

HRA



Today

JULY 2018
Vol: 1 Issue 03
Pages 40 ₹20

OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

FOR PRIVATE CIRCULATION ONLY



18TH REGIONAL CONVENTION A SUCCESS

SPRINGFIT

MATTRESSES & SLEEP SYSTEMS



Product shown above is a Autograph Collection Prive Model

YOUR MATTRESS KEEPS COOL, EVEN IF YOUR PARTNER IS HOT.

Bipasha Basu & Karan Singh Grover introduce Autograph Collection mattresses with Aero Sleep technology and temperature regulating properties. Its exclusive, transcendent, open, cellular, and sustainable system provides the best ventilation and comfort in its league. The mattress directs heat and moisture away from the body, resulting into comfortable, healthy and better sleep with optimum support to give you 6 hours of complete sleep.



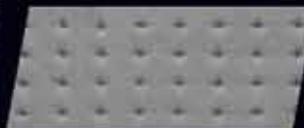
AUTOGRAPH COLLECTION MATTRESS FEATURES



Convoluted H.R. Foam



Open Cell Memory Foam



High G.S.M. Melange Fabric



Natural Latex Foam

To locate the nearest store or to buy online, log on to www.springfit.com

SPRING MATTRESS | BONDED FOAM MATTRESS | MEMORY FOAM MATTRESS | LATEX FOAM MATTRESS | PILLOWS | BED BASES

Fine hotels
partnered by us:



Contract Hospitality Division: Springfit Mattress, 419, K. M. Trade Tower (Radisson Hotel), Sector-14, Kaushambi, Ghaziabad-201010, (NCR Delhi) India
Tel: 0120 4901369, 4292369 | Mobile: +91-9891987267, 9311987267 | Email: sales@springfit.com | TOLL FREE: 1800 833 4455

To know more



Scan Code QR

PUBLISHER

Devika Jeet - devika@ddppl.com

MANAGING EDITOR

Peden Doma Bhutia - peden@ddppl.com

ASSISTANT EDITORS

Hazel Jain - hazel.jain@ddppl.com

Tripti Mehta - tripti.mehta@ddppl.com

Jessy Iype - jessy.iype@ddppl.com

DESIGN

Sudhir Mudgal

MARKETING & SALES - DELHI

Priti Khanna - priti.khanna@ddppl.com

Director (+919650399905)

Ritbha Jha - ritbha.jha@ddppl.com

Manager Sales (+919650196517)

Gaganpreet Kaur - gaganpreet@ddppl.com

Marketing Manager (+919650399934)

MARKETING & SALES - MUMBAI

Harshal Ashar - harshal@ddppl.com

General Manager (+919619499167)

Priyanshu Wankhade - priyanshu@ddppl.com

Manager Advertising (+919619499170)

PRODUCTION MANAGER

Anil Kharbanda

ADVERTISEMENT DESIGNERS

Vikas Mandotia

Nitin Kumar

HRA Today

4, Candy House, Mandlik Road, Colaba, Mumbai 400 001

Tel: 91-22-22024076, 22831627, 22819773

Email: secgen@hrawi.com

HRA Today is printed, published and edited by Devika Jeet on behalf of Hotel and Restaurant Association (Western India) and printed at Modest Print Pack Pvt. Ltd., C-52, DDA Sheds, Okhla Industrial Area, Phase - I, New Delhi - 110020 and published at 72, Todarmal Road, New Delhi - 110 001, Editor: Devika Jeet

Email: hratoday@ddppl.com
Tel : 91-11-23344179

This issue of HRA Today contains 36+4 pages cover

All information in the HRA Today is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by HRA Today or DDP. However, we wish to advise our readers that one or more recognised authorities may hold different views than those reported. Material used in this publication is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances. Contents of this publication are copyright.

No part of HRA Today or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our records. Publications reproducing material either in part or in whole, without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged. This publication is not meant to be an endorsement of any specific product or services offered.

The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the Indian and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

July 2018

CONTENTS

**06****Meeting of great minds**

A look at all that happened at HRAWI's 18th Regional Convention that was held in Colombo, Sri Lanka, from June 27-30, 2018

16**Change is the only constant**

Some eminent hoteliers provide details on one change they have brought about at their hotel that has shown a noteworthy impact

20**Chip off the old block**

The next generation of hoteliers, who are carrying on the legacy of their family business, talk about the vision they have for their respective companies

24**How to be a resourceful bartender**

Lauren Mote, Diageo Global Cocktailian and Reserve Brand Ambassador, on the concept of resourceful bartending, the trends in this segment, and where it stands today as a career choice for women

30**Lemon Tree aims big**

Rattan Keswani, Deputy Managing Director, Lemon Tree Hotels, talks about the latest happenings at the group while giving us a peek into the brand's future plans



Dear fellow members,

I am writing to you as I approach the end of my term as President of our association, a position that I have been honoured to hold for two years. This responsibility has been many different things to me. It has required long hours and has taken me away from my business. We fought some good fights, won some, and lost some. I'd like to think that even in our losses, we still won in some way because we were fighting for our fellow members.

Even though we are a small organisation, as the President, I grew to understand a different meaning of the phrase 'It's lonely at the top'. The reality is that it's lonely because the responsibility is ultimately yours. Even in a democratic organisation such as ours, there are decisions to make which most people consider somebody else's problem. This 'somebody else's problem' at times becomes yours alone, yet it can affect the entire membership and therefore, is everybody's problem.

As we are back from Colombo after successfully hosting our very first overseas convention, our members who attended it have given us full marks for it. Our business sessions were very well attended and had a 100 per cent attendance; our entertainment and cocktail dinners were well-appreciated by one and all. All had a rocking time!

Matters of importance

The tourism sector has enormous potential to lead the socio-economic transformation of a 'New India'. The sector has witnessed tremendous growth in niche sub-sectors such as MICE, medical and wellness, adventure and sports tourism, amongst others. India's price competitive offerings, simplified e-visa and immigration procedures, and increasing disposable income will further contribute significantly towards boosting inbound

tourism to India. From an economic point of view, the sector is a significant source of foreign exchange and an important source of employment. I urge you to garner all your resources to ensure that the hospitality industry continues to contribute to improved quality and excellence in the services offered to guests.

As my term in office comes to an end in August 2018, I would like to offer you a brief synopsis of the goals that



I urge you to garner all your resources to ensure that the hospitality industry continues to contribute to improved quality and excellence in service



I have pursued and hopefully, achieved. These include the Supreme Court judgement on liquor ban on highways; single window clearances, addressing issues pertaining to industry status, FSI, etc.; MRP matters; Service Charge; ongoing Novex matters; plastic ban; controlling the damage done to our industry after the Kamala Mills accident, etc.

Once again, I extend my sincere thanks to each and every one of you. It has been an honour and a privilege to serve as your President.

With kind regards,
Dilip Datwani
President, HRAWI

International quality
and finish



Anti-jamming
feature

AISI
304

Food Grade



Complete range with
all sizes and depth

**SERVE THE RICH
TASTE WITH**

Zänuff[®]
FOOD SERVICE PRODUCTS



MEETING OF

HRAWI's 18th Regional Convention that concluded in Colombo recently was a huge success where members surfed the wave of global tourism, as the theme promised, guided by expert commentary. It was an endeavour to merge the industry aspirations of both countries in creating a global hospitality offering.

The 18th edition of the Hotel and Restaurant Association of Western India's (HRAWI) Regional Convention that played out from June 27-30, 2018 in Colombo, was flagged off by HRAWI President,

Dilip Datwani. The association's maiden international convention stayed true to its theme 'Surfing the Wave of Global Tourism' and saw attendance from a majority of members and eminent international speakers.

HRAWI had held the three-day convention in Sri Lanka with the objective of sharing the hospitality cultures of the two nations while also learning and promoting global tourism best practices. "I would like to thank the Hotel Association of Sri Lanka and the Sri Lanka Convention Bureau for partaking in our convention and lending us their valuable support. It was a privilege to host and meet eminent personalities from the Sri Lankan hospitality fraternity. The convention helped identify the common interests and strengthened ties between the two nations for advancing together into a new era of global tourism and hospitality," says Datwani.

The inaugural ceremony took place in the presence of several dignitaries and distinguished guests, including Chief Guest **Suja K Menon**, Head of Economic & Commercial Wing, High Commission of India, Colombo, who delivered the keynote address. Also present at the event were **Pratap Sarnaik**, Member of Legislative Assembly of Maharashtra; **Sanath Ukwatte**, President of Hotel Association of Sri Lanka; **Kumar De Silva**, Chairman, Sri Lanka Convention Bureau and former Sri Lanka cricket team captain, **Aravinda De Silva**.

