In Mundra Gujarat

The Fern is a collection of upscale hotels and resorts. It is a full-



service experience with premium accommodation and services.

The Fern Hotels & Resorts has opened yet another hotel property in Gujarat at Mundra under its brand The Fern Residency.

Mundra is a town in Kutch district in Gujarat. The Fern Residency is the only branded hotel in the vicinity of Mundra Port, one of the largest private ports in India. Mundra was well known for salt and spice trading in the past and now more for tie-dye and block-print textiles.

The Fern Residency Mundra is a mid-scale business hotel consisting of 74 rooms; these exquisitely designed guest rooms reflect modern amenities and facilities. There are three types of rooms - Winter Green Room, Fern Club and Hazel Suites. Laziz, the all-day-diner, offers a wide selection of local and international cuisines. The hotel has Café Rolling Beans at the lobby level. The hotel also has state-of-the-art Banquet Hall and Meeting Room for meetings and events. ■

# The Art Of Housekeeping in Hospitality Industry



Housekeeping is the department that deals essentially with cleanliness and all ancillary services attached, it is often the largest department in the hotels. Housekeeping management is at the core of hotel operations and can make the difference between a reputed hotel and one that guests are unlikely to visit again. The primary housekeeping duty is to ensure the cleanliness and orderliness of hotel rooms and to ascertain that they are properly stocked with the supplies to which guests are entitled. A hotel housekeeping manager not only supervises housekeepers in conducting their duties but also investigates any complaints guests make and takes corrective action.

Housekeeping is the heart of the hotel industry, it play important role in the hospitality. Efficiently managed Housekeeping departments ensure the cleanliness, safeguarding and aesthetic plead of the hotel. The tasks performed by Housekeeping department are decisive to the horizontal daily operation of any hotel.

In the present stringent competitive scenario maintaining hotel is very tough and satisfying guest is even tougher. For every room constructed, 3-4 jobs are created, it is expected that over the year 20 New international brands will be added in the hospitality sector.

As the hospitality industry grows it will face lots of challenges which leads to

increase in latest trends in diverse sections of hospitality. Hotels are generating optimum revenue by major operating departments like Housekeeping which deals with the schedule operations of Hotels. The modern day hotel executive housekeeper is faced with challenges which entail a high degree of professionalism. As the time progress the Hotel Industry follows the trends of the times, develop unique commodity value or service mode in order to keep the superiority in the intense competition. The hotels main product is the room ,to ensure the room's being clean ,comfortable and safe ,the housekeeping staff maintain the professional and high level service at all time .To meet foremost challenges in hospitality industry Hotel Housekeeping follow latest trends in the industry.

### Technology

Over a period of time with advancements in technology and modernisation, housekeeping in hotels has undergone changes. Technology has brought a significant change in efficiency and product quality in the housekeeping department. When we speak about housekeeping, we think about high staff turnover caused by a repetitive and physically demanding job and pressure to deliver clean rooms quickly at the lowest possible cost. Technology has brought some relief to the executive housekeepers to monitor guest floor operations. A good housekeeping software is a housekeeping solution that unites the department to enhance the guest experience while increasing net profits and reducing stress levels in hotels workload. In the modern housekeeping is interfaced with PMS of the hotel property. Through these technology each room attendant and floor supervisor carries a PDA which is connected via wireless technology and interfaced with the hotel PMS system. Room attendants can see in real time the next room to be cleaned and how long it will take. Duration for cleaning is calculated based on the guest and room profile created through ever changing history. Savings in productivity can be made on actual room cleaning times rather than the current inaccurate room credit system. Other features include an in-built quality control checklist tool on the supervisors' PDA's allowing them to record inspection results. Monthly statistics on average room cleaning time and average quality scores can then be used for focused individual training and counseling. A spring cleaning or special jobs list

is also included, ensuring weekly or monthly tasks are in the system and allocated onto the daily cleaning checklist for the Room Attendants to follow. At front office, the dashboard enables front office to see at a glance where the room attendants are and when the rooms will be ready. Integration with the PMS also alerts front office if the room is not going to be ready for the guest's arrival so quick action can be taken. Advance technology in housekeeping Saves time and helps simplify workload at the push of a button.

### IT savvy housekeeping

Today the term user friendly has been accepted as a replacement for service. Hospitality Industry profoundly invests in information technology (IT) to generate new technologies in housekeeping department. New technologies like Wi-Fi (wire less fidelity), radio frequency identification, GPS (global positioning system), VOIP (voice over internet protocol), hand held communication devices and WLAN (Wireless local area networks) are developing rapidly. Many types of software having comprehensive housekeeping applications are being used today in the hotels. With the help of technology customers involvement in service delivery has been increased (using room service trolley, hanging wet towels, checking in ,unpacking and making telephone calls). Technology also reduces manpower in hotels which leads to reduced labour cost.

### Outsourcing of services

Trends of outsourcing is increasing in hotel housekeeping and it helps in reducing manpower related issues like filling the



gap due to attrition of manpower, unavailability of suitable personnel to fill the need and unionization. Housekeeping is a labour intensive department. Most of the hotel chains perceive outsourcing as an effective business strategy. It proves to be the best solution for many specialized tasks as it is highly cost-effective. It is a better business strategy to meet the demands of hotel standards.

### Training & Education

The accomplishment of lodging operations always depends significantly on the ability of managers to find and retain talented employees. Hotel management education and training involves Food and Beverages operations, but today is given to finance, marketing, computer technology and management. Training and motivating employees is a crucial tool in the present scenario. Increased mechanization of housekeeping operations has placed housekeeping managers in a position to train staff, an optimum usage of equipment, supplies and labour to increase efficiency in operations. Housekeeping jobs are more machinery oriented and training is fundamental to maintain high echelon of performance and productivity standards. Most hotel housekeepers are trained on the job by more experienced staff. They may need to take a few simple classes, offered by the hotel, to learn about proper procedures and protocols. A high school diploma or GED is all that is usually required to get a job as a housekeeper, and a person with less education may even be able to apply. Hotel housekeeping staff will learn to clean quickly and efficiently while not disturbing the hotel guests' privacy. Today Hotel housekeepers are collaborating with hotel management institutes for theoretical knowledge and institutes collaborating with hotels for practical knowledge.

