

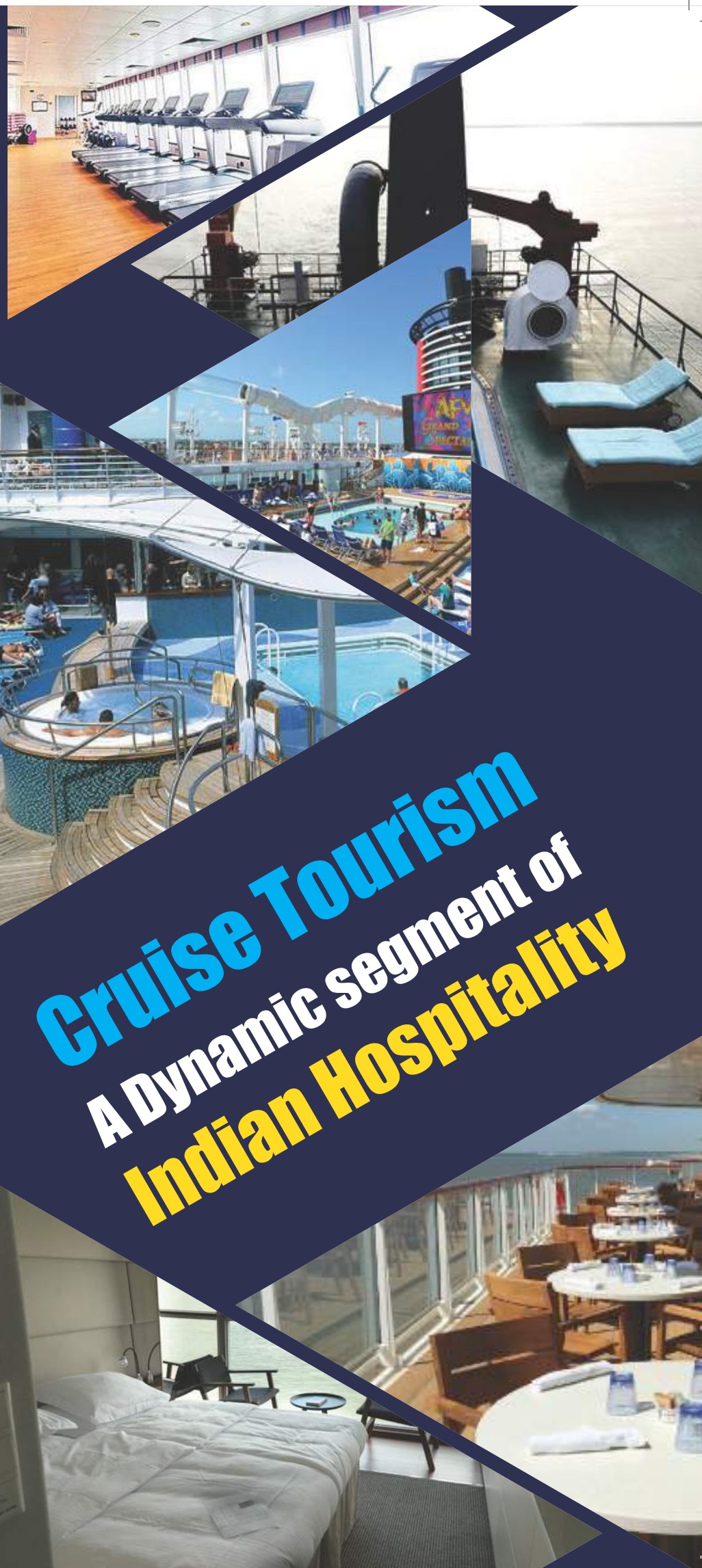


# H R A NOW

OFFICIAL PUBLICATION OF HOTEL &  
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**OCTOBER 2016**



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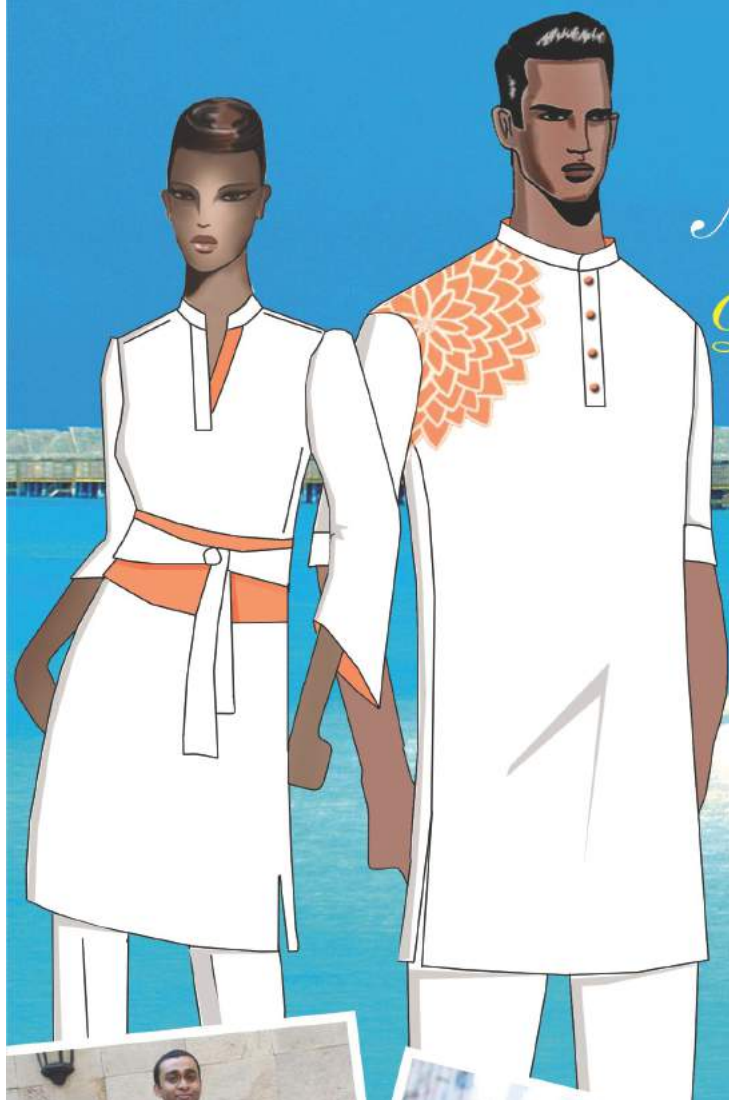
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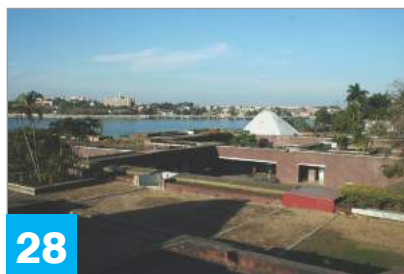
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**2016 International  
Housekeeping  
Week**  
SEPTEMBER 12-17

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## President's Note

### My Dear Members:

**I**t is a privilege and honour to be elected as your President of our beloved Association and I thank you all for posing your confidence in me.

FHRAI recently conducted our 51st Annual Convention in Indore, Madhya Pradesh from the 22nd September to 24th September 2016, hosted by our region.

The convention was a success in every sense and will be remembered for times to come.

We launched our own Food Service Operator's handbook on FSSAI at the convention, which in very simple language holds your hand to abide by the Act.

We also presented FHRAI's own 'IHQS', the ultimate classification system for hotels and restaurants, which has been piloted in our Western Region.

Further, I intend following up with our honourable Chief Minister of Maharashtra for rolling of HRAWI's formulated 'Single Window Clearance' for our new and existing hotel and restaurant licenses, Tourism Zones formation and many more announcements for our industry, work for which is underway.

It is my earnest request, my dear friends to come forward and help us make our Association stronger and more robust.

Wish you a very Happy Diwali and a prosperous New Year! ■

With Best Regards,

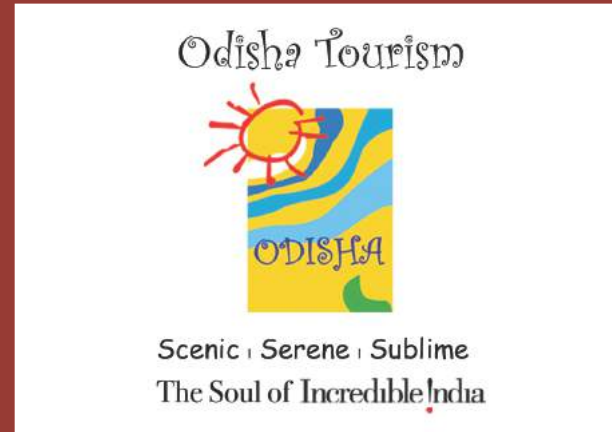
**Dilip Datwani**

President HRAWI

WE THANK ALL OUR SPONSORS WHO SUPPORTED US FOR THE  
**51<sup>ST</sup> FHRAI CONVENTION 2016**  
IN INDORE.









