

# HRA Today



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**FOCUS ON CONTACTLESS DINING, CLEANLINESS AND HYGIENE - CHANGING RESTAURANT SCENARIO**



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**SIHRA** News  
HOSPITALITY MAGAZINE



# President's Message



My Dear Members,

I wish to reassure all of you that the HRAWI Executive Committee and Secretariat stand in solidarity with the fraternity and committed to tackling the COVID pandemic.

As you are aware that the Government of India and various State Governments have announced that the lockdown will continue till 30th July. You would be aware that from time to time the HRAWI has been circulating the best practices to be followed during the lockdown and also when reopening. Guidelines and SOPs from various departments and ministries have already been circulated and shared. I would request Members to kindly adhere to these. Your association is in constant touch, especially with various state as well as central ministries via the FHRAI viz, the Ministry of Tourism, Ministry of Health and Family Welfare, and the Food Safety and Standards Authority of India (FSSAI) to address the variances.

The Ministry of Tourism has been organising regularly a Webinar series by the name of DekhoApnaDesh. as an initiative to educate the people of India as well as foreigners about the trail of famous tourist destinations across the country. The importance of heritage sites and the mythological values attached to the sites of different cultures and religions is highlighted. We hope Members have had the opportunity to attend the webinars.

With reference to the COVID 19 training programme organised by FHRAI exclusively for its members, we would like to thank Members for attending/ nominating their colleagues to attend the same. Based on the guidelines of FOSTAC, the program covered precautions and steps Hospitality Industry establishments should ensure to implement starting from receiving of raw materials, guest service, lobby management, and rooms maintenance post COVID – 19. These sessions were organised to instil confidence in members, their guests, and the workforce and to prepare them to tackle the post-pandemic situation. The training was conducted online. As of now, more than 2500 Regional Association members have attended the training and counting

We would like to thank all our Members for joining the various Webinars organized by FHRAI and HRAWI on the subjects related to House Keeping, Restaurant Management, and especially the interaction with the young and dynamic

Tourism Minister of Maharashtra, Shri Aditya Thackrey. We have covered extensively the outcome of the Webinars in this edition and recordings are available under the Events section of the FHRAI website for your reference.

We are thankful to the Maharashtra and a few neighbouring state govts for responding to our representations to them. Excise rules in Chattisgarh and a few other states have been revised in response to our representations. We have been constantly in touch directly with the BMC and also via representations to the Chief Minister, Home Minister, Minister of Tourism, amongst other ministries for addressing our issues like enhancement of the compensation. As you are aware, most hotels in Mumbai have been requisitioned for housing Medical staff, for a paltry sum. The Municipal Commissioner has devised a special team to look into this with whom we had a few successful meetings, wherein the apathy was explained to them. Owing to our successful representations, we expect a reasonable enhancement of compensation with a time period wherein the payment must be made to the respective hotel shortly. Regarding restaurants, we have suggested use of attached open spaces when opened and to modify the maximum 50 pax restriction for get-togethers to 50% of the capacity. We are also in regular touch with the Excise ministry who have recently extended the period of the payment of the 1st instalment of the Excise fees. Our efforts also bore fruit when we were allowed to dispose off our liquor stocks via home delivery. We are strongly also lobbying for the reversal of the 15% excise fees with a pro rata reduction for the period of the lockdown.

Friends, this is a time for pressing the reset button in the hospitality business. The new norms will require greater levels of hygiene and comfort and confidence among guests will be more important than the price. We are living in trying times and this pandemic has brought unprecedented societal changes that may result in long term reductions in travel, be transformative for the entire planet, and will dramatically affect tourism. Lockdown has created too many barriers. Hopefully, the worst is over, as things begin to open everywhere post lifting lockdown in various states. State boundaries have been thrown open for travel giving a ray of hope that our Industry should soon be allowed to operate.

Man is a social animal; post lift of lockdown will continue to look at a quality live experience as distinguished from the lockdown computer-generated E mode. Hopefully, soon, we won't continue to work from home and contactless will be a word in the past. Till then the new norms will require greater levels of hygiene and comfort and confidence among guests will be more important than the price. Your association is doing its best for the industry in these tough times and are hopeful that the country and industry will come out of it strongly. Till we start living our lives again normally,

Be Safe and Stay at Home.

Thank You

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## FOCUS ON CONTACTLESS DINING, CLEANLINESS AND HYGIENE- CHANGING RESTAURANT SCENARIO

N.Vijayagopalan



The Corona virus pandemic is destined to drastically change the fabric of a host of industries, among which hospitality industry being the hardest hit. According to the National Restaurant Association of India, which has almost 5 lakhs restaurants under its purview, a majority of restaurants in India will not be able to survive without government intervention. And for those that do survive, life will never be the same again when we get to the other side of the Covid-19 pandemic. Economists and social scientists are predicting lasting changes in the way we live, work and eat.

Some of these were already in the making but are expected to be fast-tracked as people change their habits to contend with the epidemic. It is likely that “some of these habits will stick”, says Susan Athey, a professor of economics of technology at the Stanford Graduate School of Business, in The Washington Post.

How will the pandemic affect restaurants and the culture of



eating out that had been steadily evolving in the last decade and a half, but was impacted by the economic slowdown for several months now? One of the sectors worst affected by Covid-19 will be food services, estimated at Rs 4,23,865 crore in India and employing more than 700,000 people, according to the National Restaurant Association of India. As brick-and-mortar businesses shut down, restaurants are struggling, but small efforts are afoot to salvage whatever they can.

As an aftermath of the prolonged lockdown in place, revenue for most restaurants has hit zero. Irrespective of this, fixed costs such as salaries, rentals, GST and EMIs remain unchanged, prompting restaurants to come up with innovative ways to keep their kitchen up and running.

Restaurants are grappling with the newly emerged norms of social distancing, rigorous sanitation and hygiene checks. Added to these are the other new issues like restricted access to resources and ingredients, depleted manpower, and wary customers unwilling to spend lavishly on elaborate dishes with imported ingredients.

With work-from-home being the new norm and the government encouraging home delivery and take-aways of food, restaurants who are already burdened with expensive real estate are compelled to reinvent their

business model and strategies to lure customers back to them again and to combat the spate of unanticipated challenges being confronted by them.

Health and hygiene having gained high importance now than ever, restaurants will now have to step up their game to survive in a post-virus world. Dining-out not being an option at the moment, restaurants have stepped up efforts to get the food to the customers at home. Food apps like Swiggy and Zomato have introduced no-contact deliveries. Many restaurants themselves, have started delivering food, and have trained staff for clean and contact-less deliveries.

Even after lockdown ends, dining-out will never be the same. Studies have suggested that social distancing would have to be observed at least for the next couple of years. This means, no large gatherings - which would in turn mean restaurants will be able to run with limited capacity.