### Safety & Security

In hospitality operations safety refers to the authentic conditions in a work environment and security refers to anticipation of theft, fire and other emergencies. To protect workers at workplace standards covers work areas, sanitation, signs and tags, first aid, listing hazardous chemicals, labelling all chemical containers and developing written hazard communication programme. Security in hotels is a broad task of protecting both people and assets. Environment, Technology, Human Resource, Operations and Security are the complex set of challenges, which the modern manager can no longer ignore. Today in all hotels it is mandatory that the staff is briefed and taught of the latest fire fighting tool & Technology systems where in they get to know the operating systems regard to operations in the event of any disaster or fire that may occur in the property.



### Ergonomics

The study deals with the efficiency of people in relation to their working environment. Housekeeping is a physically demanding profession and work environment has an impact on efficiency and comfort of the employees. Ergonomics is a scientific discipline which deals with interaction between employees and the elements of their work system. Ergonomics has today become a core of housekeeping management and services.

### Retention of the employees

Employee retention is a major challenge in hotel industry and it is even tougher in housekeeping department. It has got long work schedule, less compensation, physically demanding tasks, high pressure environment and uncomfortable work culture which leads to high turnovers in housekeeping. The management needs to focus on Housekeeping staff, by formulation and implementation of vigorous retention strategies to reduce the attrition like reducing workloads through use of latest machinery and recognizing and rewarding the employee will make a lot of difference to control attrition in housekeeping department.

### Eco practices in housekeeping

"Going green" is a trend of the day and environment sound policies increases the monetary health of a property. Eco practices are one of the most spectacular emerging trends in hotel housekeeping. There is an increasing awareness to use eco-friendly amenities, commodities and practices. Housekeepers are developing and adopting new ways to conserve water and energy. Energy saving is a way of reducing costs without affecting guest service or contentment. The energy management system in the hotel helps to analyze data from major energy-consuming appliances. Compact fluorescent lamps are the spinal column in high efficiency lighting. These

lamps save energy waste. Ceiling motion sensors are used in meeting rooms, conference rooms and public areas to reduce energy waste. Housekeepers are looking for products and equipments that help in conserving energy. Ozone treatment is emerging as a clean and environment friendly technique; it can be used as room ozonizer, ozonism for lobbies and corridor, air-scrubbers in bars & pubs, disinfectant for swimming pool treatment and as an effective cleaning agent in laundries.

### **Housekeeping Art**

There is an art to housekeeping. People who care about the cleanliness and upkeep of their properties and immediate surroundings need to cultivate good cleaning habits. Good housekeeping can be learned through practice and application, just as someone can be taught to create a beautiful painting even if they are not a 'natural born' artist. Today a guest always strives for good service and impression like lovely and inviting hotel, from gleaming waxed floors to a freshly mown lawn a surprise on the bed, a work of art. Whether it is chocolates arranged in a pattern or some sort of animal made out of towels, heart or a smiley face made out of flower petals, towels into two kissing swans. The housekeeping art makes a difference in the lives of the guests, they feel welcomed and with it increases repetition of the guests stay at the hotel property.

### **Waste prevention & management**

Waste can be minimised by replacing disposable room amenities with refillable or reusable substitutes. Purchasing guidelines need to be established to encourage the use of durable, repairable equipment, and reusable products such as linen and tableware. Soap and toiletries can be donated to local shelters. All the waste can be treated by in house recyclable machinery, which can be used in the gardening areas in the hotel premises. Waste prevention and management can minimise the increasing cost of the hotel and also save our planet.

### **Team work in housekeeping**

Maintaining any hotel is a team work. Executive or head housekeepers play a pivotal role

in the smooth running of a hotel and they can make or break the guest experience. Cleanliness may be next to godliness, but it reigns supreme in the minds of hotel guests and the smallest lapses in the cleaning regime do not go unnoticed. A well-managed and trained cleaning team will avoid the pitfalls outlined opposite and keep the bad reviews off . A good housekeeping team is not only important but it is a necessary factor in today's competitive world.

Hotel housekeeping is shifting hastily, earlier, the responsibility of the housekeeping department was to prepare and clean guestrooms on a timely basis but now enormous changes have been made in Hotel Housekeeping. This highly fuelled and fast growing industry needs new trends and technology to strengthen hotel operations. After all, housekeeping department is responsible for bringing in the largest share of profit to the hotel. The key solution is to prepare hotel housekeepers to face challenges one of the critical success factors of hotel housekeeping is the pioneering trends or best housekeeping practices. To become more spirited & innovative, new trends must be implemented in hotel housekeeping which will lead to hotel growth and long term profitability. It is vital to secure the hotel industry future by giving best support to the housekeeping department as housekeeping is nothing less than an art in itself. ■





# Dona Sylvia

## Discovering A Beautiful Beach Resort In South Goa

**D**ona Sylvia Beach Resort is one of the landmark in South Goa and the flagship hotel of the Alcon Victor Group.

Alcon Victor Group has grown from strength to strength, making a mark in the fields of Construction, Real Estate, Travel & Tourism, Hospitality, Healthcare and Ayurveda, they also own the Apollo Victor Hospital.

Dona Sylvia Beach Resort at Mobor in South Goa, is a 5 star property that is accessible within 1 hour from the Dabolim Airport, Goa. Spread over an area of 26 acres, this property houses 181 tastefully decorated rooms, built to offer utmost comfort to guests. These rooms are categorized as Superior Room, Deluxe Room and Suite. In-room amenities include mini fridge, television, tea/coffee maker and electronic safe. Attached bathrooms have 24-hour hot/cold water supply. To organize business meetings and social events, the property features well-appointed venues. Recreational facilities like fitness centre, spa, swimming pool, beauty parlour, shopping centre and boutique are available here. Other conveniences include travel desk, Wi-Fi, laundry, kids play area, outdoor games and 24-hour room service. One can indulge in thrilling water sports at the

Cavelossim Beach, which is at a walking distance from the resort.

### Rooms

Dona Sylvia Beach offers superior air-conditioned rooms with all modern amenities in Mediterranean style villas with verandahs and roof-top terraces surrounded by pink bougainvillea clinging onto the villas and cottages.

### Superior Room

The Superior rooms at the resort are well appointed with Tea/Coffee makers, Electronic Safe, Mini Refrigerator and Television.

