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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

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Dilip Datwani
President
HRAWI

Dear fellow members,

The Hotel and Restaurant Association of Western India (HRAWI) is in its 68th year and has witnessed many highs and lows in its journey. Many of you might not be aware, but during the first half of the century gone by, when the economy was not so upbeat, there were very few organised players in India scattered across different states. Thus, in the years before India's independence, there was no single voice representing the hotel industry. This set the ball rolling to create a recognised industry body amongst hoteliers. A decision was underway to form a body that would look specifically into matters pertaining to the hotel industry. Thus, in April 1947, the then industry stalwarts decided to form a national hotel and restaurant association of India.

The Hotel & Restaurant Association of Western India is a well-knit, cohesive group of people. The interpersonal relationship amongst the committee members is excellent, and all issues are generally sorted out promptly.

I am proud to inform you that HRAWI is celebrating its 18th Regional Convention overseas for the very first time. Please accept my personal invitation for this event, to be held in Colombo, Sri Lanka, from June 27-30, 2018.

Colombo is an interesting blend of the varying influence it has seen for more than 600 years. Its importance as a trading port increased after the arrival of the Portuguese to the island in the early 16th century.

Colombo continued to grow under the Dutch and the British, and today shows a marked influence of all those cultures – from the Islamic mosques and the Catholics to the Dutch reform and Anglican churches. The Dutch colonial style of architecture is much in evidence as are

the special quarters for separate trades in the Colombo Fort and Pettah area.

The Organising Committee of the convention has chalked out an interactive three-day programme for you under the convention theme 'Surfing the wave of global tourism'. We have curated relevant topics, invited experts and professionals to share their rich experience through a series of business sessions, planned for both the hotel as well as the restaurant fraternity. We have planned two nights of entertainment accompanied by cocktails and dinner. The convention brochure has information on the overall flow of the event as well as details of post-convention tours which you may opt for and book directly with Ceylon Roots.

Please fill out the registration form attached with this magazine issue, selecting your preferred choice of

“
HRAWI is celebrating its 18th Regional Convention, to be held in Colombo, Sri Lanka, from June 27-30, 2018
”

accommodation so as to avoid any disappointment. HRAWI needs your support and I look forward to welcoming you in Colombo.

With kind regards,
Dilip Datwani
President, HRAWI

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May 2018

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Cover Image

Sri Dalada Maligawa (Temple of the Sacred Tooth Relic) in Kandy



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ALL WORK AND SOME FUN

The Executive Committee of HRAWI conducted its monthly meeting in Mumbai at The St. Regis, followed by cocktails and dinner. In between all the work and fun, the team also celebrated the birthday of fellow member **Rajeev Newar** by cutting a cake with him. We share with you some glimpses from the event...





'A CULINARY TREAT' IN MUMBAI

HRAWI organised a seminar on 'Insights in Sushi, Chocolate and Marzipan Making – A Culinary Treat' at Sheila Raheja Institute, Mumbai, on February 16. **Chef Shreeya**, a Japanese cuisine specialist; **Vivek Kadam**, Pastry Chef at Grand Hyatt Mumbai; and **Manali More**, an expert in pastillage, conducted the seminar.



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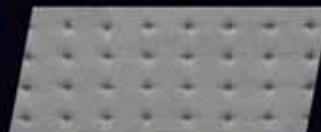
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FRUITFUL ASSOCIATION WITH FSSAI

HRAWI's partnership with the Food Safety and Standards Authority of India (FSSAI) is bearing fruit and so far, the association has trained more than 640 hospitality professionals. It recently conducted trainings in Ahmedabad and Diu.



Aspi Nallaseth

Getting the next generation ready before they become part of the industry is a huge responsibility and the Hotel and Restaurant Association of Western India (HRAWI) has been doing a commendable job. When the team at HRAWI initiated the partnership with the Food Safety and Standards Authority of India (FSSAI) in March 2017 to take their training to different parts of the country, little did they expect that they would touch so many established and budding hospitality professionals.

Aspi Nallaseth, Secretary General, HRAWI, who heads the training, says, "We started this in March 2017. As an association, we took a decision to train individuals in the western region. HRAWI has been appointed

by FSSAI as partner – licensed partner – to conduct these programmes. The first round of trainings was done in Pune and Mumbai, where we had one session each. We then conducted it in Nagpur, Indore, Bhopal, Goa (North and South separately), Silvassa, Surat, Baroda, and Ahmedabad."

His team has also conducted the programme at DY Patil College in Mumbai, Sheila Raheja College, one programme at the Oberoi Hotel where about 35-40 members of the staff joined, one at JW Marriott Mumbai Sahar, and one at The St. Regis Mumbai.

AHMEDABAD EVENT

Nallaseth was invited to Ahmedabad on March 27, 2018, by the Food Entrepreneurs Association

meet of Gujarat. He conducted the first part of the session where he took the audience through the nuances of FSSAI, what it stands for, what is the importance of FSSAI, what does the law say about it, etc. Participants needed to register for the different programmes that FSSAI offered, including Food Safety Supervisory programme and the FSSAI Master Trainer programme.

About 140 people registered for this event, which included not only restaurateurs but also hoteliers. "They evinced a lot of interest in the FSSAI programmes. We conducted the Food Safety Supervisor and Master Trainer programmes here. These were conducted by qualified trainers, along with an assessor who also observed the



Dilip Datwani

“
 Each conclave has been witnessing good participation and every session has imparted new knowledge
 ”

individual during training. Then, there was a written test for 30 marks, where 70 per cent meant passing,” he added.

DIU EVENT

HRAWI then conducted its 19th FOSTAC programme in association with FSSAI in Diu. This was done on April 4, 2018, at Hotel Kohinoor in Diu. The programme received a participation from 45 hospitality professionals who were trained and certified in the Supervisory Training programme. The event had **Hemant Kumar**, IAS, Collector & District Magistrate, as the Chief Guest.

Dilip Datwani, President, HRAWI, said, “With each programme we have gained confidence and realised the importance of getting our staff trained in the subjects. Each conclave has been witnessing good participation and every session has imparted new knowledge to hoteliers and restaurateurs in food safety and hygiene. We will continue to hold the training programmes for the benefit of our fraternity and we are positive that establishments will benefit from them.”

HRAWI has so far trained and certified over 640

hospitality professionals in the western region under FSSAI’s Master Trainer and Supervisory Training programmes.

The minimum number required to go ahead with the training is 25-30 people. “We decide which city we want to conduct it in, FSSAI approves it, and that site is activated where the candidates can enrol directly, subject to them being qualified. Once they pass, their certificate is generated which is valid for two years and they can do a refresher course for which they don’t have to come to us,” Nallasetth explained.



RECOGNITION

Revival bags TripExpert award based on expert reviews

Mumbai's Revival Indian Thali has won the 2018 Experts' Choice Award, which recognises the best restaurants around the world. It managed a score of 76 on TripExpert, which uses only professional reviews from travel guides, magazines, newspapers, and other respected sources.