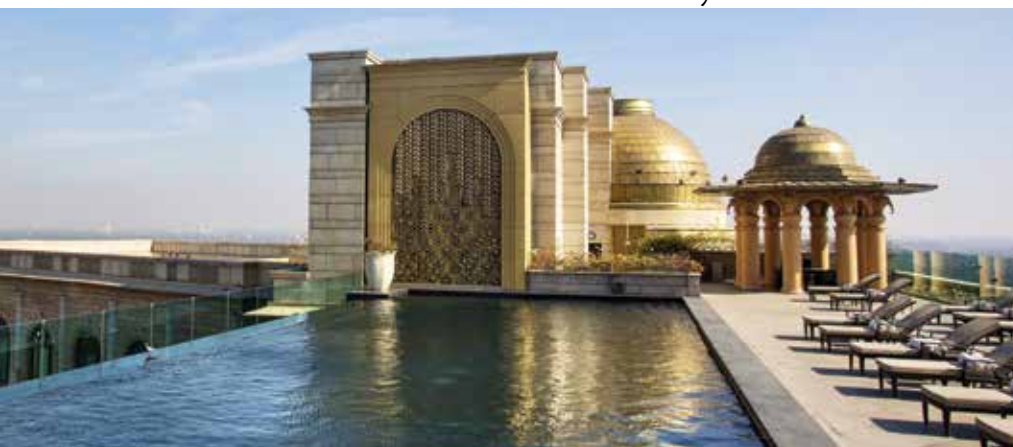
One major change restaurants are upto is contactless dining. From checking in to the restaurant and seating themselves, to ordering and online payment, limiting contact with staff is expected to become the established norm to maintain social distancing and hygiene norms.

Restaurants have started facilitating pre-booking their food through apps for customers, or doing so via smart phone apps once they reach the restaurant

and are seated. Valet service would also offer minimal physical contact, via automated valet tokens and minimum-contact handover of car key. Once the dining out process is complete, diners can simply pay via a selection of smart phone apps, thereby reducing the physical contact points to a bare minimum.

The notoriously price-sensitive consumers may finally become more mindful of quality ingredients grown in safe and sustainable ways, cooked by well-trained staff and served in hygienic conditions. This means the cost of food in a restaurant may go up, and restaurants may find it harder to compete on price alone. Many restaurants may in fact shut as people tighten their belts, reduce discretionary spend and cut down on the frequency of eating out. However, when they do eat out, they may eat at quality restaurants rather than at cheap Chinese outlets.

Against the backdrop of the current COVID-19 situation, Ministry of Health and Family Welfare, Government of India has formulated a standard operating procedure (SOP) as a set of step-by-step instructions for restaurants and other hospitality units for taking suitable measures to restrict any further transmission of the virus while providing restaurant services. The SOP outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19. The SOP is expected to equip the restaurants and other hospitality units to contain the contagion and achieve efficiency, quality output and uniformity of performance.



## SOP on preventive measures in Restaurants to contain spread of

# COVID-19

### 1. Background

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

### 2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

### 3. Generic preventive measures

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

#### These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.

- ii. Use of face covers/masks to be made mandatory.
  - iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
  - iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
  - v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
  - vi. Spitting shall be strictly prohibited.
  - vii. Installation & use of Aarogya Setu App shall be advised to all.
- #### 4. All Restaurants shall ensure the following arrangements:
- i. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
  - ii. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
  - iii. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
  - iv. Only asymptomatic staff and patrons shall be allowed.
  - v. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.
  - vi. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
  - vii. Staggering of patrons to be done, if possible.
  - viii. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
  - ix. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
  - x. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.





- xi. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- xii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. Preferably separate entry and exits for patrons, staff and goods/ supplies shall be organized.
- xv. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- xvii. Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- xviii. Disposable menus are advised to be used.
- xix. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- xx. Buffet service should also follow social distancing norms among patrons.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xxii. Use of escalators with one person on alternate steps may be encouraged.
- xxiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiv. Large gatherings/congregations continue to remain prohibited.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers/ masks / gloves left over by patrons and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- xxx. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- xxxi. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- xxxii. Tables to be sanitized each time customer leaves.
- xxxiii. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxxv. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/ her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.



# POST COVID-19

## PROTOCOLS FOR ACCOMMODATION UNITS

### Purpose of the Protocol

Given the current COVID outbreak in India, it is important that we modify our daily operations and restrict any further transmission of the virus at the hotel.

The new Protocol aims to minimize all possible touch points between a Staff and Guest while at the hotel. This policy is developed with the view of Government's guidelines of maintaining Social Distancing at all times by multiple preventive actions and safety measures in addition to making hotels aware about how to operate & manage running operation during current situation

It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.



### Safety and hygiene Protocol

#### Staff and Guest awareness

Managements are advised to put awareness posters, guest Do's and don'ts posters inside the rooms, maintain self-hygiene etc.

#### Availability of COVID related amenities

Below mentioned amenities must be available at the property apart from regular hotel amenities

Must Have	Good to have
Hand Sanitizers	Gowns/Aprons
Masks	Personal protective equipment (PPE)
Garbage Bags	
Chemicals for Deep cleaning	
Thermal Gun	
Hand gloves	

#### Special Recommendations

Property staff to have ArogyaSetu app for survey & same will be followed for guests during check in.

#### General Guidelines

Following general guidelines must be observed by all concerned:

- (i) All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.
- (ii) A safe distance of at least 2m(6 feet) should always be maintained while at the property. All staff and guests should follow this mandatorily.





- (iii) 2 m distance markings at the reception area should be done for guests to stand during check in process.
- (iv) To ensure that all hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained. Ground ops/ team to train the staff on this.
- (v) A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available (wherever applicable).
- (vi) Visitors to the hotels should not be allowed.
- (vii) CCTV cameras must be fully functional.
- (viii) All touch points (like door knobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . It is advised to use Sodium Hypochlorite 1%/solution having at least 70% alcohol should be used to clean these touch points
- (ix) Daily Temperature to be checked with a thermal gun thermometer for all staff members and every guest.
- (x) Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.
- (xi) In case there is any event happening at the hotel, table and seating arrangement should be done following social distancing norms



## Check-in Protocol for guests

- (i) Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.
- (ii) Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- (iii) Details of the guest (Travel history, medical condition etc) along with ID and Self declaration form must be provided by the guest at the reception (for now)
- (iv) Arogyasetu app survey will be recommended to all guests. (e-pass preferably use once info released by GoI)
- (v) Interaction at reception with guests should be avoided as much as possible.
- (vi) Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- (vii) Proper records of any symptom such as cough/cold/fever should be maintained
- (viii) Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.
- (ix) Guests should be briefed about the do's & don'ts while at the hotel.



### Room allocation process and in-room provisions

- (i). Toiletries should be kept in the room 1 Kit per day
- (ii). In case of consumables replenishment, guests should inform the property manager/GRE.
- (iii). Reception no., PM's mobile no & other important contact details must be available in the room.



### Room service

- (i). Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.
- (ii). Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.
- (iii). Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.