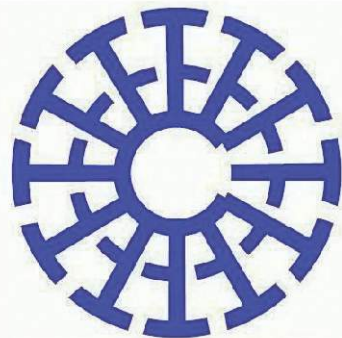




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Tourism Finance Corporation of India Ltd.

## Dilip Datwani Takes Over As The President Of HRAWI



**M**r. Dilip Datwani, Chairman & Managing Director, Datwani Hotels Pvt. Ltd. has been elected as the President of the Hotel and Restaurant Association of Western India (HRAWI) for the year 2016-2017 at the 66th Annual General Meeting (AGM) held in Mumbai.

Mr. Dilip Datwani has been an active voice and part of the hotel and restaurant fraternity for over two decades. Known for actively promoting the interests of the industry, he has in the recent past officiated in several capacities including Chairman of the Membership Committee, Chairman of the Classification Committee, and Senior Vice President of HRAWI; besides being an Executive Committee Member of Federation of Hotel and Restaurant Associations of India (FHRAI).

“The HRAWI has made tremendous progress and has crossed several important milestones in the last few years. The immediate past committee leadership has relentlessly strived to voice the concerns of members to the Governments and has ensured expedited resolutions where it was much needed. Of the several things that are being panned out for the future at HRAWI, the first would be to set up a Food Testing Laboratories that will provide hotels and restaurants the benefit of conducting an unbiased audit of foods from their kitchens,” says Mr Dilip Datwani, President, HRAWI.

Dilip Datwani owns and operates Shatranj Napoli, a landmark restaurant at Pali Hill, Bandra. A far-sighted entrepreneur, Mr Datwani incepted this stand-alone specialty restaurant back in 1989 which to date, toasts the who's who of the corporate and the cine world. Besides this, he also operates a transit hotel – Jayshree at the Mumbai Domestic Airport and has plans to set up a business boutique hotel at Bandra-Kurla Complex.

“Our immediate priority is to implement and promote the independent hotel classification. This was developed by HRAWI in a bid to modernize and standardize the classification procedures of hotels as per international standards. Under the Ease of Doing Business for hospitality, we intend to knock on the doors of the several

departments including Tourism Urban Development, Home department, and Excise among others for addressing issues ranging from opening up of 24x7 tourism zones and Single Window Clearance to Scrapping of ‘One day – Club License’ and health permits. Apart from this we will continue working inclusively with the Governments on several other fronts which the association has been pursuing in the interest of hospitality and tourism in India,” concludes Mr. Datwani. ■

## One Of The World's Biggest Hospitality Extravanzas THE FHRAI'S 51st Annual Convention 'BRAND INDIA'

**T**he most extravagant hospitality annual conventions and the much awaited 51st edition of The Federation of Hotel and Restaurant Associations of India (FHRAI) kickoff on 22nd Sept at the Amber Convention Center. Themed Brand India with Madhya Pradesh as the host state, the Convention was inaugurated by imminent Government dignitaries including Shri Shivraj Singh Chauhan, Hon'ble Chief Minister of MP, Shri Surendra Patwa, State Minister, Tourism and Culture, Govt. of MP, Shri Amitabh Kant, Chairman, Niti Ayog, Smt. Malini Laxman Singh Gaur, Mayor of Indore among others.

The three day convention hosted an exhibition featuring the latest products and technologies in hospitality along with a series of business sessions on varied subjects and a grand awards ceremony. The FHRAI Awards was conferred by Shri Surendra Patwa, State Minister, Tourism and Culture, Govt. of MP, Shri Digvijay Singh, National General Secretary, Indian National Congress and Shri Vinod Zutshi, Secretary, Minister of Tourism.

“We are pleased to host the biggest celebration ever of hospitality, in the heart of Incredible India – Indore. We, the hospitality industry are the first glimpse, the first impression to guests who visit India. It's upon us to represent the best of India with its myriad colors and colorful heritage. This year, under the emblem of Brand India we as a sector are resolved to set new benchmarks in hospitality and tourism. Inspired by the Hon' Prime Minister's vision based on the 5 Ts, ‘Talent, Tradition, Tourism, Trade and Technology’ the 51st Convention will embody these as intrinsic part of the theme,” said Mr. Bharat Malkani, President, FHRAI.

The present projection expects 10 million tourists to



visit India by the year 2020. This can only be achieved if 180,000 guestrooms are added at an estimated cost of Rs. 200,000 crores to the existing supply of 120,000 guestrooms in all the classified categories from 1-star to 5-star. "This will require for the hotel industry to work inclusively with the Govt. and the convention will serve as a great platform for presenting to the various stakeholders including tourism authorities, policy makers, investors and industry players the ways and means to make their valuable contributions," said Mr. Kamlesh Barot, Past President, Hotel and Restaurant Association of Western India (HRAWI).

One facet of the convention drew emphasis on accommodating the increasing tourist arrivals in the country. The hospitality industry plans to take up the challenge to set up the required tourism infrastructure for this and complement the Government's efforts to make Brand India the beacon of growth in both products and services.

"It's a delightful moment for the Federation, its members and Indian hospitality industry. The annual convention has evolved as the most important event for hoteliers over the last 51 years. With each edition of this event, it has been FHRAI's sincere endeavor to not only surpass the high expectations of the members, but also set new benchmarks in terms of innovation, excellence and grandeur. We welcome you all to this event," said Mr. Malkani.

The concluding day hosted an awards ceremony that conferred prestigious recognitions in various categories to hoteliers, restaurateurs, and several others that contribute to the hospitality sector. The day witnessed a marked rise in participation in the business sessions from various stakeholders of the sector on Charting New Classification Standards, Maximizing Food & Beverage Revenue using Technology, Industry Challenges Concerning OTAs and Accessible India Campaign followed by an Open House and Convention Resolutions.

Deliberations on various serious issues that include GST, liquor policy for hospitality sector, FSSAI act, and investment opportunities were some of the key highlights of the Brand India convention. The Government acknowledged that tourism and hotels can bring economic prosperity and create employment, and has invited investors in the state assuring its full support.

"We thank the government authorities, hoteliers, visitors and the media for their support in our endeavour

of building Brand India and in promoting it. We are very optimistic that the Governments will give due attention to our requests and sort ways for the betterment of the hospitality sector which is one of the key contributors in India's growing economy. We are hopeful that there is speedy implementation of our recommendations before we meet for our next annual convention," said Mr. Bharat Malkani, President, FHRAI.

The Federation of Hotel and Restaurant Associations of India (FHRAI) has announced that the association will launch five Food Testing Laboratories in India soon. The announcement was made by the President of the association, Mr. Bharat Malkani on the second day of its 51st annual convention being held at Raddison Blu.

During one of the business sessions on the Status of FSSAI Implementation, Mr. Bharat Malkani, President FHRAI said, "with the introduction of Food Safety

and Standards Act it has become mandatory for food business operators (FBOs) to test their food products. The number of labs that currently exist are grossly insufficient and will not be able to cope with the sheer volume of service seekers. Our labs will benefit thousands of FBOs from bakery federations, catering associations, food retail traders and mithaiwala associations, among others."

He further added, "To be launched on a non-commercial basis, the labs will not only follow global standards

of food safety and hygiene, but will also conduct the tests at forty to fifty percent lower costs than its commercial counterparts."

Hotel and restaurant Association of Western India (HRAWI), one of FHRAI's member bodies has already launched one such lab in Vadodara. HRAWI is the first hospitality industry association in the country to establish its own food testing laboratory.

"The FHRAI owned labs will be fully equipped with national and international standards equipment. The labs will be managed by a team of qualified and experienced technologists and would have proficiency to test almost all the Indian culinary samples," said Mr. Malkani.

The three day convention encompassed several sessions and panel discussions on subjects ranging from New Age Payment Options, MP Tourism - Investment Opportunities, Energy Sustainability in Hotels, Status of FSSAI Implementation, Charting New Classification Standards, and Accessible India Campaign, among others. ■



## fhrai's 51st annual convention 'brand india-2016'

















## **hraWi-66th agm held at trident -mumbai** **on thursday, 29th september 2016**









# Cruise Tourism **A Dynamic** segment of **Indian Hospitality**

**T**he Indian tourism sector is one of the largest service industries in the country in terms of its contribution to the gross domestic product (GDP) and foreign exchange earnings (FEE), as well as for providing employment to millions. Ministry of tourism in India is already promoting new concepts like rural, golf, wellness, adventure, medical, heliport, and sustainable / ecotourism in order to make it a major global tourist destination.