TripExpert scores range from 60-100 and are comparable across destinations. Fewer than two per cent of restaurants worldwide receive this award. Revival Indian Thali has also

received TripExpert's Best of Mumbai award.

Talking about this achievement, **Shail Barot**, Director, Vie Hospitality, said, "This is the first time we have received this award. I think this is for the *thali* we serve because we have a lot of foreigners who come in specially to experience it. For them it is very different. We have tried to keep the old traditions of the *thali* intact. For instance, before the start of the meal, we offer the guest a traditional bowl

to wash hands. Our *thalis* are made of the bell metal used in temples, which is supposed to have a lot of health properties. These are some of the small aspects that we have tried to keep alive here. We also have Ayurvedic *chutneys* as part of the *thali* as well as seasonal food like mangoes in the summer and *undhiyu* in the winter."

Revival started the *thali* in 1947 at its Crawford Market outlet. It then shifted to Chowpatty



and went from a 35-seater to a 100-seater restaurant. The chef is from Rajasthan, but creates a pan India *thali*, from South Indian to Gujarati and Bengali.

FAMILIARISATION

JW Marriott Mumbai Juhu hosts wedding influencers

The rise in affluence has transformed the Indian wedding into an even more lavish affair. Keeping the business of weddings on the forefront, JW Marriott Mumbai Juhu played host to 30 influential wedding couples from Gujarat. A dedicated team of 'Shaadi Specialists' showcased their commitment through classic décor and epicurean delights offered with warm hospitality and service. The wedding FAM commenced with a scrumptious Italian lunch at Mezzo Mezzo, followed by a grand soirée of cocktails and dinner at the Grand Sangam Ballroom. The evening gave the guests a chance to witness the heart-touching short film titled 'Letters to Dad' conceptualised by Shaadi by Marriott. The second day of revelries treated guests to an elaborate brunch at Salt Water pool and the property's newly launched wedding harbour- Mahi.

Speaking at the occasion, **Bharat Ratanpal**, Director of Sales and Marketing, JW Marriott Mumbai Juhu, said, "Irrespective of economic downturns, weddings remain a stable business considering it is a once-in-a-lifetime event for most people in India. The stability of and rapid growth in the business of marriage is what prompted us to host this FAM with wedding influencers in Gujarat. In India, people are spending a lot more on weddings and the venue plays an important role in the planning. Our property boasts of a resort-like feel with indoor and outdoor spaces that set us apart from many hotels and we are noticing a significant rise in wedding queries."



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EXPANSION

The Leela to operate Mahatma Mandir, also announces 300-room The Leela Gandhinagar

The Leela Palaces, Hotels and Resorts has won the competitive bid and management contract to operate India's largest convention and exhibition centre, the 34-acre Mahatma Mandir, and launch Gandhinagar's largest hotel, the 300-room The Leela Gandhinagar, which is expected to open in January 2019. The agreements were signed with Gandhinagar Railway and Urban Development Corporation (GARUD). This takes The Leela's hotel portfolio to 10 properties across India. The Leela Gandhinagar will also have two restaurants and 800 sqm of flexible meetings and events space. The convention centre, on the other hand, can handle up to 15,000 people and includes a convention hall boasting seating capacity of 6,000 people as well as state-of-the-art

exhibition centres and seminar rooms. Commenting on the development, **Vivek Nair**, Chairman and Managing Director, The Leela Palaces,

Hotels and Resorts, said, "This development reinforces our plans to expand further into the international conferences and events space, and underscores

our asset-light growth strategy. Together with Government of Gujarat, our endeavour is to transform Gandhinagar into the convention capital of India."



RESTORATION

Taj Mahal Palace leads restoration project for Gateway of India precinct

The Taj Mahal Palace, Mumbai, continues its commitment to making Mumbai a world-class tourist destination, by furthering the Gateway of India precinct project. This unique project, which has been divided into three phases and is in its second year, is being carried out by the Mumbai Municipal Corporation, the Mumbai Heritage Committee, and the Ministry of Tourism. In the first phase, which is currently ongoing, the hotel is initiating the Swachh Bharat initiative which includes manual cleaning of the area, restoration of 46 heritage light poles, installation of heritage traffic bollards, and basic static lighting of the Gateway of India monument. In the second phase, the committee plans to work towards elimination of visible pollution from the

water, uniform shop frontages, basic cleaning of the blue basalt stone on the seafront and promenade, as well as adoption and restoration of the footpaths. The final phase will eventually include the adoption of the Gateway of India monument, annual cleaning, and lighting.

Taljinder Singh, Area Director, Mumbai Hotels and General Manager, The Taj Mahal Palace, Mumbai, who heads this project, said, "The Taj Mahal Palace has been synonymous with Mumbai's heritage and has defined the city's skyline 20 years before the Gateway of India came into being. We are proud to be leading this project and hope to make the Gateway of India precinct one that measures up to global standards."





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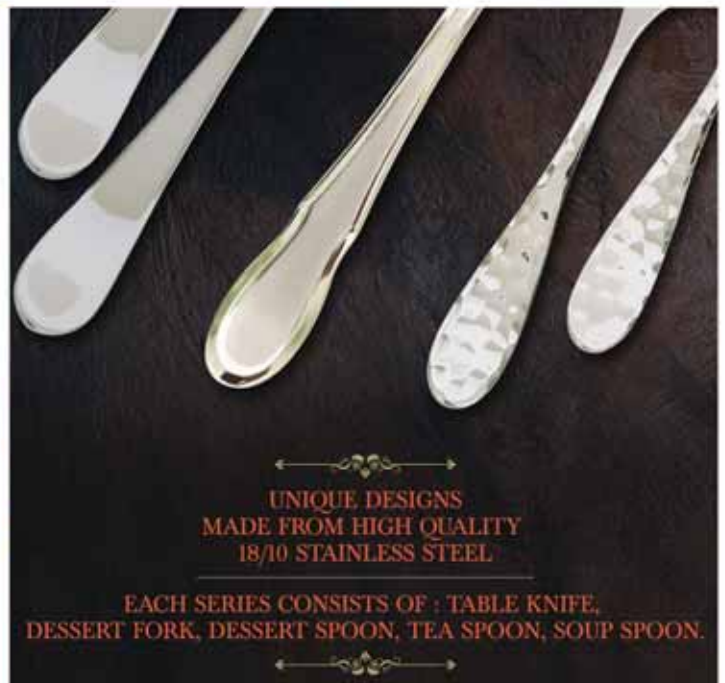
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AYUBOWAN TO Sri Lanka!

The island nation of Sri Lanka, where HRAWI's convention is to take place, may be tiny, but definitely packs a punch. From exotic wildlife to delicious food and amazing shopping, the country gives you a glimpse of paradise.