Expert opinions

The convention held several business sessions including discussions on managing hotel operations effectively,





GREAT MINDS



understanding the impact and influence of food and travel bloggers, developments in hotel interiors and architecture, and the emerging restaurant trends and global Sri Lankan cuisine. "The landscape of hospitality has evolved to encompass several different specialised indus-

tries that contribute towards its development. So, besides conducting key sessions on improving efficiency in management and operations of hotels, we also integrated sessions on unconventional subjects. Food and travel bloggers and others, who through several App-based platforms

have converged as a voice, are influencing the course of hospitality and tourism today. We included a session on this topic and benefited with the insights provided by some of the best Subject Matter Experts in this domain. Likewise, the convention also had speakers with expertise in the fields of interiors and architecture, and renowned chefs to speak on global cuisines," adds Datwani.

"The Sri Lankan hospitality industry is witnessing key developments in the sector with luxury hotel brands like the Sheraton, Shangri-La, and Marriott among others setting up new properties. There are many other international players who are also looking at creating or increasing their presence here. Through this convention, it was HRAWI's endeavour to merge the industry aspirations of both countries in creating a global hospitality offering," he concludes.

“
The convention helped identify the common interests and strengthened ties between the two nations for advancing together into a new era of global tourism
”

Thank you, partners!

The Hotel & Restaurant Association of Western India would like to thank its partner sponsors for their hard work and dedication in helping make the 18th Regional Convention in Colombo a grand success.

Gold Partners



Silver Partners



Bronze Partners



Guitar Slicer

Chocolate | Paneer | Sweet | Cake Slicer

Useful to make equal size pieces of Pastry/Chocolate and Paneer used in Hotel-Restaurant Kitchen



King Metal Works



*Features

- Guitar Slicer with two interchangeable different size cutting arms to get different sizes of pieces, along with S. Steel Tray for Lifting Chocolate / Panner & Aluminum Tray for Baking.
- Totally made of 304 Stainless Steel, so hygienic.

*Size

- 20 x 20 cm with 14mm & 28mm arm
- 20 x 20 cm with 15mm & 30mm arm
- 20 x 20 cm with 16mm & 32mm arm
- 39.5 x 37 cm with 14mm, 21mm,



Jugesh Arora | President - South India Chef Association

for More Information contact us :

KING METAL WORKS

Showroom : Unit No. 5, Steel Made Industrial Estate,
Marol, Andheri (E), Mumbai - 400 059.

Tel : 022 4027 5700 / 4027 5751 Cell : 099306 75752

E-mail : marketing@kingmetal.com / sales@kingmetal.com

**KING
METAL
WORKS**



Since 1970

Manufacturing Unit :

Marol (Mumbai) Kashimira & Vasai (Dist. Palghar)

OUR RANGE

Kitchenware | Tableware | Barwares | Buffet Ware |
Bakeware | Pizza Supplies | Café Supplies

We have more than 3000+ products range for Hospitality Industries Visit our website www.kingmetal.com

| Dealer in | MUMBAI | DELHI | BANGLORE | CHENNAI | KOLKATA | HYDERABAD | PUNE | SRINGAR | JAIPUR | GOA | CHANDIGARH |
| AHMEDABAD | KOCHI | INDORE | BHOPAL | RAIPUR | PATNA | MADURAI | GUWAHATI | More Dealers are Solicited all over country |

LEARNINGS AND REFLECTIONS FROM SRI LANKA

We bring to you glimpses of the recently-concluded 18th Regional Convention of HRAWI that was held in the luxurious setting of Sri Lanka's Hilton Colombo. The event saw a tremendous turnout of members who got a chance to listen to industry leaders from Sri Lanka and even share ideas and perspectives. This was not without a healthy dose of fun and entertainment followed by a post-convention tour.





GTDC recommences white-water rafting in Mhadei River

Goa Tourism Development Corporation (GTDC) has recommenced white-water rafting from June 28, to continue to the month of September this year. There will be two rafting trips held each day with the first trip starting at 9:30 am and the second at 2:30 pm. Those looking to indulge in this adventure sport will need to assemble at the Earthen Pot Restaurant in Valpoi from where a 25-minute drive and thereafter a 10-minute walk into the Mhadei River valley will lead them to the rafting site. The trip is ideal for beginners and children above the age of 10 years. This year, the rafting experience promises to be different. Goa Tourism has tied up with a top adventure



sports video company in the country to capture the rafting experience through

a personalised video, which would be shared via WhatsApp or Google Drive the same day.

Speaking on the river-rafting trend in Goa, **Nilesh Cabral**, Chairman, Goa Tourism Development Corporation, says, "Goa has always been one of the best Indian destinations for relaxation, offering a plethora of water sports. Out of the numerous ones available, navigating the rapids of the Mhadei River through our river-rafting activity has been gaining immense popularity among tourists. Hence, this year we decided to associate with a top adventure sports video company to create personalised videos of our adventure enthusiasts braving along the Mhadei River, which can be taken home as a memorabilia. In future as well, we will continue to explore different tie-ups."

Lords Hotels & Resorts signs new property in Chotila, Gujarat



Lords Hotels & Resorts has signed a new resort in the state of Gujarat. Currently under construction, the resort is expected to commence operations in the last quarter of 2018, making it the chain's 16th property in Gujarat and overall its 29th. To be launched as Lords Resort Chotila, the 46-room property will offer accommodation to pilgrims visiting the popular Chotila Mata Mandir. The development is also in line with Lords Hotels & Resorts' focus on capitalising on pilgrimage tourism, a segment which is one of the support pillars of the Incredible India campaign. Lords Resort Chotila will also offer recreational facilities, including a waterpark with wave pool, multiplex, etc.

"We are delighted to announce our latest venture in Chotila. This will be our eighth property located at a pilgrimage site and we are consciously focusing on expanding in this segment. While Lords Resort Chotila will be a great place to stay for the pilgrimage tourist, the resort will be a fabulous retreat for the leisure traveller, too.

The architecture at the property is inspired by the shape of a crescent moon and the rooms are designed in the traditional Bhunga style with adjoining private sit-out areas overlooking water bodies built around it," says **PR Bansal**, Chief Operating Officer, Lords Hotels & Resorts.

Anaya Beacon Hotel opens in Jamnagar, Gujarat

The Fern Hotels & Resorts has added another hotel to its portfolio with the launch of Anaya Beacon Hotel in Jamnagar, Gujarat. This is the ninth hotel which is managed by the company under the Beacon Hotels brand. The smart and efficient business hotel with 40 rooms offers a mix of Deluxe, Executive, and Executive Premium rooms, as well as suites. It also houses a multi-cuisine vegetarian restaurant. Beacon Hotels, a brand owned by The Fern Hotels & Resorts, is positioned in the economy segment, providing value-for-money accommodations and offering limited services with all the essential amenities. The other Beacon properties are located in Ajmer, Amritsar,



Bhopal, Jodhpur, Mumbai, Rajkot, New Delhi, and Udaipur.

Suhail Kannampilly, Chief Operating Officer of the group, says, "We have further consolidated our position

in Gujarat. We already have nine operational properties in Gujarat. The launch of Anaya has given us one more chance to serve the people of the state." Centrally located and with easy access to public

transport, Anaya Beacon has modern facilities such as LED television, satellite TV connection, Wi-Fi, in-room dining, as well as express check-in and check-out.

Passengers can now check-in for flights from select hotels

GVK Mumbai International Airport Limited (MIAL), the company that administers the Chhatrapati Shivaji International Airport (CSIA), has introduced another initiative to enhance passenger experience at the airport premises. Passengers can now use extended check-in facility that will be available at the hotels in Mumbai. This facility is presently introduced at hotels like Sahara Star, Hyatt Regency, Taj Santacruz, ITC Maratha, Hilton Mumbai International Airport, and The Lalit so far. It can be used by anyone who has access to these hotels. By the use of this facility, passengers will be able to save on time and have a stress-free experience at the airport.

GVK Mumbai Airport has also equipped terminals with



Picture Courtesy: Hotel Sahara Star, Mumbai

various self-service check-in facilities. CSIA is the pioneer to introduce facilities like check-in kiosks, generating boarding pass through CUSS, generating

baggage tag through CUSS, and use of self bag drop facility for a faster check-in experience. All the airlines operating out of Terminal-1 of CSIA are

now on SBD (self bag drop facility), making the terminal the only one in the country to have a fully automated check-in system.

Royal Orchid Hotels launches Regenta Central Hestia in Dahej, Gujarat

Royal Orchid Hotels has launched its new property, Regenta Central Hestia, in Dahej, Gujarat. The group continues to strengthen its portfolio in the state of Gujarat. The new property is situated in proximity to the Gulf of Cambay. The hotel is connected to many key business cities of Gujarat that include Surat and Rajkot, making it an ideal destination for transient and business travellers. Regenta Central Hestia is a four-star property that features 69 well-appointed rooms. The boardroom, with its state-of-the-art infrastructure, can host events ranging from group business meetings to social



gatherings and corporate get-togethers.