With Cruise Tourism emerging as one of the most dynamic segments of the leisure industry globally, India believes to add this to its kitty.

Cruise Shipping is an important and growing component of the leisure industry worldwide. It contributes directly and indirectly to the economy of the country concerned. This sector has a number of spin-off effects in service sector. Besides generating revenue in the form of passenger fares, port charges, etc., it also promotes many industries like handicraft, guide service and catering, etc., and earns valuable foreign exchange for the country.

Cruise lines have a dual character; they are partly in the transportation business, and partly in the leisure entertainment business, a duality that carries down into the ships themselves, which have both a crew headed by the ship's captain, and a hospitality staff headed by the equivalent of a hotel manager. A "Cruise is a tour by ship." Cruise lines are popularly known as floating resorts which runs

through the oceans and seas from different home ports to various destinations. Cruise line offers various packages of tour to different beautiful parts of the world in different countries to their clients or guest, sold through the travel agents.





Package tour includes all food and accommodation facilities inside the ship or on board. With various entertainment facilities such as casino, swimming pools, sauna, Jacuzzi, sports facilities, theater, movies, cafe, live concerts and shows, shopping complex, library, internet cafe, child care center, discotheque, bar, pubs, lounges and many more. Cruise line is

like a small city inside the ship. They have a capacity to carry more than two thousand passengers or guest and hundreds of crew members, depending upon the size of the cruise liner. Carnival cruise line is the largest and the most popular cruise line in the world with twenty-four cruise ships or vessel, which operates from different ports of United States. Other famous cruise lines in the world are Norwegian cruise, Cunard cruise, Star cruise etc. Currently the five largest cruise line operators in the world are Carnival Corporation & plc., Royal Caribbean Cruises Ltd., Star Cruises, MSC Cruises and Louis Cruise Lines.

## TARGET TOURISM SEGMENTS FOR THE INDIAN CRUISE SECTOR

Four distinct tourism segments can be identified as presenting distinct potential for the Indian cruise tourism sector.

Foreign tourists comprising International Arrivals in India would form an immediate and most certain target. Cruise tourism would not only benefit from the existing foreign tourists but by itself would lead to an augmentation in this tourism segment because we would have foreign tourist 'flying into India' to take the cruises. Cruise tourism would also enable the country to extend the stay of foreign tourist in the country by offering a value added tourism platter.

Indian tourists comprising Outbound Travelers would form the second and natural target, especially if the Cruises from India also offer the chance of touching foreign shores. Indians who today fly to Singapore to take a cruise would naturally opt to take a cruise from India and reach Singapore.

Indian tourist who today form the Domestic Travelers would form the third important segment because it is only circumstance which constrains them to travel within the country and if availability,

accessibility and affordability were addressed the high value domestic tourists would happily added cruises to their tourism itinerary choice.

Cruise Tourist arrivals in India representing dedicated cruise travelers who have been coming into India through various ports till date. It is expected that as India offers better infrastructure and destinations, other cruise liners will come to India bringing enhanced levels of cruise tourist.

## CRUISE TOURISM PORTS IN INDIA

### Types of Cruise Ports

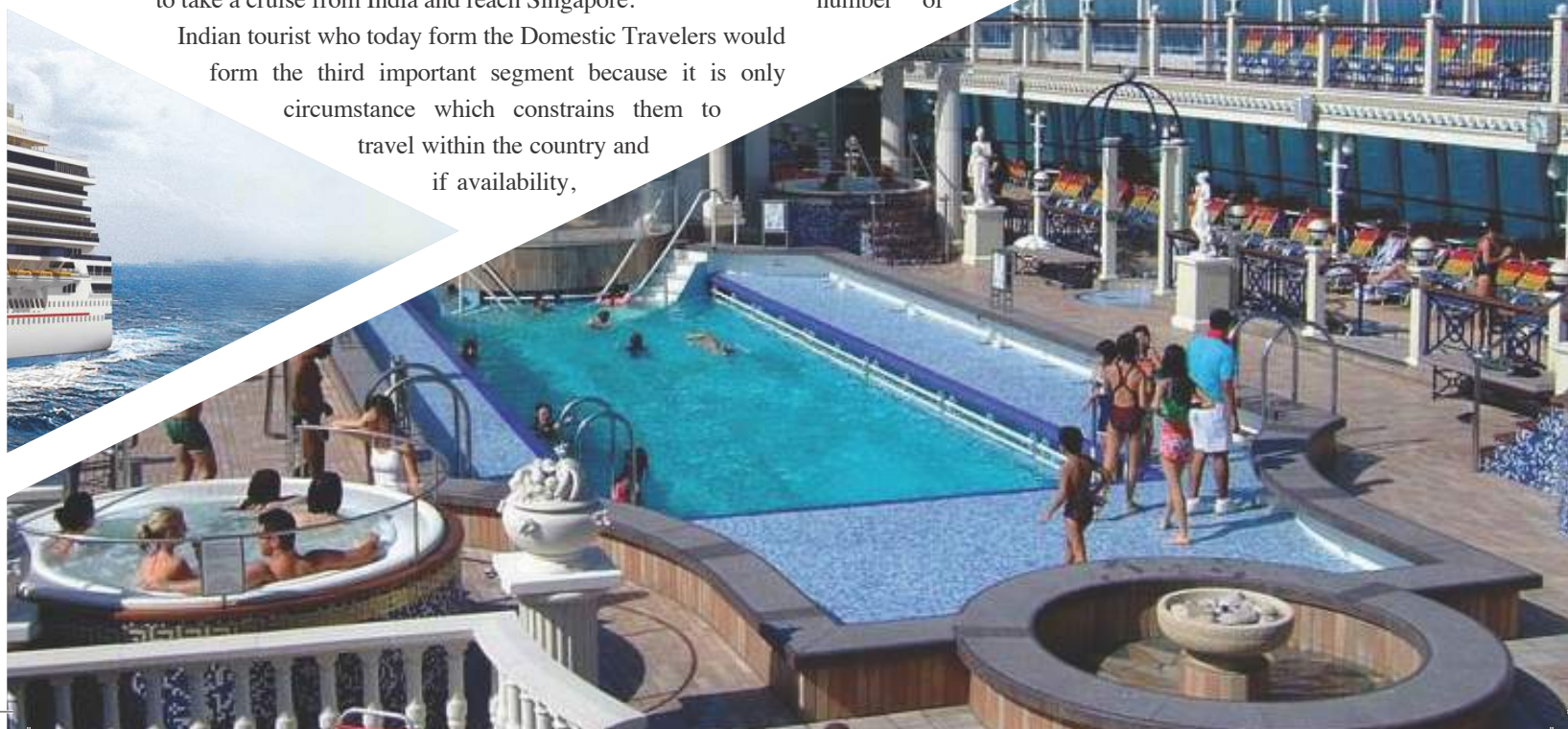
With respect to cruise ships, ports may act as a 'Port of Call' or as a 'Home Port'.

As a Port of Call the port would act as the transit and receiving ports to national and international ships that touch several destinations as part of their cruise circuit. Travelers who disembark at the port visit destinations either close at hand or may sometimes even fly to distant destinations. At times travelers who disembark at a particular port may embark the ship at some other port closer to the destination they have chosen to visit.

As a Home Port or Hub Port, the port would act as the base for a cruise ship, which would take passengers around a cruise circuit and then come back to the homeport to berth. Travelers would either 'fly in' or 'drive in' to the homeports to take their cruise.

### Identified Ports for Cruise Tourism in India

India is ranked as the ninth most popular tourist destinations in the world and is today considered as a preferred cruise destination. The government of India has recognized Cruise tourism as a thrust area and initiated a number of





positive measures to promote the cruise industry and position India as a global cruise destination. India has over 7,500 km of coastline, peppered with places of great interest for the cruise guest. Along the coastline, India also has 12 Major Ports and 184 minor ports. To encourage cruise shipping, major ports, which are managed by the central government, have been encouraged to create facilities for cruise shipping. Since most major ports on the western coast in India meet the requisites of a port of call, a nascent trend of cruise ships calling at Indian ports at regular intervals has started recently in the cruise industry. This has led to the ports of western coast of India figuring on the itineraries of international cruise ships. Government of India, as part of its cruise tourism development initiatives has identified 6 Indian ports to be developed as 'world class cruise terminals' and to be promoted as 'integrated Indian cruise circuit. These identified Ports include Mumbai, Goa, Cochin, New Mangalore, Tuticorin, and Chennai.