### Room & common area cleaning

- (i). Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to opt out.
- (ii). Linen should be changed as per the request by the existing guest.
- (iii). In case deep or normal cleaning, housekeeping staff must wear masks before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.
- (iv). In case of room cleaning after checkout, process outlined should be used
- (v). Housekeeping Staff must wear masks or PPE (wherever applicable) while clean/deep cleaning the room.
- (vi). Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.







Area/Item	Item/Equipment	Frequency	Method/procedure
General Cleaning	R2/Detergent & Warm Water,Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>• Scrub floors with hot water &amp; detergent using minimal water</li> <li>• Clean with plain water</li> <li>• Allow to dry &amp; MOP with disinfectant</li> </ul>
Lockers, Tables Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> <li>• Damp dust with regular disinfectants</li> </ul>
Railings	Detergent/Sanitizer-hot water , Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>• Damp dust with warm water &amp; detergent followed by disinfection</li> </ul>
Mirrors & Glass	Warm water/Detergent	Daily	<ul style="list-style-type: none"> <li>• Using warm water &amp; a small quantity of detergent &amp; using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror &amp; glass to a clean dry finish</li> </ul>
Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>• Using disinfectant damp dust furniture &amp; fittings, including chairs, stools, beds, tables etc.</li> </ul>
Light Switches/Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>• Light switches to be cleaned of dust,spots&amp; finger marks,clean with a damp clothes</li> <li>• Over bed lighting to be damp dusted,clean with damp cloth</li> </ul>
Toilet Pot/Commode	R1/Soap powder,Long handle angular brush	Whenever required	<ul style="list-style-type: none"> <li>• Inside Of toilet pot/commode</li> <li>• Scrub with the R1/soap powder &amp; angular brush</li> <li>• Clean with R1/soap powder &amp; scrubber</li> </ul>
Toilet Floor /Sink	R1/Soap powder,scrubbing brush	Whenever required	<ul style="list-style-type: none"> <li>• Scrub with soap powder &amp; the scrubbing brush</li> <li>• Wash with water</li> </ul>
Taps & Fittings/Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> <li>• Wipe over taps &amp; fittings with a damp cloth &amp; detergent</li> <li>• Care should be taken to clean the underside of taps &amp; fittings</li> </ul>



## Food Service

- (i) Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- (ii) In case the kitchen is not present on the property, the owner should continue to get meal supplies from existing vendors.
- (iii) It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.



## Checkout Protocol

- (i) Guests should inform at the reception an hour before the check out.
- (ii) Guests should only check out once he is confirmed by the reception.
- (iii) Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- (iv) Management to call the police station if it is a statutory requirement.
- (v) Post check Out rooms to be cleaned and clean linen and towel to be provided.
- (vi) Linen must be changed after every checkout and for longer stays as per the request by the guest.



### **Linen count, allocation & cleaning SOP**

- (i) Sufficient linen to be mandatorily available at the property
- (ii) Housekeeping staff should use masks and hand gloves while handling used linen and should be kept in a separate place.
- (iii) Laundry services must continue in an existing manner.

### **Staff & Guest training**

- (i) All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- (ii). Awareness and emergency posters must to be placed inside the rooms
- (iii). Hub trainers/Ground team to train the hotel staff if needed.

### **Protocol for handling suspected & COVID positive guests**

Ministry of Health and Family Welfare : SOP For handling Suspected & Covid positive cases

### **During Check-in (if guest is sneezing or coughing)**

- (i). Do not deny Check-in
- (ii). Maintain a safe distance of 6 feet from the guest.
- (iii). Encourage guests to sanitize their hands/ wash hands with soap.
- (iv). Offer medical assistance to the guest.
- (v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- (vi). Deep clean the reception areas with a disinfectant

### **If Illness persists**

- (i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- (ii). Linen and other items must be washed separately.
- (iii). Call the Corona helpline number
- (iv). In case suspected guests flee/ not traceable, inform the police immediately.

## **KIND ATTENTION ESTEEMED READERS**

The unprecedented restrictions on the movement of people and goods following declaration of the national lockdown significantly impacted almost every aspect of the production, printing and publishing of HRA Today. The process of publishing of the editions from January 2020 which was under progress was halted and as getting them printed and dispatching was not possible. Further, the distribution of printed copies may take some more time under the prevailing scenario.

In the above circumstances, we have no other recourse than to bring the magazine to you in the digital platform for the time being. As such, HRA Today will reach you only through the digital platform until normality returns. The digital version of HRA Today can be accessed on our website [www.hrabi.com](http://www.hrabi.com)

This combined June-July 2020 edition is a result of the above temporary change. HRA Today has been earnestly endeavouring to maintain high quality not only in content but also in design and printing. We are sure our subscribers who would, albeit temporarily, miss the feel and look of the print edition of the magazine would bear with us and extend their continued support.

Hospitality industry is one among the sectors which have been most severely affected due to the pandemic and the lockdown. The past few months saw a drastic change in the whole industry scenario. HRA Today pledges its unstinted solidarity with the hospitality sector in this crucial context. We have decided to support the members of SIHRA through 50 free advertisements. Further, we will be publishing features on the newly launched cleaning / hygiene / safety / sanitisation solutions / products / equipments in HRA Today to give them increased limelight.

We solicit the co-operation of all stakeholders.

Editor - HRA Today



## Protocol for Repair and Maintenance

- (i) Rooms to be audited for Repair & Maintenance after checkout.
- (ii) Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- (iii) Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.



## Do's and Don'ts for the guest



- (i) Do not step out of the room unnecessarily. Wear a mask whenever outside the room.
- (ii) Clothes should not be washed inside the room.
- (iii) In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other rooms guests
- (iv) No visitors should be allowed in the rooms
- (v) Doors should be kept closed and any contact with the door knobs should be avoided by staff
- (vi) Kitchen and washing area entry must be prohibited for guests
- (vii) Always keep a safe distance of at least 2 m (6feet) while you are at the property.
- (viii) Wash your hands frequently with the soaps/sanitizers provided
- (ix) Put all disposable plates/cups/bottles after use in the garbage bag.

## Do's and Don'ts for hotel staff

- (i) Hotel staff should follow restricted movement (only in cases of work) around rooms
- (ii) Hotel staff are advised to maintain minimum 2 m (6 ft) distance with the guests and other staff members at all times
- (iii) Hotel staff should sanitize/wash their hands regularly
- (iv) Hotel staff should adhere to zero touch policy.
- (v) All hotel staff should wear masks all the time

## Posters

- (i) Emergency helpline numbers - At the reception
- (ii) 2 m (6 feet - Reception & other strategic places
- (iii) General Information - Reception
- (iv) Hand Washing - Reception & Inside the room
- (v) Respiratory hygiene - Reception & Inside the room
- (vi) Dos & Don'ts







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

## HOTELS

<b>Name of the Establishmet</b>	<b>Address</b>
Hotel Suba International	Plot No. 211, Chakala, Sahar Rd, Opposite Cigarette Factory, Andheri East, Mumbai - 400099.
Hotel Suba Galaxy	Professor NS Phadke Rd, Opposite Parsee Colony, Vijay Nagar, Andheri East, Mumbai - 400069.
Hotel Conrad	7, Mangaldas Rd, Sangamvadi, Pune.