Commenting on the launch, **Chander K Baljee**, Managing Director, Royal Orchid Hotels,

said, "Regenta Central Hestia is testimony to our commitment of spreading our wings in Tier-II and III cities of the country. We have already embarked on our journey to add 15 new

properties in India with focus on Tier-II and III cities. Our property in Dahej will offer comfort to business travellers and a new domestic location for our existing customers."

Azaya Beach Resort Goa launches new-age eatery - La Concha

Azaya Beach Resort Goa has recently opened La Concha, its all-day dining restaurant that features live kitchens. Guests can enjoy a myriad of choices that include a taste of Asian, Indian, Italian, and Middle Eastern cuisine. Dishes are crafted using the best of local and international produce and prepared with the freshest of ingredients with innovative presentations to dish out signature meals that have international flair and local appeal. Equal parts exciting and ingenious, the extensive menu has something for every diner. A must-try is the Nonya Seafood Salad, a Malaysian dish with crabs, prawns, calamari, and sea bass in a yin-yang sour plum dressing.

For vegetarians, the Pomelo Salad is a very refreshing start to their



food trail at La Concha. For food lovers who enjoy the Indian touch in every meal, there's Teen Mirchi Ka Paneer and Chaunki Makkai Palak. The desserts are equally

incredible and guests can try the Dulche de Leches Brûlée or Baked New York Cheesecake. The whole dining experience at La Concha is enhanced with Azaya's signature

services and a contemporary ambience. It is open 24 hours and offers breakfast buffet and specialised à la carte cuisines for lunch and dinner.

Change is the ONLY CONSTANT

Six hoteliers used six different ways to either introduce a new idea into their hotel or resolve a specific problem at their properties to remain competitive and be in charge.

Hazel Jain



★ **Rishi Puri**
Vice President
Lords Hotels & Resorts

Keeping a close eye on P&L

Roughly 10 months ago, at Lords Plaza – Surat, we had begun to realise that expenses were consistently only on the rise. We arrived at the conclusion that we would have to monitor the data more closely and so we began the practice of reviewing the P&L on a daily basis. This meant that each of the Head of Departments (HoD) would account the expenses from the previous day and register the sales against them on a daily basis. This cumulative data would then be tallied by the Financial Comptroller to identify how the property had fared. When we found that the expense against any one particular commodity or supply was increasing, we were able to arrest it with immediate effect and restructure our inventories more efficiently. Taking this precautionary measure has helped us in posting a better Gross Operating Profit (GOP) which, before we started this practice, was somewhere around 34 per cent. Gradually, the numbers improved and today our GOP is at around 41 per cent.



★ **Vishal Khosla**
General Manager
Novotel Goa Dona Sylvia Resort Hotel

An overall upgrade

Dona Sylvia is now rebranded as Novotel Goa Dona Sylvia Resort with new and modern refurbishments. It is built like a small luxury village exhibiting the traditional Goan, Portuguese, as well as a mix of contemporary and local heritage architecture. Most public areas, like the reception, are just large, semi-open spaces for cross-ventilation and are also adorned with a new backdrop. The lobby flooring was changed and a new lighting series was introduced along with the furniture. The 181 rooms have been renovated with extended bathrooms, and additional bay windows are placed in boutique rooms. The two and four-room villas were given a luxury essence with private sit-outs. Amalia, the lounge bar, is characterised by the dark roof and chevron flooring. Apart from the available dining outlets at the hotel, we have also introduced a new F&B outlet called Sheesha Lounge. The hotel also comprises a kids' club area and a Goan brass band selfie point.



Introducing
India's first B2B show on Education Tourism

Travel

EDUCATION SHOW

November 17-18, 2018 (Saturday - Sunday), Courtyard by Marriott, Chennai

Opportunity to meet & educate the Educators



For details:

Sarika@ddpl.com +91-9810191852
Punam.singh@gmail.com +91-9811158785
Sonia.guru@ddpl.com +91-8800396009

Media Partners



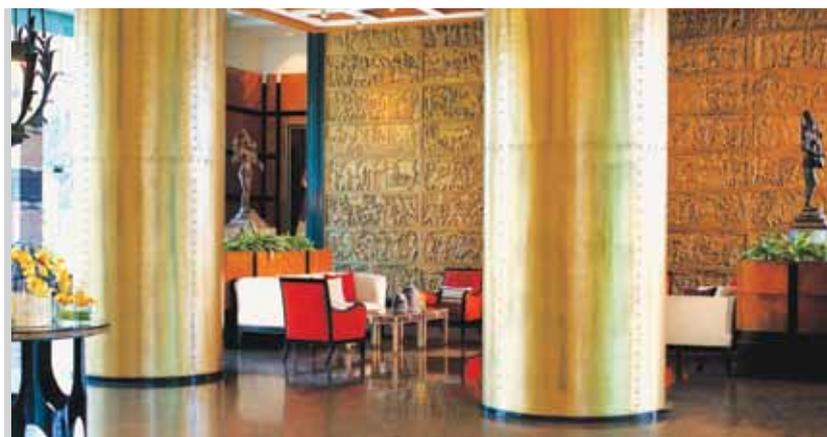


★ **Nicholas Dumbell**
General Manager
Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet,
Mumbai - Marriott Executive Apartments

Increased focus on F&B

We have been spending a lot of time on the opening of a completely revamped Lake View Café (LVC). While LVC was doing extremely well, being ranked amongst the top 10 of Mumbai TripAdvisor restaurants, with a strong nostalgic following and an amazing setting on the banks of the Powai Lake, we knew that it would not last. As a part of our ongoing revamp programme at the Renaissance Mumbai, we wanted to not only expand it but also give it a modern and elegant twist.

The restaurant scenario has evolved drastically since our hotel opened 18 years ago. Our customers and clientele come from such a diverse range of cultures, backgrounds, and geographies filled with so much F&B knowledge and expectations. It was important to us that we embraced this, creating four specialised kitchens within the restaurant so that our guests could see their dishes being created by our amazing culinary and beverage craftsmen. We have spent a lot of time evaluating the bustling restaurant scene in Mumbai, determining where we will position ourselves to maximise our USP and create each kitchen's major. Coming from a restaurant background, this is the kind of project that really gets me buzzing!



★ **Anand Chatterjee**
General Manager
Planet Hollywood Beach Resort Goa, part of Viiking Hospitality

TLC for single lady travellers

We have recently enhanced our policy for single lady guests. Single Lady Guests (SLG) travel to Goa often and we have seen an increase in the same at our resort. Planet Hollywood is recognised as a safe and secure hotel with a lot of attention to detail, focus on privacy, and an attentive yet unobtrusive service. This has made the resort a popular choice among single lady travellers. Recognising this fact, we have augmented the SLG policy, right from reservation stage to check-out, to make the experience even more memorable. Simple things like a lady chauffeur, lady valet for all

services, a corner yet easily accessible room, and personalised amenities are few changes we have incorporated in our service design.

An extensive training for all associates has ensured that the policy is implemented well at the grass-root level. This has seen a positive response among travellers. It's pertinent to mention that Planet Hollywood is the first resort to be a member of International Gay and Lesbian Travel Association (IGLTA) and the resort is a highly popular destination among the LGBT community. Planet Hollywood is also a pet-friendly resort. These initiatives have made a distinct impact on Goa's tourism scape.





★ **Vishal Jamuar**
General Manager
Radisson Blu Resort & Spa, Alibaug

Empowering the associates

Guests are at the centre of our existence, and whatever we do revolves around them and their satisfaction. More often than not, guests interact more with our associates at the shop floor than with the senior level managers, during their stay. Different guests have different needs and catering to their needs in a timely fashion is key. When we analysed the requests made by guests to our associates at the shop floor, we found that majority of guests had similar requests and immediate resolution of these requests held the key to ensuring that they were happy and satisfied. We felt that empowering our associates to take spot decisions, within certain pre-determined limits of course, would help and it worked big time. Not only were the guests happy, but this also resulted in them experiencing a 'wow' factor as the resolution was almost immediate.

Today, our associates don't need to check with seniors on routine issues and are free to take a decision. We also found that associates felt responsible for their decisions and took ownership to meet and cater to any guest needs. With the routine work out of way, our managers are free to focus on the bigger picture and spend time working on other core areas that result in guest delight.



★ **Prakash Sahu**
General Manager
The Fern Residency, Somnath

Leveraging the location

The Fern Residency, Somnath, is fortunate to be located in one of most famous temple towns of the country. When I took over, I realised that there was huge potential if we promoted our hotel as a wedding destination as we are very close to the temple and people prefer getting married in this holy town. Weddings have always been sacred occasions in India and temples have served as wedding venues across regions, religions, and cultures. The sanctity associated with temples is seen by many a couple as a prerequisite for the start of a long, successful marriage.