### Mumbai Port

Major drivers for Cruise tourism, USP of the Mumbai port.

Mumbai has beaches, monuments, museums, world heritage sites, Renowned eateries, shopping & entertainment facilities; proximity of exotic tourist locales in the vicinity too enhances its attraction. Mumbai has many gothic architecture heritage buildings, a reminder of the glorious past of the city in conjunction with tall skyscrapers indicating its importance in India's commerce & trade.

Excellent air connections to other cities make it an ideal boarding/destination point for passengers doing the regional cruise circuit. A variety of tourist options, moderate climate, and International standard hotels in a cosmopolitan & safe environment, make it among the most preferred tourist destinations in the country.

Places of tourist interest in vicinity.

The Gateway of India, Marine Drive (Queen's Necklace), Elephanta Caves, CST Station Heritage Building, Home to Bollywood: Indian Cinema Industry, Juhu Beach, Chowpatty Beach, Karnala Bird Sanctuary, Harbour cruises, Ajanta & Ellora Caves etc.

### Goa Port

Major drivers for Cruise tourism, USP of the Goa port.

Goa has sun, sand & beautiful beaches; Lush countryside, exotic locales, swaying palms, seafood & architectural splendors of its churches, convents and old houses. Key offerings of serenity, relaxation & parties. A meeting point of religions and cultures of East and West, over the centuries Goa has a multi-hued and distinctive lifestyle quite unique from the rest of India. Visits to the Beaches – Anjuna, Baga, Benaulim, Calangute, Colva, Dona Paula; churches, temples, and historical places in & around Panaji, Vasco; Forts – Aguada, Chapora & Cabo de Rama, Rivers –Mandovi & Zuari

### Cochin Port

Major drivers for Cruise tourism, USP of the Cochin port.

Cochin has ayurveda & yoga, rejuvenation therapies, spices & seafood, lagoons & backwaters, hill stations. Souvenirs & artifacts, traditional dance & art forms. Beaches, Churches & Synagogues,

monuments, local arts, villages, tea & coffee plantations, dense forests etc. Alleppey backwaters, Munnar, Periyar Wild Life Sanctuary, Jewish Synagogue, beaches, temples & churches, specialized resorts for Ayurveda, shopping bazaars for spices etc.

### New Mangalore Port

Major drivers for Cruise tourism, USP of the New Mangalore port.

New Mangalore has proximity to historical heritage temples of Hampi Vibrant green forests, paddy fields, gigantic monolithic statues, sunbathed beaches, exquisite temples, mild sandalwood, traditional buffalo races & conventional red-tiled roof houses.

Lush hills surrounding Mangalore offer scenic views of the Arabian Sea. Surrounding hills & beaches – Kudremukh, Madikeri, exquisite temples, Karakala Giant Monolithic statue, Kemmanagundi, Monuments of Hampi, Nandi Hills, Tea & coffee



plantations, Nilgiri Hills, Banerghatta National Park, Hassan, Halebid, Bellur etc.

### Tuticorin Port

Major drivers for Cruise tourism, USP of the Tuticorin port.

Tuticorin has the 1000-year old temples at Thanjavur, a World heritage site, Kanniyakumari – the southernmost tip of India symbolizing confluence of east & west and Kancheepuram – a temple town. Gateway position to India's culture and heritage. Proximity to International Sea routes. Thanjavur, Kanniyakumari, Kancheepuram, historical temples, Churches and ancient structures around Tuticorin, Madurai, Ooty, Kodaikanal, Tanjore and Kovalam.

### Chennai Port

Major drivers for Cruise tourism, USP of the Chennai port.

Chennai has a rich heritage, vibrant social & cultural ethos, variety of cultural and Art forms. Bustling metropolis, ancient temples, clean sea front, international hotels. Famous for silk shopping, Chempak Palace, Mahabalipuram, Pondicherry, Kancheepuram, Thanjavur, Madurai, Chidambaram and Tiruchy.

## CRUISE CIRCUITS

**Rejuvenation Cruise:** Goa- Mangalore - Cochin (Kerala Backwaters)

Goa and Cochin are especially well known for their Ayurveda therapy. Ayurveda as an alternative healing therapy has become very popular. Many westerners have made Ayurvedic spas their annual retreat, combining a relaxing holiday with cleansing of their bodies. In fact, most cruise ships these days have trained wellness experts on board who offer relaxing treatments. India scores high on this parameter since it is the birth place of Ayurveda. There are a number of ayurvedic resorts in Kerala that can be easily accessed from Cochin, the famous ones being Coconut Lagoon, Kumarakom, Taj Garden Retreat at Kumarakom and Thekkady, Somatheeram and Kovalam. Other well-known spas include the Indus Valley Ayurveda Centre at Mysore, the Park Hyatt Goa resort and spa and the Golden Palm resort and spa, Bangalore. A theme designed on wellness of mind and body with such centres as destinations is bound to attract a sizeable international audience as

also the crème de la crème of the Indian society since 'spirituality and wellness' has become the 'in thing' these days.

**Discover India' Cruise:** Mumbai-Goa-Cochin-Tuticorin, Cochin-Goa-Mumbai-Porbander

The Government of India has successfully launched its 'Incredible India' campaign. This has brought India into the limelight as an exotic destination. Taking this one step ahead, it could come out with a 'Discover India' cruise theme. This would target an itinerary with major Indian ports as port of call. Thus, the cruise ship could have stopovers at Mumbai, Mormugoa, New Mangalore, Cochin, Tuticorin and Chennai. Shore/land excursions to places of interest around each port would form an intrinsic part of the itinerary. Ministry of Tourism should also look at developing the required infrastructure at more exotic Indian locales like Lakshadweep or Andaman & Nicobar Islands. Cruise operators are keen on including these destinations as port of call; however in absence of basic infrastructure it is impossible to do so. This would be an ideal package for travelers who would like to visit different Indian destinations and also experience the novelty of a cruise and can typically be targeted at the foreign tourist.

**'Shopper's Bonanza' Cruise:** Mumbai-Porbander-Dubai, Cochin-Mumbai-Dubai. This theme could be built in an itinerary that would have stopovers at Dubai, Porbander and Mumbai especially designed for Dubai shopping Festival period. The Dubai shopping festival lasts for a month from January to February. Over 2,300 retail outlets participate in this festival, offering goods and services ranging from gold, jewellery, electronics, and cars to cosmetics, textiles and handicrafts, at big cash discounts. From Porbander the passengers can take land excursion packages to Jaipur, which would add variety into the shopping by giving it an ethnic touch. Some of them could also opt for an Agra visit for the Taj





Mahal. The State Tourism departments could organize similar shopping festivals in and around the port areas. Handmade artifacts, hand-embroidered

garments, ethnic Indian jewellery are a rage in markets abroad. Foreign tourists visiting Mumbai generally go to the Zaveri bazaar nearby famous for its gold, silver and diamond jewellery, Colaba Causeway – a good bargain for clothes, Breach Candy and Kemps corner – for more trendy and slightly expensive clothes are areas frequented by foreign tourists. In Goa, the Anjuna flea market, the Mapusa Friday market, the Arpora Saturday night bazaar and Ingo's Saturday night markets at Haystack are bazaars visited by tourists. Cochin is well known for handicrafts like camel-bone carvings, woodcarvings, articles made of coconut shells, ethnic hand woven textiles and the very famous Spice market. Chennai is famous for its silks and traditional merchandise like bronze and brass castings, traditional jewellery, metal works and stone carvings.

**Heritage Cruise:** Mumbai-Goa-Cochin-Colombo, Mumbai-Mangalore-Cochin-Colombo

Heritage destinations have been a source of attraction for most tourists. Many monuments in India fall under the World Heritage

List. Few among them like Elephanta caves and Chhatrapati Shivaji terminus, churches and convents of Goa, monuments at Mahabalipuram and Hampi are quite accessible from the ports of Mumbai, Mormugoa and Cochin respectively. One-day excursions can also be arranged to other famous Indian heritage sites like Taj Mahal, Humayun's tomb, Qutb Minar.

In Colombo there are many significant places of historical and archaeological interest which should not be missed; for e.g a visit of Sri Maha Bodhi (Sacred Bo-Tree), which is the city's

holiest site, and was grown from the tree under which Buddha achieved enlightenment, then there is city tour of Kandy, the last capital of Sri Lankan kings and is a World Heritage Site, then there is also the NuwaraEliya which is called - The "Little England" of Sri Lanka and many more destinations of this nature.