Formerly called Ceylon, the tropical isle has a diverse landscape. It has rainforests but also arid plains, and highlands as well as sandy beaches. It is famed for its ancient Buddhist ruins, including the fifth-century citadel Sigiriya, with its palace and frescoes. The city of Anurad-

hapura, Sri Lanka's ancient capital, has many ruins dating back more than 2,000 years. This island nation in the Indian Ocean is full of surprises.

The Sri Lankan food is delicious, too. However, knowing where and when to find the good stuff may prove a harder

task than anticipated. Bowl-shaped hoppers (savory rice flour crêpes) are a highlight, though they are typically only served first thing in the morning or late in the afternoon. Rice and curry is a lunch-time affair, while *kottu rotti* (chopped flatbread stir-fried with eggs and vegetables) is

only available in the evening. Sri Lanka's heady mix of British colonial heritage, beautiful landscapes, and incredibly friendly locals make it a beguiling destination.

Convention agenda

On the second day of landing in Colombo, you will get a



chance to go on a city tour and have lunch at a local restaurant to feel the vibe of the city. Later that evening, you dress up for the inaugural ceremony of the HRAWI convention that will take place at the Hilton Grand Ball Room. You will be welcomed by a traditional performance, followed by the rendition of both the national anthems.

After the lighting of the traditional lamp, **Dilip Datwani**, President, HRAWI, will address the audience and set the tone for the evening. This will be followed by an address by honorary invitee **Sanath Ukwatte**, President of Hotel Association of Sri Lanka, who will share his perspective.

Kumar De Silva, Chairman, Sri Lanka Convention Bureau, will also be present as will be the Guest of Honour, Sri Lankan cricketer **Aravinda**

De Silva, along with **Taranjit Singh Sandhu**, Honourable High Commissioner, High Commission of India.

John Amaratunga, Minister of Tourism, Sri Lanka, and Chief Guest for the evening will share a few words on tourism and the speeches will end with a vote of thanks by **Gurbaxish Singh Kohli**. The evening will end with a Sri Lankan cultural act along with cocktails and dinner and some more entertainment.

Business sessions

All business sessions have been designed keeping in mind the convention theme: 'Surfing the wave of global tourism'. The first business session of the day will begin with a discussion on various aspects of hotel operations. The second one will touch upon the importance of food and travel bloggers in influenc-

ing consumers about where they should holiday and eat.

After lunch, the third session will discuss emerging trends in hotel interiors. The association has also arranged for a spouse programme hosted by Hilton Colombo – a tea session with pairing of Sri Lankan food. Concluding the day will be the fourth session which will focus on emerging restaurant trends and emerging trends in Sri Lankan cuisine. The evening will end with a gala dinner and entertainment.

Shopping

The last day will have some time for you to do some amazing shopping at the Odel Shopping Mall. Starting out as a single company focusing on the retail garment trade, Odel developed over the years to become the first department store in the

country. It offers an upmarket and quality shopping experience with trendy fashion accessories. It also has small food courts for shoppers. It is located in the heart of Colombo and not only offers shopping, but also spa facilities, entertainment, and food.

Post-convention tours

The association has designed two options for tours – for two nights, three days and for three nights, four days. Those wishing to explore Sri Lanka a little more can opt for the latter which includes an entire day of Kandy, Peradeniya which is a suburb of Kandy city, and Bentota. These tours also include a visit to the Temple of the Sacred Tooth Relic. The shorter tour will include most of what the other covers minus a tour to Bentota. Whichever tour you choose, a holiday in Sri Lanka will definitely be unforgettable.



RISHI KASHYAP

Principal

Gujarat Institute of Hotel Management, Vadodara

Curbing increased automation

The hospitality and tourism industry has been at the forefront of digital disruption, changing the way people travel. The industry needs to be ready for the technological transformation ahead. Service delivery has and will continue to evolve, largely resulting from new technologies as well as social and digital media, as mobile tools and digital infrastructure increasingly become central to the business. The way people experience, consume, and share information has changed drastically from previous decades. Shifts in customer expectations, new technologies, and industry trends are compelling the hospitality industry to adapt their operating models in their quest for enhanced customer preferences and performance.

To remain competitive, the hospitality industry must complement its high-touch approach with high-tech

applications. Today, consumers want to feel special and expect personalisation of service and experience. While data analytics enable the hospitality sector to tailor offerings to traveller preferences, it is important to ensure that increased automation does not lead to a disconnect between online and in-person exchanges.

More participation by women

We have set targets, goals, and quotas for women's participation at levels from which they have previously been excluded and in which they are still under-represented, particularly in leadership positions, by giving them responsibilities in all the fields starting from briefing the morning assembly to heading the various events organised at our institute.

Women in lead roles

The contribution of women in the hospitality industry has increased in recent years,

which in turn is helpful for women achievers who have the determination to achieve in life. The era when men dominated the work arena has long passed. This has also changed due to better support structures at the work and home front. Moreover, the hospitality industry has always been a women-friendly domain with its aura of luxury, flexible work environment and above all, the sheer aspect of empathy and hospitality. The long work hours and unending shifts have seen a change and today's employers are working on ensuring a good work-life balance. Today, women are leading as executive chefs, managers in housekeeping, front office, and even general managers and directors. With the advent of major international chains, the hospitality industry is thriving in India. Companies now believe in gender equality and focus on developing a conducive work environment for both female and male associates.



“The long work hours have seen a change and today's employers are ensuring a good balance”

AK SINGH

Principal

IHM Mumbai

Managing revenue

The hospitality industry is changing rapidly in terms of guest choices and better technology, but also increasing in costs. This industry needs to understand that revenue management has become a key thrust area along with operations.

International faculty training

We are switching over from the teaching mode to the

learning mode to ensure that real learning takes place while students attend the institute. We are including surveys and live projects in the curriculum and our faculty has been trained by the Lausanne Hospitality Consultant Hotelier in Lausanne, Switzerland, as qualified learning facilitators to enable better learning.

Greater gender parity

Hospitality was a male-dominated industry in India in the

1950s, but the situation has changed slowly. The Oberoi group was the first Indian hotel chain which included women as managers in hotel operations.

Today, we have a good number of women working in hotels, but the ratio still needs to improve further. About 40 per cent of our faculty are women and we hope to improve this percentage further in the next decade.





“

We have introduced the vegetarian cooking option for those who do not want to handle meat

”

JK MANGARAJ

Principal
IHM Ahmedabad

Digitalisation for growth

The role of GDS will improve significantly in the selection and booking of a room. The hybrid digital era is going to be a great tool for customers in the hotel and tourism industry.

Excessive dependency and use of internet by travellers and the hotel operator will stimulate the virtual tour of a particular destination and virtual meal experience in a restaurant or in a hotel room. The OTA will be consistent in its approach and service on different websites. I also expect a reduction in manpower in the hospitality sector.

Vegetarian cooking now an option

IHM Ahmedabad has introduced the vegetarian cooking option for students who do not want to handle and eat chicken, meat, fish, eggs, etc. These students cook only vegetarian dishes in their practical class in all the three years.