Recent trends in Gujarat have shown that Somnath is being looked at as a holy wedding destination. At The Fern Residency, Somnath, we have started to focus on weddings and have allotted a separate budget that needs to be achieved. In fact, we were fortunate enough to host two NRI weddings during the last quarter. We have hosted a few other marriages as well.





CHIP OFF THE OLD BLOCK

Picture Courtesy: Ibiza The Fern Resort & Spa, Kolkata

Nine young entrepreneurs in the hospitality industry, who decided to join their family business, speak about their journey so far and their vision for the company.

Hazel Jain



★ **Balraj Ghai**
Director
The UniContinental and
Founder, Habitat

When: I joined my father in 2012 at the age of 24. After graduating from IHM Mumbai, I started interning with ITC Hotels doing sales and marketing for them. So when I joined my hotel after that, it was a natural choice, especially since we didn't have anyone

doing sales and marketing for the hotel.

New ideas: Since we have a good location – it's close to the airport and the railway station – we set up a corporate sales team with me as the lead. My expertise lay in revenue management, so I helped start that as well. We initiated the process of rank identification and started to tie up with online portals such as OYO. In 2014, I identified areas in the hotel that were not being used optimally. After much planning and experimentation, I converted the venue on the first floor into 'Habitat', which is promoted as a venue or a performance space for musicians and as a recording studio.

My vision: In the next five years, I want to develop multiple centres around the country for creative people who need an incubatory space to execute their work. I want to add hostels for artists in these centres. We already own a plot of land in Pune, so that could be a starting point.



★ **Shail Barot**
Director
Vie Hospitality

When: I was 22 when I joined the company and I'll complete eight years in 2019.

New ideas: I developed the concept of sugar-free desserts in our *thali*, which provide guests with taste as well as a calorie check. We also started

cooking all our dishes in trans fat-free oil. There are certain dishes on the menu that are prepared using organic ingredients to ensure they are free of pesticides and preservatives. The list is evolving every day! For me, innovation has always been my vision for the company. This doesn't imply only in terms of technology. I see innovation as the ability to develop new, useful ideas and to discover new ways of approaching challenges and opportunities on a daily basis.

My vision: I have seen a huge growth in terms of concepts in the QSR segment and this space really excites me. There are a number of pop-ups I have come across that occupy a space of less than 500 sqft and are yet creating delicious food with fantastic presentation. I would really like to explore how I can redesign our existing setup and enter this segment. I want to take our restaurant brand, Revival, global. After finding success in Dubai, I am now looking at exploring the Far East with the next venture opening in Bangkok soon.



★ **Suhail Kannampilly**
Chief Operating Officer
The Fern Hotels & Resorts

When: I joined the company in 2002; I was 20 at the time. I started as a management trainee at The Orchid Hotel, Mumbai, and worked in all the departments of the hotel before joining the corporate office in 2006.

New ideas: We have recently revamped the loyalty programme 'Green Cover', with a focus on giving back more to the environment. Currently, I am focused on the launch of our new brand 'The Zinc', which is tailor-made to cater to the millennial traveller. It will debut in Kathmandu by

October. Technology-wise, we have adapted a few automations over the years. This year, too, will see us take on significant revenue management automation.

My vision: We have a very aggressive domestic growth trajectory coupled with opening hotels in new markets of Nepal and Bhutan. Post this we will be targeting the APAC and GCC countries. My vision is to cross 100 hotels by 2020. We closed last financial year at a hotel turnover of ₹340 crore from the domestic market, and this year we are targeting ₹425 crore with the opening of 15 new hotels. In the international market, we look to expand our presence in Nepal and Seychelles.



★ **Vishal Vithal Kamat**
Chief Executive Officer
Kamat Hotels (India)

When: I joined my father in 2003 after completing my BSc in Hospitality Management from IHM Mumbai. I was put in our company's management training programme.

Obviously, it's not the same as it would be for others and it came with its own set of challenges and perks, but the net learning for me was fantastic with bonds I still cherish.

New ideas: I want to focus even more on our Indian culture and bring out the essence of 'Atithi Devo Bhava', which I find is missing in the newer hotels. This is from the service side which is more and more supported by the use of technology to help enhance the guest service, experience, and team delivery.

Efficiency is the key to profitability, but it should be done without the guest feeling we're cutting corners.

My vision: My vision is to focus on my father's core belief of protecting the environment and taking the brand that he created, ahead, along with our other most popular experiential products like the five-star properties under the Lotus brand in Goa and Konark, as well as the heritage collection of Fort JadhavGadh in Pune and Mahodadhi Palace in Puri. We are looking at many opportunities which will be revealed shortly.



★ **Satyen Jain**
Chief Executive Officer
Pride Hotels

When: I joined the business in 2001 when I was 23, after completing my CA. Before that, I worked with Deloitte.

New ideas: I introduced the Indian theme in all our hotels. Being a truly Indian brand, I wanted to promote

Indian services to our domestic and foreign guests, like an Indian welcome, regional food, soothing Indian instrumental music in the lobby, and a homely environment. I have also ensured that we take steps to be an environmentally friendly hotel. We have installed heat pumps in all our hotels and the entire lighting is LED. We are also buying green power from windmills and all wastewater is treated and reused in the garden and cooling towers.

My vision: I want to position Pride Hotels as the leader in the Indian hospitality sector as an Indian hospitality company, managing mid-market and upscale hotels and resorts. I also have a plan to build 3000 rooms by 2020.





★ **Jehangir Aibara**
Director
Mahajan & Aibara

When: I joined the company in 2008. At that time I was called the Tier-III specialist because I was put in charge of conducting market and feasibility studies for clients in cities like Nanded and Jabalpur, where a lot of mixed-used development was taking place.

Achievements: Transaction advisory is exciting for me, but closing a deal is always challenging. As a consultant you always wish that your projects come to life. Now I'm seeing projects coming up that I was part of. It's a good relationship you end up building with the client. Now they are friends more than clients.

My vision: The vision – my father's and now mine – has always been to be the foremost company in the market feasibility evaluation and hospitality consultancy sphere. Ultimately, the vision is also to create technology that will benefit hotels in the long-term, something that fits in our mantra and will help the client. One needs to keep themselves relevant today and I feel tech-enabled solutions are the way to go forward for us. That's my five-year plan.



★ **Yash Advani**
Director
The Shalimar Hotel

When: I was 21 when I got involved with the company.

New ideas: I am always up to date with new and innovative trends. We are very proud of our Indian cuisine, as it has been a backbone for our F&B since the

beginning. I have added a twist and added a sort of contemporary Indian-style cooking. Additionally, I am aware of how co-working spaces are becoming abundantly widespread. I am working on integrating this concept into our hotel.

My vision: In this overly cut-throat environment, my vision is to help our properties sustain their competitiveness in a world where consumers have options beyond the traditional hotel. I want to ensure that guests will continue to consider my hotel as a viable option, even as boatloads of newer and trendier accommodation options present themselves.

My vision is to make my property a destination in itself. I want guests to stop thinking of our hotel as just heads in beds. I want to reorient the mentality towards viewing my property as a place where both travellers and locals like to congregate.



★ **Mark Shaw**
Director
Bona Sera Hotels and ShawMan Software

When: I was studying in Lavasa where our hotel, The Waterfront Shaw, is also located. As a result, I was able to take advantage of the proximity and began working with Bona Sera at the age of 20. Upon graduating two years later (this May),

I began to learn the ropes of our software company.

New ideas: I am currently looking at special projects within Lavasa and our hotel that will help improve its existing 'wow' factor for our guests. For ShawMan, my focus is on marketing and making its presence felt online.

My vision: ShawMan first introduced POS to India 30 years ago. Till date, it is known for its POS and its multiple hospitality solutions. Now, I want to take ShawMan global and compete with the software giants in our industry whom we have already begun to replace in India. As far as The Waterfront Shaw (WFS) is concerned, I want to grow Bona Sera further. The hotel already has a strong presence in Lavasa, along with its array of food and beverage outlets.



★ **Ashna Mehta**
Management Associate
The Emerald - Hotel & Service Apartments, Juhu

When: After studying Accounts from Jai Hind College in 2016, I got placed at Deloitte where I worked for a year. But hospitality was always my calling and I quit to join the family business a year ago at age 22. I will take a

break this September to do an MBA in International Hospitality Management from Les Roches, Switzerland, and return to be part of the hotel's core management.

Achievements: Since I haven't studied hotel management, I began at the grass-root level, learning everything from making guest reservations, doing check-ins and check-outs to making beds. This kind of training taught me how challenging the industry is, and the amount of effort that goes behind every guest experience. I have taken up social and digital marketing. Competition is cut-throat, especially in this area, as there are at least eight other properties here.