**Sunshine Cruise to Beaches:** Cochin-Goa-Lakshadweep-Male, Chennai-Colombo-Andaman-Chennai Chennai-Colombo –Male –Cochin-Dubai, Cochin-Lakshadweep-Mangalore-Dubai, Chennai - Andamans-Vishakapatnam-Paradip, Vishakapatnam-Calcutta- Andamans

This cruise itinerary is to market the cruise based on the season, which is most appropriate for the sea-dipping and beach activities. This cruise basically targets those people who are the beachgoers and want to visit different types of beaches along the Indian coast, bask in the sun, just relax in special message centres on the beach or go for land excursions. The beaches of Goa are the highlights of travel in this state, making Goa the premier beach vacation destination. The first beach stopover in Goa is Anjuna beach also famous for its flea market and parties, then visit Baga and Dona Paula beaches that can make any beach holiday a memorable one. All in all Goa's 100-km long coastline gives an enthusiastic beach lover an opportunity to discover new secluded beach sites every day. In addition there is also a traditional carnival, which is a part of Goa's rich Portuguese heritage, 900-km length of the Kerala coast is lined with sandy beaches, rocky promontories and coconut palms that definitely merit a visit in every tourist itinerary, the beaches of Lakshadweep are a paradise for divers offering exotic diving spots. Male too has its own beauty and charm to offer.

**Nature Lovers Cruise:** Mumbai – Goa - Mangalore-Lakshadweep-Mumbai, Mumbai-Vizag- Lakshadweep-Kolkatta

As the name suggests this cruise itinerary is designed for nature lovers. Indian geography has a continental spread, with varied and diversified ocean and coastal ecology. Those interested can actually study and see these eco systems on this cruise. Learning these can be made fun by combining them with various activities like:

- Snorkel over some unique



corals in Lakshadweep

- Paddle Canoes around the shallow foreshores rich in marine-life
- Ride the boats into the rich backwaters of Kerala
- Explore the wilderness of uninhabited islands, secluded bays & aqua waters, home to dolphins, dugongs & turtles in Goa

**High seas cruise or 'Cruise to Nowhere':** Chennai –Andaman- High Seas, Cochin-Lakshadweep-High Seas , Vishakapatnam-Paradeep-Andamans-Highseas

A popular type of cruise in the Southeast Asian market is a 'nowhere cruise' where the itinerary is designed purely for the pleasure of cruising with no stopovers at any port of call. Thus, tourists who have already visited destinations in and around India but who have not yet experienced the novelty of a cruise would be the target audience. This could be an ideal weekend cruise. Here, the emphasis would be on the on-board facilities and entertainment offered in the cruise ship. It must be emphasized that while each of these themes could be promoted as an exclusive package, there could also be a combination of different themes, which probably might attract more cruise tourists. For example, a rejuvenation cruise by itself might not find many takers. However, if a high seas cruise with just one stopover in, say Cochin, is planned or if a rejuvenation and heritage theme is combined, more tourists would like to go in for it. Similarly, a high seas cruise could be combined with the Kerala backwater river cruise to give an exotic experience.

**Eco Cruise across high seas:** Mumbai-Cochin-Colombo-Maldives-Mumbai , Kolkatta-Paradeep-Chennai-Colombo

This cruise would enable the full benefits of cruising on the high seas to be enjoyed along with Ecotourism in Colombo and Maldives. Both these are very attractive foreign destinations which are also sufficiently close by so as to be linked competitively without unduly increasing operational costs.

### River Cruises

The concept, duration and nature of river cruises will depend on the depth of the river, the features of the river course, the destinations connected, the size of the cruise ship/boat/ floaters that would be feasible to ply on it. The connectivity of the river and nature of tourist traffic that have access to it would also determine the approach to the concept

development. While a detailed study would have to be undertaken to determine the feasibility and potential of each of the river cruises, the following river cruises are recommended for development consideration.

- Sundarbans Cruise in West Bengal
- Brahmaputra Cruise in Assam
- Ganges Cruise in Bihar/West Bengal
- Mandovi River cruise in Goa
- Srisailem-Nagarjuna Sagar Cruise on river Krishna in Andhra Pradesh
- Basar – Rajahmundry – Dholshwaram cruise on river Godavari Andhra Pradesh
- Kerala Inland Waterways and Backwater Cruise
- Cauvery Cruise in Karnataka

Some of the river cruises could be linked to adventure activities like rafting, sailing, river crossing etc. while certain other river cruises could offer other entertainment elements, refreshment, pleasure trips, floating restaurants or guesthouses, local sightseeing, nature watching, safaris across forests, sanctuaries etc.

India has become one of the topmost destinations for travel for domestic and international cruise tourists. Cruise Tourism is becoming an increasingly popular leisure choice in India. Cruises, which were at one time considered the prerogative of the rich, are today fast reaching to all class of travelers. India's virgin forests, undisturbed idyllic islands, long historical and cultural tradition of architecture, theatre and performing arts, 7,517 Kms long beautiful coastline and strong port positioning imparts a natural advantage to the country to attract international cruise line. India's positioning in South East Asia and its proximity to already popular cruise destinations would enable strong cruise circuits to be created over a period of time. ■





# Hotel Amer Palace

## Our Vision

“Create a unique experience that continuously exceeds the expectations of our guests; ensuring the balance between care, trust and socially responsible entrepreneurship, we ensure mutual benefits and continuity.”

## Our Mission

“We aim to deliver excellence with exceptional Indian hospitality and unique devise that brings immeasurable smile and satisfaction to all of our customers.”

Hotel Amer Palace is located at Zone-I, MP Nagar. Lower lake (Approx. 5km) and Moti Masjid (Approx. 6km) are at a proximate distance from the hotel. One of the must visit tourist spot is the Lower lake which is situated between the mighty hills and massive Upper Lake. Other hotspots include Fish Aquarium, Birla museum and Lakshmi Narayan temple.

Hotel Amer Palace, Bhopal, offers a fine stay with its flawless personalized services and innate warmth. Guests can experience the Indian hospitality and feel the same warmth of a home. A fine dining facility offering scrumptious food is also offered for the guests within the premises.

With a host of amenities, the hotel assures guests convenience and comfort. The range of basic amenities include internet, 24-hour front desk, 24-hour room service, air conditioning, travel desk, 24-hour security and doctor-on-call. Business

services conference suite and board rooms are rendered to the corporate travellers so that they can organize business meetings, seminars or events smoothly. Guests can also unwind and have a relaxed evening at the in-house lounge. A specialty restaurant offers an array of delectable cuisines including Indian, Chinese & Continental.

An unbiased and uncompromising venture of Amer Group, Hotel Amer Palace has been proven to be the most sought out stay destination by many viewers. Stationed in the middle of a vibrant and multi-ethnic city that offers business and leisure travellers a stimulating and enriching experience. Systemized on 23rd January 1992, when Bhopal was in the verge of advance developments and only few companies were thinking to set their businesses here. Today, after so many good sound years; Hotel Amer Palace's foundation remained erect and steadfast offering better services and hospitality, every time the guests visit.

## Accommodation

You'll fall for each other all over again at the luxurious Hotel Amer Palace, an elegant choice with lavish rooms, luxurious furnishings, and spectacular services. Furnished 57 rooms and suites, there is lot more additional benefits of choosing us. Every room has a warm ambience and makes one feel right at home.







### Royal Standard

Guests who believe in simple thinking and simple living can avail these rooms. All these rooms are well lit and ventilated and do not fall short in terms of comfort and privacy. In other words if you want to have best way to stay then, this is the best available option. All guests are given prompt room service to make their stay memorable

### Royal Deluxe

Modern hotel rooms which delight's every guest, with every conceivable amenity that one may need at their fingertips. Ideal for brief trips where leisure and service are paramount.

### Premium Executive

Executive room offers an elegant ambiance they are spacious, comfortable and elegant with double-bed or twin-bed as per guest requirement and sitting couch for making ones stay comfortable, this beautifully decorated room give guest's value for their money.

### Executive Suites & Presidential Suites

Suite room offers an ambiance for leisure it has spacious rooms with luxurious Interiors with king size Bed, a Living room, Bedroom, Dressing Area, Tea/Coffee makers, Electronic Safe, Mini Refrigerator, Television and an adjoining pantry.

## Food & Dinning

**Tavern- that steals the attention of heart**

An appetite from different parts of the world - from India and abroad - has inspired the culinary culture at Hotel Amer Palace. This multi Cuisine Restaurant at Hotel Amer Palace captures the spirit of the royal cuisine of maharajas along with various concepts from different parts of the world.