Also, these students can practise eggless baking. Such students have a dedicated vegetarian kitchen in our institute. This concept was introduced in IHM Ahmedabad in 2016, and these students are interested in entrepreneurship in the vegetarian field.

Few women in food production

The percentage of women working in the hotel sector has grown significantly, especially in departments like front office, housekeeping, sales and marketing, F&B service and to some extent, bakery. There has not been any significant increase in the percentage of a women's workforce in the food production department of traditional hotels. In the field of food retail, the increase is significant. The non-food retail sector in hospitality has attracted maximum number of women even though the women are not technically educated in the field.



HARISH SUVARNA

Principal
Anjuman-I-Islam, Mumbai

More travellers, better growth

Till the time there are travellers in this world, the hospitality industry will survive and the better it gets, more growth it will see.

Staying connected

I wouldn't call it an innovation, but we have adapted to the environment and developed a mobile application for our students and their parents. Through this they can check the latest

happenings at the institute. The application has a dashboard, a message board, a gallery with the latest photos and videos of events, and any message from the principal.

More women in untraditional roles

I have been part of this industry, directly and indirectly, for the past 25 years and I have seen tremendous and continuous change happening when it comes to women's participation

in this profession. In short, it is no longer a men-only domain. During my hotel days, the housekeeping department was always thought to be a women's forte and any male fresher opting for it as his career was laughed upon.

In contrast, the production and F&B department were always thought to be mainly for men, but today we see a lot of women entrepreneurs conquering this domain.

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VANDANA MISHRA

Principal

School of Hospitality & Tourism Studies, DY Patil University

Making way for automation

The increase in travel has led to a growing demand for hotels and all the other areas of hospitality. Innovative accommodation options such as pods and ecotels have appeared on the scene and has contributed significantly in the growth and development of this industry. In the next five years, I envision the industry growing by leaps and bounds and creating many more employment opportunities. We must also make way and prepare for a more automated system of functioning of hotels and must work towards training future employees accordingly.

Mentee-mentor programmes

In order to provide wholesome education and valuable industry exposure to our students, the college has implemented a men-

tee-mentor programme which is a compulsory project for all the third-year students. Under this programme, they are given projects on which they undertake research under the guidance of our alumni, now at enviable positions in the industry, who agree to mentor our students with their professional acumen, exposure, experience, and skill. This programme has been the brainchild of our college and we take pride in asserting that this is one of the many factors that facilitate us in our endeavour of providing quality education to students. The students are enthralled by such projects and take them up with utmost alacrity and vigour.

Another very important initiative taken by the School of Hospitality & Tourism Studies is the Learning Module System (LMS). It is an online portal which gives

our students access to all the teaching material and content.

Breaking convention

Over the past decade, the hospitality industry has seen a significant surge in the number of women who have become a part of this industry and have prospered manifold. Male-dominated departments of the hotel are now witnessing a transformation as women have willingly taken up roles to prove their mettle. Each and every department of the hotel boasts of a significant increase in the number of women who are putting their heart and soul into their job and contributing in the growth of the hotel. As chefs, duty managers, executives, associates, supervisors, etc., women have definitely challenged stereotypical gender roles and carved a niche for themselves in this industry.

“

We must prepare for a more automated system of functioning and work towards training employees accordingly

”



DONNA D'SOUZA

Principal

IHM Goa

Learner-centric systems

While our curriculum is centrally reviewed, we have adopted the methods learned from Ecole hôtelière de Lausanne. Faculty members are being trained to engage students in a more learner-centric system, using the question technique. Moreover, we have started new undergraduate diploma courses to cope with the ever-growing need for capacity building and skill development in the youth.

Varied roles

Women all over India are learning to take their own decisions and choosing to educate themselves for better career options. An increasing



number of women enter male-dominated areas such as the kitchen as chefs, and bars as bartenders and baristas. Higher levels of education impart confidence in oneself and one's abilities. This is evident from the rising number of women-owned start-ups in Goa and the rest of India. The hotel industry is most encouraging of

women, as much of the work is a spillover from hospitality at home.

A rewarding place

As a working woman myself, I do have a vision to bring more women into the boardroom after they conquer the classroom. This industry is a safe, exciting, and rewarding place to be in.

“

I have a vision to bring more women into the boardroom after they conquer the classroom

”

AYESHA SIDDIQUI

Principal

Sinhgad Institute of Hotel Management and Catering Technology, Lonavala

Diversified options

The hospitality industry in the next five years should have a 50 per cent woman workforce. The industry is ever-growing and will create more diverse opportunities for hospitality students. More women will play key roles in the education sector in the coming years. However, the need of the hour is for hospitality education to assume a more practical approach with intensive exposure to industry.

Increased exposure

The institute has recently been accredited with NAAC and achieved A-grade ranking. We have made hospitality education more practical, and more industry exposure is given through international training.

Evolving work culture

The hospitality industry has seen a big change and women

in hospitality are playing a major role. The industry has also brought significant changes in the work culture and adapted to the needs of a woman task force. In the education sector,

women are playing a very active role. Women are assuming the post of directors and principals, while upgrading themselves through more qualifications and contributing to growth.



BHUVAN GM

Professor & Principal

Apeejay Institute of Hospitality, Navi Mumbai

A gig economy

I foresee plenty of changes. The industry will be driven by technology and be impacted by Big Data, Artificial Intelligence, robotics, and Internet of Things. It will move towards a gig economy.

schedule and it is monitored by a faculty member. The students gain confidence in meeting real guests and serving them.

Greater balance

Today, women are joining all functional areas of hotels.

Gender diversity has improved; women are occupying senior management positions and contributing to the growth of the industry. At our institute, more than 35 per cent of our students are girls who join the three-year degree programme.



Daily exposure

At our institute, we bridge the gap that exists between theory and practice. We share the premises of The Park, Navi Mumbai. Every day, at least five hospitality management students work at The Park, Navi Mumbai, in the morning at the restaurant and front office, before the commencement of their classes. They follow a



Market on an upswing

The 14th edition of Hotel Investment Conference-South Asia (HICSA) 2018 made the goings-on more interesting and interactive for the audience, particularly with some of the headlining interviews that gave a glimpse into the minds of some industry stalwarts.

On Starwood and India

ARNE M SORENSON
President and CEO
Marriott International

"The Starwood acquisition got an enormous amount of attention across the industry and often the first conversations would start with 'Congratulations on that deal!' Our response was, 'It's not time to congratulate us. All we did was pay more than anyone else was prepared to pay for Starwood. That's not winning. Winning is pulling those companies successfully and driving better performance.'"

"India is still underappreciated as a destination. The inbound volume is way too small. PRS Oberoi, like Bill Marriott, is a lifetime driven and passionate hotelier."