## RESTAURANTS

<b>Name of the Establishmet</b>	<b>Address</b>
Taberna (unit of Velocity Pvt Ltd)	Scheme 94 C Velocity Multiplex Ring Road, Indore, Madhya Pradesh 452010.

## ASSOCIATES

<b>Name Of The Establishmet</b>	<b>Address</b>
Paxchem Ltd	Shreyas Plot No 72, Mogul lane, Near Bata Showroom, Mahim, Mumbai - 400016.
Seedle Design	NSS Building, Ground Floor, M.P.Mill Compound, 94, Tardeo Rd, Mumbai.

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## **FHRAI ADVISORY - HOTELS / RESTAURANTS COVID – 19**

Dear Member,

The Federation would like to advise its Members to take precautionary measures to mitigate the risk of financial losses which could be incurred following the pandemic & curbs on the Hospitality Industry in the wake of COVID – 19.

1. Members may negotiate with the Owners of the property from where they are operating (in case of rental premises) for deferment or/ and waiver in payment of rent as a matter for “force majeure” for a period of 6 months or as may be mutually acceptable to both parties.
2. Members may negotiate with suppliers/ vendors including service contracts for deferment of payments for a period of 6 months or as may be mutually acceptable to both parties.
3. To avert employee payments by way of pay cuts, leave without salaries after due sensitization in advance or as may mutually acceptable to employees and owners.

Also, in case of extending support to the Government and the community, if a Member is approached by the respective Government requisitioning their Hotel/property for self - quarantine facility or for such other related purposes, members may take note of the following issues:-

1. Preferably let out the whole establishment not half or few rooms or a portion.
2. There needs to be an order requisitioning of Hotel rooms.
3. Ask for adequate compensation mutually acceptable to yourself and the Govt.
4. Staff should be made available on Voluntary basis or alternatively staff should be trained/ prepared to handle the situations.
5. Any liability or eventuality subsequent to the requisitioning will be the responsibility of the concerned department/ Government. Health insurance should be provided.
6. Name of the establishments should not be publicly announced/ informed to general public. Instead alternative names could be provided to the facilities requisitioned.
7. Demand proper certificate of disinfecting / cleansing upon handing over the property back to yourself.

We would like to assure the Members that we shall keep on sharing inputs as and when any such policy initiative is taken or implemented pertaining to the Hospitality industry.

With kind regards,

Gurbaxish Singh Kohli

Vice President

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The Federation of Hotel & Restaurant Associations of India



## ISSUE OF GUIDELINES FOR SECTION 206C AND SECTION 194-O

Members of the Hotel and Restaurant Association Western India are requested to take note of the following communication from Central Board of Direct Taxes, Department of Revenue, Ministry of Finance, Government of India, with regard to the issue of guidelines for Section 206C and Section 194-O of the Income Act.

Dear Sirs/Madam,

This email is addressed to all those who had interacted with us on the issue of recently introduced provisions of TCS in section 206C and recently introduced TDS provision in section 194-O, post tabling of Finance Bill 2020 by Hon'ble Finance Minister. As you are aware that the bill has now been enacted and the effective date for newly introduced TCS provisions in section 206C and newly introduced TDS provision in section 194-O have been postponed to 1st October 2020. The newly enacted provisions delegate power to CBDT (with the approval of the Central Government) to issue guidelines for removing difficulties. These guidelines need to be issued at the earliest.

Although the country at present is facing COVID 19 crisis and most of us are working from home, it may be an opportunity for us to collate the questions that you would wish the Government to answer to effectively implement these provisions.

Hence, I request you to kindly consult your colleague in your organisation/association and collate the questions that you need CBDT to clarify in the guidelines.

Kindly email the questions to me at my email address [kamlesh.varshney@nic.in](mailto:kamlesh.varshney@nic.in). Copy may also be marked to [dirtpl3@nic.in](mailto:dirtpl3@nic.in) and [ustpl3@nic.in](mailto:ustpl3@nic.in)

I would be grateful if the questions are sent to us within 10 days. Please also write down your contact number so that we need to discuss anything we can give a call

Regards

**Kamlesh C Varshney IRS**  
Joint Secretary (TPL)-1  
Central Board of Direct Taxes  
Department of Revenue  
Ministry of Finance  
Government of India  
Tel: +91-11-23092988  
Mob: +91-8287037997



# TOURISM INDUSTRY IN ROUGH WEATHERS

The Indian tourism industry is facing deep crisis following the Covid pandemic. The industry was looking forward for the Central government to announce a set of relief measures for the tourism industry in the recently-announced Rs 20 lakh crore package of the government. Tourism organisations have urged the Government to declare immediate measures to help the tourism industry to prevent mass bankruptcy and unprecedented layoffs. However, this has not borne fruit. According to industry sources, this would result in deep setback for the Indian tourism, travel and hospitality industry.

The tourism industry is facing a grave situation and fiscal and monetary support have not been forthcoming from the authorities.

With no monetary backing, the Indian tourism industry is now facing large-scale bankruptcies, business closures which will lead to job losses across cities and towns of India.

The Covid pandemic has adversely affected Indian tourism, travel and hospitality sector and is said to impact 10-12 per cent of India's employment by way of direct and indirect jobs. It is believed that around 70 per cent out of a total 5.5 crore workforce could get unemployed, which is around 3.8 crore people.

The industry is facing accumulated losses which began from February onwards. No cash inflow is expected for many coming months as the key segments of the Indian tourism economy - the international inbound tourists, inbound





and VFR - (visiting friends and relatives) and the outbound travel will be very negligible due to international flight restrictions and downturn in key tourism markets of India.

The Indian tourism industry's loss is estimated to be to Rs 10 lakh crore due to COVID-19 pandemic. The inter-State domestic tourist season, which lost over 60 per cent in the April-July period, had collapsed for the 2020-21 financial year. Tourism business has been severely impacted and foreign tourists are not likely to travel before 2021-22 financial year. India's top performing foreign source markets for tourism like USA, Canada, UK, Germany, China, Japan, Singapore, Russia, Italy, Spain have been severely impacted and people from these countries are not likely to travel before 2021 - 22 financial year. The inter-State domestic tourist season would be poor for the rest of year

with stringent travel restrictions and reduced connectivity across States. Foreign and domestic tourism in most states would be hit severely in 2020-2021. The travel trade in India estimated in the excess of 8 billion domestic tourism footfalls, over 10.5 million foreign tourists and 6 million plus non-resident Indian (NRI) tourist footfalls.