My vision: My long-term vision is to expand into other cities as well. There is a lot of scope for three and four-star hotels in India and I wish to start a chain of hotels that provide quality guest experience while focusing on innovative and sustainable methods.

5

Years and growing

INDIA TRAVEL AWARDS

20

Award ceremonies



12

Cities across India



4,122

Nominations received



72

Lakh votes casted



9,04,764

views



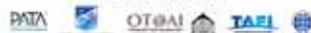
BE THE NEXT!



SUPPORTED BY



ENDORSED BY



#ITA2018

sonia.butalia@indiatravelawards.in, abhinav.goswami@ddppl.com, yogita.bhurani@ddppl.com, nikhil.jeet@ddppl.com
www.indiatravelawards.in





HOW TO BE A RESOURCEFUL BARTENDER

Lauren Mote, Diageo Global Cocktailian and Reserve Brand Ambassador, and international consultant par excellence, was in Mumbai recently where she did a workshop on resourceful bartending and explained some of its techniques to bartenders.



What is resourceful bartending? What are some of its techniques and skills?

Being a resourceful bartender means you're looking at every ingredient, every move, and every service thoughtfully. Bartenders will see more people on a daily basis than almost any other industry, and we shouldn't underestimate the impact we can have in our bars, with our guests and in our community. We form a part of a global network – along with chefs, artisan producers and farmers – that plays a principal role in reducing waste and single-use plastic, such as straws and cups, and challenging where our food and produce come from.

How can hotels and restaurants in India adopt this?

To implement resourceful bartending, they must think of interesting touchpoints that might connect with the concept

seen as an unconventional occupation for women, this perception is changing around the globe and I am glad to see it. The World Class Bartender of the Year competition, which is now in its 10th year, is such a

“
To implement resourceful bartending, hotels must think of interesting touchpoints that might connect with the concept of their bar
”

of their bar. Others might not appreciate that they're cost-saving or more environmentally friendly choices, but you and your staff will definitely know!

How is bartending growing as a career choice for women?

Although bartending is often

wonderful way to elevate and celebrate talented women at the very top of the bartending profession, and we have watched the number of female competitors rise year after year. In fact, World Class has tackled the misconception that women can't be bartenders head on, crowning two consecutive

global female winners, Jennifer Le Nechet in 2016 and Kaitlyn Stewart in 2017. I feel incredibly honoured and privileged to travel the world as a bartender and inspire the next generation of bartenders without any gender discrimination, to help develop our industry and to celebrate the craft of bartending.

What are some of the international trends?

I can see a lot of trends arising; one is sustainability. The world is waking up to the impact their choices have on the environment and sustainable practices and ingredients are becoming increasingly important. Mixologists who embrace this new reality are the ones who will flourish. Bars also need signature serves. The world's best bars are already must-visit

chefs to really start collaborating on flavour development – and we're there now. Not only are more bartenders getting involved in the kitchen, but they're using classical culinary techniques as a new way (for the bar) to preserve, extract and develop flavours.

Why should hotels give more importance to their bar menu and train their bartenders?

Hotels see a mixed bag of clientele and their bartenders have a unique opportunity to showcase the culture and flavours of their homelands through cocktails. They have the potential to create a truly memorable experience and make guests feel like they can experience authentic culture at the hotel's food outlets, instead of always leaving to find it elsewhere.

and talent and the bar owners are supportive and excited to work with their bartenders to put Indian bars on the map. This will take time, of course, but the drinks community is evolving rapidly – each city has its own identity and bartenders are latching on to that, creating their own stories and serves.

As for the clientele, I have never been to a place where so many people wanted to watch the bartender – it was super cool, and you could tell it made the bartenders feel confident and the guests feel happy and included in the process.



destinations for drink-savvy tourists and we expect to see a rise in signature serves in 2018 as bar owners come to appreciate the value in letting their talented mixologists free themselves from 'what's expected' and strive to create unique drink experiences.

Culinary cocktails are making their presence felt. We've been waiting for bartenders and

Do you conduct training workshops for bartenders in India?

I visited India for the first time and I'm already looking forward to a return trip! The community has access to the best spices and best ingredients in the world – some were familiar to me and others were new discoveries. The bartenders are so passionate and enthusiastic to showcase their creativity

Dos and Don'ts for resourceful bartending

At some point during the evening, switch from light bulbs to candles. Try making your own with liquid candle oil that is refilled each night in glass holders. This will in turn reduce your carbon footprint and provide an excellent opportunity to differentiate yourself from other venues.

Create a community garden with other bars, populated with seeds from a nursery or horticulturalist. The produce can later be used in your venue and it gives bartenders an opportunity to learn how to grow their own ingredients and appreciate the lifespan of each product.

Work with a local beekeeper or apiary to create new habitats for honey bees and develop a system to create honey for the bar community. It might take a bit more effort, but this acts as a great connection to nature and also provides another specialty product for your venue – with great opportunities for storytelling!

Develop a cocktail, or even a list, focused on using every single part of one ingredient in the most efficient (and delicious) way possible. This is a great way to unleash a bartender's ingenuity and innovation as well as being a much more environmentally friendly way to create drinks.

Look around your area and think of ways you can champion local produce and talent. Choosing local, seasonal produce will reduce your carbon footprint and support your community. Include bar and food teams, and perhaps blend with other industries to create more impact. After all, being resourceful isn't just about food and drink; it's about life and communities.



HOTELIER SUMMIT INDIA 2018

VISITS MUMBAI

The sixth edition of the annual two-day event for hospitality professionals celebrated the old integrating with the new. With the theme 'Back to the Future', the summit brought top buyers and suppliers together for some ideation, B2B meetings, and networking.

“Attendees benefitted from face-to-face meetings and networking opportunities the event offered.”

The Grand Hyatt Hotel, Mumbai, was the host venue for the recently-concluded sixth annual Hotelier Summit India where discussions revolved around the concept of celebrating past successes, learning from previous challenges, and integrating these to plan the future. Focusing on pan India, the event brought together top buyers and suppliers from the hospitality sector under one roof for fruitful pre-scheduled, one-on-one meetings.

Attendees benefitted from the face-to-face meetings and networking opportunities the event offered. It not only had panel discussions and keynote addresses, but also booths of companies that wanted to showcase their products and services to the attendees. The event was opened by a powerful speech

by **Laxmi Narayan Tripathi**, Chairperson, Astitva Trust, who spoke about how the industry could easily assimilate transgenders and the LGBT community into its fold.

The delegates were treated to a range of cutting-edge insights from the stalwarts of Indian hospitality. One of the many eminent speakers at the summit, **Sartaj Singh**, President (Hospitality Business), Embassy Group, said, "It was well-organised and I was impressed by the line-up of veteran speakers on stage during the conference."

Some of the interesting issues addressed at the event were navigating key projects with the recent changes in the regulatory policy, the new trend of outsourcing certain amenities, scaling up and optimising the

restaurant business, and innovative revenue streams. Post the conference, buyers and suppliers engaged in precisely scheduled face-to-face business meetings.

Amandeep Sharma, MEP Consultant, InterContinental Hotels Group, said, "This is the third time I have attended the Hotelier Summit India by IDE. This unique format really saves me a lot of time because I meet all potential vendors for the year in a span of two days."

"The Hotelier Summit India has once again demonstrated that the hospitality business in India is growing exponentially. This sets the tone for our initiatives in the real estate and healthcare sectors later this year," said **Ganesh Babu**, Director, IDE Team – the designers and executors of the event.





Picture Courtesy: Karma Royal MonteRio, North Goa

RCI LOOKS TO **ADD HOTELS**

The vacation ownership company has expanded the range of hotels it affiliates with to include business hotels as well, and is in talks with multiple properties for membership.

Hazel Jain

In order to change with its evolving customer base, vacation ownership company, RCI, has become more inclusive and expanded the range and segment of hotels it affiliates with. It is also looking to add more hotels to its portfolio and is in talks with multiple properties for this. Sharing more details is **Sabina Chopra**, Managing Director, RCI India, who says, "We are in talks with a few properties and we have just signed on Clarks Inn. They have now come on board with us. We are talking to about seven other potential affiliates."

She says that the customer profile has been changing rapidly over the years. "There is an entire demographic change which is coming in. Earlier we used to have a 35 to 45-year-old customer with two children becoming members. Now, we

are seeing huge interest from the millennials in this product. We are also seeing queries from senior citizens who are investing in this product," Chopra adds.

She explains that this changing clientele has dictated the kind of hotels and resorts RCI is partnering with now. "Originally, we only had leisure hotels because of the kind of clientele we had, which was mostly families. Now we have business hotels also joining us. So, from leisure, it is becoming urban vacation ownership as well. The product is also evolving and we will see more hotels from diverse segments joining us," Chopra says. RCI now has 163 hotel partners.