### Deluxe Room

Deluxe Room has rich interiors with large bed with Tea/Coffee makers, Electronic Safe, Mini Refrigerator and Television, also has Spacious Bathroom including a Bathtub.

### Suite

The Suite has spacious rooms with luxurious Interiors with king size Bed, a Living room, Bedroom, Dressing Area, Tea/Coffee makers, Electronic Safe, Mini Refrigerator and Television, Spacious Bathroom which includes a Bathtub.

### Food & Dining

Dona Sylvia Beach Resort provides endlessly tempting choice of cuisines at multiple venues; Fine Dine, Fusion grill, lobby bar, outdoor Restro bar, also a pub for the crazy freaking out guests.

### Mama Mia

Mama Mia Restaurant at Dona Sylvia Beach Resort Goa is a poolside grill Restaurant.

### Tia Maria

Tia Maria Restaurant at Dona Sylvia Beach Resort Goa is a bar located





adjacent to the swimming pool serves exotic cocktails throughout the day along with other alcoholic beverages.

### Amalia

Amalia Restaurant at Dona Sylvania Beach Resort Goa is a bar located in the lobby area and serves some exotic cocktails and varied liquor brands.

### Seagull

Seagull Restaurant at Dona Sylvania Beach Resort Goa is an All Inclusive Buffet Restaurant and Bar.

### Haystack

Haystack Restaurant at Dona Sylvania Beach Resort Goa is an open air restaurant based on an authentic Goan theme.

### Kebabs and Kurries

Kebabs and Kurries at Dona Sylvania Beach Resort Goa is a fine Dine Indian Restaurant offering a choice of mouth watering dishes from all over the country.

### Meetings & Events

Dona Sylvania Beach Resort plays host to big and small Meetings, Incentive Packages, Conferences, Conventions, Events and Weddings, held either in the Conference Hall or outdoors on the lawns. Each occasion is treated individually and given its own stamp of originality whether it is a specific dining menu, special occasion, entertainment or more.

### Mobor Conference Hall

Mobor hall has an area of 180 sq. mts. The seating arrangement Class room style - 80 pax, Theatre style - 150 pax, U Shaped - 40 pax, Cluster style - 100 pax, apt for conferences and seminars.

### Haystack

Haystack is an outdoor event deck with 550 pax seating and 1000 pax standing; this venue is suited for private parties, gathering and weddings.

### Spa

The Sohum Spa at Dona Sylvania Beach Resort provides a variety of treatments

from therapeutic to pure relaxation. Hygiene and high levels of guest satisfaction are the hallmark of the Spa. A team of highly qualified and dedicated Doctors and therapists ensure a high level of service. The guests are pampered at the Spa with International therapies with beauty treatments. Packages / Treatments Offered are Ayurvedic treatments include herbal body packs and massages for various age related and other common disorders. Aromatherapy a gentle way of helping to restore the body and mind to a balanced healthy state using healing essences extracted from plants, shrubs and trees. Body Scrubs works on the skin to wipe away dead skin cells and leave your skin looking soft smooth and supple with a healthy glow, also available at the spa are different types of Swedish Massages. At Sohum Spa one will experience a holistic approach to health and healing which will rejuvenates one's body, mind and spirit.

The Dona Sylvania Beach Resort blends the spirit of the Mediterranean with the warmth of Goa. The Resort is simply awesome; it is a beautiful resort with a very hospitable set of staff, best in terms of hospitality, an ideal family resort with large and well spread out villa and cottage style accommodation. Dona Sylvania Beach Resort offers a host of facilities and amenities to make ones holiday truly a wonderful experience. ■