Domestic travel and corporate travel within the country may slightly ease up in the coming months but will be highly restricted due to fear of travel especially among elders and children, social distancing norms, corporate travel freeze and the closure of the holiday season. This will have a deep negative impact on adventure, heritage, spiritual, cruise and niche tourism segments. Exhibitions and events segments will be severely impacted due to size restrictions. As a result of this, all tourism service providers, the hotels,

“

*‘Smart hotel’, which means a hotel that makes use of internet-enabled devices, capable of sending data to one another, is now the in-thing in hotel industry. Smart hotel designs are tied in with the idea of the ‘Internet of Things’ and have emerged as a more popular concept.*

”

travel agents, tour operators, tourist transporters, restaurants, guides will be adversely affected and the tourism industry of India will be operating under extreme restrictions making most businesses unviable on a cash operating basis. Tourism industry of India first needs to survive then needs to revive and then only can it thrive.

Tourism industry associations have urged the government to double working capital limits on interest-free and collateral-free terms for the tourist sector. This will prevent tourism businesses from going bankrupt. They have also demanded setting up a support fund by the RBI or the Union ministries of Finance or Tourism to support salaries and establishment costs in the tourism and hospitality sectors. The associations have also demanded a complete waiver of central and state statutory and banking liabilities without any penal or compounding interest.

The associations have demanded a six-to-nine months' moratorium on all principle and interest payments on loans and overdrafts/deferment of GST

and advance tax payments at the Central Government level and removal of fees for any upcoming licences/permits renewal/ excise exemption for liquor for the hospitality and travel industry across the states. They have forwarded their suggestions to the Prime Minister as well as to different central ministries, to Niti Aayog, the Parliamentary Committee on Tourism and the Reserve Bank of India.

In India, nearly 53,000 travel agents, 1,15,000 tour operators (inbound, domestic, outbound), 15,000 adventure tour organisations, 2,700 MICE, 19,11,000 tourist transporters, 53,000 hospitality and 5 lakh restaurants in India face problems of job loss and cash flow.

The Federation of Associations in Indian Tourism & Hospitality ( FAITH) has appealed to the Chief Ministers of each state to come up with a state-specific package to rescue the tourism sector. The package should include a complete waiver of all fixed electricity and other utility charges for 2020-21 financial year without any penalties, a complete

waiver of all excise duties for 2020-21 financial year without any penalties, a renewal of all licenses, permits, permissions which were expiring in 2020-21 financial year without any financial charges or penalties. The State Governments have been urged to refund for 2019-20 financial year, the State GST collected from all travel agents, tourist transporters, hotels, tour operators, restaurants and any other tourism, travel and hospitality enterprises which will help manage their working capital crisis and can be paid back in subsequent years interest-free and without any penalties.

The Federation of Associations in Indian Tourism & Hospitality is a policy federation of all the national associations representing the tourism, travel and hospitality industry of India such as ADTOI, ATOAI, FHRAI, HAI, IATO, ICPB, IHHA, ITTA, TAAI, TAFI.

The World Travel and Tourism Council (WTTC) has said that the travel sector faces a staggering 100 million job losses worldwide due to the Covid pandemic.

**attention**

## HEALTH AND SAFETY PRODUCTS & EQUIPMENT MANUFACTURERS

The pandemic stricken environment has necessitated ensuring exhaustive and complete disinfection against all pathogens and germs, especially in high foot traffic areas such as shared workspaces and hotels. To provide the additional safety shield necessitated by COVID-19 outbreak, many manufacturers have launched a variety of new products, particularly cleaning/hygiene/safety/sanitisation solutions and equipment. SIHRA News, HRA Today and Metro Mart magazines will be featuring these new products in their editions.

Manufacturers who desire to avail this facility may send the full product details with photos to [sihra.media@gmail.com](mailto:sihra.media@gmail.com)  
For further clarifications, Call +91 9947733339





## HRA (WI) for relaxation on renewal of FL3 licences by the Maharashtra government



Sri. Gurbaxish Singh Kohli, President - Hotel & Restaurant Association Western India & Vice President - Federation of Hotel & Restaurant Associations of India submitted a request before the key dignitaries of Maharashtra government for relaxation on renewal of FL3 licenses. Letters in this regard were sent to (1)

Shri. Udhav Thackeray - Hon'ble Chief Minister, (2) Shri. Aditya Thackeray - Hon'ble Tourism, Environment and Protocol Minister, (3) Shri. Dilip Walse Patil - Hon'ble Excise Minister, (4) Smt. Valsa Nair Singh (I.A.S.) - Principal Secretary, GAD SEO-1, Civil Aviation & State Excise and (5) Shri. K. B. Umap

- Hon'ble Excise Commissioner. The following requests have been placed before the dignitaries.

1. Roll back of the 15% hike in the license fee and give a reduction of the fees in these times of dire stress for the industry.
2. Pro rata reduction in license fees charged owing to lockdown and consequent dry days as a measure of support to the Hotel & Restaurant Industry.
3. Withdrawal of the latest circular dated 13.04.2020 as well as expectation from Hotels/ Restaurants to pay any fees under the present situation whereby lockdown is extended.
4. Not to put conditions on the reliefs granted on deferment of renewal date of staff payments or otherwise.

## Food deliveries at quick service restaurants regaining momentum

Reports indicate that almost all food chain brands have restarted promotions, upfront discounts of 20-40%, or cash-back offers on deliveries, either through aggregators or exclusively on their own apps, to spur demand as most consumers remain indoors and offices and schools continue to operate largely from homes. Large quick service restaurants such as Pizza Hut, McDonald's and KFC either find their delivery sales reaching pre-Covid volumes or witness significant pickup after two weeks since lockdown curbs eased. This comes at a time when dine-in sales remain negligible.

While offers like 'buy one, get one free' and 40% savings on

larger boxes are among the strategies of Pizza Hut India, the chain owned by Yum Restaurants has introduced individual consumption boxes in select cities across delivery and takeaway since consumers would be conscious about sharing food. Almost all brands have restarted promotions, upfront discounts of 20-40%, or cash-back offers on deliveries, either through aggregators or exclusively on their own apps, to spur demand as most consumers remain indoors and offices and schools continue to operate largely from homes.

Brands like McDonald's India and KFC India are also witnessing business making a comeback with



growth in delivery sales which continues to be strong, as people are ordering more.

Industry watchers expect the momentum will augment in the days ahead with more and more easing of lockdown norms.

# Hyatt announces layoffs across its global corporate functions to tide over crisis

Leading hospitality chain, Hyatt has announced to implement layoffs and restructure roles across its global corporate functions, beginning June 1, 2020. Owing to prolonged travel ban and the expected slow pace of recovery, the hotel chain is forced to implement these measures in a bid to tide over crisis. These actions will impact around 1,300 colleagues around the world. Hyatt has taken numerous actions including reductions of company-wide expenditures, extended salary reductions for the senior leadership team and board of directors, and temporary work and/or pay reductions for all corporate colleagues

Since the start of the COVID-19 pandemic, Hyatt has taken numerous actions in an effort to



meet the challenges the industry is facing including reductions of company-wide expenditures, extended salary reductions for the senior leadership team and board of directors, and temporary work and/or pay reductions for all corporate colleagues. Laid off Hyatt colleagues will

be eligible to receive severance pay, outplacement services, and benefits commensurate with their years of service. Colleagues experiencing pressing financial hardships may also seek financial support from the Hyatt Care Fund.