Hang in there

DEEP KALRA
Chairman and Group CEO
MakeMyTrip

"After 18 years of MakeMyTrip, there is a lesson in hanging in there. We stayed fixated on growing business, but were always flexible on how to do it. Technology is ravaging the world every day and if you are not nimble, then you're gone. Throw your dogma out."



Prediction for 2018

MANAV THADANI
Founder Chairman
Hotelivate

"Markets are on an upswing; there will be more investment. I'm not sure about new brands because India is a tough market, but overall, we will see progress."



Taj brands

PUNEET CHHATWAL
Managing Director and CEO
Indian Hotels Company

"I see growth in the Vivanta and Ginger brands in terms of scale. Being a heterogeneous market, it makes sense to have multiple brands. We are currently focusing on Taj, Andamans, that is about 80 per cent complete."



Of hoteliering

MARK HOPLAMAZIAN
President and CEO
Hyatt Hotels

"So much of this business is about emotions."



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MEMBERSHIP CONTINUES TO GROW

With more and more establishments being affiliated to the Hotel and Restaurant Association of Western India, we bring to you a list of all new members of the association between December 2017 and February 2018.

HOTELS

The Golden Suites & Spa	Calangute, Goa
Stonarc Hotel	Pune, Maharashtra
Relax Inn Hotel & Resort	Urga, Chhattisgarh
Hotel Babylon International	Raipur, Chhattisgarh
Radisson Jass Hotel	Chhatarpur, Madhya Pradesh

RESTAURANTS

Chhappanbhog	Vadodara, Gujarat
GSS Fast Food	Vadodara, Gujarat
1 Lounge and Restaurant	Pune, Maharashtra
Katyayani Hospital	Pune, Maharashtra
Planet Food	Nagpur, Maharashtra
Haldiram's Express	Nagpur, Maharashtra
Cafe Cubano & Curry Leaf	Mumbai, Maharashtra
Raasa	Mumbai, Maharashtra
Hotel Sagar	Mumbai, Maharashtra

ASSOCIATES

Pure Weblopment	Surat, Gujarat
Posiview Capital Advisors	Pune, Maharashtra
Rockdude Impex	Mumbai, Maharashtra
Intime Fire Appliances	Mumbai, Maharashtra

AFFILIATES

AISSMS College of Hotel Management and Catering Technology	Pune, Maharashtra
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IHG BETS ON HOLIDAY INN FOR INDIA

The InterContinental Hotels Group will add 43 more hotels to its portfolio by 2021, which will be powered by its Holiday Inn brand family that covers the mid-market segment.



Hazel Jain

Currently operating 31 hotels in India with 5,991 keys, the InterContinental Hotels Group (IHG) plans to add 43 more hotels in the next two to three years. This will add about 7,250-odd rooms to its portfolio. This, says **Vivek Bhalla**, Regional Vice President, South West Asia, IHG, will be powered by its Holiday Inn brand family, which includes Holiday Inn and Holiday Inn Express, which will form more than 80 per cent of this growth. "We see a lot of growth for midscale hotels in India; that is our main focus and I believe we have the best brands to cater to that segment," Bhalla adds.

IHG also has plans to launch its new 'conversion' brand in the EMEA (Europe, Middle East, Africa and Asia) region, but this will be in Q3-Q4 of 2018. "The brand will be positioned between Holiday Inn and Crowne Plaza. The benefit will obviously be for the owners through the distribution, the revenue delivery, the loyalty programme. All these benefits will kick in for our owners who sign up for this conversion brand," says Bhalla.

LUXURY SEGMENT LOOKS GOOD, TOO

Bhalla feels that IHG's luxury and lifestyle brands also have good potential in India. "Regent was a great acquisition to our

portfolio of preferred brands. It operates in the upper luxury space. Moving forward, for the right partners, the right location and the right time, we would absolutely look to bring in Regent to India, probably in the main metros. In the longer term, besides Regent and InterContinental, our lifestyle brands like Kimpton and Indigo have great potential in the Indian landscape. We have also received interest for our extended-stay brands like Staybridge Suites. So, over time, we will look at bringing these into India as well," Bhalla reveals.

MIDSCALE AND UPSCALE
Bhalla sees a lot of tailwinds



in the economy as a result of which IHG is focused on both the midscale space (Holiday Inn and Holiday Inn Express) as well as its upscale brands (such as Crowne Plaza which it has 11 of

in India). "We are also excited to have signed the SAMHI portfolio deal where we will have 14 Holiday Inn Express hotels being rolled out. Up to eight to nine of these will be coming online this

year in key locations, so that will just fuel our growth even more. At this rate, by Q3-Q4 next year we will have up to 50 hotels which will be a landmark for us," he adds.



CLIMATE IN INDIA

According to **Sudeep Jain**, Vice President, Development - South West Asia, IHG, the industry is seeing the Indian hospitality market on an upswing after a long time. "We have seen historical growth on RevPAR, so the trading performance of hotels has been great. Our brands across India achieved a double-digit growth last year in RevPAR, across our hotels. That's a similar story for most other hotels. There is a rejuvenation of confidence in the market, and we are seeing owners and developers come back wanting to build hotels once again," he says. Last year, IHG saw an 11-12 per cent growth in RevPAR that was contributed both by increase in occupancy as well as rates.

Jain echoed Bhalla's thoughts and said that IHG will definitely bring new lifestyle and luxury brands into India considering that the group has 13 brands in its portfolio and only four are present in India as yet. "So there's still room to bring in nine more brands, but we want to make sure that we do that with the right partners, with the right location, and with the right brand," Jain adds.

He is all praise for the UDAN connectivity scheme launched by the government. "It will affect our industry positively. It will encourage more people to travel, which means more guests for hotels. India is always getting a big black spot for infrastructure, so this is a step in the right direction, giving access to more places that were inaccessible to many people," he states.

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“RADISSON ENJOYS A BETTER RECALL”

The rebranding exercise of Carlson Rezidor into Radisson may have opened up newer opportunities for the hotel group as it announces plans for 200 hotels in South Asia by 2022.



Hazel Jain

Having taken on a new avatar on March 5, 2018, Radisson Hotel Group (formerly Carlson Rezidor Hotel Group) has cleared the mist of confusion which often followed its old name. The group appears to walk lighter, working as a more integrated company under one name, offering it opportunities for significant efficiencies and cross-selling.

Raj Rana, CEO (South Asia), Radisson Hotel Group, says, “We have changed the name of our company to Radisson Hotel Group and also the commercial drivers that reside within the company – the loyalty programme has changed to Radisson Rewards. This has been done to create leverage from the core identity of the Radisson brand which enjoys a very strong recall globally, particularly in India where Radisson has been for 20 years. We believe the change of name will help

us further propel and accelerate our growth in India.”

Rana explains that the development is more than mere re-

branding. “We will also change the name of some sub-brands. Our Country Inn & Suites will have the ‘by Radisson’ tag. This will also mean changes to all

“

We will end the year at approximately 100 hotels in operation

”



our training programmes, the underlying loyalty programmes, the investment that is going into the five-year plan, the technology enablers, the distribution systems, the property management systems – all these will also be part of the current exercise,” he reveals.