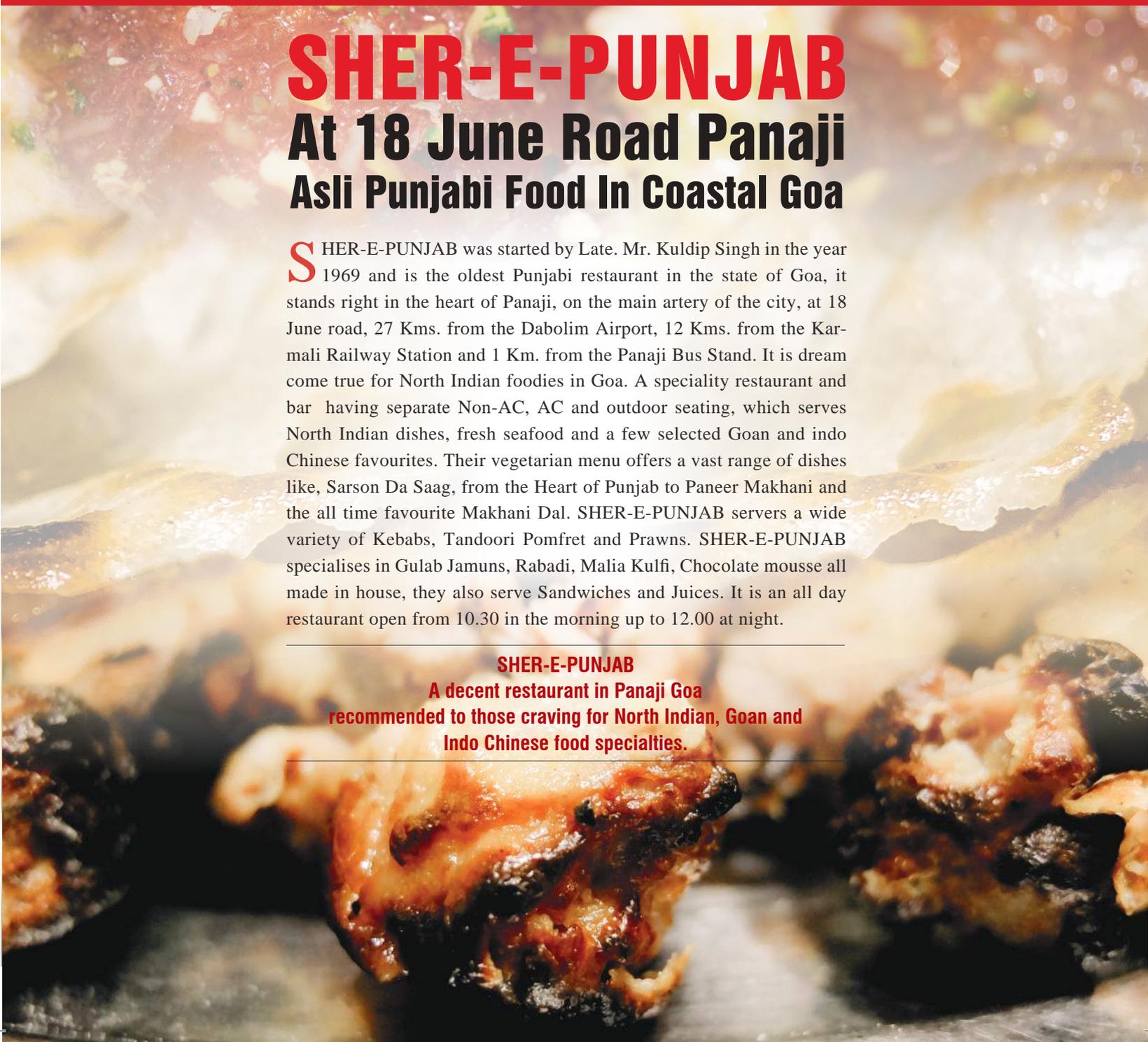
## SHER-E-PUNJAB

### At 18 June Road Panaji Asli Punjabi Food In Coastal Goa

**S**HER-E-PUNJAB was started by Late. Mr. Kuldeep Singh in the year 1969 and is the oldest Punjabi restaurant in the state of Goa, it stands right in the heart of Panaji, on the main artery of the city, at 18 June road, 27 Kms. from the Dabolim Airport, 12 Kms. from the Karmali Railway Station and 1 Km. from the Panaji Bus Stand. It is dream come true for North Indian foodies in Goa. A speciality restaurant and bar having separate Non-AC, AC and outdoor seating, which serves North Indian dishes, fresh seafood and a few selected Goan and Indo Chinese favourites. Their vegetarian menu offers a vast range of dishes like, Sarson Da Saag, from the Heart of Punjab to Paneer Makhani and the all time favourite Makhani Dal. SHER-E-PUNJAB servers a wide variety of Kebabs, Tandoori Pomfret and Prawns. SHER-E-PUNJAB specialises in Gulab Jamuns, Rabadi, Malia Kulfi, Chocolate mousse all made in house, they also serve Sandwiches and Juices. It is an all day restaurant open from 10.30 in the morning up to 12.00 at night.

#### SHER-E-PUNJAB

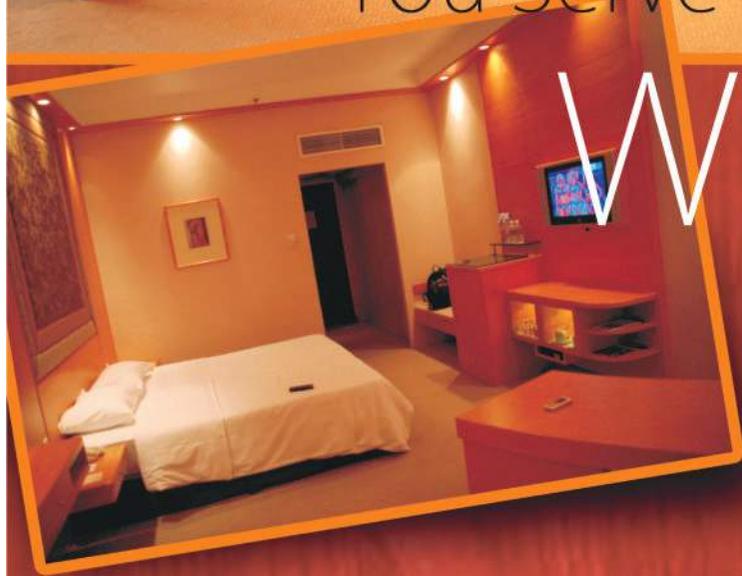
**A decent restaurant in Panaji Goa  
recommended to those craving for North Indian, Goan and  
Indo Chinese food specialities.**





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# South Goa

## Exceptionally Beautiful Natural & Peaceful Coastal Paradise in Western India

South Goa is one of two districts that comprises the state of Goa, within the region known as the Konkan, the second most important city in Goa. It is bounded to the north by the wide Zuari River and to the south by the neighbouring state of Karnataka, a quieter, shyer sister of her older, party-friendly North Goa sibling. Beginning from Majorda beach, a 20 kms long silvery white sand stretches across till the headland of Cabo de Rama.

South Goa is known for its peace, greenery, Village-like atmosphere and its luxury resorts, it is also renowned for good restaurants serving authentic Goan cuisine. South Goa opted for its idyllic beaches and laidback character. Beaches are idyllic and good for long walks and swimming and preferred by those who want to simply chill and de-stress.

### Margoa

Margoa is 33 kilometers down south from the state capital Panaji, it is the commercial capital town of the South Goa District in Salcete Taluka. A thriving commercial metropolis linked by rail to the rest of India and by National Highways, with Maharashtra and Karnataka. It has imposing old mansions and modern buildings.

### Vasco-Da-Gama

Vasco-Da-Gama lies 30 kilometers south-west of Panaji, it is a modern, well laid out city close to Mormugao. It has beautiful and extensive avenues. The air terminus of Goa at Dabolim lies on the outskirts of the city. It is also the railway terminus for passenger service on the South Central Railway.

### Mormugao

Mormugao is a sub-district and a municipal council in South

Goa district. It is Goa's main port. It lies 34 kilometers south-west of Panaji and 4 kms. from Vasco-Da-Gama, one of the finest natural anchorages on the West Coast of India and the hub of intense maritime activity.

### Canacona

Canacona is a city and a municipal council in South Goa district. Canacona or Kankon Taluka includes places such as Patnem, Chaudi, Poinguinim, Loliye, Agonda and Gaumdongre. Chaudi is the taluka headquarters and the most developed town in this taluka. The famous Palolem beach is located in this taluka.

### Sanguem

Sanguem is a city and a municipal council in South Goa district. Notable landmarks include the Sagameshwar Temple, Bhagwan Mahaveer Sanctuary and Mollem National Park and the Salaulim Dam.