# IHG Hotels & Resorts ramps up its hygiene quotient with Clean Promise initiative



As the world adjusts to new travel norms and expectations, IHG® Hotels & Resorts is enhancing the experience for its hotel guests around the world, by redefining cleanliness and supporting guests' personal wellbeing throughout their stay. Using new, science-led protocols and service measures, partnering with industry leading

experts Cleveland Clinic, Ecolab and Diversey, and launching a global IHG Clean Promise, the strengthened measures will give guests greater confidence and hotel teams the protection needed. IHG's cleanliness drive already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect

to see evolved procedures in every area of the hotel including Reception, Guest Room, Public Spaces and Facilities, Food & Beverage. IHG is working closely with a team of medical experts at the world-renowned Cleveland Clinic to develop guidance and resources for hotel teams on returning to work and keeping guests safe in this new environment. New standards and service approach to buffets, banquets, room service and catering are emerging. While on-property, hotel teams will also appoint Clean Champions to continue building the culture of clean instilled in IHG hotels around the world.



## Fortune Hotels launches its safety and hygiene programme - 'Safe Stays At Fortune Hotels'



Fortune Hotels, a member of ITC's hotel group, has announced the launch of 'Safe Stays At Fortune Hotels', a comprehensive safety and hygiene programme for guests and associates that revolves around a safety and hygiene protocol, from pre-arrival to check-out. This programme is set on 10 pillars of safety and hygiene

that will be diligently implemented across its hotels as they re-open/ commence operations. The chain has tied up with TQS Global to embark on Covid Secure Practices Protocol & QMS leading to ISO certification.

Aimed to provide a comfortable and positive experience to guests, this end-to-end program will

comprehensively cover all the departments & sub-departments of hotels including the heart-of-the-house and the guest facing areas. The programme, comprises an all-encompassing protocol and best practice adherence around 10 key pillars namely- deep cleaned & sanitized rooms, safe public spaces, social distancing for hospitality, f&b hygiene and safe handling procedures, safe meetings, hygiene check stations, trained and sensitized staff members, hygiene code of conduct, emergency response protocol and no contact payments & bill settlements.

## Book now, pay later: Hotel chains launch offers, discounts packages to woo customers



Reopening the doors of tourism may seem distant now due to fears concerning Covid-19 but that has not stopped hotels from doling out discounts, freebies and other offers to woo consumers. ITC Hotels has launched the Welcomb break all-in getaway package where customers can book now and pay later with bookings valid for stays till October 31. Starting at Rs 5299 plus taxes, the offer is valid for ITCNSE -3.41 % hotels including ITC Grand Bharat in

Manesar, ITC Rajputana Jaipur, ITC Royal Bengal Kolkata, ITC Kohenur Hyderabad, and ITC Gardenia in Bengaluru. It includes all day meals, late check outs, happy hours, and complimentary laundry.

Indian Hotels Company has launched its 4D travel experience package, Dream, Drive, Discover, Delight which includes all meals besides spa experiences and guest transfers through 'sanitised cars' at 'special rates'.

## Tourism and hospitality associations appeal govt to allow graded opening

Tourism and hospitality associations have made fresh appeals to the government to allow a calibrated, graded opening of hotels even as confusion loom large about resumption of flight operations and passengers stared at the possibility of getting stranded at airports. Hotels and other hospitality services continue to remain prohibited in phase four as per the MHA order except those meant for housing police and government officials, healthcare workers and stranded persons including tourists and those offering quarantine facilities. Hotels have been offering quarantining services and have set aside rooms on being asked to do so by local state authorities.

## IHCL forays into online gourmet food delivery with Qmin



Indian Hotels Company (IHCL) announced that it is foraying into new culinary offerings through the launch of a new brand called Qmin.

IHCL's Qmin mobile application to be launched on July 25 will deliver dishes from Taj restau-

rants in Mumbai such as Golden Dragon and Souk from Taj Mahal Palace, Thai Pavilion and Trattoria from President besides others and will gradually cover other markets such as Delhi, Chennai and Bengaluru over a period of five weeks. The gourmet Qmin

shop will open in August and the Qmin will be integrated into the chain's loyalty programme in September.

The company expects that leveraging a digital platform will augment the group's existing F&B offerings and will address the consumer demand for online gourmet food delivery services. The company said Qmin will follow safety protocols such as contactless delivery and mandatory use of protective gear for delivery executives in sanitized vehicles. As per IHCL, the packaging of these food items will be eco friendly utilizing bio degradable materials, and with customised insulation boxes to preserve the food during deliveries.

## Occupancy fall among steepest for Indian hotels



Ravaged by the Covid-19 pandemic and the lockdown, and currently awaiting clearances from various state governments to resume operations, India's hotels have fared among the worst in the world in terms of declining occupancies and cancellations, industry estimates show. As per hospitality consultancy HVS Anarock's Hotels & Hospitality

Overview, occupancies in India declined 81% in April from a year earlier. HVS is estimating a similar decline for May as well.

In the US, occupancies during April shrank almost 64% while for the UK, the decline was 71.3% as per HVS and STR data. For China and Singapore, occupancies during the same period declined by 48.7% and 29.2% respectively.

The central government had prohibited operations of hotels and other hospitality services since the beginning of the lockdown in late March, except for those meant for housing police and government officials, healthcare workers and people stranded due to travel restrictions. Hotels offering quarantine facilities were also allowed to operate.

The home ministry allowed hotels to open in a phased manner outside containment zones starting June 8. But, the guidelines also said states could, based on their assessment, prohibit certain activities outside containment zones or impose restrictions as deemed necessary.



# APPOINTMENTS



**Sanjay Rai**  
Sr VP sales & marketing  
Sarovar Hotels

**S**anjay Rai has an experience of close to four decades in brand management, customer acquisition, sales promotions, alliances & partnerships and stakeholder management. In his new role, he will be responsible for overseeing the planning and implementation of sales, marketing and product development programs for each brand targeted towards existing and new markets. His last stint before joining Sarovar was with The Oberoi as executive vice-president global sales. Prior to this, he has worked with ITC Limited for over fourteen years, handling different roles in sales and marketing.