### Jharokha - Peep Into Delicacies

Hold the fork and spoon tight for the endless array of all your favorite dishes; or there is a chance that you may end up gobbling the moment you see and smell the aroma of deliciousness. Oh yes, your meal table is set in Jharokha- the best part of Hotel Amer Palace, that tempts customers for every next retreat. The restaurant serves all kinds of International and Indian cuisine during breakfast, lunch and dinner. We pride ourselves with our highly versatile team of cooks & chefs, well experienced to identify the taste needs of our distinguished guest.

### Breakfast Buffet

How about having something different in early morning than what you usual have? Step in our A-la-Carte' Snack session between 7:00 to 9:00 am, where you start your day with options of 15-20 dishes from the territory of Indian, South-Indian, American & Continental palate. Our container is still filled with more privileges, you will always have some more space for milk, tea, coffee and fresh & canned juices to end with.



### **The A-la-Carte'**

From the island of Indian, South-Indian, Mughlai, Chinese & Continental, they bring you the dishes and starters from the cauldron, prepared with secret recipes of taste. The extravaganza of Indianism is also included in our menu with varieties of Thali, which will keep you closer to some mom-made kind of foods.

### **Bar**

Don't forget to visit their bars while on the property. Organized with a cool ambience and stocked up with world class varied effervescent wines, hard-drinks and beers, both Alcoholic & Non Alcoholic are available. They have a sect of seasoning mocktail and fresh juices that makes every drinking party lively and unconventional for everyone.

### **Other Facilities**

#### **Banquet Hall**

Apart from the specially designed rooms, they have exceptional and fully operational Banquet Halls with elegant interiors that have been a convenient location both for official and personal gatherings. They offer the best of the audio-visual aids with ever attentive staff in service that will make your occasion a successful event. Offering convenient solutions for Wedding functions, Parties, Product launches & Business meets, it accommodates the crowd of minimum 500 people.

#### **Discotheque**

An ultimate and one stop entertainment destination where you can play or hear any kind of entertainment needs you look for. A trendy discotheque in the middle of crowdie Bhopal is something you would like to plan up a dance gathering with

your friends or an office party. Great atmosphere and unique decoration set in a clean and safe environment, not only this... the focus of this section goes to the huge dance floor and hundreds of guest unleashing new steps is the most perfect place to party in Bhopal.

### **Business Chamber**

A unique retreat for the business associations, Hotel Amer palace caters an elegant polished room with high-quality audio-visual equipment. Their all time available expertise accords your requirement and arranges every minutia need from starting to end. Capacity to accommodate up to 50+ attendees, the complete set up of this room cultivates a professional ambience that will lead to a successful meeting supported with secretarial services, mini board meeting room, interview room, projector and internet

### **Gymnasium**

Creating healthy body and healthy minds is what drives us in all we do. From the quiet luxury of hotel, we also provide complimentary use of the gym facility to residents. Our gym is fully equipped with modern cardiovascular technology and each of our trainers specializes in variety of training methods. We have a unique approach aimed at maximizing the health & happiness in every one of our clients.

Welcome to the luxurious comfort of Hotel Amer Palace, Bhopal. Located next to city's main centered public transportation, is only a fraction away from everything under Bhopal's sunbeam. Being an incredible Hotel by itself, Amer Palace offers a lot to the people who belong here and also to the guests who simply wants to spend and breathe in the coziness of city of lakes. ■





## A Famous Restaurant In Bhopal

**M**anohar Dairy & Restaurant does not need any introduction in Bhopal. For a quick, hygienic & tasty vegetarian meal, Manohar has been a first choice of customers from the past four decades. This restaurant is one of the best places to eat in Bhopal and the most wonderful thing about this restaurant is that the quality of almost each and everything they put on the table is mouth watering and indeed delicious. Manohar Dairy has 3 outlets in the Bhopal – the oldest one at Hamidia Road, a small over-the-counter style outlet at New Market and another one in the main business district of M P Nagar in Bhopal.

To start with, Hamidia road outlet, was started with a capacity of 30 seats gradually expanded to 180 seats along with an increase in the product category too. Then came the New Market outlet, which is a small over the counter style outlet, with a limited variety of product range. Finally few

words about the talk of the town i.e. the MP nagar outlet which is very tastefully done. The ground floor is full of chaat, namkeen, sweets, eggless bakery items and other stuff to crave on. The first floor of the outlet has a Multi cuisine Restaurant, for every mood of yours and here is where you find the most of the youths, couples and family crowd. Finally coming to the second floor, they serve Indian meals, along with snacks. Recently on the Terrace they have come up with a Banquet Hall for small get together's.

Some of the must try items include – their Chats, Cholle Bhature, South Indian, Pao Bhaji, Indian Meals and we bet your taste buds will never be the same. And how can you forget their irresistible Desserts, we swear you can't stop at one, like Kulfi & Rasmalai among others. One visiting Bhopal must visit Manohar Dairy & Restaurant to taste their awesome food, Chaat, and Indian Sweets. ■





# Bhopal

## an historic place with rich tradition and modern life

**B**hopal is a fascinating amalgam of scenic beauty, old historic city and modern urban planning. It is the 11th century city called Bhojpal, founded by Raja Bhoj, but the present city was established by an Afghan soldier, Dost Mohammed (1707-1740). His descendants build Bhopal into a beautiful city. Bhopal is the capital of Madhya Pradesh and the administrative headquarters of Bhopal district and Bhopal division. Bhopal is known as the City of Lakes for its various natural as well as artificial lakes and is also one of the greenest cities in India. Bhopal houses various institutions and installations of national importance, including ISRO's Master Control Facility and BHEL. Bhopal is home to the largest number of Institutes of National Importance in India, namely IISER, MANIT, SPA, AIIMS and NLIU.

The city attracted international attention in December 1984 after the Bhopal disaster, when a Union Carbide India Limited (UCIL) pesticide manufacturing plant (now owned by Dow Chemical Company) leaked a mixture of deadly

gases composed mainly of methyl isocyanate, leading to one of the worst industrial disasters in the world's history. The Bhopal disaster continues to be a part of the socio-political debate and a logistical challenge for the people of Bhopal.

Bhopal has been selected as one of the first twenty Indian cities to be developed as a smart city under PM Narendra Modi's flagship Smart Cities Mission and will be the first smart city of India in coming years.

In Bhopal there are two main lakes, the Upper Lake and the Lower Lake. On the banks of the Upper Lake is Van Vihar National Park, home to tigers, lions and leopards. The State Museum has fossils, paintings and rare Jain sculptures. Taj-ul-Masjid is one of Asia's largest mosques, with white domes, minarets and a huge courtyard.

Several dynasties have left their mark on the city. The antediluvian remains of the forts built by the Rajputs, Afghans and the Moguls silently speak of the battles, victories and failures of the past era. These icons are testimony to the



grandeur of past and provide a marvelous treat to the eyes. Even by seeing the remains of the city one can have the glimpse of different cultures which existed in the past. Bhopal today is the seat of administration of the state. It carries the abstruseness, the discord, the charm and the dynamism of a city where the past coexists in harmony with the present.

Many kings have ruled here and enriched the character of the city. Visiting the city is an immensely fascinating and rewarding experience. Today Bhopal has blossomed into a city which in spite of being modern upholds the patrician mark of its bygone rulers. The city provides a fascinating blend of scenic beauty with its lakes, parks, temples, mosques, gardens, museums, statues and buildings. Its rich history can be gauged by the fact that the rock paintings found here are nearly 30000 years old.

### Bharat Bhavan

Bharat Bhavan is a multi-arts complex in Bhopal, housing a museum of the arts, an art gallery, a workshop for fine arts, a repertory theater, indoor and outdoor auditoria, rehearsal room, and libraries of Indian poetry, classical and folk music providing interactive proximity to the verbal, the visual and the performing arts. It is a place for contemporary articulation, exploration, reflection and innovation.

Bharat Bhavan consists of Roopankar (Museum of fine arts), Rangmandal (A repertory), Vagarth (A centre of Indian poetry), Anhad (A library of classical and folk music) and also an Ashram .

### Bhimbetka Rock Painting

If you wish to travel further into history, the pre historic era take time off to make an excursion to Bhimbetka an archaeological treasure house. Hemmed in by the northern fringe of the vindhya ranges, Bhimbetka lies 46 Kms. South of Bhopal. The rocky terrain of dense forest and craggy cliffs has over 600 shelters belonging to the Neolithic age. They had a vivid, panoramic detail, painting in over 500 caves depicting the lives of pre-historic cave dwellers. This

invaluable chronicle on the history of man should not be missed. One can enjoy the paintings depicting everyday events of our ancestors like scenes of hunting, dancing, horse and elephant riding, household scenes, honey collection, animal fighting scenes etc.