### Quepem

Quepem the town is the administrative capital for the Quepem taluka. The town was established by a Portuguese noble man Deão Jose Paulo, the dean (Deão) of the church in 1787 after he moved there just 5 years after the conquest of Quepem taluka by the Portuguese. He build his famous Palácio do Deão, followed by a public market, hospital, Church and other facilities for the benefit of the inhabitants through his own expense. He was later awarded the title of Barão de Quepem by the then viceroy D. Manuel Francisco Zacarias de Portugal e Castro. Curchorem and Sanvordem are the major towns located near the Quepem town.

### Cavelossim

Cavelossim the town hosts a well known beach at the southernmost tip of the Salcete beach stretch that starts from Majorda in the north to Cavelossim in the south. The Sal river flows into the Arabian Sea at the south of this town. This town was the original abode of goddess Shri Shantadurga located at Kawlem, which is one of the largest temples in the state. The idol was taken from Cavelossim to Kawlem in Ponda taluka (Antruz Mhal) during the Portuguese inquisition of Goa. Chattrapati Shahu maharaj donated money to rebuild the temple at Kawlem, as a part of donations to rebuild various temples to deities that were moved during the inquisition.

### Salcete

Salcete's administrative and economic headquarters is Margao. It is largely coterminous with a region called Sashti, which is comprised, by local tradition, sixty-six villages, and hence the name. There are six comunidades in Salcete namely—Raia, Margao, Loutolim, Curtorim, Verna and Benaulim. Contrasting to dominance of Hindu temples in Ponda, Salcete on the other hand was equally dominated by Christian population, which was nearly 70% justifying it as an Old Conquest in every respect. The legend of this coast comes from the fact that Lord

Parashurama's arrow to part the sea from the land in order to perform a sacrifice fell at this place which was renamed Bannali or the place where the arrow fell, later to be known as Benaulim. Salcete can be distinctively divided into 4 separate elements namely Margao town, the coastline of Salcete, some inland villages and the stretch of the countryside between the Dabolim airport and Cortalim village.

### Chandor

Chandor is a village in South Goa district on the banks of the river Kushavati, 10 km east from Margao, The ancient Chandor was once a port of international repute and a great capital where trade and commerce flourished. The Menezes Braganza Pereira house is located at the Chandor village. It is known to be more than 350 years old and is situated near the church square in Chandor. This mansion is the most exquisite heritage house in the countryside, the biggest in Goa and also has a Portuguese style facade. It is a museum of chandeliers, painting, porcelain, crystal, ancient period furniture and other antique items; it also houses the largest private library in Goa.

### Assolna

Assolna is a small village situated in the South Goa district in the Salcete taluka. Here a lot of mansions of the colonial era can be seen which can only be viewed from outside as they are not officially open to the visitors. One can visit a lot of other beaches of Goa such as Mobor, Cavelossim and Betul beaches while in Assolna. There is also a railhead situated nearby.

### Loutolim

Loutolim village is known for its finest examples of Goan architecture observed in the houses and mansions built over here giving them a natural Goan feel. Some houses have the contemporary Portuguese architecture feel to them which are widely observed in the Baroque type windows and shell type



windows. There are also houses which portray typical Goan village life with presence of verandahs in front of almost every house. The countryside is widespread with lush green paddy fields and serene lakes. It is also well known for the Ancestral Goa museum that recreates the Goan rural life as it was a hundred years ago.

### Colva Beach

Colva Beach is about 6 kms. from Margao, Colva beach is the pride of Salcete and the only rival to Calangute by its scenic splendour. Here, sand, sea and sky blend in enchanting natural harmony unspoilt by men. It has good accommodation facilities particularly at the tourist cottages.

### Agonda beach

Agonda beach is very simple and natural about 37 kms. south of Margao. Agonda beach is a 2km stretch of sand, it is a small picturesque and secluded beach much sought after for its serenity. Agonda is a great spot for sunbathing, relaxing and swimming, a nice long pristine stretch of beach. Agonda beach is famous as a Ridley turtle nesting site.

### Palolem beach

Palolem beach is about 37 kms. south of Margao. It's just west of Chaudi in the Southern Taluka of Canacona and is one of the most enchanting beaches in Goa relatively deserted, with the backdrop of Western Ghats.

Palolem is one of the most beautiful beach in Goa and is often called paradise beach. This beach is also famous for water sports like diving, boat cruises and bike tours.

### Uttorda beach

Uttorda beach is set among lush green countryside and paddy fields with coconut palms swaying in the welcome afternoon breeze. Uttorda is based around a superb stretch of tropical South Goa beach between Arossim beach to the north and Majorda beach to the south. Uttorda beach is just 14 miles from Dabolim airport. The Goa beaches in this region are exceptionally beautiful, with incredibly long unspoilt stretches of gorgeous soft sand. Uttorda also has a beautiful parish church that is dedicated to Our Lady of Lourdes. This church

was earlier known to be a chapel that was built in 1691 by Inacio Loyola de Castro.

### Varca beach

Varca is well known for its clean and beautiful beach. The beach has its own charming natural beauty, be it for its soft white sand or watching dolphins. There is also a church situated here that is estimated to be more than 300 years old. The Varca church is a fine example of an illustrious architecture. It has a shallow dome with a cylindrical lantern on its towers, inspired from the Espirito Santo. This one starkly resembles the dome of the Mangueshi Temple at Priol.

### Mobor beach

Mobor is a fishing village situated in the Salcete taluka of Goa. It is known for the Mobor beach which is fairly isolated, has many secluded coves and is suitable for those in search of complete peace and relaxation. Mobor Beach is also ideal location for the adventure tourists. It is one of the most popular beaches in Goa, which enables the tourists to indulge in adventure sports such as water skiing, water surfing, jet ski, banana and bump rides and parasailing.

### Betul beach

Betul is a place located in the Salcete side of Goa. This place is one hour distance from Margao.

Betul is known for its Betul beach and the cool climate here. Fishing is the primary occupation here. Betul beach is situated along the southern part of Goa. Betul Beach Comparatively is a small beach, it is located along the southern end of the Sal river in Goa.