**Pallav Singhal**  
Hotel Manager  
Renaissance Mumbai  
Convention Centre  
Hotel & Lakeside Chalet  
- Mumbai, Marriott  
Executive Apartments

**S**inghal will be responsible for leading the overall operations and management of the hotel. He will also be functioning in the capacity of a tactical and strategic business leader for the hotel. Singhal has been in the hospitality industry for over two decades and has extensively worked with the Hyatt group in India, Diani Reef Beach Resort & Spa in Africa and multiple properties of Marriott International including JW Marriott, Fairfield By Marriott and Renaissance Ahmedabad Hotel which was his last assignment, where he was the General Manager.



**Rakesh Upadhyay**  
General Manager  
Courtyard by Marriott  
Bhopal

**R**akesh Upadhyay brings with him over a decade of experience in the hospitality industry. His unique perspective on strategy design and execution has enabled him to gain expertise across all verticals in the sector. Upadhyay is both people and a process-driven person with a sound understanding of business dynamics. His stint with Marriott Group began in 2010.



**Nagesh Chawla**  
Cluster General  
Manager  
Renaissance Mumbai  
Convention Centre  
Hotel & Lakeside Chalet  
- Mumbai, Marriott  
Executive Apartments

**A**lmost two decades ago, Nagesh began his stint as a Front Office Manager at Renaissance Mumbai, and with sincere efforts and dedication, developed as the Director of Rooms. He eventually moved to JW Marriott Hotel & Marriott Executive Apartments, Tomorrow Square, Shanghai and thereafter took over the JW Marriott Hotel, Hong Kong as the Resident Manager. In his previous role, he was the Managing Director for The Ritz-Carlton Jakarta and JW Marriott Hotel Jakarta.



**Amit K Singh**  
Corporate General  
Manager - Operations  
Sayaji Hotels Ltd

**I**n his new capacity Amit will play a pivotal role in driving and overseeing all aspects of Operation Excellence at Sayaji Group of Hotels. Prior to this, he has worked with reputed Brands such as Pride Group of Hotels as Area GM Gujarat, ITC Hotels, Ramee Group Of Hotels, Choice Group of Hotels and more.



**Dinesh Dahiya**  
Vice President-Sales  
Sayaji Hotels

**D**inesh Dahiya brings with him 20+ years of work experience across verticals in the hospitality and travel industry. Prior to this, he has worked with reputed brands such as The Fern Hotels and Resorts as Director of Sales & Marketing, Mumbai, Al Nahda Resort & Spa and The Jungle Restaurant, Sultanate of Oman, TUI Travel PLC, Accor Hotels, The Park Hotel, and many more.



### ITC introduces NimWash - a new sanitisation solution to clean fruits and vegetable

ITC has announced the launch of NimWash, a vegetable and fruit wash with 100% natural action that ensures washing away of pesticides and 99.9% germs. With neem and citrus fruits extracts, ITC's Nimwash Vegetable and Fruit wash has been designed as a preventive hygiene solution which is safe to use and has no added chlorine, bleach or artificial colour according to the manufacturers. The launch addresses an emerging consumer need to clean fresh produce properly once it reaches consumer homes. Nimwash Vegetable and Fruit wash is being launched in two variants – spray and wash and soak and wash. Nimwash Vegetable and Fruit wash is available in 450ml, 500 ml and 1 litre packs.



### Lucaris launches new barware range – The RIMS Collection

Lucaris, the luxurious crystal ware brand of Asia, has launched its new barware range – The RIMS Collection. The collection has been co-developed by Lucaris and Mr. Thomas Anostam, the famous creative hospitality consultant for leading bars in Asia. RIMS has recently won the prestigious world class design awards as well as Good Design Award (GMark) and Design Excellent Awards (DEmark) in 2019. RIMS has also been selected to be used in Asia's 50 Best Bars as well as the no.1 ranking, The Oldman, Bamboo Bar, Vesper, Backstage cocktail bar, Tropic City, Ribbit Hole and Teen of Thailand.



### Gourmet coffee brand Coffeeza introduces two new flavours

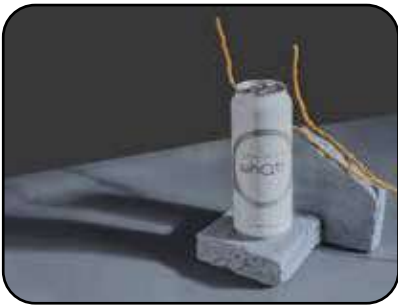
A gourmet coffee company focused on changing the tried and tasted method of how people drink their coffee in India, Coffeeza recently launched flavoured gourmet coffee capsules, namely in-demand flavours like Chocolate and Hazelnut. The brand aims to pave a modern way for people to prepare and consume great-tasting, premium coffee in India. So far, the gourmet coffee experience in India has been all about sipping coffee in a boutique café or buying coffee grounds from a store, but this misses on addressing a few pain points of a coffee lover. With their special one-time investment coffee machine, Coffeeza claims to give the experience of a gourmet coffee within seconds.



### Avaya Vantage

The hospitality industry is always on its toes to provide guests with a unique experience in amenities, services and comfort for which most guests don't want technology to be intrusive, but will appreciate the conveniences it can deliver. Avaya's Vantage device allows hospitality businesses to step up their game, providing guests with the 'wow factor' that helps ensure repeat bookings. Avaya Vantage is the all-new dedicated desktop device that provides simple, instant, seamless & natural engagement. Users can fire up voice, chat, collaboration instantly through one touch connections with no unnatural breaks or pauses – eliminating the need to manage multiple devices in order to engage. The device features hotel's many services and conveniences, and allows simple click to book and click to call.

## Fabonest Food & Beverages unveils 'Responsible Whatr' in recyclable aluminium cans



Fabonest Food and Beverages unveiled India's first natural mineral water beverage in sustainable and endlessly recyclable aluminium cans, 'Responsible Whatr'. Responsible Whatr is reported to offer water directly sourced from an untouchable, virgin and a completely natural source in Solan, Himachal Pradesh in the Himalayas. According to the company sources, the water is rich in naturally balanced essential minerals and pH of ~ 7.4 which is further purified and canned at their state-of-the-art plant. The brand that offers an alternative against the single-use plastic bottles used to package drinking water and other beverages – Aluminium Cans comes close on the heels of the government's provisions of the Plastic Waste Management Rules. The brand has plans to tie-up with hotels, restaurants/bars, airlines, corporates, HNI's, marine industry, cruise ships, adventure sports, trekking, and fashion along with premium retail spaces. The future plan is also to tie up with renowned NGOs which are fighting for the conservation of beaches & oceans and assist in cleaning treks and take the country by a storm in a huge way.