PLEASED WITH RUN RATE

In India, Radisson is currently at 140 hotels, including the ones in the pipeline. Of this, about 90 in India are operational and 50 are under development. “We will end the year at approximately 100 hotels in operation. We expect that by 2022 we will grow our number to 200 hotels (including the ones in the pipeline),” he says.

FIRST RADISSON COLLECTION TO OPEN IN AGRA, UTTAR PRADESH

The newly-rebranded Radisson has chosen Agra to open its first ‘affordable luxury’ brand hotel – the Radisson Collection. Only 14 hotels globally have been announced under this brand. “We will continue to add more to the portfolio of Radisson Collection. In India, we have announced Radisson Blu Agra to be upgraded to the Radisson Collection. Agra, around the world, needs no introduction and is part of the famous Golden Triangle. Our guests will be able to view the Taj Mahal from our infinity pool. Much work has been done, and the ownership and the brand will be fully aligned once the upgrades go through. We are also evaluating other properties from our current portfolio that can be uplifted to this positioning. We are, of course, open to conversions as well as new deals for this Radisson Collection brand,” Rana reveals.



APPOINTMENTS



Wyndham Hotel Group has promoted Ignace Bauwens to Regional Vice President for Middle East, Eurasia and Africa (MEA). This underlines the company's strategy to unite the broader region in recognition of the strong economic ties between India and the Middle East. The addition of the Eurasia region will add responsibility for overseeing expansion in India, Pakistan, Sri Lanka, and Bangladesh.

In this new role, Bauwens will be responsible for driving the group's continued growth.

Ignace Bauwens

Regional Vice President – Middle East, Eurasia, and Africa
Wyndham Hotel Group



SaffronStays has appointed Mayank Kinger as the Regional Head, Goa and Coastal Karnataka & Maharashtra. In this role he will be required to facilitate growth and development of SaffronStays' penetration in Goa and coastal Karnataka & Maharashtra. He will be spearheading operations and home on-boarding in the region. Kinger will also play a key role in planning and shaping of business

blueprints as well as building on the brand's reputation for service and delivery.

Mayank Kinger

Regional Head – Goa and Coastal Karnataka & Maharashtra
SaffronStays

Holiday Inn Mumbai International Airport has brought on board Mohammed Shoeb as the new General Manager. A seasoned professional with over 28 years of experience in hotel operations, marketing and guest relations management, Shoeb is proficient in devising marketing strategies to accelerate business growth and has been successful in achieving increase in turnover, occupancy, and RevPAR. He emphasises on continuous improvement, empowerment, and teamwork to achieve operational efficiency and profitability in all hotel operations.



Mohammed Shoeb

General Manager
Holiday Inn Mumbai International Airport

The Westin Pune Koregaon Park has appointed Nasir Shaikh as the General Manager. Prior to this, he was the General Manager of Courtyard by Marriott Pune Chakan. Shaikh has worked in varied capacities in the hospitality sector with international brands across the globe. He started his journey with Marriott International as the Director of Food & Beverage with JW Marriott Juhu and worked at different locations like Azerbaijan and Oman. Before his last stint with Courtyard by Marriott Pune Chakan, he was Cluster Director of Operations with Renaissance Mumbai Convention Centre and Marriott Executive Apartments.



Nasir Shaikh

General Manager
The Westin Pune Koregaon Park



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Appointments



Himanshu Kumar has been appointed as the Director of Revenue at DoubleTree by Hilton Pune - Chinchwad. He brings with him an experience of 17 years, including an in-depth exposure to room management, revenue management, room reservation, and front office. He also brings with him creative ideas and strategies. During his career, he has worked with various international brands,

including Crowne Plaza, Bahrain; Fraser Suites, Dubai; and Oakwood Asia Pacific. In his current role he will be responsible for consolidating the hotel's RevPAR positioning.

Himanshu Kumar

Director of Revenue
DoubleTree by Hilton Pune - Chinchwad



Vinay Singh has been appointed as the Director of Sales & Marketing for Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet - Marriott Executive Apartments. In this role, Singh will be responsible for spearheading the marketing and sales functions of both hotels. His expertise lie in building successful teams and leaders, creating relationships and establishing trust. Armed with an experience of 15 years in

the hospitality sector, he has worked with numerous hospitality brands. Prior to this, he was the Director of Sales & Marketing at The St. Regis.

Vinay Singh

Director of Sales & Marketing, Renaissance Mumbai Convention Centre Hotel and Marriott Executive Apartments

Hyatt Regency Mumbai has promoted Sonale Zagade from Director of Rooms to Director of Operations. She brings over 15 years of operations experience, including a five-year stint with distinctive Hyatt hotels. In the new role, Zagade will oversee all rooms and food & beverage service operations at the contemporary luxury business hotel. By applying her analytical, problem solving, and people management skills, she has a proven track record of handling intricate issues smoothly. As a part of the leadership team, she will drive service delivery and ensure customer complaints are resolved appropriately.



Sonale Zagade

Director of Operations
Hyatt Regency Mumbai

The Westin Mumbai Garden City has appointed Sarabjeet Singh Bhalla as the hotel's new Director of Food & Beverage. He comes with a rich experience of over 12 years in F&B operations. Integrating excellent customer service and organisational skills, he aims to maintain exceptional standards of quality and further achieve outstanding results in his new role. As the Director of Food & Beverage at the hotel, Bhalla will be responsible for managing the overall functioning of the F&B outlets. He will rally the culinary experts and teams to introduce new menus and uphold the standard of delivery.



Sarabjeet Singh Bhalla

Director of Food & Beverage
The Westin Mumbai Garden City

Nominations

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Heavenly dips

Cornitos brings the exciting and lip-smacking range of cheese dips, which includes Cheesy Chipotle dip, Cheesy Jalapeño dip, and Ranch Cucumber dip to make snacking more exciting and utterly yummy. This new range is a result of Cornitos' ever-growing passion to serve its consumers with healthier and tastier snacking options.



Ayurveda in a bottle

Inspired by a 5000-year-old science, VEEN, the Finnish water brand, has launched Ayurveda Water. The company has combined science with this natural spring water to create 330 ml of harmony. The new line sees VEEN's natural spring water infused with Ayurvedic plants, fruits and botanicals in four balancing blends of Amla & Tulsi; Saffron; Ginger & Honey; and Blackcurrant, Apple & Mint.



Pure as honey

GAIA has launched pure Multifloral Honey, known as the honey of a thousand flowers. This is the purest, most distinct, and healthiest form of honey available when compared to processed sugar. It is a blend of sugar, trace enzymes, minerals, vitamins and amino acids, and helps boost immunity, stimulate metabolism, and is a good source of energy. Rich in antioxidants, it also aids in weight loss and adds nutrients to your body in place of empty calories.