### Majorda beach

Majorda is a village in Salcete, Goa. It is located in South Goa, north-west of Margao. The village is famous for its beach..The Majorda Beach has been mystical since ages. It is believed as per the Ramayana in Goa that when Lord Rama was a child he was kidnapped and brought to Majorda! Later, again in life while in quest of his beloved wife Sita, he came to the Cabo-de-Rama, which lies at the southern end of the Majorda beach. The history of Majorda is noteworthy for its bakery



and toddy. Even today the people of Majorda are known to be the best bakers of Goa as they were the first to know the art of baking European breads. It has some of the most famous hotels and resorts of Goa. There are number of restaurants and beach shacks that serve up tasty dishes from fresh seafood specialties and steaks.

### **Bogmalo beach**

Bogmalo is a small beach-side village in South Goa. Despite its small size, Bogmalo has a range of accommodation and places to eat. It is situated in a small bay, with around a mile of curving sandy beach, which is generally very quiet. One can experience some of the most beautiful sunsets from this beach.

### **Benaulim beach**

Benaulim is a town of immense natural beauty, located along the scenic South Goa coastline. Legend has it that Lord Parashurama, an incarnation of Lord Vishnu, shot an arrow from the Sahyadri mountains in adjacent Konkan; the arrow (Baan in Sanskrit) landed at the site of this present-day town. Thus it was known as Banahalli or Banavalli (the village of the arrow) before the advent of the Portuguese. Ancient Banavalli had a magnificent temple dedicated to Shiva and Parvati, known as Katyayani Baneshvar, ruins of which can be still found in the village. If one wish to be at some place close to nature and totally untouched, then Benaulim beach is the place, one can just laze the day off soaking in the sun. Benaulim beach in Goa gives one the pleasure and satisfaction of being in Goa.

### **Rachol Seminary**

Rachol Seminary situated just off the banks of Zuari river, 12 kilometers north-east of Margao in South Goa. In 1521 the Portuguese, in their customary fashion first built a church, then a prison, later in 1574-1610 a seminary to impart philosophy and theology. It is in this seminary that the museum of Christian Art is housed. Built by the Jesuits, the seminary soon became a noted centre of learning, graced with one of India's first printing presses. Among the seminary's most

famous members were Father Thomas Stevens, who by 1616 had translated the Bible into Konkani and Marathi, to help the locals understand the same, and Father Ribeiro, who produced the first Portuguese-Konkani dictionary in 1626.

### **Monte Hill**

Every major area in Goa has a little hillock presiding over it, and Margao is no exception. Monte Hill is Margao's highest point, which gives one a commanding view of the busy commercial town of Margao below. The area also has the chapel dedicated to Calcada de Nossa Senhora de Piedade or Our Lady of Mercy, which is quite popular and sacred among locals and tourists alike. The entire area is ideal for a short retreat, where one has only the sea-breeze and ones thoughts to keep company.

### **Shree Mallikarjun temple**

Shree Mallikarjun temple lies 40 kms south of Margao at Canacona, the southernmost Taluka of Goa, it is believed to have been constructed during the middle of 16th Century by ancestors of the Kshatriya Samaj. It was renovated in the year 1778. The temple has massive wooden pillars with intricate carvings. There are 60 deities around the temple, Rathasaptami in February and Shigmotsav in March/April are the festivals, which draw large crowds of devotees to the temple.



### **Shree Saunthian Gokarn Partagali Jeevottam Math**

Located at Partagali Village on the banks of the sacred rivulet Kushavati, this math established by Shreemad Narayanateertha Swamiji in the year 1475 A.D. has an uninterrupted tradition of 23 Swamijis. This is a Math of the Gaud Saraswat Brahmin Vaishnav Community which maintained contact with the scattered members of the community. The symbol representing the spiritual movement carried by the Math for over 500 years is one of the few huge ancient 'vatavriksha' (Banyan tree) which is about 200 ft. x 225 ft. and is considered a Tapasya Kshetra for over a thousand years. Vatavriksha and the Ishwar linga in front of it are worshipped by the people of Partagali and adjoining area. This place is popularly known

as Bramhasthan. Partagali is being developed into a centre of culture and learning, without in any way tampering with its glorious traditions.

### Jama Masjid

Jama Masjid lies 26 kms from Margao at Sanguem. Built in the last century, the Jama Masjid was completely renovated in 1959. The new structure is remarkable for its harmonious proportions and elegant simplicity. It has four minarets whilst the entrance façade is flanked by two elegant towers surmounted by pillared kiosks. A dome shaped kiosk rises in the centre of the minarets. Festivals are celebrated here with due solemnity by the rejoicing devotees.

### Dudhsagar Waterfalls

Dudhsagar the exuberant and spectacular waterfall is located in the Sanguem taluka 10 kms from Colem Railway Station, it is accessible by train only. Water plummets hundreds of feet in large volume, in cascades, forming one of the most spectacular of all natural phenomena in Goa. The magnificent Dudhsagar Waterfall is perched in the high peaks of the Western Ghats and is a sight to behold especially in the monsoons when it is in full and furious flow. From a distance, the waterfall appears like streams of milk rushing down the mountainside. Measuring a mighty 600m from head to foot, this waterfall on the Goa-Karnataka border, attracts a steady stream of visitors. Dudhsagar the Konkani name for the falls, which literally translated means "sea of milk", derives from clouds of milky foam which rises up at the bottom of the falls. Dudhsagar is set amidst breathtaking scenery overlooking a steep, crescent-shaped head of a valley carpeted with pristine tropical forest.

### Kesarval Spring

The spring emerges from hard and compact rocks and people bathe in its water with strong belief that it has medicinal properties. The word "Kesar-val" is derived from the Indian word for eagles that used to maintain a colony here among the magnificent forested slopes. Unlike earlier when a stony zigzag trail was the only route to reach the spring, steps were built in the 1950s below the hill so that bathers could reach the

spring without difficulty. It is a very popular natural spa, where bathers go to wash out ailments. Many middle-aged people, are seen giving a "pep-up" to their ailing bodies with a good bath. Some folks swear that the spring waters have magical curative properties, which can heal skin and eye ailments.

### Indian Naval Aviation Museum

This is a military museum located in Bogmalo, 6 km from Vasco- da-Gama, Goa. This museum contains exhibits that showcase the evolution of the Indian Naval Air Arm over the decades. The museum is divided into two main parts, an outdoor exhibit and a two-storied indoor gallery. The Museum was inaugurated in October 1998 and is one of the Two Military Aviation Museums in India, the other being the Indian Air Force Museum, Palam in Delhi. The Naval Aviation Museum is the only of its kind in the entire continent of Asia.