## Alfaa UV introduces mobile sterilizer machine 'STERO-360'



Alfaa UV which is in UV disinfection for over decades has introduced a new line of specialized UV mobile sterilizer machines called STERO-360. The disinfection machine meant to sanitize hotel kitchens, guest rooms, bathrooms, lobbies and restaurants uses UV technologies to sterilize any given room within minutes and remove the dread of the unnoticeable scope of microorganisms. The STERO-360 sanitizer comes with an automated disinfection system with minimal human intervention. The mobile machines are easily portable from one room to another. The UV machine enables surface disinfection without any direct touching of objects, which ensures less chances of the machine being contaminated in any way. The Long lamp technology feature of the machine helps in better coverage of sterilization. The 360-degree coverage through UV radiation ensures least shadow areas i.e. areas where one cannot reach through any usual cleaning mechanism, inside wardrobes, corners, inside and under any equipment. The machine has an onboard data logger that stores the performance statistics per cycle of usage including information about the number of pathogens and harmful microorganisms depleted, the types, alongside other technical and biological details. This helps in monitoring the frequency at which the sterilization is required for each area.

## Diversey unveils its new range of workstation hygiene products to combat COVID-19



Cleaning and hygiene solutions company Diversey has announced the launch of Diversey Hygienizer. Designed as a sanitization tool for individuals in the workspace, this new hygiene range aims to provide a safety shield for employees in a bid to counter the threat posed by the deadly Covid-19 virus. The Diversey Hygienizer kit is especially targeted at aiding employees in the IT and IT-enabled services; banks, financial services and insurance sectors; and OBS buildings — for instance, hospitals, retail shops, food production centres, commercial offices, production facilities, health and fitness centres, schools and colleges, hotel complexes, data centres, distribution warehouses and high-end residential properties. The Diversey Hygienizer contains 1 number of Oxivir® RTU Spray (500ml), Softcare Rinse-free Hand Sanitizer(200ml) and Pack of 25 Hygienizer Dry Wipes, designed to last a month. The outer shipper contains 12 kits and orders have to be placed in multiples of 12 to maintain the integrity of the Diversey Hygienizer kit.



## HOSPITALITY INDUSTRY TO RECOVER ONCE THE TRAVEL RESTRICTIONS ARE LIFTED



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Undoubtedly, the industries in India, the hardest hit due to COVID-19 pandemic, are aviation, hospitality, and tourism, which are interdependent on each other. Despite curbs being eased, recovery for India's hospitality sector remains a formidable challenge. Industry reports indicate demand has not yet revived because corporate travel is on a standstill. Leisure travel has also not seen any uptick in states which have eased restrictions because of increasing COVID cases in the country. It is reported that occupancy rates in May 2020 were in the range of 13-15% compared to 60-62% in May 2019.

Before the outbreak of the pandemic, particularly, traveling had become so commonplace, almost everyone could plan a vacation without having to worry about how to get there or where to stay. In the pre COVID world, India had emerged as a favoured destination, having risen to 34th position in the Travel and Tourism Competitive Index of the World Economic Forum.

Though the lockdown was lifted from June 8 for India's hospitality sector by the central government, with continuing curbs on usual operations in states like Maharashtra and the national capital territory of Delhi, and struggling occupancy rates in states that allowed them to resume operations, recovery for the sector is one of the crucial issues to be tackled, given its predominance in the country's economy. Demand remains restricted, with most businesses

still in the rebooting phase post the lockdown. Sustained lockdowns have muted occupancy and temporarily closed many properties. Actually, hotels are far more impacted than restaurants because there is no interstate movement of people and no international travel.

The most desired revival of the hotel industry depends mainly on when the restrictions on travel will be lifted. The impending worldwide economic recession is a very real threat since it's unlikely that people will have the disposable income to travel even after the crisis; besides this, the fear of infection will persist.

It is imperative that the hospitality industry, which encompasses a handful of key sectors of the economy, should see a resurgence at the earliest. The biggest priority for all the stakeholders of the industry should certainly be to ensure they collectively navigate the crisis and restore the industry and our economy into shape. Industry stalwarts have started to rethink ways to welcome travellers once they are willing to travel by planes, stay at hotels and socialise again.

The situation calls for synchronized efforts of the diverse segments of the hospitality industry so that the synergy would be a major propelling factor for it. The whole industry looks forward to the emergence of a scenario that would warrant the lifting of the restrictions on travel, which in turn is expected to give a push to the very economy itself.




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**സുവർണ്ണ**  
**ജൂബിലി**  
**ചിട്ടികൾ**  
**2019**

അമ്പലം, ഗണ്യപുരം, തൃശ്ശൂർ.

ചിട്ടിയിൽ ചേരു....  
സമ്മാനങ്ങളുമായി  
മടങ്ങൂ...



ബംബർ സമ്മാനം\*  
**50** പവൻ സ്വർണ്ണം  
(രൊൾക്ക്)

അഥവാ പരമാവധി **12** ലക്ഷം രൂപ

2-ാം സമ്മാനം\* ആകെ  
**250** പവൻ സ്വർണ്ണം **50** പേർക്ക്

3-ാം സമ്മാനം\*  
ചിട്ടിയിൽ ചേരുന്ന എല്ലാ ഇടപാടുകാർക്കും കെ എസ് എഫ് ഇ യുടെ പ്രത്യേക സുവർണ്ണ ജൂബിലി ഉപഹാരം

G.O.(RT) No.428/2019/TAXES dt: 18/06/2019



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(ഒരു കേരള സർക്കാർ സ്ഥാപനം)  
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നമ്മുടെ ജീവിതത്തിൽ നാം തിരക്കു പിടിച്ച അങ്ങോട്ടുമിങ്ങോട്ടും ഓടുന്നതു പോലെ, നമ്മുടെ ഹോണിലും ഒരു ക്രമവുമില്ല. നമുക്ക് പല അക്കൗണ്ടുകളുണ്ട്; പല പാസ്‌വേർഡുകളുണ്ട്. ഇതൊന്നും ഓർത്തു വെക്കാൻ സാധിക്കുന്നതല്ല. കൂടാതെ, കുറേയധികം ആപ്പുകൾ തുറന്നു നോക്കേണ്ടതിന്റെ ബുദ്ധിമുട്ടുമുണ്ട്.

പക്ഷേ, ഇപ്പോൾ, നിങ്ങൾക്ക് അത്യാവശ്യമുള്ള സൗകര്യങ്ങൾ ഒരൊറ്റ ആപ്പിലൂടെ നേടാം. ബാങ്കിംഗ് ഇടപാടുകളായി കോട്ടെ, ഷോപ്പിംഗ് നടത്തുന്നതിനായിക്കോട്ടെ, സ്വാദിഷ്ടമായ ഭക്ഷണം കഴിക്കുന്നതിനായിക്കോട്ടെ, സ്ഥലങ്ങൾ ചുറ്റിക്കാണുന്നതിനായിക്കോട്ടെ... എല്ലാറ്റിനുമായി ഒന്ന് ടാപ്പ് ചെയ്താൽ മതിയാകും!

നിങ്ങളുടെ എല്ലാ ആവശ്യങ്ങൾക്കുമായി ഒരു ഒറ്റ ആപ് മതിയെങ്കിൽ, പിന്നെ ഒത്തിരി ആപ്പുകൾ നോക്കി, എന്തിന് നിങ്ങളുടെ വിലപിടിച്ച സമയം കളയണം?



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