The vacation ownership industry (what was earlier called time share industry) used to be based on a fixed model for a fixed period for a fixed hotel. It has now moved to being

more flexible because people are now travelling throughout the year, explains Chopra. "They can use the properties or even exchange it for a different holiday or go for a cruise through us," she adds.

RCI has affiliated with cruise liners all over the world. "I have spoken to hundreds of hoteliers; one of the many challenges they face is the overlying debt burden. When are they going to cut even? How do they service their debt and still manage day-to-day operations? Vacation ownership adds value for them and it reduces their burden of debt. When you get members you get upfront cash flow. Then there is annual maintenance fee that you get. It's a different channel of sales for them. They can carry on with the traditional business of selling to OTAs and directly. The average occupancy is 67 per cent, so the rest is lying unused," she explains.



Sabina Chopra

Bigger numbers at THE HOSPITALITY FIRST SHOW

The Hospitality First Show (THFS), to be held from October 3-5, 2018, will return to Mumbai this year with a marked increase in the number of sourcing professionals estimated to attend the trade event.



The 2017 edition of The Hospitality First Show attracted over 8,500 professionals from hospitality, restaurant, catering, and beverage segments across the HORECA and Alcobeve spectrums. The show has since emerged as the most comprehensive hospitality, leisure, and foodservice trade fair with a focus on professional catering equipment, hotel and leisure guest room amenities, as well as interior and design products and services. The India Hotel & Leisure Show (IHLS) and ninth edition of Restaurant & Catering Show (RECA) under The Hospitality First Show will be held from October 3-5, 2018, at Mumbai's Bandra-Kurla Complex. This edition will also witness an increased number of products on display. The combined show across two integral

sectors of the hospitality and foodservice industry promises to bring 200-250 of the finest brands across categories all under one roof. "THFS helps industry suppliers and service

Gopalan, Director, Hospitality First India, the show organisers. This year will witness the launch of Hotel Room Design Concept (HRDC), an engaging concept

“The show, across two integral sectors of the hospitality and foodservice industry, promises to bring 200-250 of the finest brands across categories under one roof”

providers make an interface with purchase decision makers. The exhibition has a clear objective to be business relevant to the supplier ecosystem serving the Indian hotel and leisure industry," says **Pradeep**

being introduced by Hospitality First and the Institute of Indian Interior Designers. Leading architects and interior designers will showcase luxury, designer, value-for-money hotel guest room designs.



Pradeep Gopalan

Lemon Tree AIMS BIG

Lemon Tree Hotels recently got a nod from SEBI for its Initial Public Offering (IPO). **Rattan Keswani**, Deputy Managing Director, Lemon Tree Hotels, talks about this landmark achievement and what it means for the group.



Anupriya Bishnoi

What's the latest at Lemon Tree Hotels?

There are a lot of exciting things happening in the group. The recent one was the successful IPO; we opened hotels one after the other post that. It continues to be that way in the sense that we have about seven to eight openings due by the end of this fiscal. A fair amount of growth will also be seen in terms of inventory. From a managed piece, there are a few contracts in play. Lemon Tree is still at an occupancy of 75-76 per cent, if you look at a pan India performance.

Come October, we should be in for better times.

Your take on the business of serviced residences in India?

The serviced residence business will evolve in India because luxurious, fully furnished accommodations are available in some great condominiums in Noida, Gurugram, and some parts of Delhi. It will get traction. Long stays have faded off. We have seen the elements of these short visits coming in. So, I see it has a bright future.

Which brand of Lemon Tree is doing well?

All our brands have occupancies of over 75-76 per cent. So, I can't say that one brand is better than the other in occupancy percentage. Obviously,

the hotels which are in Tier-I cities, from a gross revenue perspective, will do better since rates are firmer. We have seen growth in Tier-I and II cities being solid.

Where is Lemon Tree looking to expand?

We have a development happening in Kathmandu. We will go where a larger sect of Indians may want to go. In Sri Lanka, the largest inbound is from India and also in Dubai. We are focusing on these two locations because we know the strength of the brand will create a market for us without having to work overly hard. Approximately 90 per cent of our customers are Indians, so that's our focus, but we have not scored any goals that I can talk about at this moment.

On Hotelivate

AND WHERE WE'RE HEADED

Around seven months ago, Hotelivate announced its formal launch as a full-service consulting firm in the Asia Pacific region. Sharing his experience post rebranding is **Manav Thadani**, Founder Chairman of Hotelivate. He also gives us a glimpse into the future of the industry in India.

Anupriya Bishnoi

Tell us about Hotelivate post rebranding.

The aftermath of the new brand identity of Hotelivate has been amazing for the last six months. There have been no hiccups and we are very happy with the result. However, our biggest challenge is that we are growing our team and we are struggling to find the right people across the board.

What's your take on a year of GST?

Other than the fact that GST is difficult to implement, I still do believe that hotels benefited because of the input credits and so forth, by one or two per cent. I don't think GST is an issue for the Indian hospitality industry. GST at 28

on that soon. We would like to see that.

What kind of challenges do you foresee for the hospitality industry?

I think the biggest challenge would be elections, as and when they get announced. Every time they take place, there is disruption in the market. When they get announced, for two-three months leading up to the elections you will see a dip in business and whether that happens in May or December, there will be an impact.

What's your take on the security of women at hotels?

I don't think the problem is with hotels per se. I think there is a problem with security of women in general

problem as opposed to just a hotel problem.

What's your take on OTAs?

I think OTAs have been disruptors to the industry for the last five to six years. Someone else may come along and be a disruptor to them, but disruptions are going to stay in whichever form. Also, we all need to change to survive.

Your take on mergers and acquisitions?

A lot of mergers and acquisitions have already happened as far as the industry is concerned. Do I see a lot happening in India? I am not too sure.

“

The aftermath of the new brand identity of Hotelivate has been amazing for the last six months. There have been no hiccups and we are very happy with the result”

per cent for the upper upscale hotels at ₹7,500 is very high. There is some hope that there will be some rationalisation

in India, which certainly could be much better than what it is today. I would say, the issue of women's safety is a societal





Designing OUT OF THE BOX

Sreeram Rama Chandran, Principal Designer - Resorts, KGD Architecture, talks about his inspirations, recent design trends in the hospitality industry, and combating budget constraints to achieve the desired result in projects.



Sreeram Rama Chandran

Anupriya Bishnoi

Your architectural style is conformist or non-conformist?

I am a non-conformist. In my opinion, it is important in these times to break convention and think out of the box.

Architecture is to revel in or marvel at. What's your take?

I feel architecture is made to revel in and marvel at, both.

That said, it is important to cater to functionality first, the rest follows.

Modern or cultural, which has been a more definite influence in your work?

Modern, certainly, with a connect to the local culture in which the project is placed has been a bigger influence in my work. It's important to ensure that the local context is reflected in your work, without which architecture has no significance.

Tell us something about the hospitality projects you have worked on.

Some of my hospitality projects include a resort at Vythiri, Wayanad, which spreads across 50 acres; another resort in Athirapally; a resort in Kochi and ibis hotel in Goa.

What was your inspiration behind these projects?

The inspiration behind each of these projects was the site's typography - challenging to decode and design in



alignment with the site parameters and keeping the local context intact. The resort at Athirapally was especially challenging. We have used containers sliding down one another on an extremely steep hillside, with green roofs to camouflage the



building complex into the surrounding jungle.

What are the trends in design you see for the year?

Recent trends depict the concept of 'less is more'. A paradigm shift towards clean lines and minimalism, with use of local materials, has taken the design scene by storm.

Hotels these days are very strong on sustainability. How are you achieving that in your projects?

Sustainability is being achieved by respecting the site, wherein

use of local materials and natural means of spatial flow minimise use of mechanical implementations which make up a project.

Do budget constraints act as a hindrance to delivering your best?

A relaxed budget gives the designer a free hand to go berserk with creative design ideas, but a limited budget presents a challenge in attaining the desired design without compromising on different aspects of the project. That said, the best comes out when the budget is stiffened.



Recent trends depict the concept of 'less is more'. A shift towards clean lines and minimalism, with use of local materials, has taken the design scene by storm



APPOINTMENTS



★ **Premal Zaveri**
General Manager
Chalet Hotels

Premal Zaveri joins Chalet Hotels as General Manager, attached to the CEO's office with prime responsibilities of analysing and evaluating all growth opportunities for the company as well as advising the senior management team for potential acquisitions and expansions in key markets of India. He will also be responsible for aiding in development of business forecasts and liaising with business partners and consultants for various projects. Zaveri has a history of working in the real estate industry. His core competencies lie in real estate financial evaluation of hospitality and leisure asset classes.