### Cotigao Wildlife Sanctuary

Cotigao Wildlife Sanctuary is situated in Canacona Taluka in South Eastern Goa. Sprawling over an area of 85.65 sq km, the sanctuary is drained by Talpona River. Refreshing greenery and chorus of birds enslave visitors with their scenic beauty. Animals like wild boars, langurs, bison, deer, leopards, wild cat, pangolin and Black Panther can be spotted here. The Cotigao Wildlife Sanctuary was established in 1969 to protect a remote and vulnerable area of forest lining the Goa-Karnataka border. Cotigao is a

peaceful and scenic park that makes a pleasant day trip from Palolem beach, 12-km northwest. The wardens at the reserve's small interpretative Centre show the visitors how to get to a 25m-high treetop watchtower, overlooking a waterhole that attracts animals around dawn and dusk.

South Goa is all about beaches and nature. There is a beach for every taste. Over the last decade, new beaches have been 'invented' and the beach tourism is steady tracing the coasts of Goa towards its southern fringes as it is also the resort district of Goa. The greatest advantage of the southern part of Goa is its superb connectivity. The main railway stations of Goa are just around this area, so is the Goa's Dabolim airport. Due to the calm and peace which blesses South Goa, tourists find it more peaceful, attractive and rejuvenating. ■

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“An eye for the perfect blend with Perfection, Business, Leisure and Luxury in a combination, is the innovation of the Express Inn at Nashik” ( Express Inn Hotels & Resorts - Division of Shelar Properties Pvt Ltd)

Express Inn Nashik is a trend-setting fresh hotel that delivers an enriching experience in terms of service and style, for the upscale business traveler. The hotel is a timeless blend of contemporary architecture with a modern outlook, offering spacious and stylish guest areas and dining facilities. A total inventory of 197 Plush guest rooms, with elegant décor which overlooks the city-scape and the mesmerizing Pandavlena Caves giving the perfect view to our discerning business cum leisure travelers. Situated on the outskirts of Nashik overlooking the National Highway Three (NH3) - Mumbai Agra Highway and with an unparalleled location near the Phalke Smarak and the Ambad / Satpur Industrial Area. Commonly referred as to the ‘city of pilgrimage’ or ‘grape city of India’

Express Inn proudly boasts of its Food & Beverages facilities.

Aster- The 24 hrs multi-cuisine restaurant features an opulent spread of breakfast buffet and is a perfect place to unwind oneself after a long tiresome day. Being

one of the best multi cuisine restaurant and coffee shop in Nashik, it serves an array of options combined with munchies & world cuisine, in a pleasant and cheerful ambiance as suggested by the name itself.

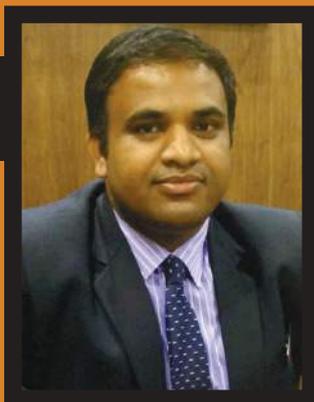
Le Bar- Salon first of its kind lounge bar of Nashik offering a varied range of exotic beverages, is simply a heavenly place which re-invigorates ones system. This trendy bar & lounge offers a hypnotic ambiance with scintillating music and is the right place to chill out with family and friends to relax.

Additional facilities of extremely large banqueting areas makes Express Inn Nashik One Point Destination for all Marriages and Events in Nashik and all Maharashtra.

Express Inn has conducted some very high end events like the latest -Sunburn at Nasik ( First time in the city of Nashik ), October Beer Fest, various different Food Festivals ( eagerly awaited by the local population of Nashik ),Nashik Tourism Conclave are just a few to name, something the city of Nashik has never before witnessed.

Express Inn Hotels & Resorts has a vision for the future with plans for additional units coming up in the near future at Aurangabad, Indore, Kolhapur, Mumbai and a few more destinations in the state of Maharashtra thus changing the scenario and view of Business cum Leisure brands in Maharashtra and the country. ■





## Q&A

**Dinesh Sansare**  
Executive House Keeper- Express Inn-Nashik



**Q. Tell us about yourself and your position/job at Express Inn Nashik?**

**A.** A localite from Nashik completed DHMCT from Bharati Vidyapeeth Pune in 2007. I started my career with the Radisson Spa Resort at Alibaug as a GSA. Later joined The Orchid Mumbai as Housekeeping Executive wherein my responsibilities were handling House Keeping operations& assisting Corporate Housekeeper for New Projects as an additional portfolio. Then joined the Express Inn at Nashik in 2012 as Asst. Housekeeping Manager and during the course of my period of employment with them was later designated Executive Housekeeper and remains the same till date. Responsibilities being the total upkeep and maintaining of cleanliness, orderliness and appearance of the entire Hotel. Develop and implement Housekeeping systems and procedures on a regular basis. Coordinating and executing the preventive maintenance schedule of rooms and public area with maintenance department. Ensure that rooms are made as per company SOP and standards taking into view guest's total satisfaction and comfort. Handling all housekeeping correspondence, files updating & checklists and checking inventories. Also motivation, team building, maintaining highstaff morale in order to maintain overall exceptional productivity from my department.

**Q. What made you choose this field?**

**A.** At the start of my academic years

my main aim was to become a Chef, so considered the Food & Beverage Production section of the industry. During the later part of my studies of Hotel management & Industrial training. I have see and realized the Housekeepers role and responsibilities and used to wonder how can one person can single handedly manage and carry out multiple tasks along with multiple expertise. Hence got very interested and keen to get the answers to my questions and so I opted for Housekeeping.

**Q. What are key tasks of your position/job?**

**A.** The key tasks in this position of Executive House Keeper are:

- Maintaining Hygiene and Cleanliness at all times in the concerned unit.
- Innovation in savior
- Being in constant know and loop with the latest and new trends in Housekeeping that's occurring in the industry.
- Training & Motivating Staff of the department.
- Maintaining Guest services & handling and Service Recovery
- Learning and maintaining Service new upgrades, new designs and theories in housekeeping as per the fast and advanced changing world in industry.