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Wedding
Xtraordinaire



"This is our second time at the show and the format of the show in particular is its highlight. Well-timed meetings allow us to interact with every exhibitor without missing anyone."

Rajeev Jain*
Rashi
Entertainment



"This show acts as a bridge between the wedding, travel, and hospitality industries. I feel this is the only show that has adopted the format of offering one-to-one interactions."

Serrao Francis
Socorro*
Cross Craft



"The show is instrumental in building personal connections with various suppliers which is very helpful for future business opportunities."

Rakesh K Harjai*
Harjai's Indian
Wedding Planners



"It is an important platform for us to meet key players in the industry, and learn about new products, destinations, deals, and packages. Enthusiasm amongst participants is encouraging."

Santosh Kumar
Chunduru*
Kakatiya Events



Have you?

**Participants of 2017*

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Educating to succeed

Sonali Jadhav, Principal, AISSMS CHMCT, Pune, talks about the institute's many achievements and how it imparts practical knowledge to students through internships and skill-based activities, aiding the process of a holistic education.



Sonali Jadhav

AISSMS College of Hotel Management and Catering Technology was established in 1997 to impart education and technical knowledge to aspiring hospitality professionals. The institute conducts two degree courses in hospitality, Bachelor in Hotel Management and Catering Technology and BSc in Hospitality Studies, under Savitribai Phule Pune University. Certificate courses in food

production and bakery & confectionery conducted by the institute are popular as well.

Apart from imparting theoretical knowledge, the institute ensures that the students are exposed to substantial hands-on experience as well. This is through various assignments, skill-based activities, and internships in top hotel chains in India and countries like

France, United Kingdom, United States of America, Dubai, Singapore, Malaysia, etc. The institute is proud of its reputation of having most of its graduates successfully turn to entrepreneurship. It contributes by way of training the manpower to quality par excellence.

The institute has been ISO 9001:2008 certified for over a

decade, and strives to maintain standardisation and quality in every aspect of operations. It received its first NAAC accreditation with Grade-A and a score of 3.15 CGPA in 2015. It is also one of the premier institutes to be accredited for five years by the National Board of Accreditation, the highest recognised accreditation for Indian technical institutes.

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CHANDRAKANT SHETTY

Chief Executive Officer **VITS Luxury Hotels Worldwide**

I am passionate about quite a few things, but electronic gadgets are my priority. I keep exploring new gadgets and keep myself updated. It gives me a sense of achievement and pride. I also enjoy visiting my native town, and spend time farming and sharing new ideas to promote farming. I have travelled almost all of India; I found the Nilgiri hills in Tamil Nadu to be an awesome destination that one shouldn't miss.

“

I keep exploring new gadgets and keep myself updated

”

PUNISH B SHARMA

Area General Manager **Meluha The Fern An Ecotel Hotel**

Health is always preferred over wealth because it serves as the catalyst in allowing a motivated individual to work with fervour and efficiency toward his or her goal. To me, hitting the gym helps in self-exploration. I love to travel to places that have an interesting blend of culture and tradition. I have travelled extensively in Southeast Asia and the UAE. I also believe that the mind, once stretched by a new idea, never returns to its original dimensions. I love reading for precisely this reason.

“

The mind, once stretched by a new idea, never returns to its original dimensions

”



SHARAD DUTTA

General Manager **The Westin Mumbai Garden City**

Going for a swim, watching movies, and playing the guitar are ways I like to unwind. One mental technique to de-stress that I use is visualising a calm scenario. I am also passionate about golf. One thing not many people know about me is that I used to be a part-time solo musician in a bar in the initial stages of my career. My most memorable vacation was the first vacation with my daughter at a beach destination. My favourite domestic destination is Srinagar and an international one is Barcelona.

“

I used to be a part-time solo musician in a bar in the initial stages of my career

”



colombo - 2018
27th June - 30th June

18TH REGIONAL CONVENTION SRI LANKA

REG. NO. _____

REGISTRATION CHARGES (EXCLUDING GST @ 18%)

(Pan No.: AAACH2627R • GST No. 27AAACH2627R1Z7)

Type	Upto, 14th May, 2018 (in INR)	After 15th May, 2018 (in INR)
HRAWI Member / Spouse	₹ 6000 (per person) / ₹ 12000 (per couple)	₹ 7000 (per person) / ₹ 14000 (per couple)
Non Member / Spouse	₹ 7500 (per person) / ₹ 15000 (per couple)	₹ 9000 (per person) / ₹ 18000 (per couple)
Children (4 to 14 years) in the same room	₹ 4000 (per child)	₹ 4500 (per child)

REGISTRATION FORM (PLEASE FILL THIS FORM IN CAPITAL LETTERS ONLY)

Are you a HRAWI member? Yes No

If yes, please enter Membership Number

1. Name: _____ Age: _____ (M/F): _____

Designation: _____ Mobile: _____ Email: _____

2. Name: _____ Age: _____ (M/F): _____

Designation: _____ Mobile: _____ Email: _____

3. Name: _____ Age: _____ (M/F): _____

Designation: _____ Mobile: _____ Email: _____

4. Name: _____ Age: _____ (M/F): _____

Designation: _____ Mobile: _____ Email: _____

Name of Organisation: _____

Address: _____

City: _____ Pin: _____ State: _____

Tel: _____ Fax: _____ Email: _____

Please Tick: Veg. Meal Non-Veg. Meal

HOTEL BOOKING (PLEASE FILL THIS FORM IN CAPITAL LETTERS ONLY)

Please book my hotel accommodation at:

First Preference: _____

Second Preference: _____

Check In: _____ Check Out: _____

No. of Rooms: Single: _____ Double: _____ Extra Bed: _____

Note: In the event your preferred choice of hotel accommodation is not available; the next available hotel will be allotted.

ASSOCIATION TAKES THE RESPONSIBILITY, IF YOU AVAIL THE PACKAGE IN ITS TOTALITY, i.e. ROOMS AND SPECIAL DEAL WITH JET AIRWAYS.

Please enter your GST Details. GST No: _____ Legal Name of the Organisation : _____

PAYMENT DETAILS PLEASE MAKE CHEQUE / DD FAVORING 'HRAWI CONVENTION 2018' PAYABLE AT MUMBAI.

Total Amount: ₹ _____ DD / Cheque No. / Payment Gateway: _____

Dated: _____ Drawn on: _____ Bank & Branch _____

Incase you want to pay online, please use the Link : hrawi.nowpay.co.in

* Please note: Registration will not be confirmed until payment is received and realized.