### Bhoj Wetland

The Bhoj Wetland consists of two lakes located in the city of Bhopal. The two lakes are the Upper Lake and the Lower Lake, which lie to the west of the city center. The Upper Lake has an area of 31 km and drains a catchment or watershed of 361 km. The watershed of the Upper Lake is mostly rural, with some urbanized areas around its eastern end. The lower lake has an area of 1.29 km. Its catchment is 9.6 km and is mostly urbanized; the Lower Lake also receives subsurface seepage from the Upper Lake.

### Bhojpur

The magnificent temple of Bhojpur, which has earned the nomenclature of the Somnath of the East, is known as the Bhojeshwar temple. Dating back to the period of Raja Bhoj, The legendary Parmar king of Dhar, the temple is about 1000 years old. This temple to this date attracts devotees of Lord Shiva in huge numbers during the Shivaratri festivities. This sanctum has the biggest Shiva Linga carved out of a single stone, rising to an awe-inspiring height of 7.5 feet with a circumference of 17.8 feet. Set upon a massive platform of 21.5 feet, the architectural harmony of lingam and platform creates a superb synthesis of solidity and lightness.

### Birla Museum

Birla Museum is located at Vallabh Bhavan in Bhopal .It was established in 1971.The Museum contains Stone sculptures, Prehistoric elements of Paleolithic to Neolithic ages, terracotta, coins, manuscripts, paintings and plaster casts etc. Some elements of Harappan and Mohanjodaro civilization and Sunga, Kushana, Gupta period are also preserved here.







### Chowk

Located in the heart of the old city, the Chowk is lined with old mosques and havelis, reminders of bygone era. The shops in its narrow alleys are treasure troves of traditional Bhopali crafts, silver jewellery, exquisitely fashioned beadwork, embroidered and sequined velvet fashioned purses and cushions. An excellent place for purchasing traditional crafts.

### Gohar Mahal

Situated in the banks of the magnificent Upper Lake, Gohar Mahal is one of the beautiful palaces in Bhopal. It is built by Gohar begum, who was the first woman ruler of Bhopal. Constructed in the year 1820, Gohar Mahal is an architectural marvel, which presents a perfect blend of Hindu and Mughal Architecture. Though the Palace has not been maintained properly, its arcades maintain the majestic look and the past glory. A splendid mansion of great historical importance, Gohar Mahal is in the path of renovation which will restore the original grandeur.

### Indira Gandhi Rashtriya Manav Sangrahalaya

Situated on Shamla Hills, Indira Gandhi Rashtriya Manav Sangrahalaya is one of its kind museum in India which was established in the year 1974. It is an anthropological museum that houses a large collection of Tribal and folk



arts from all over India. Covering an area of 200 acres, this is the only museum in the world that showcases a collection of painted prehistoric rock shelters.

### Islamnagar

Located 11 km away on the Bhopal-Berasia Road, past the infamous Union Carbide Factory (the poisonous gas leakage causing the worst industrial disaster in 1984), Islamnagar is a small village known for the palace of Bhopal's Afghan rulers built by Dost Mohammed Khan. Gardens surround the palace and the pavilion. The pavilion, a synthesis of Hindu and Islamic decorative art, has pillars richly decorated with floral motifs. Other important monuments are the hamam (baths) of the Chaman Mahal and the double-storied Rani Mahal.

### Jama Masjid

A small, beautiful mosque constructed during the period of Qudisiya Begum, Jama Masjid in Bhopal is an impressive structure. A well preserved monument, Jama Masjid is frequented by large number of people throughout the year. Most fabulous feature of this pretty shrine is the two large towers that can be seen from a considerable distance. The mosque exhibits a classic example of Islamic architecture and the arches with alabaster white columns are a marvelous sight. The mosque also contains a small pond and its sanctum is made up of marble. Though a small







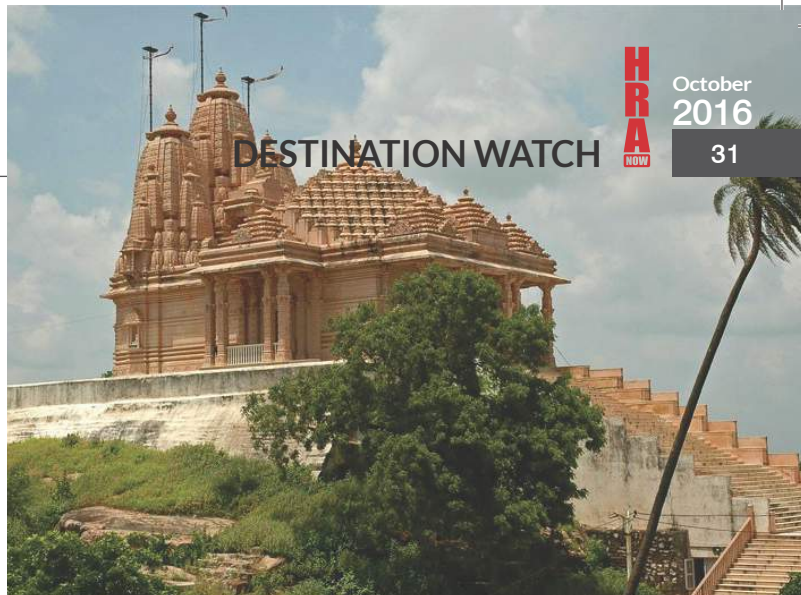
shrine, Jama Masjid occupies a remarkable place among the pilgrimage centers in Bhopal.

### Lakshmi Narayan Temple

The Lakshmi Narayan Temple, also called Birla Temple commands a panoramic view of Bhopal, located on Arera Hills. The temple is built in the honour of Goddess Lakshmi, the Hindu Goddess of wealth and her divine consort, Lord Vishnu, the preserver of the universe, known as Narayana. Apart from the idols of Goddess Lakshmi and Lord Vishnu, the temple also has a dazzling idol of a reposing Lord Shiva with his wife, Goddess Parvati. Attached to the temple at Bhopal is the Birla Museum that houses a collection of sculptures from the Mandsaur, Shahdol, Sehore and Raisen districts of Madhya Pradesh. The collection dates back to the 12th century era of the Paramaras when the art and culture prospered in the state. The sandy-yellowish temple has an old-worldly charm about it, with a huge turret on one side of the building. As one enters the temple through a glorious archway, the sprawling lawns lend it a pretty appeal.

### Lower Lake

A beautiful remnant of the great Mughal Empire, Lower Lake in Bhopal is situated in the serene surroundings of majestic hills and the massive upper lake. The Lower Lake, which is also called as the Chota Talaab, is separated from the Upper Lake by an over-bridge.



Hemmed by the magnificent Kamala garden, the Lower Lake presents aesthetic appearance. Exciting trips by sail, paddle and motorboats over the Lower Lake is fascinating attractions for adventure lovers. This lovely lake along with the magnificent Upper Lake have given Bhopal its title as the "City of Lakes". The beauty and charm of this wonderful pond is greatly affected by the human settlements from all sides.

### Manua Bhan Ki Tekri

Nearly seven kilometer away from Bhopal on Gwalior road on the top of a hill is situated Manua Bhan Ki Tekri, it is a pilgrimage and faith of Jain devotees. On the tekri the Jain saint Maharaj Shri Vijay Suri, Shri Jindutta Sureshwarji and Acharya Manutung's footwears are kept and also an idol of Shri Man Bhadarji has been installed. On the Simha Gate of the temple is an old manuscript carved on the stone, the language in which it has been written is still to be deciphered. It is also said to be the Sadhana Sthali of Oswal Dynasty. A big fair is also held every year here on Kartik Purnima.

### Moti Masjid

Moti Masjid, a lovely shrine in Bhopal is a significant landmark in the history of Muslim women in India. This marvelous shrine was constructed by the progressive Muslim ruler Sikander Begum in the year 1860. The







architectural design of the Moti Masjid has a close similitude to the famous Jama Masjid in Delhi. This pretty mosque is comparatively smaller in size, but grabs attention of thousands tourists because of its architectural marvel. Its dark red towers and golden spikes are really fantastic. The facade of the mosque is of glittering white marble, which provides an ethereal look. The Moti Masjid is also called as Pearl Mosque because of this sparkling white fascia.