**Q. Please tell us top key skills of your position/job?**

**A.** Basically being alert & responsible is the main factor in this defined department and the others are:

- Keeping In line with the upcoming market trends, ideas, visions, changes and installing the same in the unit on a regular time to time basis.
- An Eye for thorough minute detailing

is the most skilled and important role that this position requires.

- Have to be continuously aware and updated in the world of technology which enhances guest comfort and satisfaction till the minute detail.

**Q. How do you motivate your staff?**

**A.** Regular Cross Training of all levels of the department staff. Ensuring and having Staff Rewards for performance, being innovative, presenting views where in the growth of the company takes place. Conducting and carrying out regular Orientation and Training Programmes for all levels of departmental staff. Staff Welfare activities like International Housekeeping Week being celebrated in the unit wherein employees carry out creative ideas which helps to build the department in many ways, staff recognition taken into view and carried out, staff picnics and outdoor activities which helps in team building.

**Q. Please tell us your experience that relates to your position/job at Express Inn Nashik?**

**A.** Taking into view and ensuring Environment culture. Hand in Hand working with all levels of staff in the department. Open and broad minded Management policies. Enthusiastic Top Management & Directors

**Q. Modern Technology/equipments used at Express Inn Nashik to support your position/job?**

**A.** Express Inn uses the best and latest technological products such as:

- Fully automatic Inhouse Laundry facility set up
- Latest High class & Techno savy cleaning equipment and tools.
- Wide variety of Chemical dilution pumps for control measures over

consumption & perfection that is needed in the operations of the department.

**Q. What was the most difficult management decision you've ever had to make?**

**A.** There was a case wherein 2 senior staff from the time of start of the unit had to be terminated, as there was a total breach of misconduct by the concerned which eventually would have led to the name and image of the company being tarnished. Wherein valued guests belongings and privacy was also at stake thus creating a tarnished image in their view. This also did set an example in front of other team members that this type of gross misconduct would not be accepted at any given time.

**Q. What would be your response when the guest complained that his/her room has not been cleaned?**

**A.** To check the back ground of the complaint (Analysis). Immediate corrective action. Personally meet and speak with the guest, make him or her comfortable & ensure that service recovery is carried out. As per analysis, making guest understand the issues. Keep same guest on HWC or HP. It should be update in guest history so that no further aggravation occurs during his / her stay.

**Q. How are housekeepers staff trained for emergencies?**

**A.** Mainly the emergency is related to fire for the same, regular fire and safety drills are conducted in hotel premises

thus keep staff well informed and trained for any eventuality that may occur at any given time. Also Fire fighting training courses are conducted by the Local Fire Brigade in co-ordination with the hotels Fire & Safety Officer and authorities. The Staff is briefed and taught of the latest fire fighting tool & Technology systems wherein they get to know the operating systems regard to operations in the event of any disaster or fire that may occur in the unit.

**Q. What are the eco friendly practices used at Express Inn Nashik?**

**A.** The management at Express Inn is always concerned for the environment so they have implement the following eco friendly practices:

- Save Our Planet (Linen Card) placed in all rooms describing the reuse of linen.
- All waste is treated by in house STP plant & recycled which leads to the gardening areas in the unit.
- Use of eco friendly detergents and chemicals for cleaning
- LED lights are used in the hotel
- Motion sensor lights have been installed and in use in all public area wash rooms
- Control on A/c usage and consumption in all guest rooms in the event of the A/c being in error mode in guest rooms.
- Advance laundry procedure to control water consumption
- Air Condition control schedule for public area to control energy consumption
- Solar panel for lighting in all public

areas of the unit as well as for the generation of hot water facility.

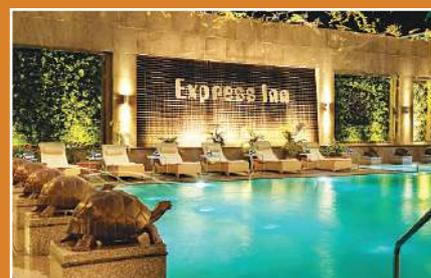
- Non woven laundry bag & newspaper bags
- Recycle of empty amenities box & discard linen which is converted and used to provide F&B rough use linen requirements.

**Q. Is your position/job at Express Inn one of your best if so why?**

**A.** Yes this is one of the best position so far as its a mix between management & single owned property set up type of units. The ideas shared for service renovation or innovation new trends in the industry to be implemented in a single owned property is more easier and comfortable as well as faster than in a Management run property. Usually the owner driven properties are more flexible in all aspects of the hotel operations than a management run property. Owner of a owner driven or run property always wants his property to be the best in the city and so that gives us the freedom to add or to hunt for new trends in market for improvement and growth as well as keeping up with the fast developing world around us.

**Q. Do you believe housekeeping is an art if so why?**

**A.** Yes it is an art which is a combination of hard work & innovation where in you have to keep on innovating new things along with the ongoing practices and as well as handling multiple tasks or assignments in one profile, which is equivalent to an art only. ■





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A stylish yet practical uniform adds value & unifies the complete experience of hospitality.

Most hotels, corporates and institutions do have fine uniforms but there is yet so much richness in our culture that a Designer with a holistic approach can offer. Zubin Mehta – MD & CEO – Uniforms Unlimited, heads his designer brand “Dezenzia” and is one such designer with the holistic approach towards uniform design.

Besides being well known for his manufacturing skills, Zubin has also made a mark in the hospitality world by delivering stunning concepts of uniforms for niche hotels, resorts and corporates. His uniforms are now being flaunted by the clients as their brand differentiator.

Zubin in his designs imbibes the value of a region / culture into design by repackaging the couture into finely styled garments that enhance the image of the client to the highest standards. His endeavor has always been focused on amalgamating top style with highly practical attire. This is a huge challenge for fashion designers persay, but Zubin having the thorough knowledge of uniforms and a state-of-art facility to back his experience can bring about this fusion with ease.

Modern travellers are extremely selective of hotels & especially seek advice on the experience shared by others in internet and word of mouth.

Today a guest looks closely for classy interiors, bathrooms, amenities provided & even at the uniforms, whether they are clean, finely tailored & intricately designed. The uniform speaks volumes about the organization. Zubin emphasizes on the textures of fabrics used, the princess lines on the uniform, the subtle detail of embroidery and pleats that turn a uniform into **A COUTURE GARMENT.**

ZUBIN MEHTA  
(MD & CEO)





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