★ **Sunil Singh Parihar**
General Manager
Clarks Resort, Bhopal

Clarks Resort, Bhopal, has appointed Sunil Singh Parihar as the General Manager of the hotel. He brings with him over 17 years of experience in hotel operations, specialising in F&B operations. He also has good understanding of the MICE and travel trade segments. In the new role, Parihar will be responsible for executing the overall operational standards for Clarks Resort and positioning the property as a preferred MICE and wedding destination of Central India. Prior to joining Clarks Resort, he was the Unit General Manager with Best Western Hotels & Resorts.

★ **Rahul Raj**
General Manager
Courtyard by Marriott Ahmedabad

Rahul Raj has been appointed as the General Manager at Courtyard by Marriott Ahmedabad. He brings with him over 15 years of experience in driving hotel business operations with in-depth sensitisation to the challenges of growth in revenue and customer satisfaction. An incisive experience in the field and his ability to reorganise business direction keeping market trends and the millennial outlook in mind, Raj excels in formulating strategies to facilitate attainment of business targets. Before moving to Courtyard by Marriott Ahmedabad, he was the Director of Operations at Kochi Marriott Hotel.



★ **Hema Hariramani**
Hotel Manager
The Westin Mumbai Garden City

The Westin Mumbai Garden City has appointed Hema Hariramani as the new Hotel Manager. She has had a long-standing career of over 18 years in hospitality. In the new role, Hariramani will be responsible for the seamless operational management of the hotel. Her expertise will help support the Heads of Departments, as well as achieve and exceed their revenue and guest satisfaction targets. Hariramani began her career with Marriott in 2000 as a Sales Manager at the Marriott Executive Apartments. She was part of the pre-opening team and then moved on to being a pre-opening member of the Renaissance Mumbai Convention Centre Hotel.





★ **Melville John**
Director of Operations
Conrad Pune

Melville John has recently been appointed as the Director of Operations at Conrad Pune. An industry expert, John holds an experience of two decades in hospitality, converting strategic vision into measurable results at various hotels globally. As the Director of Operations, he will be responsible for heading and managing the hotel operations and maintaining high standards of guest satisfaction. Throughout his career, he has worked with several established brands such as Four Seasons Hotels and Resorts; JW Marriott; and The Leela Palaces, Hotels and Resorts across various luxury properties in India, the Maldives, Toronto, Thailand, Azerbaijan, and Cairo. Prior to joining Conrad Pune, John served as the Director of Food & Beverage at Conrad Cairo, Egypt.

responsible for heading and managing the hotel operations and maintaining high standards of guest satisfaction. Throughout his career, he has worked with several established brands such as Four Seasons Hotels and Resorts; JW Marriott; and The Leela Palaces, Hotels and Resorts across various luxury properties in India, the Maldives, Toronto, Thailand, Azerbaijan, and Cairo. Prior to joining Conrad Pune, John served as the Director of Food & Beverage at Conrad Cairo, Egypt.



★ **Gagandeep Singh Hanjra**
Director of Revenue
Novotel Hotels & Resorts, Goa

AccorHotels has appointed Gagandeep Singh Hanjra as the new Director of Revenue for Novotel Hotels & Resorts, Goa. In this role, Hanjra will be supervising the revenue management and distribution strategy of the hotel along with managing day-to-day yield operations. A seasoned hotelier, he has been in the hospitality industry for over eight years and this will help him better contribute to his responsibilities at the properties. Prior to joining Novotel Hotels & Resorts, Goa, Hanjra was the Director of Revenue at Novotel Hyderabad Convention Centre Hotel. His deep understanding of the hospitality industry is critical to his new role at Novotel.

A seasoned hotelier, he has been in the hospitality industry for over eight years and this will help him better contribute to his responsibilities at the properties. Prior to joining Novotel Hotels & Resorts, Goa, Hanjra was the Director of Revenue at Novotel Hyderabad Convention Centre Hotel. His deep understanding of the hospitality industry is critical to his new role at Novotel.

★ **Karanbir Singh Gulati**
Director of F&B
Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai – Marriott Executive Apartments



Karanbir Singh Gulati has been appointed as the Director of F&B at Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai – Marriott Executive Apartments. He comes with more than 10 years of experience in the field. His last assignment was with Massive Restaurants, managing the luxury brands Pa Pa Ya, Masala Library, and Kode in India. Gulati's experience in the hospitality industry has seen him lead rich cross-functional roles across F&B operations, business planning, profit centre operations, vendor management, market communication, general administration, and people management.

★ **Swatantra Gautam**
Executive Chef
Azaya Beach Resort Goa



Swatantra Gautam has been appointed as the Executive Chef at Azaya Beach Resort Goa. With over 16 years of experience in the hospitality sector, Gautam has been a culinary pioneer who, prior to joining Azaya, worked in the capacity of Corporate Executive Chef at DDG Hospitality, where he was responsible for kitchen operations, curating the entire menu, and managing vendors. He has also worked with Welgrow Hotels Concepts in a similar capacity, taking care of speciality restaurants like Kylin and Sartoria. In the new role, he will add to the food offerings at Azaya and work towards delivering unrivalled experiences and exceptional service.

An alternate to plastic

As consumers cut down on the use of plastic, a new product category has come up on its own. The government initiative has encouraged the use of sustainable alternate products. Eco Corner, as part of the initiative, has come up with sustainable products such as the areca leaf bowls to replace plastic or thermocol bowls. Ceramic jars and planters have also been introduced to replace plastic containers and pots, respectively. While the handcrafted ceramic jar can be used to store pickles, spices and other condiments while also using it to serve dips, the planters can be used to liven up spaces. Other products in the collection include cotton bags, cotton lunch bags, and glass crockery.



Pot it pretty

World Bazaar, an importer of luxury outdoor furniture, is introducing Capi Europe, a Holland-based brand that creates unusual planters for both indoors and outdoors.



Their products are known for their light weight and unique design. The Capi Europe collection is entirely handmade, using a special technique that makes them lightweight and easy to move. The collection is known worldwide for its resistance to frost, UV, and moisture. Each Capi Europe product is recognisable by the high level of finish and the natural allure.

On the panel

Ventura, a leader in the luxury wall surface arena, is all set to introduce the most popular MABEL series in their unique and dramatic range of wall panelling – 3D Wall. Whether your space is modern, minimal, or extravagant and luxurious, MABEL - 3D Wall series effortlessly helps any room light up with character and personality to match its design style and interior. Each panel is divided into two parts – the bottom installation part and the upper visual part of the product. The installation method is very simple. Spline panels can be made even more dynamic and alive by installing LED light stripes behind them. There is no need to install any framework or adhesive before product installation either.



'The Mother' of ACV

In today's sedentary lifestyle, even a small change to the daily regime can make a lot of difference to one's health. Keeping the promise of putting health first for its customers, Bagrry's has launched apple cider vinegar (ACV) with 'The Mother', made from the finest of Himalayan grown apples. The product is a high-quality raw, unprocessed, and unfiltered vinegar prepared by using the traditional method of fermentation. Without any further processing, the apple cider vinegar is kept 100 per cent natural with the goodness of apples intact in the product. 'The Mother' is a natural part of the apple that makes the vinegar look cloudy. It contains proteins and healthy bacteria that make ACV more effective as it's full of probiotics.



Naturally crisp

Cornitos has launched three variants of flavourful Veggie Nachos - Spinach, Beetroot, and Melange. Crispy and deliciously healthy, these Veggie Nacho Crisps are made from natural vegetable extract blended with corn masa and seasoned with herbs and spices. While Spinach Nacho Crisps are made with natural extracts of spinach blended with corn masa, Beetroot Nacho Crisps in a spicy pepper flavour are made with natural extracts of beetroot blended with corn masa. The crisps are mildly spicy and tickle the taste buds. Melange Nacho Crisps are made with extracts of spinach, beetroot, and white beans blended with corn masa and sprinkled with Himalayan pink salt and roast garlic. The Nacho Crisps are wedge-shaped, extra thin, gluten-free, and cooked in healthy corn oil.



On a silver streak



Let classic tableware with fresh palettes and elegant silverware by Frazer and Haws give your table setting a luxe touch. Add flair with beautiful serving dishes, flaunt floral arrangements in beautiful vases, and add depth to a room with decorative cake platters, bowls, and tea sets. You can also choose from a wide selection of candle stands, coasters, etc. Each decorative item is handcrafted and embellished with striking patterns in silver that are sure to add an extra dash of elegance and charm to a living space.



Locked & secure

Ozone has launched its new four-in-one fingerprint door lock that comes with four access options of using fingerprint, RFID card, user PIN code, and mechanical key. Its USP is the voice-guided feature for smooth operation and a universal lever for ease of installation. The lock comes with an auto secure and code scrambling function for additional security. This lock can have nine administrators and up to 190 users can be registered. It can



be installed on wooden doors that have a thickness of 40-120 mm. The product set includes tri-bolt mortise lock body with in-built night latch. The lock is also designed to function even after the battery runs low, allowing enough time to replace them.