### National Telecom Museum

Tele communication has brought revolutionary changes in the field of communication. Earlier it was not like as it is seen in present days. The different stages of Indian telecommunication were preserved in the National Telecom Museum of Bhopal. The Telecom Museum was opened for the public on 18th August 1996. It was set up by the Madhya Pradesh Telecom Circle and the main initiative was taken by the then chief General Manager R. N. Goyal. It is located at Arera Telephone Exchange, Bhopal. National Telecom Museum is only one of its kinds in Asia. The museum has an excellent blend of modern and ancient telecom equipments of India and has captured the golden history of Indian Telecommunication. The museum houses, 1837's Highton's Telegraph Galvanometer, 1874's Baudot's Printing Machine, 1+1 Carrier system, Teleprinter Machine of Creed Model, Pre 1950's Carrier system, various National Telecom Museum, Bhopal type of call's protective device, D.C. Motor generator set, various components used in Magneto exchange up to Electronic exchange, Old historic document and bills, Payment sheets and performance record books dating to British era of 1913 and 1917, Different type of old and New UIG cable models antique Round Bracket Post, Cordless system of 1878 and several other things. Many items can be seen even in working condition. It also possesses PCO booth of 19 century (made by the British), SOS telegram sent by commanders of East India Company during the revolution of 1857, Photograph of famous persons connected with the Telecom industry etc.



### Raj Mahal (Taj Mahal)

Taj Mahal, Bhopal is a palace built by Sultan Shah Jahan, Begum of Bhopal. It is located besides the Taj-ul-Masajid in Bhopal. The Taj Mahal at Bhopal was built as the Begum's residence, at a cost of Rs. 70 lakh. Its construction spanned over a period of 13 years, from 1871 to 1884. The building was originally named Raj Mahal ("royal palace"). The British Resident at Bhopal, who was highly impressed with the architecture once remarked that the palace should be known as Taj Mahal: the Taj Mahal at Agra had been built by the Begum's namesake Shah Jahan. Thereafter, the palace was renamed to Taj Mahal. The architecture of Taj Mahal has British, French, Mughal, Arabic and Hindu influences. The palace has 120 rooms, including Sheesh Mahal (palace of mirrors) and the Sawan Bhado pavilion (a 50x50 feet gallery in the courtyard). The main entrance is a seven-storied structure.

### Regional Science Centre

Regional Science Center is located on Banganga Road on Shyamla Hills, Bhopal. It was established in the year 1995. The museum houses Science equipments, working models, animated models, artifacts, panel displays. Most of the models are interactive in nature. The museum has also a science park. The museum regularly arranges science fair, science shows, science seminar, science quiz and various other programmes to create interest among the students.

### Sadar Manzil

A graceful building of the princely era, Sadar Manzil is located at the Chowk area of Madhya Pradesh. The former rulers of Bhopal were using this graceful building as a hall of public audience. This brick-red edifice has a flamboyant appearance, and the precincts that surround the palace make it picturesquely beautiful. The magnificence of the building and the surrounding greenery generate a magical charm on the spectator. Sadar Manzil, which situates near to Gohar Mahal, with its exceptional architecture and artistic beauty attracts large number of people.





### Shaukat Mahal

Situated at the Chowk area of Bhopal, Shaukat Mahal is one of the architectural wonders of Bhopal. The Mahal is an odd combination of Indo-Islamic and European styles of architecture. Supposed to be designed by a profligate Frenchman, the building is very different from the rest of the Islamic architecture in the locality.

The unique feature of this Mahal is that it is made of beautiful white alabaster and the roof of the building is adorned with a series of complicated triangular-shaped arches. The delicate floral patterns on the exterior of the palace give it a very eco-friendly appearance.

### State Archaeological Museum

State Archaeological Museum, Bhopal is located at Banganga Marg. State Museum, Bhopal was established in 1964. The museum has a huge collection of archaeological objects including Stone sculptures, paintings of various schools, objects of arts and crafts, statues, figurines, tribal handicrafts and musical instruments, coins, and bronze object of 12th century. The sculptures were mostly collected from different part of the state.

### Taj-ul-Masjid

The name 'Taj-ul-Masjid' means 'The Crown of Mosques'. And it surely lives up to the name, as this is one of the biggest mosques in Asia and the largest in India. Built by Nawab Shahjehan Begum, Taj-ul-Masjid has an attractive and imposing structure. This pink mosque is built around a large courtyard with a huge tank in the center. The main attractions of the mosque are the 18 floor high octagonal minars that tower over the nearby structures and the marble domes that are radiant as gold in sun. Get ready to get spellbound by the moment as you enter the prayer hall. The hall has many massive pillars, marble flooring and the Quibla wall that has 11 recessed arches. This landmark of Bhopal city truly deserves recognition throughout the world.



### Upper Lake

A beautiful water body of the 11th century, Upper Lake is the oldest man-made lake in India. Locally called as Bada Talab, it is a massive earthen bund constructed across the Kolans River. Legend says that King Bhoj constructed this gigantic lake, which is believed to have cured his skin disease. A massive lake with a catchment area of 36.1 sq km, the Upper Lake happens to be the major source of potable water for the people of Bhopal. An attractive royal garden called Kamla Park in the vicinity makes the surroundings more scenic. A favourite spot of the water enthusiasts, this lake is the hub of all water sport activities in Bhopal.

### Van Vihar National Park

Van Vihar National Park is a national park in India located at the heart of Bhopal, the capital city of Madhya Pradesh. Declared a national park in 1983, it covers an area of about 4.45 km. Although it has the status of a national park, Van Vihar is developed and managed as a modern zoological park, following the guidelines of the Central Zoo Authority. The animals are kept in their near natural habitat. Most of the animals are either orphaned brought from various parts of the state or those, which are exchanged from other zoos. No animal is deliberately captured from the forest. Van Vihar is unique because it allows easy access to the visitors through a road passing through the park, security of animals from poachers is done by building trenches and walls, which provides natural habitat to the animals.

Modern Bhopal is a place where one can see the richness of tradition is intertwined with the modern life. The remnants of the glorious past live on in the havelis, grand mosques and the museums. A cradle of arts and culture, Bhopal provides numerous centers of contemporary and performing arts. Bhopal is a hub of the folk and tribal arts that give a feel of village life in the state. Bhopal is an important economic, industrial, educational and political center of the State as well as Central India and houses various institutions and installations of state as well as some of national importance. ■

## Celebrated at Hotel Marine Plaza-Mumbai

2016 International Housekeeping Week SEPTEMBER 11-17

The mark of a good housekeeping is considered that it should be felt but not seen. We like a spic and span area with no evidence of what made it like that in the first place. No mops, no brooms, no dusters, no disinfectants or detergents and no housekeeper, in short nothing to show the efforts that were put in to get it to that condition. It is then no wonder that Housekeeping personnel seldom get the credit that they deserve in the upkeep and maintenance of the property.

The silent workers, who are at the bottom of the organizational ladder often, remain the unsung champions who greatly contribute to the image of the property. They play a crucial role in ensuring the comfort levels of a guest. However, they do not generate revenue so are considered as expense heads. To boost their self-worth and enhance their perception, one week per year usually the 2nd week of September is set aside for recognizing the Housekeeping achievers.

The idea is to focus attention on the contribution of all Housekeeping Professionals in facilities such as

hotels, hospitals, schools/ colleges. It is dedicated to all people who work to provide a clean, safe and healthier environment to everyone.

IHW seeks to create fun and enjoyment in otherwise dull and mundane chores. A housekeeping head of operations tries to ensure that his/ her staff has a good time. It starts with offering them healthy breakfast/ meals and meditation and relaxation sessions. There are various competitions using the items or tasks commonly undertaken by the staff. Other departments are invited to take part in various Housekeeping tasks and see how they fare vis-a-vis their cleaning colleagues. This helps others to increase understanding of the efforts put in by Housekeeping personnel.

An inauguration ceremony to kick off the Housekeeping week involved inviting operational heads like the General Manager, Resident Manager and other Heads of Department. Cut a cake; create special moments by clicking group photos or selfies, keeping latest trend in mind. Putting up photos of all Housekeeping staff for that additional recognition value.

Fun competitions involve things like blindfold bed making, mop races, trivia quizzes, best pantry / trolley competitions, best floral arrangements. There were individual events to showcase that special skills as well as team games for building strong bonds among each other. Prizes were given to the winners on the last day of the IHW. The staff felt special and looked forward to participate and win the events.

Personalized Thank you note, certificates, gift cards, basket of toiletries were devised. The team was offered complimentary restaurant meals or treatments in the in-house spa. Most of the staff cherished and treasure these moments and mementos.

For the grand finale, they organize a high tea with snacks, cocktails and munchies. Every member was presented with a special trophy and individual recognition certificates.

Do not forget to talk about the event and let everyone know about it. After all, it is an event by and for the most valuable team players. Their presence might not be felt but their absence definitely will!!!! ■





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