CONVENTION HOTELS & RATES

Hotels	Rooms available	Package Rate
Hilton Colombo Awarded the title of Sri Lanka's Leading Hotel and Business Hotel at the World Travel Awards, this luxurious hotel is centrally located in Colombo's business district.	60	USD 850 (Double Occupancy) / USD 675 (Single Occupancy)
The Fairway Hotel Located at the heart of Sri Lanka's business capital, this is a vibrant, trendy hotel which perfectly complements modern Colombo in its appearance and features.	15	USD 670 (Double Occupancy) / USD 470 (Single Occupancy)

* Includes Breakfast

CANCELLATION FEE

50% of the Delegates Fee will be refunded upon cancellation if received till 30th April, 2018 up to 16:00 hrs. by means of Letter, Fax or E-mail, to the Convention Secretariat. No refund will be given after the above mentioned date and time.

ITINERARY

Once you register as a Delegate and send your Delegate Registration Form along with your payment to the Convention Secretariat at Mumbai, the Secretariat will confirm your registration and acknowledge receipt of your payment. Accordingly the receipt that will be sent to you will have "Two Links"

(A) One to assist you for your Airline Booking on Jet Airways, where in Special Promotional Fares have been worked out with Jet Airways.

- The fare is applicable only for dates with a fixed departure [9W252 - 17:45 hrs] Date Mumbai - 27th June, 2018 & Return [9W251 - 21:35 hrs] 30th June, 2018.
- Incase if you have a different Departure Date from Mumbai and/or Return from Colombo, Jet Airways has provided a web promo code for booking these tickets.

(B) The other link will assist you for your Hotel Booking.

- You can either book HILTON COLOMBO or THE FAIRWAY HOTEL.

Post-Convention Tours can also be availed through the authorized representative, link for the same will be shared with members, once their registration is complete and the money has been credited.

KINDLY NOTE THE DETAILS OF HOTEL BOOKING & AIRLINE TICKETS WILL BE SHARED ONCE HRAWI RECEIVES THE FULL PAYMENT.

DELEGATE BADGE

Please collect the same from Registration Desk. Delegate badge must be worn at all times during the Convention. It is mandatory to present the badge when availing Lunch/Dinner or any other services included in the programme.

LOCAL CITY TOUR / POST CONVENTION TOUR

- A City Tour is being planned on 28th June, 2018 (Weather Permitting)
- Post Convention Tour information will be available at the Delegate Registration Desk in Colombo.

DECLARATION

I/We will be settling all Hotel bills including all extra room-night charges, extra services consumed, if any, directly with the hotel. I/We also agree to pay for Hotel retention charges in the event of a "No Show" or any cancellation done as per the Hotel's policy.

Delegate Name: _____

Signature: _____

TERMS & CONDITIONS: • Registration fees Excludes GST. • Registration is on first come first serve basis as Limited Accommodation and Airline Seats available on specially negotiated rates. • Children above 14 years will be treated as adults. • Cheque/ DD of the requisite amount favoring "HRAWI CONVENTION ACCOUNT 2018", must be sent along with the duly completed Delegate Registration Form to the Convention Secretariat Office at Mumbai. Online registration can be availed of via our website www.hrawi.com • Registration Fee doesn't include hotel room charges, any personal expenses such as Spa, laundry, room service, personal transportation etc. • Every Delegate must fill in the Delegate Registration form and send it to The Secretariat at Mumbai with the delegate fee to enable us to confirm the registration and issue 2 links for onward Airline and accommodation bookings at special rates as mentioned above. • A 3rd Link will be issued for the Post-Convention Tours. • Please note that HRAWI has negotiated 150 seats of which 65 are at ₹ 17,000 and the balance at ₹ 17,500 on a first come first serve basis. • Registration will not be confirmed until full Delegate Registration fee is received. • Delegates can also have the option of using the special promo code once they have registered. • Last date of Registration is 1st June, 2018. • All Correspondence to be addressed to the Convention Secretariat.



CONVENTION SECRETARIAT
HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

04, Candy House, 1st Floor, Mandlik Road, Colaba, Mumbai 400 001. Tel: (022) 2202 4076 / 2283 1624 / 2281 9773.
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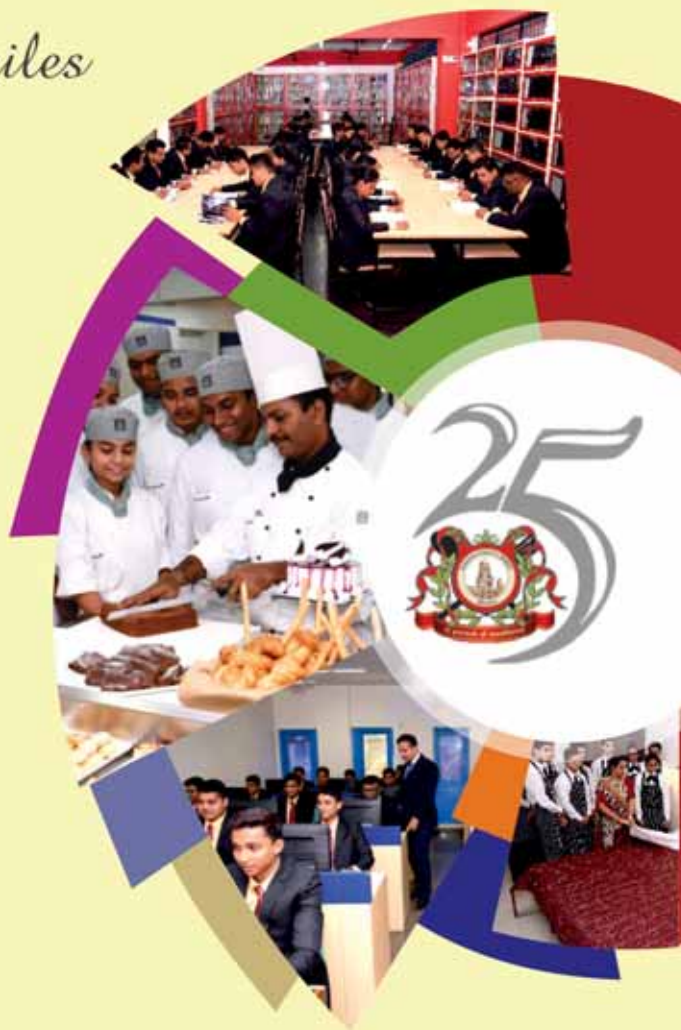
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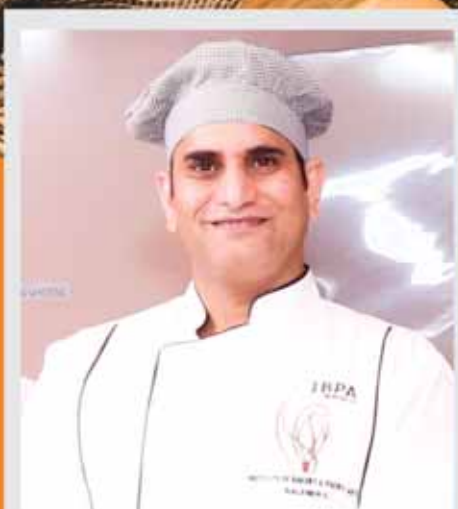
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