Dress light

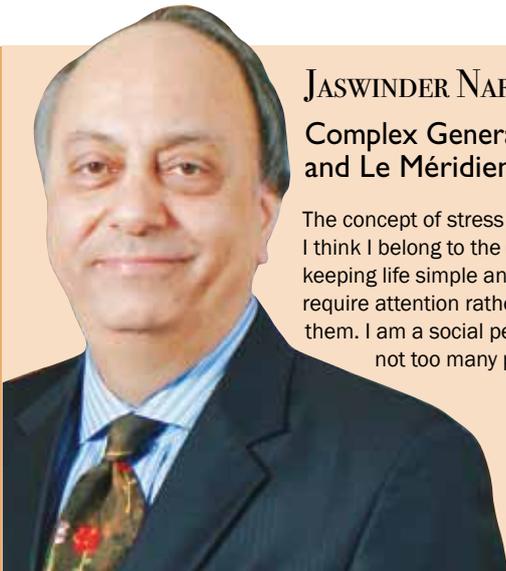
FunFoods by Dr. Oetker has introduced a complete new range of 10 zero-fat dressings. This range has been conceptualised basis an in-depth consumer research. The range consists of evergreen classics - caesar, honey mustard, ranch, and 1000 Island, as well as modern varieties that include sweet onion, South West, balsamic and trending fruity variants of zesty orange, strawberry, and pineapple.



A stylish side

Wisma Atria Interiors has launched the contemporary elegant sideboard collection to add a stylish touch to interiors while providing some much-needed storage space. The array of these sideboards holds stylish contemporary touches owing to an innovative interplay of indigenous designs carved out with premium-grade solid wood. The collection has a well-equipped storage space to hold lamps, books, sculptures, or decorative pots. Its range of designs and sizes can aptly fit in with the décor of a space.





JASWINDER NARANG

Complex General Manager | Sheraton Grand Pune Bund Garden Hotel and Le Méridien Mahabaleshwar Resort & Spa

The concept of stress is a little alien to me. I think I belong to the clan which believes in keeping life simple and acting on things that require attention rather than stressing over them. I am a social person. One thing about me not too many people know is that I have

a huge collection of ties. I have about 350-plus ties currently. Like everyone else, I have tons of holiday memories and it's difficult to choose one. A holiday memory that comes to mind is my trip from Casablanca to Marrakech. The view of the Atlas Mountains is just breathtaking.

“ I have a huge collection of ties. I have about 350-plus ties currently ”

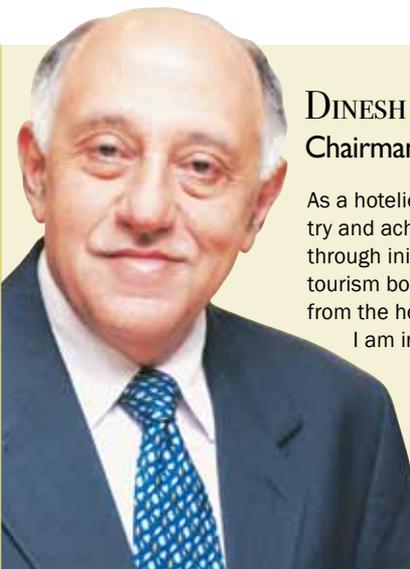
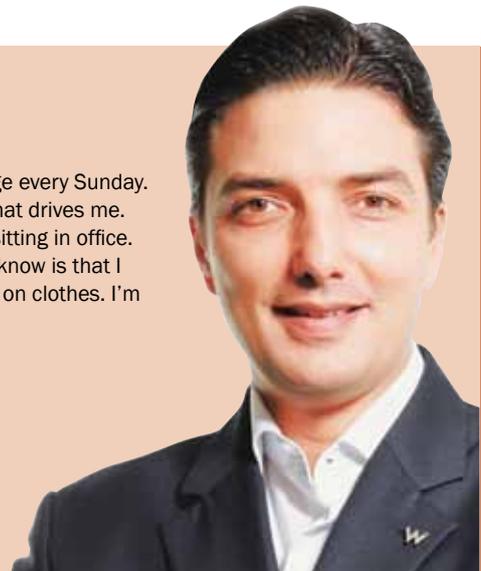
TAIEB TJ JOULAK

General Manager | W Goa

When I was young, I heard the expression that the world is owned by the people who wake up early. Every day, I run from my house to the hotel and then I work out for about an hour in the gymnasium with my personal coach. I also do three sessions of yoga per week, and two

and half hours of massage every Sunday. It's the passion to work that drives me. I don't believe in merely sitting in office. What many people don't know is that I spend most of my money on clothes. I'm a shopaholic.

“ I spend most of my money on clothes. I'm a shopaholic ”



DINESH KHANNA

Chairman | The Club Mumbai

As a hotelier, it has been an endeavour to try and achieve recognition for the industry through initiatives and collaborations with tourism boards, travel companies, colleagues from the hotel industry, and the airlines.

I am inspired by Ratan Tata because of his

ability and passion to make TATA a recognised Indian brand overseas. A place I would never tire of visiting is Turkey because it is a melting pot of cultures. It has a great history and is an influence of Asia and Europe in one country.

“ A place I would never tire of visiting is Turkey - a melting pot of cultures ”



All India Shri Shivaji Memorial Society's

AISSMS CHMCT

College of Hotel Management and Catering Technology

NAAC Accredited grade 'A' & The National Board of Accreditation for 5 years, till 2022
(Approved by AICTE, New Delhi, Recognized by the Government of Maharashtra & Affiliated to Savitribai Phule Pune University)



Hub for the greatest industry professionals

Premier Heritage Group of Institutes

AISSMS' College of Hotel Management and Catering Technology, established in 1997 is one of the premier Institutes in hospitality studies. The college through its state of the art infrastructure and eminent faculty has strived hard for creating leaders in hospitality industry. Two decades of persistent service and global alumni presence have contributed greatly towards our excellent reputation resulting in a leading position in the country's education sector.



Courses offered

BHMCT

4 year degree course
(with a choice of the elective subject)

Bachelors in Hotel Management and
Catering Technology

B.Sc. (H.S.)

3 year degree course

Bachelors of Science -Hospitality Studies

- Ranked 28th in Best hotel management colleges by India Today survey
- Ranked 12th in Top private Hotel management colleges by The Week Magazine
- Ranked 2nd in Top private Hotel management college by The Week Magazine

College at a glance

- Premier Institute to be accredited for 5 years, till 2022, by the National Board Of Accreditation, the highest recognized accreditation for Indian Technical Institutes.
- NAAC Accredited grade 'A'
- Ranked amongst top hotel management colleges in the country as per the WEEK-HANSA research survey for last 5 consecutive years.
- "EXCELLENCE IN EDUCATION" awarded by Brand Academy New Delhi
- ISO 9001:2008 certified
- Permanent affiliation to the Savitribai Phule Pune University
- Students featuring in University Toppers list every year
- Global alumni presence
- Excellent placement record
- Global internship for students
- Highly qualified experienced faculty with international work exposure
- Strong industry – institute interface



AISSMS's College of Hotel Management & Catering Technology

55-56, Shivajinagar, Pune – 411005 • Tel: 91 20 25520488, 020 25511655

Email ID: info@aissmschmct.in • Website: www.aissmschmct.in



Profitable Hospitality Businesses have one thing in common...

PANASONIC BIG CAPACITY COOKERS



CONSISTENTLY GOOD PERFORMANCE



NO SHOCKS IN YOUR KITCHEN



NO SUPERVISION, NO MESS



OPEN UP ANYTIME



IDEAL FOR COUNTERS



SR-932D

COOKS UPTO
2 KGS
OF RICE /
3.2 L



SR-942D (SS)

COOKS UPTO
2.5 KGS
OF RICE /
4.2 L



SR-972D

COOKS UPTO
4.5 KGS
OF RICE /
7.2 L



COMMERCIAL RICE COOKERS

The Panasonic Commercial Rice Cooker comes in various capacities which can cook from 2 Kgs to 4.5 Kgs of Rice. Due to their durability and attention to safety Panasonic has earned the certificate for **Electrical Equipment (IECEE) CB Scheme** for these Cookers.

IDEAL FOR BUFFETS



SR-WA22H(SS)

- Can also be used in Buffet for Steaming or Reheating - Idli, Idiyappam, Vegetables and more.
- Double Steaming Basket

SUPER MIXER GRINDER



MX-AC300

- SS304 Rust Proof Stainless Steel Jar
- 550 Watts Powerful Motor

MEAT GRINDER



MK-MG1000 / MK-MG1500

- 1000 Watts / 1500 Watts
- 3 Types of Blades (Rough / Mid / Fine)
- Rotary switch with reverse function

*Terms & conditions apply.

FOLLOW US

PANASONIC COOKING INDIA on:

